



Coombabah
STATE HIGH SCHOOL

International Student Handbook



Table of Contents

1. Principal's welcome	4
2. School details	4
3. Administration	5
4. School values	6
5. International team.....	6
6. Emergency contacts	7
During school hours	7
After school hours and on the weekends.....	8
Critical or life-threatening situations - dial Triple Zero (000).....	8
7. School emergency and lock down procedure.....	9
Evacuation Procedures (Fire)	9
Lockdown Procedures	9
8. Orientation	10
Your Passport to Queensland App	10
Daily timetable	11
Orientation handouts.....	11
9. What to do when.....	11
Late for school or class	11
Leaving school during the day	11
Feeling sick or unwell.....	12
Wanting to change subjects.....	12
Changing address or contact details	12
Wanting to see a Guidance Officer.....	12
Lost property	12
Toilet access during class time	12
10. Accommodation and welfare	12
Care arrangements	12
Living with a homestay family	13
Curfews	14
11. Culture shock	16
Culture shock	16
Expressing emotions.....	17
Manners	17
12. Contact details.....	18
13. ISP Standard Terms and Conditions.....	18
14. Visa Conditions	18
Attendance	18
At risk of failing to meet attendance requirements	19
Unsatisfactory attendance	19
Course progress	19
Unsatisfactory course progress	20
Formal intervention	20
Behaviour.....	20
15. English as a Second Language or Dialect (EAL/D)	21
Additional study support programs	21
16. Academic policy	22
17. Legal services.....	22
18. Emergency and health services	22
Overseas student Health Cover (OSHC).....	22
19. Medical matters	23

Health information	23
Visiting a doctor	23
Medication	23
Medical treatment	23
Mental health	24
Mental health telephone and online contacts	24
20. Fees	24
Tuition	24
Non-tuition fees	24
21. Change of school, year level, course or course duration (variation of enrolment)	25
22. Transfer to a non-government school or another institution	25
23. Complaints	25
24. Appeals	26
Internal appeal	26
External appeal	26
25. Travel and activities	26
Swimming	27
Surf and Beach safety	27
Sun safe	28
26. Refund policy	28
27. School policy and procedures	28
Bring your own device (BYOx)	28
Use of mobile phones	29
Uniform requirements	29
28. Banking	29
29. Transport	29
Transport to school	29
Driving	30
30. House Structure	30
Purpose of the House Structure	30
31. Australian families	30
Australian teenagers	30
Mealtimes	31
32. Socialising with friends	32
33. Communication	32
34. Digital Safety and Cyberbullying	32
35. Road safety	32
36. Miscellaneous	33

1. Principal's welcome



Welcome to Coombabah State High School International Program

It is with great pride and excitement that I welcome you to Coombabah State High School and our International Study Program. By choosing to study with us, you are joining a community dedicated to preparing young people for their roles in an expanding global society.

Located on the beautiful Gold Coast, our school offers high-quality education in one of the world's most dynamic and welcoming environments. We recognise the significance of your decision to study in Australia and are committed to making your time here happy, safe, and successful.

At Coombabah SHS, our vision is clear: Together we innovate, empower, and excel. As a school accepting International Students from 2026, we are proud to embrace cultural diversity, providing every student with the skills, confidence, and resilience to achieve their aspirations.

What makes our school unique is its natural setting. Sharing our campus with kangaroos and koalas offers a distinctly Australian experience and reminds us of the importance of protecting our environment.

Your journey here will open doors to lifelong friendships, cultural exchange, and future opportunities. I encourage you to immerse yourself in school life, embrace new experiences, and share your culture with our community.

Welcome to the Coombabah SHS family – where we shape the future, one student at a time.

