



# International Student Handbook

*'Creating a World of Opportunities ...'*

## Principal Address

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.



Timothy Barraud

Principal



## School details for International Students

- **Officer hours** Monday – Friday 7.45am – 3.45pm
- **Telephone:** 07 3249 1400
- **After hours & weekends** 1800 778 839 (for support & emergencies- 24 hours)
- **Administration Email:** [office@yerongashs.eq.edu.au](mailto:office@yerongashs.eq.edu.au)
- **Website:** [www.yerongashs.eq.edu.au](http://www.yerongashs.eq.edu.au)
- **Facebook** <http://www.facebook.com/yeronga.state.high.school>
- **Address:** 159 Villa Street, Yeronga, QLD 4104

## Administration and International Team

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

## Important Addresses

Important Addresses	
<b>Education Queensland International</b> Ground Floor 30 Mary Street BRISBANE QLD 4000	Phone: (07) 3513 5301  <a href="https://eqi.com.au/">https://eqi.com.au/</a>
<b>Yeronga State High School</b> 159 Villa Street YERONGA QLD 4104	Phone: (07) 3249 1400  Email: <a href="mailto:office@yerongashs.eq.edu.au">office@yerongashs.eq.edu.au</a>  <a href="https://yerongashs.eq.edu.au/">https://yerongashs.eq.edu.au/</a>  Facebook - <a href="https://www.facebook.com/YerongaStateHighSchool/">https://www.facebook.com/YerongaStateHighSchool/</a>  Instagram - @officialyerongashs
Department of Home Affairs 299 Adelaide St Brisbane QLD 4000	Phone: 13 18 81  <a href="https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study">https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study</a>



## Emergency contacts (during school hours)

An emergency is a situation that may/ does 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 – Senior Secondary and International Program	Phone: 3249 1422 Email: <a href="mailto:ptruo7@eq.edu.au">ptruo7@eq.edu.au</a>
Mr Song Huang	International Coordinator/ Homestay Coordinator	Phone: 3249 1400 Email: shuan1@eq.edu.au
Administration	Deputy Principal of relevant Year Level	07 3249 1400

If you need the Ambulance, Police or Fire Brigade in an EMERGENCY,

**RING 000**

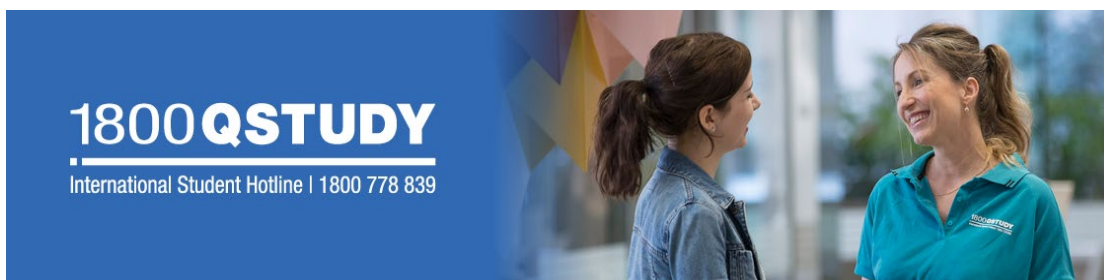
Tell the operator what you need and what has happened. Do not hang up.

**Remember, only ring 000 in a serious EMERGENCY**

- If you feel sick at school, you should tell your class teacher or go to Student Services (D Block).
- If you fall sick at home, you should tell your homestay family and call the office at school. If the sickness continues you may need to see a doctor. Your homestay family will be able to recommend a doctor nearby.
- You can also google “Medical Practitioners around (your suburb)”. Ring the doctor’s office nearby to make an appointment. Always take your OSHC (Medibank Private) card with you to the appointment and ask the doctor for a “Medical Certificate” to give to Ms Phuong Truong.

## Student Safety

### Emergency contacts (after school hours and on the weekends)



Your safety is our number one priority. Because of this, we work with our partners to ensure you enjoy a safe and high-quality study experience. All Overseas students studying an international program at an accredited International Student Program (ISP) school can use our student support service called 1800 QSTUDY (1800 778 839).

The 1800QSTUDY service provides support for you, your authorized contacts and Education Queensland International (EQI) homestay hosts, and responds to incidents that involve Overseas students outside school hours.

You can call 1800 QSTUDY before 9.00am and after 3.00pm on school days, and 24 hours a day during weekends, public holidays and school vacations.

For more information read the [1800 QSTUDY brochure for international students \(PDF, 1.1MB\)](#).

### What is the free call 1800 QSTUDY? 1800 QSTUDY

1800 QSTUDY (+61 1800 778 839) is a free support phone service for Overseas students studying in state schools in Queensland. The service provides access to advice and assistance 24 hours a day, seven days a week. This also includes an emergency after-hours service which manages incidents for Overseas students participating in the International Student Program, Exchanges and Study Tours.

### When should I use the 1800 QSTUDY service?

During school hours, school staff are your main point of contact but when school is closed and you would like to

report an issue or you need urgent assistance, then phone free call 1800 QSTUDY.

#### At these times:

- Monday to Friday before 9am and after 3pm.
- Any time on the weekends (Saturday and Sunday).
- Any time during school holidays and public holidays.

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.

