YERONGA
STATE HIGH SCHOOL

INTERNATIONAL STUDENTS HANDBOOK

2026



Contents

1. Principal welcome 5
2. School details 6
3. Administration 6
4. School values 8
5. International team 11
6. Emergency contacts 12
   6.1. During school hours 12
   6.2. After school hours and on the weekends 12
   6.3. Critical or life-threatening situations - dial Triple Zero (000) 13
7. School emergency and lock down procedure 14
8. School map and facilities 15
9. Orientation 16
   9.1. Daily timetable 16
   9.2. Orientation timetable 16
   9.3. Orientation handouts 18
   9.4. Assembly 18
   9.5. Overseas student Meeting 19
10. What to do when 19
   10.1. Late for school 19
   10.2. Leaving school during the day 19
   10.3. Feeling sick or unwell 19
   10.4. Wanting to change subjects 19
   10.5. Changing address or contact details 20
   10.6. Wanting to see a Guidance Officer 20
   10.7. Lost property 20
   10.8. Toilet access during class time 20
11. Accommodation and welfare 20
   11.1. Care arrangements 20
   11.2. Living with a homestay family 20
   11.3. Curfews 22
12. Culture shock 22
   12.1. Culture shock 22
      12.1.1. Honeymoon period 22
      12.1.2. Frustration/Distress period 23
      12.1.3. Adjusting period 23

12.1.4. Acceptance/Autonomy period 23
12.2. Expressing emotions 24
12.3. Manners 24
13. Contact details 24
14. ISP Standard Terms and Conditions 25
Visa Conditions 25
14.1. Attendance 25
14.1.1. At risk of failing to meet attendance requirements 26
14.1.2. Unsatisfactory attendance 26
14.2. Course progress 26
14.2.1. Unsatisfactory course progress 27
14.2.2. Formal intervention 27
14.3. Behaviour 28
15. English as a Second Language or Dialect (EAL/D) 28
16. Additional study support programs 29
17. Academic policy 29
18. Legal services 29
19. Emergency and health services 29
19.1. Overseas student Health Cover (OSHC) 30
20. Medical matters 31
20.1. Health information 31
20.2. Visiting a doctor 31
20.3. Medication 31
20.4. Medical treatment 31
20.5. Mental Health: 31
20.5.1. Mental health telephone and online contacts 32
21. Fees 32
21.1. Tuition 32
21.2. Non-tuition fees 33
22. Change of school, year level, course or course duration (variation of enrolment) 33
23. Transfer to a non-government school or another institution 33
24. Complaints 33
25. Appeals 34
25.1. Internal appeal 34
25.2. External appeal 34
26. Travel and activities 34
26.1. Swimming 35

26.2. Surf and Beach safety 35
26.2.1. Surf Life Saving Australia's 10 Surf Safety Hints 35
26.2.2. Useful links 36
26.3. Sun safe 36
27. Refund policy 36
28. School policy and procedures 36
28.1. Anti-bullying policy 36
28.2. School network and internet policy 37
28.3. Use of mobile phones 38
28.4. Make up and jewellery policy 40
28.5. Uniform requirements 40
29. Banking 43
30. Transport 44
30.1. Transport to school 44
31. Driving 44
32. House Structure 44
32.1. House Groups 45
32.2. 45
33. School Leadership Opportunities 45
34. Australian families 45
34.1. Australian teenagers 45
34.2. Mealtimes 45
35. Socialising with friends 47
36. Communication 47
37. Digital Safety and Cyberbullying 47
38. Road safety 47

1. Principal welcome



It's my pleasure to welcome you to Yeronga State High School. As Principal, I lead our learning community in the pursuit of our key values of Quality, Harmony and Sustainability. With my team, I encourage all members of our community to be the best they can be and strive for their own Quality Pathways to Success within and beyond the school environment.

Proudly, our learning community thrives on the richness and diversity of our people's stories, cultures and beliefs. We aspire to always prioritise wellbeing and inclusion to ensure every learner succeeds in an environment aligned to the vision of 'education for all'. Inclusive education is the foundation from which learners' stories can launch opportunities for them to discover their full potential and attain self-worth and wellbeing.

To support our young people to reach their potential, students are supported by a team of passionate teaching and non-teaching staff. Students are assisted to develop an improved sense of academic agility to prepare for a successful future. Through supported access and participation in learner-centric programs, Yeronga students identify and develop towards future pathways in trainee and apprenticeships programs as well as tertiary learning, and employment.

Through regular opportunities to engage and communicate with each other, Yeronga has continued to sustain a culture that has been founded on its 4 Rs: Rights, Respect, Responsibility, Reputation. As a learning community, we value the contribution that each of us can make through quality relationships and we welcome your involvement in your young person's learning journey.

I look forward to leading Yeronga State High School towards continued Quality, Harmony and Sustainability to enable every student to aspire towards personal achievement and success.

Kind Regards

Ben Orford

2. School details

Street address: 159 Villa St, Yeronga, 4104

Office hours: Monday – Friday 8:00 am – 3:45 pm

Telephone: 07 3249 1400

Absence line: 07 3249 1460

Absence email: studentabsence@yerongashs.eq.edu.au

Administration email: office@yerongashs.eq.edu.au

Website: https://yerongashs.eq.edu.au

Facebook: https://www.facebook.com/YerongaStateHighSchool/

3. Administration

Administration	Name	Telephone/contact
Principal	Mr Ben Orford	07 3249 1400
Deputy Principals • Year 11-12 • Year 9 – 10 • Year 7-8	 Ms Phuong Truong Mr Matthew Petersen Ms Tania Williams	 07 3249 1400
Financial matters		
Business Service Manager Student Resource Scheme	Ms Natalie Pavlakis	07 3249 1400
Student attendance	Mr Brayden Jamieson	studentabsence@yerongashs.eq.edu.au 07 3249 1460
Heads of Department • Year 7 • Year 8 • Year 9 • Year 10 • Year 11 • Year 12	 Mr Brock Germain Mr Craig Jorgensen Ms Kate Middleton-Pol Ms Holly Haswell- Smith Ms Kim Andrew Ms Domini Roblin	 bgerm1@eq.edu.au cjorg34@eq.edu.au kmidd26@eq.edu.au hhasw1@eq.edu.au kandr179@eq.edu.au drobl1@eq.edu.au

• Arts • English • HPE Sport • Humanities • Information Technology • Mathematics • Science • Teaching and Learning • Special Education	Mr Luke Lilly Ms Petrina Zagami Ms Lauren Askin Ms Jess Corsbie Ms Susan Gilchrist Mr Ben Habermehl Mr Steve Smith Ms Bree Sippel Ms Tanya McSwaine	llill3@eq.edu.au pzaga1@eq.edu.au laski4@eq.edu.au jxcor3@eq.edu.au sgilc10@eq.edu.au bhabe6@eq.edu.au ssmit490@eq.edu.au bsipp7@eq.edu.au tmcsw15@eq.edu.au
Student Wellbeing and Support • Guidance Officer • Youth Support Coordinator • School Based Nurse • Chaplain	Ms Nic Taschke Ms Nikki Shaw Ms Suzie Fullerton Mr Chris Perry Ms Esther McCall Ms Jennifer Bennett	ntasc1@eq.edu.au nshaw28@eq.edu.au sfull87@eq.edu.au cperr83@eq.edu.au Esther.McCall@health.qld.gov.au jennifer.bennett@chaplaincy.org.au

4. School values

Quality pathways to success

Our school vision is simplistic yet powerful and is predicated on high standards, solid foundations, innovative practices, strong traditions and the agreed values of:

- Quality
- Harmony
- Sustainability

Our vision and values drives our decision making processes and actions and should be evident in all that we do.

At Yeronga we celebrate student diversity and encourage individuality through leadership programs, tailored learning pathways and a nurturing learning environment.

We model our values to students through high standards of personal accountability, social justice and global competence to ensure our students have authentic multicultural school experiences.

We believe in equal access to education and pride ourselves on our deliberate engagement with cultural inclusion as a vibrant and dynamic learning community.

This is Yeronga State High.

As a richly diverse learning community, we are committed to supporting the Department of Education's journey towards a more inclusive education system for all students. In line with this, we will seek to ensure that our students can access and fully participate in learning, alongside similar-aged peers, supported by teaching strategies and reasonable adjustments aimed at meeting individual needs. We welcome you to read our school's Inclusion policy.