Mr Grant Stephensen
Principal

2. School details

Street address: 550 Pine Ridge Road, Coombabah, QLD 4216

Office hours: Monday – Thursday 8:00am – 4.00pm
Friday 8.00am – 3.30pm

Telephone: 07 5552 3888

Absence line: 07 5552 3888 option 1

Administration email: admin@coombabashs.eq.edu.au

Website: www.coombabashs.eq.edu.au

Facebook: <http://www.facebook.com/coombabashs>

3. Administration

Administration	Name	Telephone/contact
Principal	Grant Stephensen	5552 3888
Deputy Principals	Justin Clinch Cath Robertson Tameeka Schelks Tara Byrne	5552 3888
Business Manager	Naomie King	5552 3888
Student Attendance	Christie Ryan	absences@coombabashs.eq.edu.au 5552 3888 option 1
Heads of Department Arts English HPE Sport Humanities Technology Mathematics Science Teaching and Learning Vocational Education Senior Schooling Junior Schooling	Jason Marquet Joni Cameron Warren Camps Olivia Morrissey Mika Heinemann Holly Cotugno Erin Bolger Isabella Taylor Louise Peters Cathy Shearer Jodi May	5552 3888
Year Level Deans	Sue Kimura -Year 7 Yvonne Price -Year 8 Mark Daranjo -Year 9 Taryn Hartley -Year 10 Rachael Wood -Year 11 Lauren James -Year 12	
Student Wellbeing and Support School Based Nurse Youth Support Coordinator Guidance Officers Multicultural Youth Worker	Stella Field Bec Cripps-Thomas Jess Reilly Years 10-12 Hope Mae Years 7-9 Kevin Dando	kdand4@eq.edu.au

4. School values

Our mission is to provide an exceptional educational experience that fosters innovation, empowerment, and excellence through academic, cultural, sporting, and community pathways. Central to our commitment is a dedication to quality inclusive education, emphasising a relationships-first approach. We aim to develop empowered young individuals, equipped with the resilience to pursue their aspirations and excel in all areas of life.