## School Map

**YERONGA STATE HIGH SCHOOL**

159 Villa Street, Yeronga QLD 4104  
(07) 3249 1400  
[www.yerongashs.eq.edu.au](http://www.yerongashs.eq.edu.au)





## Living in Brisbane

Brisbane is the bustling capital of Australia's Sunshine State; Queensland and it is the perfect place to learn and experience marvellous new things.

Here are some of the reasons why International students love studying and living in Brisbane.

### **Brisbane is a safe and welcoming city**

Brisbane is a warm city in more ways than one. Perhaps thanks to the city's relaxed vibe, locals are generally incredibly friendly, easy going and open-minded – so you're sure to have many opportunities to make local friends if you study in Brisbane.

### **Brisbane is a multicultural melting pot**

An advantage of living in one of the world's most multicultural countries is the variety of food and activities at your doorstep. The city's diverse and inclusive community is reflected in its extensive calendar of events and festivals held throughout the year including the popular Paniyiri Greek Festival, multicultural food festivals like Regional Flavours and BrisAsia festival. Here at Yeronga we have a biennial event where we celebrate multiculturalism and everything that brings us together as a community.



### **Brisbane is Australia's most sustainable city**

Brisbane is well and truly on its way to becoming a world leader in sustainability. There's more than 2000 parks and more than 2500 species, making Brisbane Australia's most biodiverse city.



### **Brisbane is affordable**

Brisbane has one of the lowest costs of living in comparison with other Australian cities – from transport to accommodation to meals. That doesn't mean there's a compromise in quality though – it just means that your dollar will go a lot further living in Brisbane than in our southern counterparts.

### **It is easy to get around**

Commuting to and from classes has never been so simple. It takes only 9 minutes on the train from Yeronga SHS to Brisbane City. Our school can be accessed by both train and bus, which has proven to be very convenient for our international students. Secondary students aged 15 years or older are eligible for a concession fare. School students aged 5 to 14 years fall under the child concession category. To receive a concession fare, students must carry an approved Queensland student photo identification card, or wear an official Queensland school uniform. Brisbane students receive a 25% discount on bike hire with CityCycle. There's also a free CityHopper ferry to jump between the city, South Bank and Kangaroo Point.





### **Weekend trips**

Brisbane's international students spend the weekends exploring rainforests, beaches, islands and waterfalls. There are also lots of amazing weekend markets around Brisbane.



### **Sunshine**

Everyone just loves the weather, and with 283 days of sunshine, who wouldn't?!

### **The Arts and Culture scene is exciting**

Don't forget to explore Brisbane's major cultural institutions, including the impressive Gallery of Modern Art, the Queensland Museum and Science Centre (which showcases Queensland's science, culture and natural histories), Brisbane Powerhouse, and the Maritime Museum. The impressive Wheel of Brisbane in South Bank offers 360-degree panoramic views for those brave enough to go to the top!



Before you arrived in Queensland you would have been provided with a pin code [Passport to Queensland](#).

The Passport to Queensland is a mobile app exclusively developed for you as an Overseas student studying an EQI high school program. This unique app contains lots of fun games, videos, activities and information designed to help you settle into your new life and school in Queensland, so you can focus on enjoying your study experience. It also includes modules showing you how to stay safe at the beach, in the bush and in the city.

You can learn more about the app on at the [Frequently Asked Questions](#) page. Alternatively, you can email any questions about the app by emailing [yourpassport@qed.qld.gov.au](mailto:yourpassport@qed.qld.gov.au).



## Do you want to succeed at Yeronga State High School?

### Here are some suggestions to help you!

How do I do this?

- ✓ **Work Hard**  
Homework – A rough guide is to add 30 minutes to an hour to each of the times recommended for each year level for each night. When you are doing your homework, make sure that you are working in a quiet, comfortable, and well-lit place.
- ✓ If you don't understand something, get help quickly so it doesn't become a big problem.
- ✓ Try to make friends who will help and support you. One of the senior students will be your "buddy" (friend). Talk to your buddy regularly and ask him/her to help you with any difficulties that you may have.
- ✓ Have a balanced lifestyle. You need time to relax, exercise, go out with friends etc. Allow time each day and each week to relax, socialise with friends and engage in activities you enjoy. It's important to have a break from studying and to enjoy yourself with friends.

*You may see students behaving in a way that is different from the way students behave at schools in your country.*

It is quite relaxed but there are still rules and expectations:

- ✓ To arrive on time for classes
- ✓ To be prepared for classes (pens, paper, books, calculators, school diary, laptop etc.)
- ✓ To do your homework and assignments
- ✓ To attend school every day, unless you are unwell.
- ✓ To behave in a responsible way to others.

*In your first few days at Yeronga, you may feel very confused. Try to be patient. There are a lot of people, staff and students, who are very happy to help you.*

- Each day begins at 8.45 a.m. and ends at 2.45 p.m.
- The day starts with a care class and there will be 4 periods.
- In each period, you have a different subject and teacher (e.g. English or Science).





## At School

### Care Class

You have a care class teacher who will mark the roll to check on your attendance each day. Do say “yes” or “here” when your care class teacher reads out your name.

Your care class teacher also tells you about important daily information called “Daily Notices”. Please listen carefully to your Daily Notices. Your care class teacher also checks that you are wearing the correct uniform.