Essentials

Students must exit formal education with the knowledge and skills defined by syllabuses and also with skills to promote career opportunities and lifelong learning:

- Communication—literacy, numeracy and technology skills
- Thinking—critical, creative and problem-solving skills
- Active citizenship—service to school and community


RISE Universals
R
RESPECT
Respect people, property, and the environment.
Follow staff instructions the first time.
Use polite, inclusive language and respect the personal space of others.
Look after school property and the environment.
Wear the correct uniform and represent the school with pride.
I
INTEGRITY
Do the right thing, even when no one is watching.
Own your choices: admit mistakes and make things right.
Complete work with integrity and authenticity.
Use technology safely and appropriately.
Take responsibility and follow through on commitments.
S
SHOW EMPATHY
Understand and support the feelings and needs of others.
Listen actively; let others speak and be heard.
Respect diversity and different perspectives.
Include others and stand against bystander behaviour.
Support peers: check in, help, or seek adult help when needed.
E
EFFORT
Strive for your personal best in everything you do.
Arrive prepared, on time, and ready to learn.
Participate positively and persist when learning is challenging.
Complete work on time, submit drafts and use feedback.
Seek help, practise, and reflect to grow and improve.

YERONGA STATE HIGH SCHOOL

CUSTOMER VALUE PROPOSITION







At Yeronga we believe in the importance of celebrating student diversity and fostering a nurturing learning environment. As staff we strive to model high standards of personal accountability, social justice and global competence. We believe it is important to ensure our students have authentic multicultural school experiences that are deliberately inclusive. We appreciate our point of difference and place value on the contributions of students in our community.

We Believe we are a culturally inclusive school community and committed to a tailored personal learning experience for our students.



YERONGA STATE HIGH SCHOOL

EMPLOYEE VALUE STATEMENT











YERONGA STAFF VALUE RESPECTFUL, RESPONSIVE AND INCLUSIVE LEARNING ENVIRONMENTS AND HONOUR THIS COMMITMENT THROUGH STUDENT VOICE AND AGENCY.

As staff we remain committed to fostering respectful, responsive and inclusive learning environments for our diverse learners. We acknowledge the necessity to maintain high expectations of our students and honour their cultural identity as individual learners. We work with our young people to listen and respond to student voice with empathy and ensure they all feel safe, respected and valued.

5. International team

The International team are here to guide you with your studies and support you during your time at Yeronga State High School.

Name	Role	Contact
Ms Phuong Truong	Deputy Principal International Student Programs – Line Manager	ptruo7@eq.edu.au
Ms Maria Growns-Lieu	International Student Coordinator	mgrow3@eq.edu.au
Mr Song Huang	International Student Coordinator	shuan1@eq.edu.au
Ms Aki Blakley	Homestay Coordinator	ablak120@eq.edu.au
Mrs Hellina Hodgkinson	International Student Administrations Officer	hhodg55@eq.edu.au
Ms Nic Taschke Ms Nikki Shaw Ms Suzie Fullerton	Guidance Officer	ntasc1@eq.edu.au nshaw28@eq.edu.au sfull87@eq.edu.au
Ms Jacqui Bottger	English as a Second Language or Dialect (EAL/D) Coordinator	jbott27@eq.edu.au

The international office is located at D block, D05 on Level 3.



6. Emergency contacts

6.1. During school hours

An emergency is a situation that may affect your health, safety or welfare. In the event of an emergency during school hours please contact any of the people below immediately.

Name	Role	Contact
Ms Phuong Truong	Deputy Principal International Student Programs – Line Manager	ptruo7@eq.edu.au
Ms Maria Growns-Lieu	International Student Coordinator	mgrow3@eq.edu.au
Mr Song Huang	International Student Coordinator	shuan1@eq.edu.au
Ms Aki Blakley	Homestay Coordinator	ablak120@eq.edu.au

6.2. After school hours and on the weekends



Your personal safety is our number one priority.

What is 1800 QSTUDY?

1800 QSTUDY (1800 778 839) is a service that ensures you have consistent 24/7 support, including urgent after-hours service and a process for managing incidents.

To call the service from overseas, you **must** dial +61 1800 778 839.

This hotline helps to keep you safe and supported.

When can I call 1800 QSTUDY?

The hotline is available to you to use outside of school hours.

This means you can call 1800 QSTUDY (1800 778 839) **before 8.30am** and **after 3.30pm** on school days, and 24 hours during weekends, public holidays and school vacations.

How do I find out more about 1800 QSTUDY?

For more information read the 1800 QSTUDY brochure for international students (PDF,2.1MB).

Find out more about the service by emailing EQInternational@qed.qld.gov.au or phoning 1800 316 540.

Who can use 1800 QSTUDY?

International students in all International School Program (ISP) schools can use the 1800 QSTUDY support service. Members of your family, your legal guardian, agent, homestay provider or other persons may also call the service regarding issues that concern you if they are listed as one of your authorised contacts.

Your school will answer any questions you have about the student support hotline. If you are a new student, this will be part of your school orientation.

Different arrangements are in place for study tour students. Your chaperone will explain the support process that is available for you. For further information please phone us on +61 7 3513 5708 or email StudyTours.EQI@qed.qld.gov.au.

6.3. Critical or life-threatening situations - dial Triple Zero (000)

A critical or life-threatening situation includes:

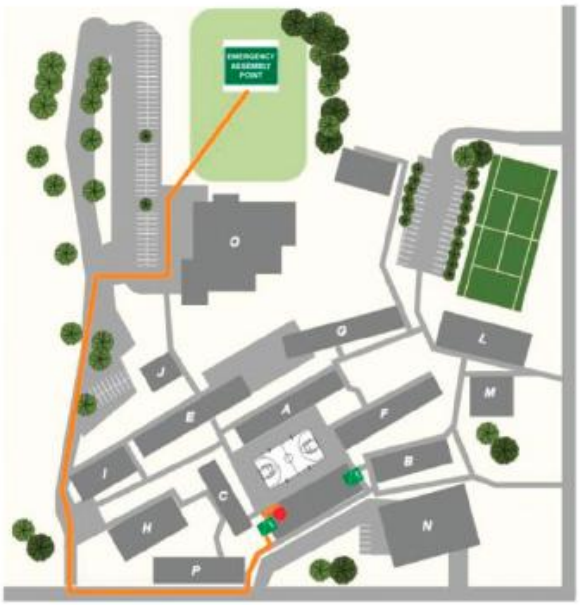
- immediate danger
- physical or sexual assault
- serious injury or illness
- student threatened with violence
- there has been a death.

You can download the Emergency+ application (app) from the Apple, Google and Microsoft app stores. The Emergency+ app helps provide critical location to emergency services.

7. School emergency and lock down procedure

Primary Assemble Point:
Bottom Oval OR O Block

Distance & Time to
Primary Assembly Point:
250m, 4 min



Upon the sounding of the alarm, students must follow these procedures:

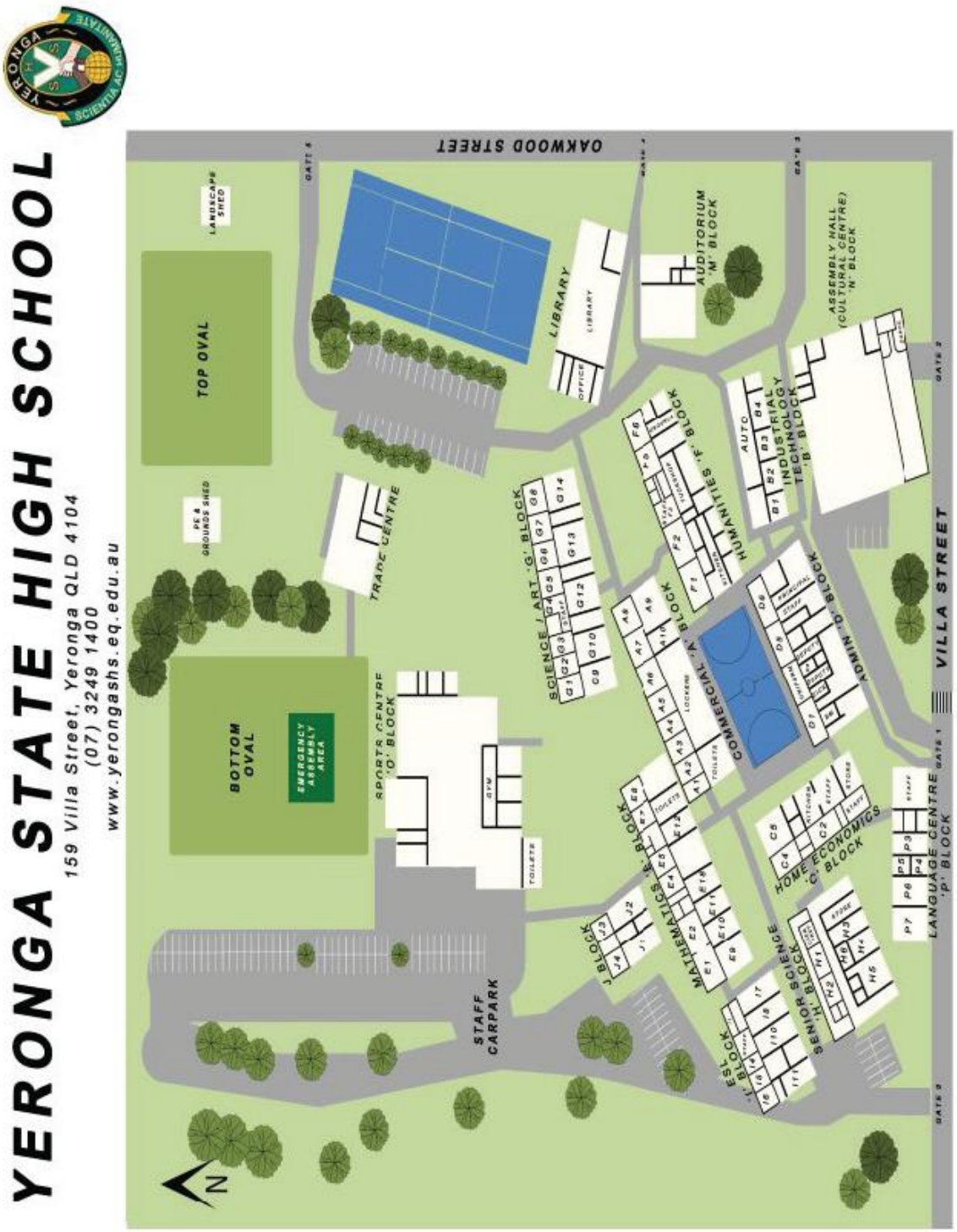
LOCKDOWN

- If outside move to nearest upstairs classroom
- Follow directions of teachers
- Lock classroom doors
- Remain calm and silent inside classrooms
- Be out of 'line of sight', ie under desks or against walls
- Do not use mobile phones, all phones should be on silent
- Remain in location until directed by staff or police to move.

EVACUATION

- If outside, move with the nearest teacher or group to the Evacuation Assembly area: bottom oval, O block or other officially communicated area
- Remain calm and move under direction of staff in a quick and orderly manner
- Avoid walking under buildings
- At the evacuation assembly area quickly find your care group and sit alphabetically for roll marking
- Remain in the assembly location until directed by staff or police to move
- Avoid using mobile phones
- Advise teachers of peers who may need support.

8. School map and facilities



9. Orientation

The Yeronga State High School international student Orientation has been designed to:

- support your wellbeing
- help you adjust to study life in Australia
- support your academic success.

9.1. Daily timetable

A warning bell sounds 5 minutes prior to start of classes before school and at the end of morning tea and lunch.

	Monday	Tuesday	Wednesday	Thursday	Friday
Care Group	8.45 - 8.55	8.45 - 8.55	8.45 - 8.55	8.45 - 8.55	8.45 - 8.55
Period 1	8:55 - 10:05	8:55 - 10:05	8:55 - 10:05	8:55 - 10:05	8:55 - 10:05
Period 2	10:05 - 11:15	10:05 - 11:15	10:05 - 11:15	10:05 - 11:15	10:05 - 11:15
First Break	11:15 - 11:55	11:15 - 11:55	11:15 - 11:55	11:15 - 11:55	11:15 - 11:55
Period 3	11:55 - 1:05	11:55 - 1:05	11:55 - 1:05	11:55 - 1:05	11:55 - 1:05
Second Break	1:05 - 1:35	1:05 - 1:35	1:05 - 1:35	1:05 - 1:35	1:05 - 1:35
Period 4	1:35 - 2:45	1:35 - 2:45	1:35 - 2:45	1:35 - 2:45	1:35 - 2:45

9.2. Orientation timetable

Orientation Timetable Day 1

Time	Venue	Orientation topic
8.40am-8:50	**D block – D09**	**Welcome & Introductions:** • International Student Coordinator • Homestay Coordinator
9.15am	**D block – D09**	• Deputy Principal's Welcome • Guidance Officer • Expectations and concerns • School values
9.30am	**D block – D09**	**Collect – Students Forms** Visa, Passport, Enrolment, Subject Selection, Code of Behaviour, Homestay Code of Conduct **Hand out – ISP Student Handbook** ISP Student handbook/PowerPoint presentation
11.15am		**Morning Tea**

11.55am	**D block – D06**	Guest Speaker – Guidance Officer
	D block – D06	Guest Speaker – School Nurse Guest Speaker – Head of Senior Schooling
12.00pm	**D block – D06**	Welcome booklet
1.05pm		**Lunch**
1.45pm	**D block – D06**	Students to have photo taken • Obtain timetable • Hand out evaluation **Question Time**
2.45pm	Home Time	

Orientation Timetable Day 2

Time	**Venue**	**Orientation topic**
9.00am	Deputy Principal Office	• Change of subjects • Assessment
10.00am	**D block – D09**	Visa conditions • Attendance • Course progress • Behaviour Deferral, suspension and cancellation of enrolment Complaints and appeals
11.15am		**Morning Tea**
11.55am	**D block – D09**	**Orientation topic** • Staying in a Homestay PowerPoint • Communication • Homestay adjustments • Local map, transport and activities • Getting around

		• Money and banking • Health and safety PowerPoint • Personal safety plan • Medication • Details of doctors and prescription • Emergency services/hospital/medical • Banking • EQI travel policy and travel forms • Transfers • EQI holiday programs • School excursions • Personal safety • Legal services • Shopping • Community facilities • Events
1.05pm		**Lunch**
1.35pm	**D block – D09**	**Water skills assessment** **Question Time**
2.45pm	Home Time	

9.3. Orientation handouts

- International Student Handbook
- Homestay booklet
- Diaries/Student planner
- Email and phone list
- Overseas Student Health Cover card
- Emergency contact details (1800 QSTUDY cards)
- Recreational sport selection
- Orientation evaluation

9.4. Assembly

Assembly is where the students at Yeronga State High School come together to receive important announcements, updates and information from the school Principal, school staff and students. Year Level Assembly is held once a week at the start of school during your Learner Agency Lesson in the morning in the Auditorium or the Cultural Centre.

Whole school assembly is held three or four times during the term in the Sports Centre.

Assembly attendance is mandatory.

9.5. Overseas student Meeting

International students meet each week in the international room at first break on Mondays and Tuesdays at first break. The purpose of the short meeting is check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your International Student Coordinator/Homestay coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

10. What to do when

10.1. Late for school

If you arrive after 8:45am, you must report to Student Services desk with a note stating the reason for lateness. A phone call from home can also be sent through the student absence line.

- If you do not have a note, you must use your planner or ID card to sign in at the automated late desk where you will be issued a first break detention. Public transport is not an excuse for lateness.
- Senior students who consistently arrive late to school could place their enrolment in jeopardy.
- All students are expected to be punctual in attendance arriving at 8.30am for an 8.45am start. Students who have a study line in period 1, must attend Care Group roll marking as usual.

10.2. Leaving school during the day

- A signed note from your parent/guardian specifying the leave request must be brought to Student Services before school.
- Generally permission will only be granted for urgent personal or medical reasons. Other matters and appointments should be made out of school hours.
- You are not to leave the school grounds prior to 2.45pm without permission from the principal or other school official. Leaving the school grounds without permission will be treated as truancy and dealt with under the school's Behaviour Management Policy.
- In the case of urgent, unexpected events, parents must contact the office. They are not to contact you on your mobile phone during school hours.

10.3. Feeling sick or unwell

- Report to your class teacher who will give you a note to go to Sick Bay (student services)
- If it is breaktime, report immediately to student services and sign in to Sick Bay.
- Students must not contact parents/carers via mobile phones directly – these calls will be made by office staff once you are admitted to sick bay.