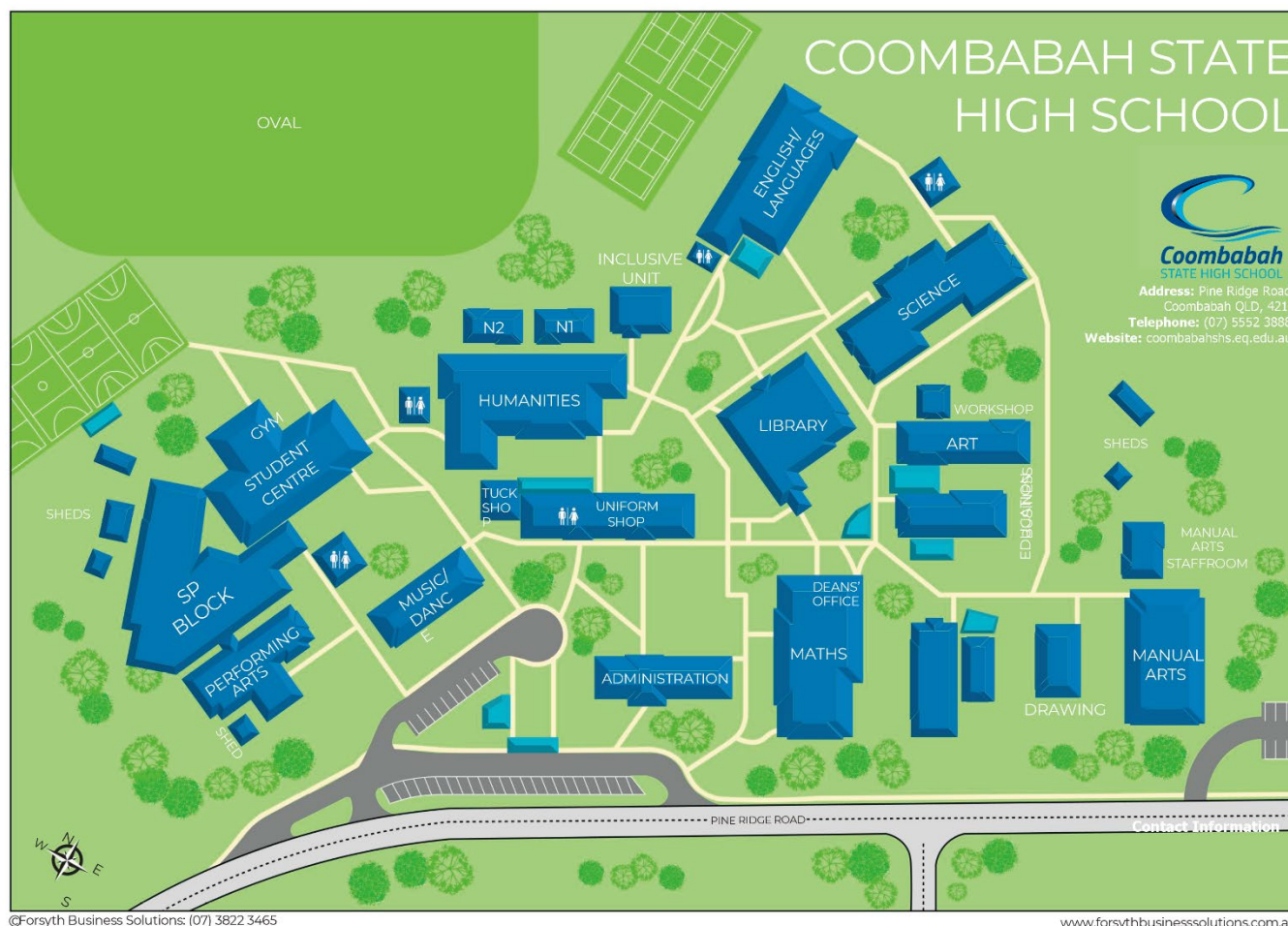


5. International team

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

Name	Role	Contact
Grant Stephensen	Principal	principal@commbabashs.eq.edu.au
Samuel Caughley	HOD Languages & International programs	scaug5@eq.edu.au
Paula Crilley	International Student Coordinator	5552 3823 pcril6@eq.edu.au
Paula Crilley	Homestay Coordinator	pcril6@eq.edu.au
Jess Reilly	Guidance Officer	jreil47@eq.edu.au
Racheal Wood	Year 11 Dean	rwood165@eq.edu.au
Cathy Shearer	HOD of Senior School	cshea3@eq.edu.au

The International Office is in the library in the centre of the school.



6. Emergency contacts

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
Grant Stephensen	Principal	5552 3888
Samuel Caughley	HOD Languages & International	scaug5@eq.edu.au
Paula Crilley	International Student Coordinator	5552 3823 pcril6@eq.edu.au

After school hours and on the weekends



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. For further information please phone us on +61 7 3513 5708 or email StudyTours.EQI@ged.qld.gov.au

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

Evacuation Procedures (Fire)

STAGE 1: - Pre-Evacuation

On the sounding of a fire alarm (fire nearby), prepare to evacuate when directed. Take your school bag with you. Advise a **staff member** if you require assistance to evacuate.

STAGE 2: - Evacuation

When directed to leave, take the safest and most direct route to the outside of the building. Follow the directions of **staff members**. Move immediately to the **ASSEMBLY AREA**.