### Assemblies

You have a whole school assembly at least three times a term on Monday morning in the Cultural Centre. Assembly at Yeronga State High School is held on Mondays commencing at 8.45am – 9.25am in the Cultural Centre. Year Level Assembly are also held at least three times a term.



## Timetables

Your timetable will be given to you on your first day. Your timetable shows you the subject, teacher, and classroom to attend for your class.

All International students must attend an ISP meeting once a week. At this meeting, students can discuss problems with homestay, general problems, homework and assignments as well as seek advice about other matters.

## Assessments

You will have to complete assessments for most subjects. Make sure you know the due dates and hand the work in on time. Sometimes you will have to take exams in the subjects you are studying – make sure you are prepared for them. EQI expects International students to make satisfactory academic progress in all their subjects. You will be asked to read and sign the “Yeronga State High School Assessment Policy” (Appendix A).

## Homework Club

Homework club is scheduled every Wednesday and Thursday in the Library / Resource Centre from 2:45 to 4:15 pm. You can receive assistance with your homework and assessments from teachers, Heads of Department, teacher aides and volunteers. A light afternoon snack and refreshments are also provided.



## Tuckshop / Canteen

The tuckshop is the place you go to buy something to eat and drink. It is located at F Block. It is open before school, morning tea and lunch times. It sells a wide variety of food and drinks.

## Appointments during School Time

Bring a note from your guardian/homestay parent or an appointment note from the doctor. Get an “Early Leave Pass” from the Student Services counter (D Block). When it’s time to leave school, show the “Early Leave Pass” to your teacher.

## Valuables

Students should not leave their wallet, mobile phone, money, digital cameras etc. in their school bag. You can leave valuables at the Office and pick them up before you go home.

## Smoking, Alcohol, Prohibited Substances

Government regulations forbid smoking within the school grounds. Cigarettes, tobacco, matches and lighters MUST NOT be brought to school.

Students must not smoke while travelling to and from school, or at any organised school activity or function.

Alcohol and prohibited substances are forbidden at school or at any organised school activity or function.

### **Textbooks**

Textbooks are provided by the school and can be collected from the library. The cost for hiring these books is included in your school fees.

You must return all the school textbooks at the end of the year in order to get your bond money back from EQI.

### **Attendance at School**

You must attend school every day unless you are unwell. If you are unwell, you should go to the doctor and get a "Medical Certificate".

When you return to school, you should give the Medical Certificate to Ms Truong.

You are expected to attend all classes on your timetable.

You must read and sign the EQI Attendance Policy (Appendix B).

### **Other Costs**

As an International student, you do not have to pay for compulsory excursions or trips for school purposes – the school will pay instead.

You will have to pay for optional trips or activities, e.g. Senior Formal, Camps.

### **Paying Fees**

All Overseas Fee Paying students pay their fees to Education Queensland International (EQI). When you have paid your fees, show the receipt to Ms Truong.

EQI requires students to pay school fees for the whole year and homestay costs in advance. Any students unable to pay in advance should contact EQI.

### **Visas**

You cannot be enrolled in the school if your Visa is not current.

Make sure you know when your Visa expires and allow plenty of time to renew it.

To renew your Visa, you will need to take your Confirmation of Enrolment (COE) letter and (issued by EQI) to the Department of Home Affairs.

If you need help, contact the Department of Home Affairs or Ms Truong or Mr Huang. Most problems can be solved through discussions.

### **Change of Accommodation / Address**

Before you change your homestay, you must immediately inform Mr Huang or Ms Truong that you would like to move and the reason why.

## Homestay Accommodation

Homestay accommodation provides a safe and supportive environment while you are studying.

Be patient during your early days in your homestay. You and your homestay provider are learning to live together.

It is important for you and your provider to talk to each other.



<b>What if I....</b>	<b>You should...</b>
<b>Can't find my class? Get lost?</b>	Ask students / Teachers around you, go to Student Services Office or go see Ms Truong in D block.
<b>Feel sick, unwell?</b>	If during Class time you feel sick tell your teacher and go to Student Services. If Sick at home your Guardian / Homestay Parent Need to call 07 3249 1400 to report your absences.
<b>Lose something?</b>	Report it to Student Services.
<b>Someone threatens to hurt me?</b>	Report it to the Year Level Coordinator, Deputy Principal or see Mr Huang
<b>Have to leave school early?</b>	Bring a note from your guardian, Homestay Parents to the Student Services Care Class and get the "Early Leave Pass". When it's time to leave, show the "Early Leave Pass" to your Teacher and he/she will let you leave class. Even if you are over 18 years old you still need to follow this process.
<b>Late for school or class</b>	When you arrive go to Student Services straight away to get "Late Slip". If possible, get a note from your Guardian/Homestay parent to explain why you are late. If you can't get a note and your lateness is due to late transport etc... report to student services.
<b>Have been absent from school?</b>	Go to Student Services with a note from your guardian/homestay parents or a Medical Certificate from the Doctor.
<b>Need to contact my homestay or parents urgently?</b>	See Ms Truong or Mr Huang
<b>There's a fire or emergency at school?</b>	Follow your teacher's instructions.
<b>Have to see a teacher in a staffroom?</b>	Knock on the door of the staffroom and ask to see the teacher.
<b>Need to get a book out of the library?</b>	Take your Student ID Card to the Loans Desk at the Library.
<b>Need urgent advice when not at school?</b>	Student Program (ISP) use student support service call 1800 QSTUDY or <b>1800 778 839</b>
<b>Wanting to change subjects</b>	See the Deputy Principal of the Relevant Year Level
<b>Changing address or contact details</b>	Please report is to Ms Truong ASAP and fill up student change of Details Form.
<b>Wanting to see a Guidance Officer</b>	Go to Lower Level in D Block to see the Guidance Officer. You can also email them to try to book appointment. Otherwise see Ms Truong so she can arrange a meeting.