10.4. Wanting to change subjects

See the Deputy Principal of Senior Secondary/International Student Programs, Ms Truong at her office located in D block on Level 2 before school or during first or second break.

10.5. Changing address or contact details

Complete the change of address or contact details form from Student Services. Return the completed form to Student Services.

10.6. Wanting to see a Guidance Officer

Speak to the Guidance Officer to book an appointment.

10.7. Lost property

All lost property is located at Student Services.

10.8. Toilet access during class time

You must seek permission from your classroom teacher for permission to access the toilet during class time.

11. Accommodation and welfare

11.1. Care arrangements

While studying you must live with:

- a parent, legal custodian or Department of Home Affairs (DHA) approved guardian; or
- an approved homestay provider, if you are enrolled in high school, even if you turn 18 before completing your course.

You must not change these arrangements unless we give you written approval.

You must report any serious or urgent threat to your welfare to us immediately.

If you live with a DHA approved guardian, we will communicate with that guardian on all matters to do with your enrolment and schooling (including welfare matters) as if the guardian is your parent. You can read more about EQI's Welfare and accommodation in the following documents:

- Standard terms and conditions
- Accommodation and welfare

11.2. Living with a homestay family

Your homestay family plays an important part in your time in Australia. They have been carefully selected and will be eager to welcome you into their home. It may take some time for both yourself and your homestay family to settle in, so please take the time to develop this relationship as it will play a very important part in your happiness and success.

It is important to establish clear expectations from the beginning. If you are unsure about how things are done or what to do, make sure you ask. Your homestay family is there to give you the opportunity to learn about Australian culture and assist you in any way that they can.

Following are some suggestions on what to ask your homestay family.

- What would you like me to call you?
- What do you expect me to do daily?
- Where do I put my clothes that need washing?
- Can I use the washing machine or iron at any time?
- Can I help myself to food and drink at any time?
- Can I move my bedroom furniture around if I wish?
- Is there a special getting up time on weekends?
- Is there a bedtime?
- Can I invite friends around?
- What are the rules for using the telephone?
- What are the rules for using the internet?
- What time am I expected home on the weekends?
- Can I use household appliances when I wish?
- When and how loud can I play music?
- Are there any general rules or expectations in the household that I should know?

The way of life in Australia may be different from how you live in your country. Expectations and the degree of independence may differ and your homestay family will try to understand these differences. You also need to try and understand the differences so that you all have a good homestay experience. If you feel you are being asked to do too much or that rules are unreasonable in your homestay, talk to the International Student Coordinator/Homestay coordinator, who will discuss your concerns with the family.

When living in a homestay you must:

- respect members of the family, their property and the home environment;
- participate actively as a member of the household;
- take responsibility for your own behaviour;
- comply with the household rules;
- comply with the homestay provider's decisions about your actions and welfare, including outings and curfews;
- have a mobile telephone and carry it on your person when traveling; and
- keep the homestay provider informed of your whereabouts, and remain contactable by them, at all times.

If you fail to meet these standards, we may consider your conduct to be unsatisfactory behaviour and may cancel or suspend your enrolment, or we may withdraw approval of your welfare arrangements. This may affect your student visa.

If you want to live with a different homestay provider, you should talk to the Homestay Coordinator and the school Guidance Officer. We will not approve new homestay arrangements within the first four weeks of your stay unless there are exceptional circumstances.

If we are required to move you to a different homestay, we will generally give you at least two weeks' written notice. In exceptional circumstances (for example, if we are concerned about your safety), we may move you immediately.

If your homestay provider is temporarily unable to provide homestay for you, we will arrange for you to be temporarily placed with another homestay provider.

11.3. Curfews

You are required to comply with curfew times set by the school while living in your homestay.

	Sunday-Thursday:	Friday/Saturday night (and school holidays):
Junior High School (Years 7 to 10)	no later than 6:00pm, unless for a school-approved extra-curricular activity	no later than 9:30pm, unless for a school-approved extra-curricular activity
Senior High School (Years 11 & 12)	no later than 7:00pm, unless for a school-approved extra-curricular activity	no later than 10:30pm, unless for a school-approved extra-curricular activity

If you or your homestay family require approval for adjustments or additional information on implementing these curfews, please contact Mr Song Huang or Ms Aki Blakely.

12. Culture shock

Culture shock refers to the emotional and psychological reactions to an unfamiliar culture and environment.

For international students, culture shock is often uncomfortable and disorienting. Although culture shock can be positive in some ways, it's important for students to understand what culture shock is, what causes it, and how to manage its effects.

Some of the signs of culture shock may include:

- feeling isolated
- increasing frustration with your host country, the school and host family
- irregular sleep patterns
- spending a lot of time alone in your room
- you are easily upset and can't concentrate at school.

12.1. Culture shock

Culture shock can be described as consisting of at least one of four distinct periods: **Error! Not a valid bookmark self-reference.**, Frustration/Distress period, Adjusting period, and Acceptance/Autonomy p.

12.1.1. Honeymoon period

The first stage of culture shock is usually positive. During the honeymoon period the differences between the old and new culture are seen in a romantic light. For example,

in moving to Australia to study, you might love the new food, the pace of life, and the locals' habits. During the first few weeks most students are fascinated by the new culture.

12.1.2. Frustration/Distress period

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

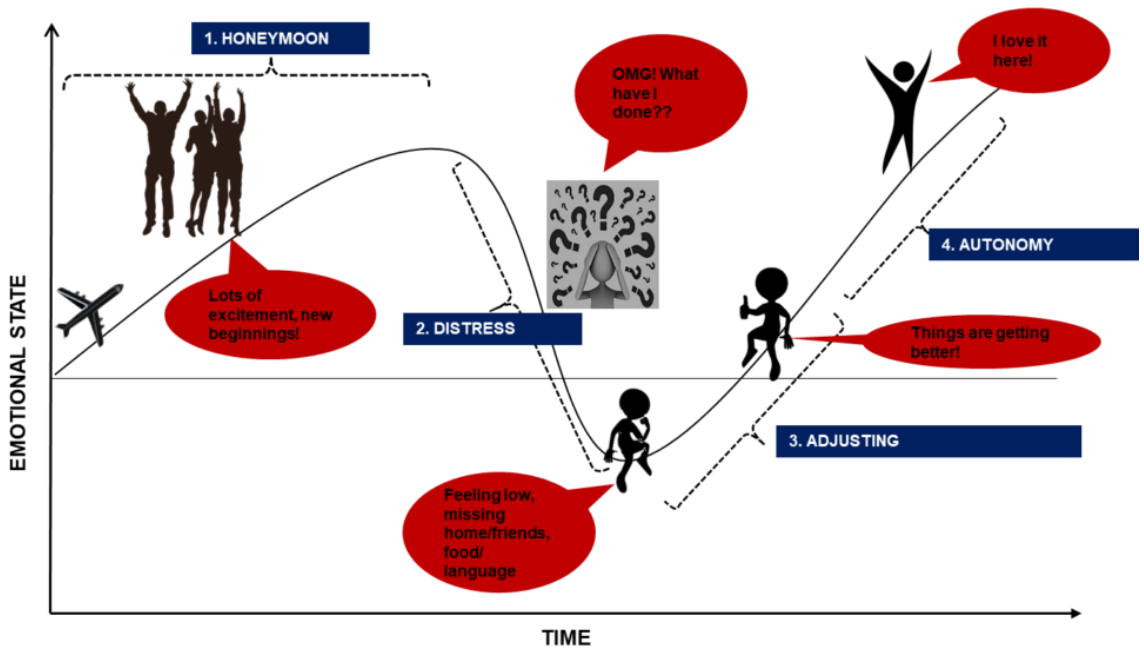
During this period students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

12.1.3. Adjusting period

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this period a person knows what to expect in most situations and the host country no longer feels very new. You will also develop problem-solving skills for dealing with the culture and begin to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

12.1.4. Acceptance/Autonomy period

Individuals in the acceptance period are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; you may keep many traits from your earlier culture, such as accents and languages.



If you think you are feeling culture shock, here are some things that you can do:

- be patient with yourself as culture shock is a normal reaction to a changed environment
- talk about how you are feeling with your host family, friends or a member of the international team
- keep in contact with your loved ones back home
- socialise and make new friends.