STAGE 3: - Post-Evacuation

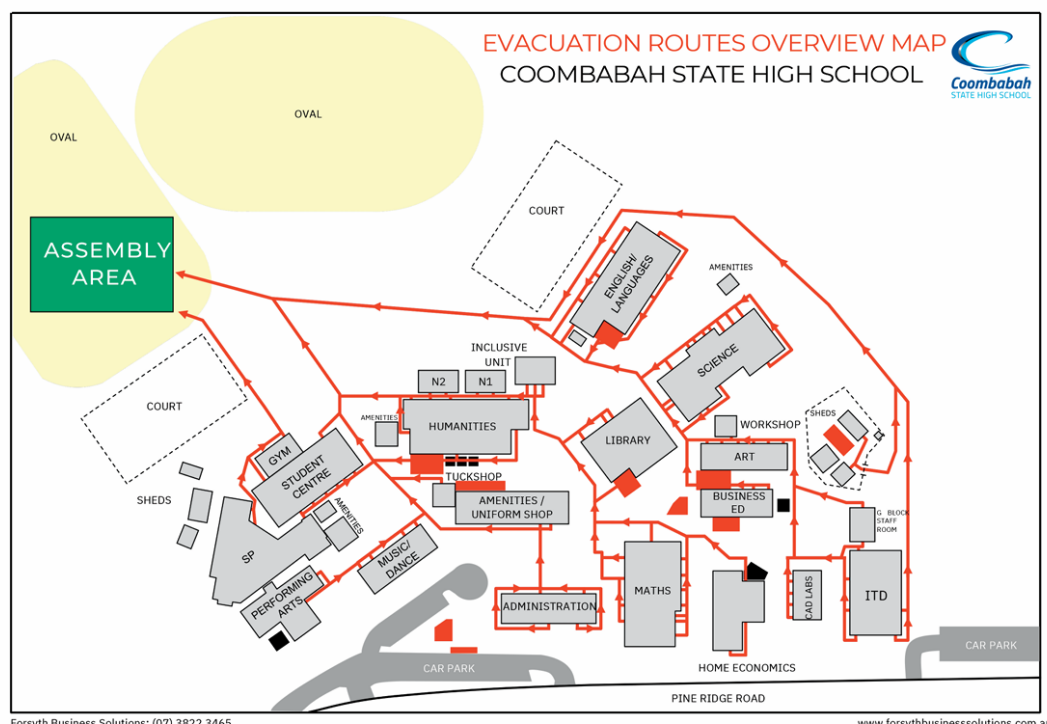
Remain at the Assembly Area until your safe evacuation has been confirmed by staff members. Report any missing or injured persons to a **principal** or **Fire Officer**. **Do not re-enter the building until advised by fire officers.**

Lockdown Procedures

If there is a potential threat of harm or injury to staff, students, visitors or contractors, it is imperative that all persons are secure within a building on the school campus until the threat has passed. Threats may come from a dangerous person, a toxic spill (chemical truck accident in vicinity of school), livestock running loose or severe weather. Students, staff, visitors and contractors will be kept in a safe place out of sight until Police/Emergency Services have dealt with the emergency and have declared the school safe for the return to normal activities.

Teaching staff are to take control of their students ensuring all windows and doors are locked. Students and teachers must keep a low profile and remain out of sight of the windows - e.g., under desks, until all clear is given. Mobile phones are to be switched off.

Teaching staff and students who are outside must return to their respective classrooms in a calm and orderly manner.



8. Orientation

The Coombabah 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.

Your Passport to Queensland App



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

The Passport to Queensland is a mobile app exclusively developed for you as an overseas student studying at 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 [Your Passport to Queensland Download Instructions](#). Alternatively, you can email any questions about the app by emailing yourpassport@qed.qld.gov.au

Daily timetable

YEAR 7-10	MON	9:30 am - 2:55 pm
	TUES-WED-THURS-FRI	8:55 am - 2:55 pm
YEAR 11-12	MON	9:30 am - 2:55 pm
	TUES-THURS	8:55 am - 2:55 pm
	WED-FRI	8:00 am – 1:25 pm

Formal Uniform Days

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
YEAR 7	FORMAL				
YEAR 8				FORMAL	
YEAR 9		FORMAL			
YEAR 10	FORMAL		FORMAL		
YEAR 11-12	FORMAL		FORMAL		FORMAL

On days **not** marked **FORMAL** students have the option of Sport or Formal Uniform.

Uniform Shop Hours: Mon, Wed & Thurs 8:00 am to 11:30 am

Orientation handouts

- International Student Handbook
- Overseas Student Health Cover cards
- Emergency contact details (1800 QSTUDY cards)
- Recreational sport selection
- Orientation evaluation

International students can visit the International Office during break times for general information sharing or any other time they require support. Your international student coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest by scheduling a short meeting.

9. What to do when

Late for school or class

All students who arrive after the 8.55am bell must report directly to the student services window in C block and present their student ID card to the Attendance Officer to be marked present on the roll.

Leaving school during the day

Students will not be permitted to leave the school grounds at any time during the school day unless prior written permission has been sought by parents, a leave pass issued, and the student is collected from the front office by a parent/guardian. A leave pass must be shown by each student, if asked, at the shopping centre, on public transport etc. Parents are asked to arrange appointments outside of school time, minimising interference with the student's academic, sporting and extra-curricular activities.

Feeling sick or unwell

During school time please go to the International Office. If there is no one there, please go straight to the Student Services in C Block.