## Who Can Give You Support and Advice at YSHS?

The Principal	Mr Timothy Barraud	Problems in general
Deputy Principal – Senior Secondary and International Program	Ms Phuong Truong	All issues relating to VISAs and school.
Homestay Coordinator	Mr Song Huang	Issues with homestay and accommodation
International Coordinator	Mr Song Huang	Language problems Problems with assignments and homework
Guidance Officer	Ms Nikki Shaw	Help with subject choices Career guidance
School Nurse	Ms Sarah Kelly	Help with personal and health problems
Year Coordinator		Problems with attendance, uniform, general issues
Care Class Teacher		Problems with attendance
Subject Teachers		Problems with understanding class work or homework
Student Services		Help with late notes, paying excursion fees, ID card photos
Librarian / Teacher Aide		Help with finding and borrowing books

## International Student Meeting

International students meet each month in the International room at 11.15-11.45. The purpose of this 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 will also provide updates on issues relevant to your studies, school events and upcoming items of interest.



## Accommodation and welfare

### 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 Department of Home Affairs approved guardian to provide for your accommodation and welfare, 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](#)

## 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 (Refer to Appendix D).

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?
- What are the general procedures in the household?

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, 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. Curfews You are required to comply with curfew times set by EQI while living in your homestay.



## **Culture shock**

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

For Overseas 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 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.
- Culture shock can be described as consisting of at least one of four distinct phases: honeymoon, negotiation, adjustment and adaptation.

### **Honeymoon phase**

The first stage of culture shock is usually positive. During the honeymoon phase 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.

### **Frustration/ Distress phase**

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 unfavourable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

During this phase 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.

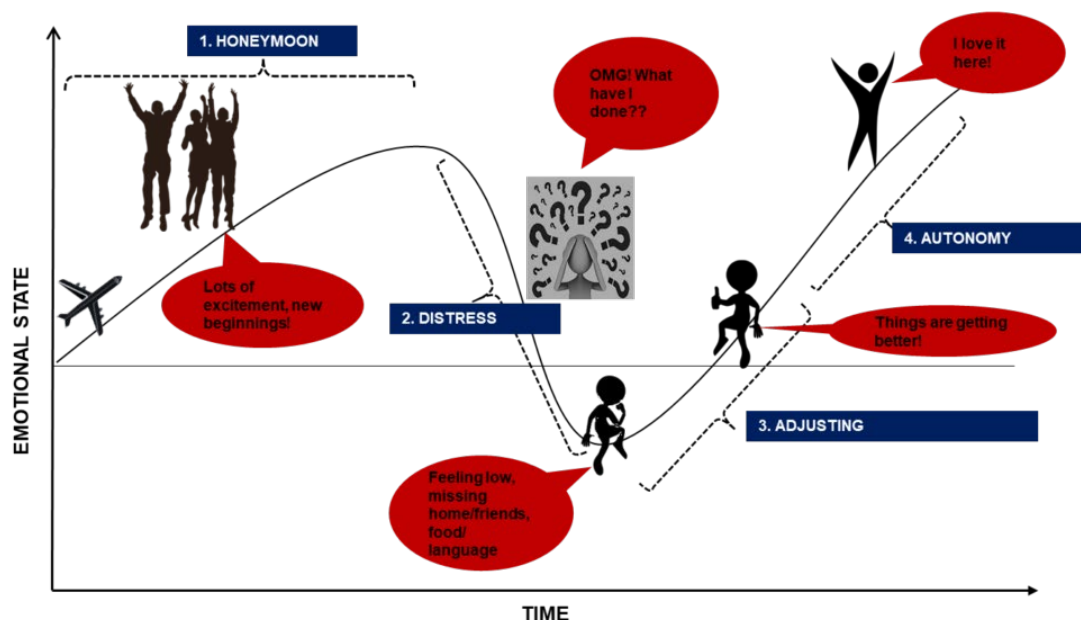
### **Adjusting phase**

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels very new. During this phase people develop problem-solving skills for dealing with the culture and begins 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.



## Acceptance/ Autonomy phase

Individuals in the acceptance phase are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; people often keep many traits from their 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.

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.

## 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.

## EQI Standard Terms and Conditions

Before you arrived in Australia you were provided with a copy of the EQI Standard Terms and Conditions. The Standard Terms and Condition 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

## Visa Conditions

### Attendance

Yeronga State High School's attendance policy <https://yerongashs.eq.edu.au/our-school/rules-and-policies> aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement (Refer to Appendix B). 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 1400 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 or part day absence.

It is a condition of your Sub-class 500 (schools) visa that you maintain satisfactory attendance during your period of study. Commonwealth law requires EQI to be proactive in notifying and counselling

Overseas students who are at risk of failing to meet attendance requirements. EQI is required by law to report Overseas students who have breached attendance requirements.