12.2. Expressing emotions

Australians tend to express their emotions openly and are not usually embarrassed about showing others that they are happy, sad, etc.

Many Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive and reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals (i.e. guidance officers in schools).

It is normal to feel nervous when you first meet your homestay family. You will begin to feel happier when you get to know the family better. Talking to your homestay family about any worries or questions you have when you first arrive will help you adjust to living in a new country.

12.3. Manners

Manners are very important in Australian culture, and parents encourage their children to say "please" and "thank you" when they ask for something. They also encourage them to apologise (say "I am sorry") when they have done something wrong, or have upset someone. When asking for something, please remember to say, "Can I *please* have …" and say "thank you" when you receive it.

It is important to remember the following:

- Culture shock is a perfectly normal part of the study abroad experience.
- It is important to remember that it will pass.
- Use the experience as an important learning opportunity, helping you to become versatile and adaptable to change. It will equip you with valuable life skills that are some of the greatest benefits of studying abroad.
- Step outside of your comfort zone, make new friends, and take full advantage of the once-in-a-lifetime experiences while you can.
- Once your study abroad experience is over, your family and friends will be ready and waiting to hear all about your adventures.

The international team are here to support you so that you meet your academic goals and have a wonderful study and homestay experience while at Yeronga State High School.

13. Contact details

You must let your school know your residential address in Australia within seven days of arriving in Australia. You must also tell the school of any changes of residential address within seven days. Failure to do this may affect your student visa.

We also need your current telephone number and email contact details, as well as the contact details of your parent/s/legal custodians and emergency contact person/s. Any changes need to be given to us within seven days.

14. ISP Standard Terms and Conditions

Before you arrived in Australia you were provided with a copy of the ISP standard terms and conditions. The standard terms and conditions outline EQI policies that relate your responsibilities and rights and EQI's responsibilities and actions required to be taken during your course of study in Queensland.

If you have not read the standard terms and conditions please do so. The standard terms and conditions are available in the following languages:

- Simplified Chinese
- German
- Italian
- Japanese
- Vietnamese
- Portuguese

Visa Conditions

14.1. Attendance

Yeronga State High School's attendance policy aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at Yeronga State High School it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8.45am.

You are expected to maintain 100% attendance unless you are sick. You should always tell the school if you cannot attend for all or part of the day.

In the event that you are going to be absent from school, ask your homestay parent to notify the school on the day of the absence via the absentee line 07 3249 1460 stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

The school will record your attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked every period. An SMS message will be sent to your homestay parents/carers of an unexplained full day absence.

Satisfactory attendance is a student visa condition for overseas students enrolled in an EQI course, studying on a subclass 500 (schools) visa for the duration of your study. Commonwealth law requires EQI to be proactive in notifying and counselling students who are at risk of failing to meet these attendance requirements. EQI is required by law to report international students who have breached attendance requirements.

Important information about attendance

- Start and finish times — 8.45am – 2:45pm
- Late arrival process — report to Student Services
- School absence telephone number — 07 3249 1460
- Serious, injury or incident process — report to Student Services

14.1.1. At risk of failing to meet attendance requirements

You are considered to be at risk of failing to meet attendance requirements if:

- you are absent for three consecutive days or more and a temporary suspension of study has not been approved by us prior;
- your attendance falls to 95% - 90% of your course contact hours in a study period (semester) or
- we have other concerns about your attendance record.

Your International Student Coordinator will require you to meet with them about your attendance record and provide evidence explaining your absences (such as medical certificates), if requested.

If your attendance falls to 90% - 85% of your course contact hours in any semester, we will give you and your parents/legal custodians and your DHA approved guardian an *Attendance risk notification letter*.

14.1.2. Unsatisfactory attendance

If you do not attend at least 80% of your course contact hours, EQI will notify you in writing of their intention to report you to authorities for not maintaining satisfactory attendance. EQI may exercise discretion not to report you if:

- you provide evidence of compassionate or compelling circumstances explaining your absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report you;
- your attendance record remains above 70% and there are compassionate or compelling circumstances (if your attendance falls below 70%, EQI is required to report you to authorities and your student visa may be impacted).

If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the *Appeals Policy* section of the ISP standard terms and conditions.

You can read in more detail about your attendance requirements at:

- ISP standard terms and conditions
- Attendance - subclass 500 (schools) visa procedure
- Yeronga State High School Attendance Policy

14.2. Course progress

You must maintain satisfactory course progress for each study period as required by us and outlined in the Entry and course requirement standards. Maintaining satisfactory

course progress is a condition of your student visa. If your course progress is not satisfactory, EQI will report you to authorities and your student visa may be impacted.

At Yeronga State High School we provide written reports to you and your parents or legal custodians every semester as per the P-12 curriculum assessment and reporting framework available on the Queensland Department of Education website.

You must complete your course within the time set out in the Confirmation of Enrolment that EQI sent you.

EQI may extend the time to complete your course only if:

- there are compassionate or compelling circumstances;
- your course load is reduced because you are having difficulty making satisfactory course progress; or
- a deferral or suspension of study is approved (see the Deferral, Suspension and Cancellation Policy section of the ISP standard terms and conditions.

Where there is an adjustment to course length you must contact the Department of Home Affairs to seek advice about any potential impacts on your visa, including the need to obtain a new visa.

14.2.1. Unsatisfactory course progress

Yeronga State High School will monitor your workload and your results to ensure you complete the course on time and to assist you if you are having difficulties. The school will implement suitable intervention strategies to identify if you are at risk of not meeting course progress requirements and to notify and assist you in sufficient time for you to achieve satisfactory course progress.

14.2.2. Formal intervention

If you are not making satisfactory course progress, the school Principal will give you and your parents or legal custodians a *Course progress at risk notification letter*. You will be required to meet with the Principal to develop a plan to improve your performance.

If your next study period report indicates continuing unsatisfactory course progress, EQI will notify you in writing of our intention to report you to authorities for breaching the requirement of your visa to achieve satisfactory course progress.

At any point during your enrolment, where your course progress is impacted to the point that your academic outcome or pathway is no longer available, EQI will notify you. If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the **Appeals Policy** section of ISP standard terms and conditions.

You can read in more detail about your attendance requirements at:

- ISP standard terms and conditions
- Course progress - subclass 500 (schools) visa procedure
- Yeronga State High School rules and policies

14.3. Behaviour

Yeronga State High School is committed to providing a safe, respectful and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire support of their lifelong wellbeing.

The Yeronga State High School Student Code of Conduct is available on the school website. The Student Code of Conduct is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

ISP standard terms and conditions state that at school you must:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with your Yeronga State High School's rules – student code of conduct and school policy and procedures

At all times you must

- comply with Australian laws and with the conditions of your student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers your safety or the safety of other people; and
- not do anything that may bring your school or the International Student Program into disrepute.

If your behaviour is unsatisfactory, EQI may cancel your enrolment. This may affect your student visa.

15. English as a Second Language or Dialect (EAL/D)

To support your success at Yeronga State High School you need to have good English language skills. If it is identified that you need additional support to build these skills, Yeronga State High School will:

EAL/D support is provided through our International Student Coordinator and EAL/D Coach. Additional English support lessons are provided to students weekly.

16. Additional study support programs

Our school has the following study programs to support you in your studies:

Activity	Time and Location
Homework Club	Monday and Thursday Resource Centre 2.45pm – 4.15pm
Morning Homework Support	Tuesday, Wednesday and Thursday D06 8.00am – 8.45am
Lunch 2 Homework Support	Book a time with Mrs Growns-Lieu Email one day in advance to make a time. mgrow3@eq.edu.au

17. Academic policy

Refer to the academic and assessment policy located on the Rules and Policies page on the school website.

18. Legal services

There are a variety of legal services in the community around our school. If you need to access legal services, please see the International Student Coordinator.

Legal Aid Queensland can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at www.legalaid.qld.gov.au or call 1300 651 188 Monday to Friday 8:30am to 5:00pm.

For legal advice you can also contact a private solicitor or a Community Legal Centre.

If you are unsure about your immigration rights and responsibilities, you can contact the Refugee and Immigration Legal Service (RAILS) for advice and assistance relating to immigration matters.

19. Emergency and health services

If you have a medical emergency or need assistance with a medical matter you can call **1800 QSTUDY** (1800 778 839). You can also call your Overseas Student Health Cover (OSHC) provider.