If you are sick prior to school, please inform your host family and they will notify the international department of your absence. If you are going to be away for more than two days, you must go to the Doctor and obtain a medical certificate. Please bring that to the international office upon your return to school.

Wanting to change subjects

All subjects need to be selected prior to arrival. Your timetable will be ready for you when you start school. All students are to follow that timetable for the first week. If you are having difficulty in a subject your teacher may suggest you change classes.

You get **one chance** to change subjects. By the end of the second week, we cannot change your timetable.

Changing address or contact details

If you change your mobile phone number, you **MUST** notify the international department immediately.

There may be unforeseen circumstances where you may need to move homes. This will be organised through the international department.

Wanting to see a Guidance Officer

Please see your international coordinator or go to the guidance officer office in the library.

Lost property

Any lost property will be handed into student services in C block.

Toilet access during class time

You **MUST** ask your teacher for permission to go to the bathroom during class time. They will give you a leave pass to leave the room and return. Please make sure you go to the bathroom during break times.

10. Accommodation and welfare

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](#)

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 you 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 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; Curfew is set by the school and host families are NOT permitted to negotiate your curfews.
- have a mobile telephone and carry it on your person when travelling and
- keep the homestay provider informed of your whereabouts, and remain contactable by them, always.

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 Student 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 the school while living in your homestay.

Year levels	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
All year levels	9.00pm Thursday (for shopping or working only)	

If you or your homestay family require approval for adjustments or additional information on implementing these curfews, please contact Paula Crilley, International Coordinator, Coombabah State High School.

Before you leave the house, you **MUST** inform your homestay where you are going and who you will be with. You must always be contactable. Make sure your phone is charged.

If there is a specific situation, the School's International Coordinator may allow a later curfew. An example of this would be if you joined a sports team and needed to train and play outside of curfew times. You **MUST** fill out a Non-Routine Travel and Activities Form.

During your time in Australia if you are hanging out with friends after dark, we would expect you to be indoors at a restaurant, a shopping centre or a friend's home. The parks and beaches are not safe after dark. There is **NO** need for you to be elsewhere.

Sunrise

We appreciate that watching the sunrise over the beaches of the Gold Coast is a spectacular view, however we also cannot guarantee your safety. Students **are not** permitted to leave the house before 6:00am in Summer and 6.30am in Winter. You may like to ask your homestay if they would accompany you to watch the sunrise. The only way you are permitted to attend the sunrise is with your homestay.

Staying over

Sometimes you may be invited to stay at someone's house overnight. If you want to do this, discuss it with your homestay parents and provide them with the details. For the first time, you are required to get permission from the school; subsequently your homestay may be able to phone the other homestay direct. You must stay with an adult approved by the school.

When staying over at a friend's house make sure that you respect the rules of that household. As this is an extra, it is assumed that you will provide your own transport to and from your friend's house. This is not the responsibility of host families.

Breakages

We understand that accidents happen, however please be aware you are in someone else's house and using their property. In the event something gets broken please tell your homestay immediately. Students are responsible for the cost of fixing or replacing the item. Please take a photo of it and let the international staff know so we can facilitate the payment and make sure no one is being overcharged.

Water shortage

Australia is a dry country so you will need to understand that your homestay family will ask you to be sensible in the use of water; this means that they may well limit the time you spend in the shower.

Bedtime

Some Australian families go to bed earlier than you may be used to. Please be mindful of this during your stay with your host family and keep noise levels down if your family have gone to bed or have younger children who may be trying to sleep.

Your room

This is your own space and very important to you. However, when you leave, this room will once again belong to your host family, so it is important that you care for it and do not damage anything in it. Your host family will tell you what is ok and not ok to do in your room but in general:

Eating and drinking is done in the dining areas of the home

Washing is hung to dry outside

Headphones are used for iPods, mobile phones, laptops etc. if you wish to listen to music at a raised level.

Turn off lights when not in use or when going to sleep

In Australia it is customary to sleep between two sheets, with blankets on top of that if necessary. This makes it easy to keep clean as the sheets and pillowcases can be washed weekly.

Toilet

Australian toilets are maintained in a clean state (even public toilets at school) and it is unnecessary to put toilet paper on the seat before sitting down.