### **Important information about attendance**

- |                                   |  |
|-----------------------------------|--|
| • Start and finish times          | 8.45am to 2.45pm                                 |
| • Late arrival process            | Please go to Student Services to get a Late Pass |
| • School absence telephone number | 07 3249 1400                                     |

How attendance is recorded at Yeronga State High School

### **Full day absences**

- You must attend school every day unless you are unwell.
- If you are unwell, please call school and Notify the student services of your Absences. you should go to the doctor and get a “Medical Certificate”.
- When you return to school, you should give the Medical Certificate to the Student Services
- You are expected to attend all classes on your timetable.
- You must read and sign the EQI Attendance Policy [standard terms and conditions](#).

### **Part day absences**

Please notify school of your part day Absences. For approved part day absences, you must have a note from your Guardian or Homestay Parents. For any unexplained part day Absences or late arrival you will get Break Time or After School Detention.

### **At risk of failing to meet attendance requirements**

In the [EQI Standard Terms and Conditions](#) you are considered to be at risk of failing to meet attendance requirements if:

- you are absent for five consecutive days or more;
- your attendance falls to 90% of your course contact hours in any school term; or
- if the school has 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 they are concerned.

If your attendance falls to 85% of your course contact hours in any term, we will give you and your parents/legal custodians and your Department of Home Affairs approved guardian (DHA approved guardian) a written warning.

### **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 achieving 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; and
- your attendance record is at least 70% (if your attendance falls below 70%, EQI is required to report 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 the EQI Standard Terms and Conditions.

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)

Percentage of days absent (per 10 week term)	Action
Up to 5% (e.g. 2 to 3 days)	<ul style="list-style-type: none"> <li>• School monitors and records student absences and ISC interviews student to ensure he/she is aware of consequences of non-attendance.</li> </ul>
Up to 10% (e.g. 5 days)	<ul style="list-style-type: none"> <li>• School writes to student (copy to Alliance/EQI) warning of the consequences.</li> <li>• Meeting with the Guidance Officer.</li> <li>• Parents contacted.</li> </ul>
Up to 15% (e.g. 7 to 8 days)	<ul style="list-style-type: none"> <li>• School writes stronger warning letter to student (copy to Alliance/EQI).</li> <li>• Principal talks to student and asks student to make an appointment with Alliance/EQI.</li> <li>• Parents contacted.</li> </ul>
20% (e.g. 10 days)	<ul style="list-style-type: none"> <li>• School advises Alliance/EQI in writing and student is reported to DIMIA (Department of Immigration) by Alliance/EQI.</li> <li>• Parents contacted.</li> </ul>

## Academic 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 report it to authorities and your student visa may be cancelled.

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 [EQI 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.

### **Unsatisfactory course progress**

Yeronga State High School will monitor your workload and your results to ensure you complete the course on time. We will also assist you if you are having difficulties. If you are at risk of not meeting course progress requirements, we will implement suitable intervention strategies with enough time for you to achieve satisfactory course progress.

### **Formal intervention**

If you are not making satisfactory course progress, the principal will give you and your parents or legal custodians a written warning. 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.

EQI may notify you earlier if, in their opinion, you will not be capable of meeting the course requirements. 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 [EQI Standard Terms and Conditions](#)

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

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools visa procedure\)](#)

### **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.

Yeronga State High School Behaviour Policy <https://yerongashs.eq.edu.au/our-school/rules-and-policies> is available on the school Share Point The Responsible Behaviour Plan for Students 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. Refer to Appendix C for the International Student Code of Conduct.



- Follow and respect the school rules.
- Follow and respect the homestay provider's household rules.
- Show consideration and courtesy for the homestay family.
- Ensure a suitable home / bed time is negotiated.
- Let your homestay provider know where you are going and with whom. If you are going to be late or if you are going to miss meal times, please call them and advise them at a reasonable time.
- Obtain permission from the homestay provider before inviting friends' home.
- Obtain permission from the homestay provider and Ms Suzy before accepting invitations to sleep over at a friend's house. A Travel & Activities form must be submitted for approval before confirming any plans.
- Provide your homestay provider with an address / phone number to enable them to contact you should an emergency arise.
- Negotiate use of computer / internet facilities.
- If you are absent from school or you're going to be late, you must provide a letter / note from your homestay family.
- You should not treat homestay as a service for you. You must respect your homestay provider and their position. General cleaning is your responsibility. Helping out in the kitchen and being an active member of the family is expected.
- There are three important Visa conditions while you are a student in Australia.
- You are required to achieve satisfactory academic standards each term.
- You are to attend school every day (sick days must be covered by medical certificate). EQI and DIMIA need to know your address and contact numbers at all times.
- You must follow school rules relating to attendance, performance, travelling and behaviour etc. A copy of the school rules will be given to you at the commencement of your course.
- You must obey the Australian laws and regulations.
- You must notify the Homestay Coordinator if you drive a car to school.

[EQI 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 Yeronga State High School's rules – student code of conduct and school policy and procedures
- <https://qedu.sharepoint.com/sites/2054/Policies%20and%20Procedures/Codes%20of%20Conduct/Yeronga%20SHS%20Student%20Code%20of%20Conduct%202021-2023.pdf>

**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 or suspend your enrolment. This may affect your student visa.

### **Additional study support programs**

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

Activity	Time and Location
Homework Club	Wednesday and Thursday 2.45pm to 4.15pm Library

### **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](http://www.legalaid.qld.gov.au) 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](http://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.