19.1. Overseas student Health Cover (OSHC)

OSHC is insurance to assist overseas students meet the costs of (public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services are covered. Some countries reciprocal heath care arrangements or are OSHC exempt which may mean OSHC may not be not required.

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

OSHC is considered adequate health insurance, however, if you find your OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

Your OSHC provider can help you with a range of medical advice. You **should** check with your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

- medical assistance
- referral to a doctor for medical treatment
- getting access to an interpreting service
- counselling services
- referral to a legal service
- family and friends messaging services in the event of an emergency
- personal safety

There are currently six OSHC providers in Australia, including:

OSHC Provider	Website
ahm OSHC (offered through Medibank Private)	https://www.ahmoshc.com.au/
Allianz Care Australia	https://www.allianzcare.com.au/en/visas/student-visa-oshc.html
Bupa Australia	https://www.bupa.com.au/health-insurance/oshc
CBHS International Health	https://www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	https://www.medibank.com.au/overseas-health-insurance/oshc/
nib	https://www.nib.com.au/overseas-students/

20. Medical matters

20.1. Health information

To help us support you, we need you to tell us everything we might need to know about your physical and mental health, including your medical history, conditions and allergies, and all medications you use so we can organise anything you might need. If you are living with a homestay provider, will may need to approve and monitor your support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

20.2. Visiting a doctor

If you need to visit a doctor, ask your homestay family to help you make the arrangements.

20.3. Medication

If you need to take medication while at school, the medication needs to have a pharmacy label and be handed in to administration. Your parents/guardian will need to complete a consent to administer medical form. You will need to come to the office at the time the medication is required.

20.4. Medical treatment

If you need medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact your parents, legal custodians and homestay provider as soon as reasonably possible.

We may, as we think appropriate and in your best interests:

- provide or administer over-the-counter or prescribed medications; and
- administer first aid.

If we think you need treatment from a health care professional, we may authorise any medical and other professional treatment that we believe to be in your best interests. This includes hospital transfers, emergency procedures, and administering drugs and medications. To do this, we may sign consents to medical and other health procedures on your behalf.

You must reimburse us for all costs associated with medical or other treatment that we authorise for you.

For further information please refer to the ISP standard terms and conditions.

20.5. Mental Health:

Your mental health and well-being are a priority during your time in your new school. Adjusting to a new environment can be challenging, and it is normal to feel homesick, anxious, or stressed at times.

Our school offers a range of resources to support your emotional health, including access to our school Mental Health Resource Hub and school counsellors, who are available for confidential one-on-one sessions.

You can also reach out to local mental health services, such as Lifeline (13 11 14) or Beyond Blue (1300 22 4636), which provide support for managing stress, anxiety, or other mental health concerns.

For immediate help outside school hours, you can contact the 24/7 1800QSTUDY hotline (1800 778 839). There are also several online resources available that offer self-help tools and advice for emotional well-being.

20.5.1. Mental health telephone and online contacts

beyondblue support service

All ages:

Phone: 1300 22 46 36 (24 hours a day, 7 days a week)

Online chat (open 3pm to 12am daily)

beyondblue website

Kids Helpline

Age range: 5 years old to 25 years old:

Phone: 1800 55 1800 (24 hours a day, 7 days a week)

WebChat Counsellling (open 7 days, 8am to 12am AEST)

Lifeline

All ages:

Phone: 13 11 14 (24 hours a day, 7 days a week)

Online chat (7pm to 4am AEST, 7 days a week)

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services, information, facts and resources.

21. Fees

21.1. Tuition

Tuition fees for EQI (CRICOS Provider Code: 00608A) cover:

- all curriculum schooling and teaching costs
- curriculum-related excursions

Uniforms, non-curriculum-related excursions, extra-curricular activities, academy programs and camps must be covered by the student and their parent/carer.

21.2. Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities. Please check with your International Student Coordinator.

Overseas student Health Cover (OSHC)

OSHC fees are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider.

More information regarding fees can be found on EQI website.

22. Change of school, year level, course or course duration (variation of enrolment)

You may apply to change between Queensland Government schools, change year level, course type or course duration (variation of enrolment).

Additional tuition, homestay or other non-tuition fees may apply.

Before applying for a variation of enrolment, you should talk to your International Student Coordinator and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents:

- Student management procedure
- ISP standard terms and conditions
- Variation of enrolment request form

23. Transfer to a non-government school or another institution

Before applying for a transfer to a non-government school or another institution registered under Australian law to provide education to overseas students, you should talk to your International Student Coordinator and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- Transfer procedure
- ISP standard terms and conditions
- ISP Transfer request form

24. Complaints

Before you lodge a customer complaint with the department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course, your living arrangements or your welfare, you should discuss this with your International Student Coordinator.

If you have an issue relating to your International Student Coordinator or a decision they have made, you should discuss this with your school Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's Customer complaints and grievances management policy and Customer complaints management procedure, and the ISP standard terms and conditions.

You can make a formal complaint if you are dissatisfied about the service or action of a school, the department, its staff, or education agents with which EQI has arrangements to deliver your course-related service. EQI does not charge a fee for accessing the complaints process.

You can ask for help writing your complaint (for example, from your parents, your homestay provider or a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

More detailed information can be found in the links provided above.

25. Appeals

25.1. Internal appeal

You can appeal a decision EQI makes (**Internal Appeal**):

- to report you for failing to maintain satisfactory attendance or course progress;
- to refuse you request to defer or suspend their enrolment;
- to suspend or cancel your enrolment (initiated by EQI);
- to refuse your request to transfer to another registered provider.
- to refuse your variation of enrolment request.

EQI does not charge a fee for using the appeals process.

25.2. External appeal

If you are still not satisfied with the decision by EQI, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

For external appeals the Queensland Ombudsman will consider if the decisions made by the Director, EQI (or delegate) and the internal appeal review officer were made in accordance with the relevant policies and procedures and may not result in a change of the original decision. EQI will implement the decision or recommendation of the Queensland Ombudsman.

26. Travel and activities

High-risk activities for homestay students

"High-risk activities" means any activity which inherently poses an increased risk of harm, illness or injury. Examples of high-risk activities are extreme sports, water activities and recreational activities with dangerous elements.

You must not undertake high-risk activities, even if you have the permission of your parents, legal custodians or homestay provider, unless the activities are approved by EQI. This includes overnight travel away from your homestay provider's residence (with or without your homestay provider), activities where recreation provider requests parental consent or activities that require supervision other than your homestay provider.

To request permission to participate in high-risk activities, please complete the Travel and activities request form (link below) and submit it to your International Student and/or Homestay Coordinator.

In assessing your request, consideration will be given to all relevant circumstances including the nature of the activity, the arrangements for supervision, your welfare and your age and maturity. We may also consider the views of your parents, legal custodians and homestay provider but we will not necessarily grant permission even if they consent.

Related documents

- Non-routine travel and activities for homestay students – subclass 500 (schools) visa procedure
- ISP travel and activities request form

26.1. Swimming

Before engaging in water sports (for example swimming and surfing) all international students are required to complete a water skills assessment. Please contact your International Student Coordinator to arrange a water skills assessment.

Please also see the Non-routine travel and activities for homestay students – subclass 500 (schools) visa procedure.

26.2. Surf and Beach safety

Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe.

26.2.1. Surf Life Saving Australia's 10 Surf Safety Hints

1. Always swim or surf at places patrolled by surf lifesavers or lifeguards.
2. Swim between the red and yellow flags. They mark the safest area to swim.
3. Always swim under supervision or with a friend.
4. Read and obey the signs.
5. Don't swim directly after a meal.
6. Don't swim under the influence of drugs or alcohol.
7. If you are unsure of surf conditions, ask a lifesaver or lifeguard.
8. Never run and dive into the water. Even if you have checked before, conditions can change.
9. If you get into trouble in the water, don't panic. Raise your arm for help, float and wait for assistance.
10. Float with a current or undertow. Stay calm. Don't try to swim against it. Signal for help and wait for assistance.

26.2.2. Useful links

- Queensland Surf Lifesaving
- https://beachsafe.org.au/ at this link you can download their Beach Safe app.

26.3. Sun safe

Most of the sun's dangerous UV radiation (as much as 70%) occurs in the middle of the day, so if you are heading outside then you need to take particular care to seek shade, cover up, wear a hat and use sunscreen. Drink plenty of water in hot weather so as not to become dehydrated. Be sun safe by:

- avoid direct sun when possible
- drink plenty of water
- wear a long-sleeve shirt, wide brim hat and sunglasses
- regularly apply an SPF 30+ high protection sunscreen.