You should **NEVER** squat above the toilet or stand on it. Boys need to lift the toilet seat and lid before urinating.

Personal hygiene

Australia's climate can be more humid than other countries, so the regular use of deodorant is important. Boys and girls should put on deodorant each morning before dressing and many Australian students will carry roll-on deodorant for use at school, especially if they have engaged in physical activity like sports.

Personal hygiene for girls

Sanitary Pads and tampons need to be changed 3-4 hourly or sooner if required, so you may need to be aware of disposal methods at home and at school

At School: Sanitary pads and tampons need to be wrapped in toilet paper and disposed of in the sanitary dispenser found in the toilet cubicle. Never try to flush a pad down the toilet – they are too big and will cause a toilet blockage.

At Home: Each family may have individual requirements regarding the disposal of pads/tampons, and you may want to ask your host mother about what to do. Generally, if you are in doubt, wrap the tampon or pad in toilet paper and put in a plastic bag which you then can put in the council garbage bin (green lid).

11. 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.

Culture shock

Culture shock can be described as consisting of at least one of four distinct periods:

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.

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.

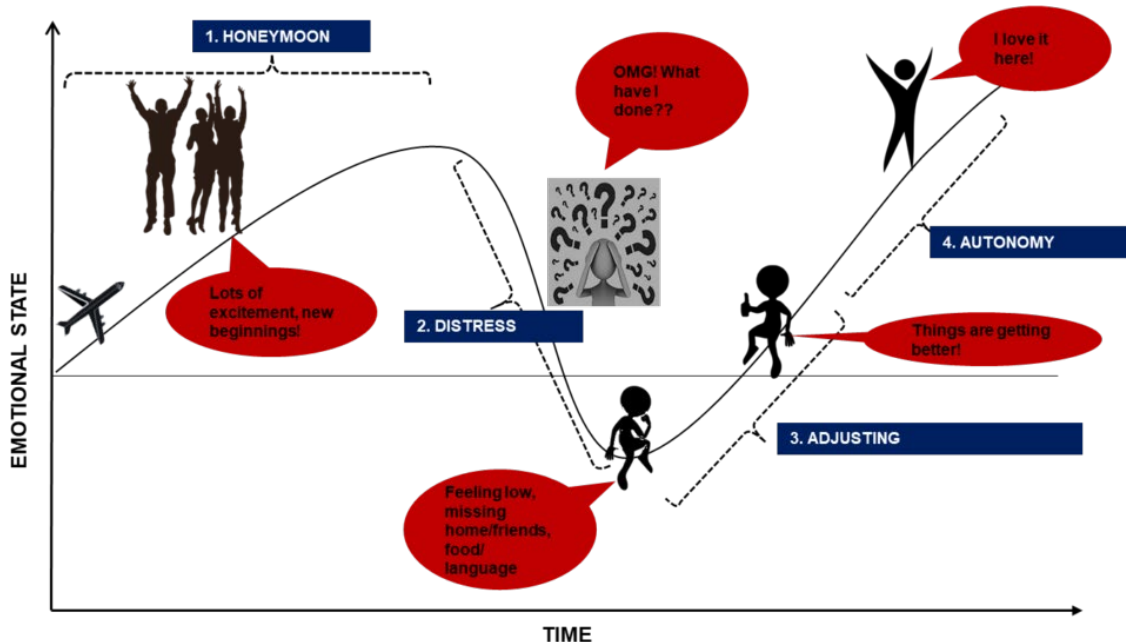
During this period students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

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.

Acceptance/Autonomy period

Individuals in the acceptance period can 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.

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, if 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.

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 Coombabah State High School.

12. 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.

13. 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.

14. Visa Conditions

Attendance

Coomababah 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 Coombabah 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 8.55am.

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.

If 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 5552 3888 option 1, 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.

If you are too unwell to come to school, you are **not permitted** to go out and socialise after school or during school hours. It would be expected the only reason to leave the house would be to visit a doctor.