## Emergency and health services

If you have a medical emergency or need assistance with a medical matter you can call **1800 QSTUDY (1800 778839)**. You can also call your Overseas Student Health Cover (OSHC) provider.

### 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.

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
- OSHC providers in Australia include:

Australian Health Management (ahm)

[www.ahmoshc.com.au](http://www.ahmoshc.com.au)

Allianz

[www.allianzassistancehealth.com.au](http://www.allianzassistancehealth.com.au)

BUPA Australia

[www.bupa.com.au/health-insurance/oshc](http://www.bupa.com.au/health-insurance/oshc)

Medibank Private

[www.medibank.com.au/overseas-health-insurance/oshc](http://www.medibank.com.au/overseas-health-insurance/oshc)

NIB Health Funds Limited

[www.nib.com.au/overseas-students](http://www.nib.com.au/overseas-students)

## Medical matters

### 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 and (if you are living with a homestay provider) 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.

### Visiting a doctor

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

### 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 homestay family 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.

### 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 see the [EQI Standard Terms and Conditions](#)



## Transfer policy

You may apply to transfer between Queensland Government schools, a non-government school or another institution registered under Australian law to provide education to overseas students.

Additional tuition, homestay or other non-tuition fees may apply for the new school, depending on the school and course chosen.

Before applying for a transfer, 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.

- [Entry and course requirements](#)
- [Standard Terms and conditions](#)

## 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 Management Framework](#) and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course.

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.

## Appeals

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

- to report you to authorities (see the Attendance Policy and [Course Progress Policy](#))
- not to defer or suspend your enrolment, as requested by you (see the [Deferral, Suspension and Cancellation Policy](#))
- to suspend or cancel your enrolment, as initiated by us (see the Deferral, [Suspension and Cancellation Policy](#));
- to refuse your request for a transfer (see the [Transfer Policy](#)); or

- as a result of your complaint to us (see the [Complaints Policy](#)).
- EQI does not charge a fee for using the appeals process.

## External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to [ombudsman@ombudsman.qld.gov.au](mailto: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.

EQI will comply with any decision the Ombudsman makes.

## Travel and activities

A Travel & Activities request form must be completed and approved by an authorised person at Yeronga State High School for all overseas students wishing to undertake non-routine travel and activities not arranged by the school. This also includes students wishing to return to their country during routine school holiday periods

### Routine activities for homestay students

While living in homestay you must discuss routine activities with your homestay provider and comply with homestay provider decisions. Routine activities include travel to and from school or off-site school activities, everyday travel with the homestay provider, and normal domestic activities such as shopping, entertainment, sports, visiting friends and health care consultations. It does not include overnight stays away from your homestay address.

### Non-routine activities for homestay students

You must obtain our permission for all non-routine activities. This includes overnight travel away from your homestay provider's residence (with or without your homestay provider), activities where the Department of Education, trading as Education Queensland sports, leisure and recreation provider requests parental consent or activities that require supervision other than your homestay provider.

To request permission to participate in non-routine 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, will 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](#)
- [EQI sports leisure and recreation provider procedure](#)
- [Travel and activities request form](#)

## **No high-risk activities**

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.

“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.

## **Refund policy**

### **Your Right’s**

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 to 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 the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- [Refund request form](#)

## School policy and procedures

<https://yerongashs.eq.edu.au/our-school/rules-and-policies>

### Uniform

The uniform shop is located in D block. Opening hours are: 7.45am to 8.45am

- Formal uniform is to be worn Mon- Tue-Thu.
- Sports uniform is to be worn only on Wednesdays & Fridays.



## Formal uniform: Shoes



**Black, shiny-leather, lace-up shoes are the only acceptable shoes**

- Not acceptable:  
Canvas shoes, slip on shoes, skate-style shoes, shoes with prominent brandings or logos, white-soled shoes, Mary-Jane style shoes, high-tops



## Sports uniform: Shoes

**Supportive sports shoes or joggers are the only acceptable shoe.**

- Not acceptable: canvas shoes, Converse or volleys, skate shoes, football cleats



The Uniform Shop is open every morning before school -

Opening Hours - 7.45 am - 8.45 am

The Uniform Shop is located on the top floor of Admin Building (D Block)

The Uniform Shop has a wide variety of all formal and sports uniforms as well as optional accessories for students' selection.



## Banking

To open and operate 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 Homestay 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 disclose 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.

## Transport

Depending where your school is in the state you may also wish to include a link to the relevant transport timetables. For example:

- [Brisbane City Council Journey Planner](#)
- [Townsville Local Bus Services and Timetables](#)

## Driving

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

- driving a vehicle Please refer to the link and fill up the appropriate form.  
<https://yerongashs.eq.edu.au/our-school/rules-and-policies/driving-policy>
- becoming a passenger in a vehicle driven by a driver with a learner (L plate) driver's license or
- provisional (P plate) driver's license.

## School Leadership Opportunities

Leadership at Yeronga State High School is more than a program, it is an intrinsic belief that in some way all students can be leaders, of self and others.

Y Lead is a structure of action-orientated leadership opportunities where students are encouraged and supported to develop their personal and social capabilities and build a foundation for their wider active social responsibility.