27. Refund policy

Your rights

If you do not complete your course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made directly with your Overseas student Health Insurance (OSHC) provider.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect your rights to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

- ISP standard terms and conditions
- Refund request form

28. School policy and procedures

28.1. Anti-bullying policy

Yeronga State High School has an Anti Bullying Contract that is signed by the student and their parent/carer upon enrolment. The contract states:

We agree to work together to improve the quality of relationships in our community at

Yeronga State High School. It is through intentional consideration of our behaviour and

communication that we can reduce the occurrence of bullying, and improve the quality of the schooling experience for everyone.

The agreed national definition for Australian schools describes bullying as:

- ongoing and deliberate misuse of power in relationships through repeated verbal, physical
- and/or social behaviour that intends to cause physical, social and/or psychological harm;
- involving an individual or a group misusing their power, or perceived power, over one or more
- persons who feel unable to stop it from happening;
- happening in person or online, via various digital platforms and devices and it can be obvious
- (overt) or hidden (covert). Bullying behaviour is repeated, or has the potential to be repeated,
- over time, for example through sharing of digital records;
- having immediate, medium and long-term effects on those involved, including bystanders.

Single incidents and conflict or fight between equals, whether in person or online, are not defined as bullying.

We believe that no one deserves to be mistreated and that everyone regardless of race, colour, religion, immigration status, nationality, size, gender, popularity, athletic capability, academic outcomes, social ability, or intelligence has the right to feel safe, secure, and respected.

We agree to:

- Treat everyone with kindness and respect
- Abide by the school's anti bullying policies and procedures
- Support individuals who have been bullied
- Speak out against verbal, relational, physical bullying and cyber bullying
- Notify a parent, teacher, or school administrator when bullying does occur.

28.2. School network and internet policy

Upon enrolment, student sign the Information Communication Technology - Responsible use agreement form. This form states:

Yeronga State High School is committed to fostering a school environment that is supportive, respectful, compatible with human rights and provides all students with opportunities to engage in quality learning. This agreement supports the acceptable use of ICT at Yeronga State High School and is required at the time of enrolment and annually for the duration of enrolment.

Student:

I understand that Yeronga State High School's information and communication technology (ICT) services, facilities and devices provide me with access to a range of essential learning tools, including access to the internet. I

understand that the internet can connect me to useful information around the world.

While I have access to the school's ICT services, facilities and devices, including the use of a personal mobile device:

- I will only use it for educational purposes.
- I will not undertake or look for anything that is illegal, dangerous of offensive.
- I will not reveal my password or allow anyone else to use my school account.
- I will close the screen window if any offensive information appears and immediately and quietly inform my teacher, or tell my parent/carer if I am at home.
- I will tell my teacher if I receive inappropriate emails at school. If I receive inappropriate emails at home I will tell my parent/carer.

When using email or the internet I will not:

- reveal names, home address or phone numbers – mine or that of any other person.
- use the school's ICT service, facilities and devices (including the internet) to annoy or offend anyone else.

I understand that my online behaviours may impact the good order and management of the school whether I am using the school's ICT services, facilities and devices at school or outside school hours.

I understand that if the school decides that I have not followed the expectations of responsible use of its ICT services, facilities and devices, appropriate action may be taken in line with the Yeronga State High School Student Code of Conduct, which may include loss of access to the network, including the internet, for a period of time. I have read and understand the Student Code of Conduct.

I agree to follow the expectations of the ICT Responsible Use Agreement.

28.3. Use of mobile phones

Yeronga State High School Mobile Device Policy

Rationale

In 2023, the Qld Government mandated a ban on mobile phones in all QLD State Schools for 2024. The use of mobile phones and other student-owned personal technology devices i.e., iPods, iPads, smart watches, airpods, Bluetooth devices including speakers, are not permitted whilst on school grounds, or attending off-campus school events including excursions**. ** Individual medical circumstances are considered and restricted exemptions may be given, at the principal's discretion.

Please note - The school and school staff will not accept any responsibility for any loss or damage to technology devices nor will they investigate loss or damage.

Students who choose to bring mobile phones or personal technology devices to school, do so at their own risk and are responsible for ensuring their safety and security and that they remain locked in school provided pouches at all times on school grounds.

Mobile phones and personal technology devices are not necessary for learning and provide a distraction for students and teachers, and are proven to prevent learning in many situations. Yeronga SHS is a 1:1 laptop school; laptops are the identified technology device for use at school.

Expectations

Mobile phones must be switched off and locked in school provided pouches at all times, on school grounds, or whilst attending selected school events, including before and after school, during class times and at breaks.

Pouches must be kept in school bags at all times.

If a device (including headphones and/or smart watches) is sighted or heard, the student will be required to hand in their device to a member of the Yeronga Leadership Team who will collect the phone from the classroom or playground. Upon submission of the device, the teacher will lodge a OneSchool incident referral as a technology violation with a referral to the JS/MS/SS HOD. The student will then collect their device

from that member of the Yeronga Leadership Team at the end of the day at an agreed time and location.

Refusal to hand over the device to a member of the Yeronga Leadership Team will result in the member of the Yeronga Leadership Team lodging a OneSchool incident report for defiance which will lead to a likely suspension from school.

Students who repeatedly defy the Yeronga State High School Mobile Phone Policy will face disciplinary consequences which could include after-school detention, withdrawal from class or suspension. Repeat offenders may be required to hand in their devices daily to their JS/MS/SS HOD or DP. At the discretion of

the school, parents or caregivers may be required to collect the device from the school.

Parents/Guardians wishing to urgently contact their students, or vice versa, are required to do so through the school office on 3249 1400. Students will have access to the school phone at administration for emergency use only. Parents can use email to contact their child which can be accessed on the school laptop at any time.

Our School's Code of Conduct outlines the consequences of irresponsible use of devices including the filming, photographing and distributing of content obtained without consent.

The Commonwealth's Criminal Code Act 1995, section 4.7.4.17 notes that it is an offence for a person to use 'a carriage service to menace, harass or cause offence."

The Commonwealth's Criminal Code Act 1995, section 4.7.4.15 notes that it is an offence for a person to use 'a carriage service to make a threat.'

The Commonwealth's Crimes Act 1914, part VIIB, section 85ZE notes that it is an offence for 'a person to knowingly or recklessly use a telecommunications service supplied by a carrier in such a way as would be regarded by reasonable persons being, in all the circumstances, offensive.'

The sending of images is also covered by various State and Commonwealth laws that prevent the publication of material that is objectionable, unclassified or unsuitable for minors.

28.4. Make up and jewellery policy

Refer to the Yeronga State High School's Student Dress Code Policy and Procedures.

Yeronga State High School's student dress code is aligned to meet the health and safety, and other legislative standards. These expectations include:

- Long and dangling earrings are identified as a health and safety risk are not permitted. However, students are able to wear simple studs and sleepers. Visible facial piercings, other than a small nose stud, is not permitted. No other visible facial piercings are permitted due to workplace health and safety concerns.
- Teachers of practical subjects may require that any accessories and jewellery be removed for that class to maintain compliance with workplace health and safety standards. Jewellery that does not meet these expectations must be removed. Students are responsible for the safekeeping of their removed jewellery.
- A simple black belt should be worn with formal shorts. A studded or sharp item made from metal or other materials affixed to belts, jewellery or accessories are not permissible as they are a workplace health and safety risk for students.
- Hair should be neat and presentable. In practical classes, hair may be asked to be tied back to ensure student safety and compliance with workplace health and safety requirements.
- Makeup should be subtle; extreme makeup, inclusive of very pronounced eyeliner, bright coloured lipstick and eyeshadow is not permissible. To maintain suitable standards of safety in the workplace students should not have excess long nails that may impact upon a student's ability to perform a task safely.
- Free-dress days are permitted and approved by the Principal with the same expectations required, that is, clothing should be sun-safe and aligned with workplace health and safety requirements.
- Students are required to wear the school hat and apply sunscreen when participating in Health and Physical Education and sport activities outdoors to comply with the expectations identified in Yeronga's Sun Safe Policy.

28.5. Uniform requirements

Refer to the Yeronga State High School's Student Dress Code Policy and Procedures.