Our school's student leadership model is built around our three school values – Quality, Harmony and Sustainability.

Aims of Y Lead are to:

- **Develop** the leadership capabilities of students across all year levels so they can be recognised as active citizens and community leaders
- **Promote** a culture of active student voice and involvement in school-based decision making.
- **Expand** the base of student leadership by providing real opportunities for all students to develop and demonstrate leadership skills in a variety of relational and interest-based activities.
- **Recognise** and reward those students who accept the challenge to take on leadership positions.
- Information about [Y Lead](#) is available through SharePoint and the school [website](#).

## Student Representative Council (SRC)

The SRC provides structured leadership opportunities for students to encourage and support them to develop personal and social capabilities as responsible local, national and global citizens.

The SRC comprises 7 committees:

- Student Welfare and Engagement
- Environmental Sustainability
- Culture and the Arts
- Recreation and Leisure
- The Green Team
- Spirit of Yeronga
- Serving the Community



## **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.

## **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 international students let their homestay parents know these things also. 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 parties, using the computer, visiting friends and shopping.

## **Mealtimes**

### **Breakfast**

You will be expected to make your own breakfast with food provided by the homestay family. In Australia, the typical breakfast may 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 also 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 the Homestay Coordinator.

## **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 their 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.

## **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, socializing 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.

## **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).

## **Communication**

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.

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. 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.

## **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.



## 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 Train, your host parent may drive you.



## 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 EQI [Non-routine travel and activities for homestay student's](#) procedure

## 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.

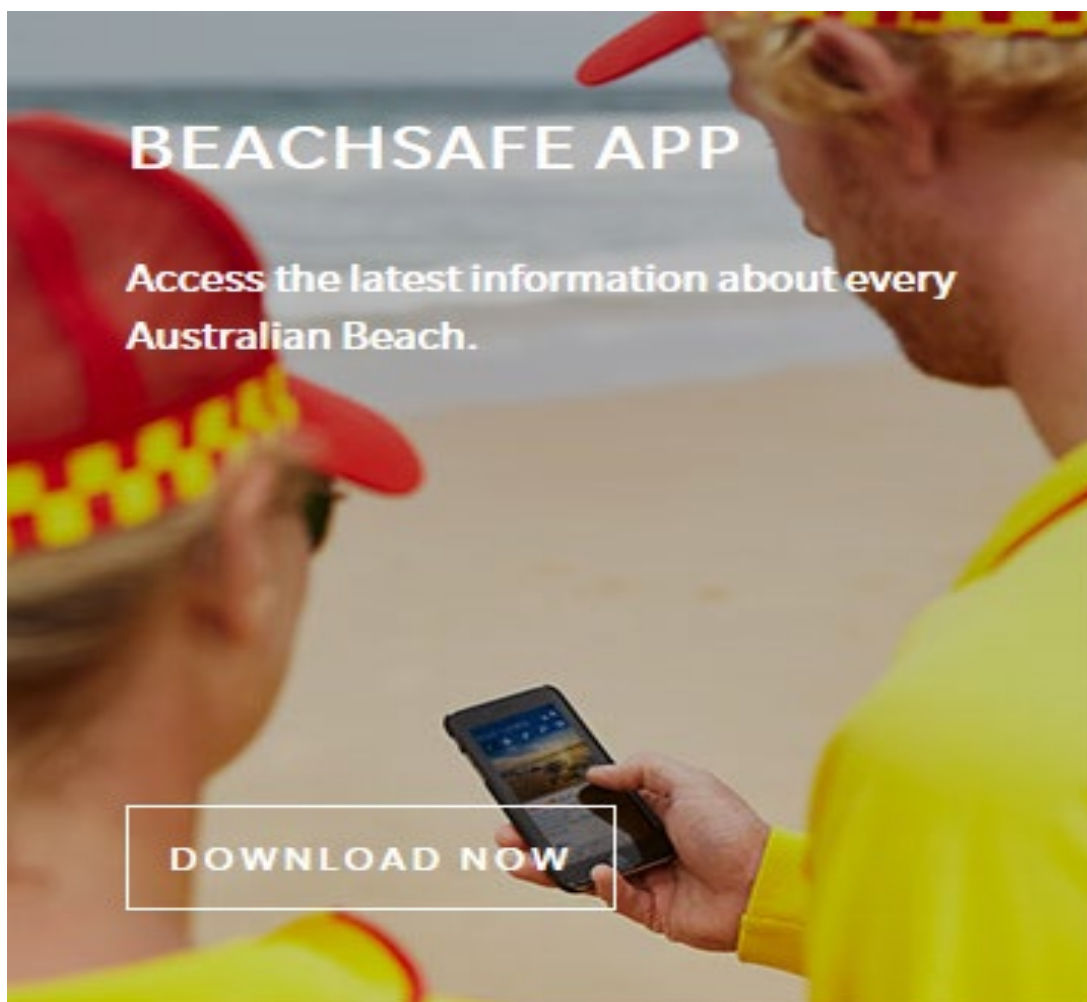
### Surf Life Saving Australia's 10 Surf Safety Hints

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



### Useful links

- [Queensland Surf Lifesaving](https://www.qslifesaving.com.au/)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.



### 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.



## Road safety

Australian roads can be quite busy during peak time (mornings and afternoons are). 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.**



## Appendix A - Yeronga State High School Assessment Policy

All students are expected to submit assessment work on time. Failure to hand in assessment work adversely affects progress and results. EQI students who fail to hand in assessment items will be dealt with as follows:

Action	Consequence
One assessment item not submitted	<ul style="list-style-type: none"><li>• Parents contacted</li><li>• Assignment to be completed</li></ul>
Two assessment items not submitted	<ul style="list-style-type: none"><li>• Parents contacted Assignment to be completed</li><li>• Interview with Guidance Officer</li></ul>
Three assessment items not submitted	<ul style="list-style-type: none"><li>• Parents contacted</li><li>• EQI informed</li></ul>



## Appendix B – EQI Attendance Policy

Students enrolled in an EQI course are required to attend school on every school day. Schools regularly monitor student attendance and are proactive in identifying, notifying and assisting students who are at risk of not meeting attendance requirements. EQI reports students who have breached EQI's attendance requirements, as required by Australian law.

**Excessive levels of absence can result in your Visa being cancelled.**

All EQI students should read and fully understand the following.

Percentage of days absent (per 10 week term)	Action
Up to 5% (e.g. 2 to 3 days)	<ul style="list-style-type: none"><li>School monitors and records student absences and ISC interviews student to ensure he/she is aware of consequences of non-attendance.</li></ul>
Up to 10% (e.g. 5 days)	<ul style="list-style-type: none"><li>School writes to student (copy to Alliance/EQI) warning of the consequences.</li><li>Meeting with the Guidance Officer. Parents contacted.</li></ul>
Up to 15% (e.g. 7 to 8 days)	<ul style="list-style-type: none"><li>School writes stronger warning letter to student (copy to Alliance/EQI).</li><li>Principal talks to student and asks student to make an appointment with Alliance/EQI.</li><li>Parents contacted.</li></ul>
20% (e.g. 10 days)	<ul style="list-style-type: none"><li>School advises Alliance/EQI in writing and student is reported to DIMIA (Department of Immigration) by Alliance/EQI.</li><li>Parents contacted.</li></ul>

NOTE: All days absent are counted (except excursions) – **including those for which a medical certificate has been produced** and time lost through late return after a holiday or early departure.

I have read and understood the EQI Policy regarding absence from school and the Yeronga State High School policies on truancy and assessment.

I am aware of the implications for my Visa if I am absent too often, skip classes and /or fail to submit items for assessment.

I will make every effort to attend school on a regular basis, attend every lesson and to submit all assessment items on the due date.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

### Yeronga State High School Truancy Policy

It is an expectation of Yeronga State High School and EQI that students attend all classes.

Skipping classes adversely affects academic progress and is disruptive to lessons.

EQI students who skip lessons will have to face the following consequences:

Action	Consequence
Skip 1 lesson	Make up the lost time after school on the following school day.
Skip 2 lessons	Make up the lost time after school on the following school day.
Skip 3 lessons	Make up the lost time after school on the following school day. Parents contacted. EQI contacted - issue "at risk" warning.
Further skipped lessons	Recommendation to EQI that student be asked to show the reason why their Visa should not be cancelled.

## Appendix C - Code of Conduct for International Students

- Follow and respect the school rules.
  - Follow and respect the homestay provider's household rules.
  - Show consideration and courtesy for the homestay family.
  - Ensure a suitable home / bed time is negotiated.
  - Let your homestay provider know where you are going and with whom. If you are going to be late or if you are going to miss meal times, please call them and advise them at a reasonable time.
  - Obtain permission from the homestay provider before inviting friends' home.
  - Obtain permission from the homestay provider and Ms Truong before accepting invitations to sleep over at a friend's house.
  - Provide your homestay provider with an address / phone number to enable them to contact you should an emergency arise.
  - Negotiate use of computer / internet facilities.
  - A fee is required to hold your room while you are away on holidays. \$120 ?? during Christmas and full homestay fee applies during your holidays.
  - If you are absent from school or you're going to be late, you must provide a letter / note from your homestay family.
  - You should not treat homestay as a service for you. You must respect your homestay provider and their position. General cleaning is your responsibility. Helping out in the kitchen and being an active member of the family is expected.
  - There are three important Visa conditions while you are a student in Australia.
- ✓ You are required to achieve satisfactory academic standards each term.
  - ✓ You are to attend school every day (sick days must be covered by medical certificate).
  - ✓ EQI and DIMIA need to know your address and contact numbers at all times.
- You must follow school rules relating to attendance, performance, travelling and behaviour etc. A copy of the school rules will be given to you at the commencement of your course.
  - You must obey the Australian laws and regulations.
  - You must notify Ms Truong if you drive a car to school.

## Appendix D - Homestay Rights and Responsibilities

Homestay provides a warm, friendly and safe environment for students studying in a different country/culture. Both provider and student must work at the relationship for it to succeed.

### STUDENTS...

- Respect that you are in their home – don't just feel like you are paying for a service.
- Communication is vital. The provider needs to know where you are at all times. If you are going out, e.g. won't be home for a mean, give the provider prior notice. If you will be late, ring and explain. Leave a number where you can be contacted. Respect the house rules – don't put the provider in a situation where they'll be worried or concerned.
- As you talk with your homestay family, your English understanding and pronunciation will improve. Your understanding of Australia will also increase and your association/relationship with the family will develop.
- Communication is vital.