The Yeronga State High School student dress code provides clear expectations of acceptable dress, including headwear and other aspects of personal presentation. It applies to all students when they attend school, travel to and from school, and represent the school out of school hours.

There are multiple range of uniforms available:

- Formal to be worn on Monday, Tuesday and Thursday
- Sport for Junior Secondary is to be worn on Wednesday and may also be worn on Friday.
- Sport for Senior Secondary may be worn on Wednesday and/or Friday. Students who have
- HPE class in period 4, are able to wear Sports uniform home.

Formal Uniform - Years 7 to 9



Formal Uniform - Years 10 to 12



Sports Uniform







Uniform Items and refer to the Yeronga State High School Uniform Shop page.

Uniform Cost

The uniform price list can be viewed on the Yeronga State High School's website page here.

The shop is located on the top level of P block along Villa St, Yeronga.

Opening hours are: 8am to 9am.

Loan Items and Uniform Passes

Students must bring a note to school if they are in incorrect uniform and report to student services. Loan items or a uniform pass will be issued. If students do not bring a note, they may be issued detention. Ongoing uniform concerns or missing items should be communicated to Year Level Coordinators for support.

29. Banking

To open and operate a bank account the following information is offered as a guideline as practice may vary from bank to bank.

If you are experiencing difficulties, please see the International Student Coordinator.

- To open an Australian bank account you will need to present your passport and possibly additional information.
- The majority of banks and building societies have internet banking, telephone banking, Automatic Teller Machines (ATM's) and branch access.

Some banks are now offering an app that you download to your smartphone to do your banking.

- Once your account is opened you will receive in the mail a card and a pin code Personal Identification Number code (PIN Code). You should **NEVER** share your PIN code to anyone.
- For your parents to transfer funds into your account you will need to provide them with the local branch identification number, your account number, bank contact details and swift code. Check with your bank as to their process and requirements).
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.
- Check with your bank as to opening hours during the week and on weekends.
- Do not carry large sums of money at school or when out in public.

30. Transport

Students can catch the 110 and the 800 from the bus stop located directly outside the front of the school gates along Villa St, Yeronga.

The Yeerongpilly Train Station is located 5 minutes from the school.

You will need a Go Card to use public transport. Go Card can be purchased at a number of location. Go Card retailers can be found here.

30.1. Transport to school

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the *designated bikeway* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. International students are not eligible for a bus pass, so you will have to pay the bus fare to and from school.

31. Driving

You must refer to the ISP standard terms and conditions and contact your International Student and/Homestay Coordinator for further advice and approvals required when considering:

- driving a vehicle
- becoming a passenger in a vehicle driven by a driver with a provisional (P plate) driver's license.

32. House Structure

The Sports houses of Yeronga State High School were named after four of the original homes built in the local area and by the streets on which they were located (Bonara, Avoca, Shottery and Kadumba). We currently do not have a Bonara house.

32.1. House Groups







32.2.

33. School Leadership Opportunities

There are a number of school leadership opportunities students can apply or be involved in. These include: Student Representative Council (SRC), Interact, Year Level Leaders and House Captains. Students in Year 11 can apply for a School Captain's position for Year 12.

34. Australian families

In Australia there is no typical family and families differ widely from each other in many ways. This is in part due to Australia being a *multicultural* society i.e. many cultures from all over the world choose to settle in Australia.

Australian families *usually* have a mother and a father, children and pets. It is also common to find *single parent* families with either the mother or father responsible for keeping the home and caring for children.

It is expected in most Australian homes that people living in the home help with household tasks. These tasks may include helping with food preparation and cleaning up, keeping their own bedroom clean, washing and ironing their own clothes.

34.1. Australian teenagers

Australian parents expect to be told where their teenagers are going, who they are going with, what they will be doing and the time they will be done. Homestay parents expect the same courtesy from their overseas student. It is extremely important that you let your homestay parents know your plans. This will avoid a lot of worry.

It is also polite to tell homestay parents in advance if you will not be home for dinner. Most parents set a time by which their children must return home, and also usually set a time for going to sleep. Some overseas students find this difficult because they usually stay up very late. Australians generally get up early in the mornings. Australian teenagers participate in a wide range of activities including, parties, using the computer, visiting friends and shopping.

34.2. Mealtimes

Breakfast

You may be expected to make your own breakfast with food provided by the homestay family. In Australia, the typical breakfast can include;

- **Cereal** (a carbohydrate consisting of grains such as wheat, oats or corn) served with milk
- **Toast** (sliced bread that is heated in an electrical appliance called a toaster) with toppings such as peanut butter spread, Vegemite or cheese
- **Eggs** that are cooked and served with toast

Ask your homestay family what food is available for breakfast and ask them to show you how to prepare it. Let your homestay know if there are certain foods that you like or dislike so that they know what to buy when shopping. Please wake up early enough to allow yourself time to prepare a nutritious breakfast before leaving for school, and remember to clean up afterwards.

Lunch

It is most likely that you will be required to make and pack your own school lunch using food provided by the homestay. In Australia, it is common for lunches to consist of sandwiches (two slices of bread with fillings such as spreads, cooked meats or salads), something sweet like biscuits or cake, a piece of fruit and a cold drink. Sometimes families give students leftover food from dinner and it can be heated up using the microwave at school. Talk to your homestay family about the choice of foods available for lunches, and if you have any problems, please see your Homestay Coordinator at school.

Dinner

Dinner time varies depending on the age of the children living in the home and the hours the parent/s work until, but generally dinner is served anywhere between 5.30pm and 7.30pm. Food that is served for dinner varies greatly, however dinner usually consists of a kind of meat (such as chicken, fish, beef, lamb or pork), a variety of vegetables (potato, beans, peas, broccoli, carrots) and a serve of a carbohydrate (rice, pasta, potato, couscous or bread).

Food is usually served on an individual plate, rather than shared dishes in the centre of the table. People eat off their own plate. Generally, all members of the family sit to eat the meal together and talk about the day's events. It is important to participate in table conversation as this is an excellent chance for you to improve your conversational English and get to know your homestay family better.

Expected table manners

Do:

- Wait until everyone is seated before eating
- Eat with your mouth closed
- Make a positive comment on the meal.

Don't:

- Talk with your mouth full
- Eat noisily – Try not to slurp your food
- Leave the table without asking, or thanking the cook.

Food customs vary greatly between cultures, so ask your homestay parent if you are unsure about what is expected at the dinner table. Eating dinner with your family should be an enjoyable experience. Remember, it is okay to ask for more food if you are still hungry.

35. Socialising with friends

Hopefully you will make many friends while you are in Australia, and want to go out with them on the weekends. Please be considerate of your host family and always ask for permission, let them know where you are and when you will be home. As a general rule, socialising should be limited to weekends, as week nights are for study and to spend with your host family. If friends ask you to stay over, discuss this with your host family. They may also allow you to have friends to stay, but remember not to inconvenience your host family by always having your friends in the house. Please ask your homestay parent before inviting friends over to your homestay.

Please remember to complete a travel form for overnight travel.

36. Communication

If you do not speak English well, you can still communicate by using the following;

- Use Google Translate or an electronic dictionary
- Draw a picture of what you want to say
- Use hand gestures or mime
- Ask another student to interpret for you.

Spend some time each day with your homestay family. You can do this by watching a TV show with them, helping with dinner preparation, asking questions about Australia or talking about your home country. Don't spend all of the time in your bedroom on the computer or phone. It is very important to make the effort to get to know your family and build a friendship with them. If you have difficulty communicating with your family, please see the Homestay Coordinator for some advice and guidance.

37. Digital Safety and Cyberbullying

In today's connected world, it's essential to be aware of the potential risks that come with using the internet. As an international student, you may encounter unfamiliar online platforms, and understanding how to protect yourself online is vital. Always be cautious when sharing personal information online—avoid sharing your address, phone number, or financial details on public forums or with people you do not know. Be mindful of online scams and phishing attempts, where fake websites or emails may try to steal your personal data. It's also important to use strong passwords and enable two-factor authentication where possible. Additionally, cyberbullying—any form of bullying or harassment that happens online—is taken seriously at our school. If you experience or witness cyberbullying, report it to a teacher or counsellor immediately. By staying informed and vigilant, you can help protect yourself and others in the digital world.

38. Road safety

Australian roads can be quite busy during peak time (mornings and afternoons). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to **look right, look left, and then look right again before crossing.**