Important information about attendance

- | | |
|---------------------------------------|---|
| • Start and finish times | 8.55am – 2.55pm |
| • Late arrival process | Sign in at student services |
| • School absence telephone number | 5552 3888 option 1 |
| • Serious, injury or incident process | 000 if ambulance required,
Then 1800Qstudy if outside school hours or
5552 3888 during school hours |

At risk of failing to meet attendance requirements

You are 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).
- 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*.

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.
- 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](#)

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 Coombabah 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.

Unsatisfactory course progress

Coombabah 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.

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](#)

Behaviour

Coombabah 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.

[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 Coombabah State High School's rules – student code of conduct and school policy and procedures

- [Student code of conduct](#)

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)

The English is an additional language or dialect (EAL/D) unit provides a supportive educational environment for students who have English as their second language and/or dialect who intend to live permanently in Australia. This course gives these students the necessary English language skills to participate fully in mainstream schooling in reading, writing and speaking.

To support your success at Coombabah State High School you need to have good English language skills. If it is identified that you need additional support to build these skills, Coombabah State High School will offer support with an EAL/D teacher as required.

Additional study support programs

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

Activity	Time and Location
English Tutorials	To be confirmed Library

Our dedicated staff volunteer their time and go above and beyond to enrich student life through a vibrant array of co-curricular activities offered before, during, and after school. Their passion and commitment create inclusive spaces where students can explore interests, build friendships, and grow in confidence.

From the strategic minds of Chess Club to the energetic teamwork of Futsal, Basketball, and Volleyball, every activity fosters valuable skills. Creative spirits thrive in Art and Craft, Anime, Guitar, Ukulele, and Sewing groups, while Breakfast Club ensures students start their day nourished and supported.

Homework expectation

Students and parents can expect that every student will have learning activities to do at home. Homework engages students in independent learning to complement work undertaken in class through:

- Revision and reflection to consolidate learning
- Application of knowledge and skills in new contexts
- Pursuit of knowledge individually and imaginatively
- Preparation for forthcoming classroom learning

Homework provides students with opportunities to pattern behaviour for senior studies and lifelong learning beyond the classroom and to involve family members in their learning. The setting of homework considers

the need for students to have a balanced lifestyle, including sufficient time for family, sport, culture, recreation, and possible part-time employment. The amount of time devoted to homework and independent study will vary according to the student's learning needs and individual program of learning, determined through their Senior Education and Training (SET) Plan.

16. Academic policy

Please see the Assessment Policy on the school website, [Assessment Policy](#)

17. 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.

18. 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.

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 health care arrangements](#) or are [OSHC exempt](#) which may mean OSHC may not be 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/

19. 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. 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.

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 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.

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](#).

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.

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 Counselling](#) (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.

20. Fees

Tuition

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

- All curriculum schooling and teaching costs
- Curriculum-related excursions

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.

During your time at Coombabah State High School, you may incur some extra expenses.

- Uniforms
- BYOD – Students MUST have their own laptop
- Some excursions
- External sporting clubs
- External sporting facilities
- After school activities
- Gym Membership

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](#).

21. 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](#)

22. 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](#)

23. 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.

24. Appeals

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 your 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.

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.

25. 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](#)

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](#).

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.
- 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://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.

26. 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](#)

27. School policy and procedures

Bring your own device (BYOx)

The BYOx Program allows students with their own iPad, MacBook, or Windows 11 device to connect to the school wireless network to access free high-speed Internet. Connecting to the network is vital for students to access the Office 365 suite and other Web 2.0 tools for learning. Access to Office 365 is free.

If you are planning to purchase a new device for your child to use in high school, we strongly recommend a Windows 11 laptop device (NOT WIN S). If you have already invested in an iPad for your child, an iPad remains an acceptable option that will allow your child to undertake all technology-based class activities until the end of year 9.

It is highly recommended that your child's device is protected by a hard protective case.

Parents choosing the BYOx Program take full responsibility for the warranty, insurance, and filtering on their child's device. It is strongly advised that the warranty is increased to three years and if possible, insurance to cover the device for any accidents is purchased.

[Cybersafety and cyberbullying guide](#)

Use of mobile phones

[Mobile phone policy](#)

Uniform requirements

[Uniform pricelist](#)

[Uniform policy](#)

Uniform shop opening hours are: 8.00am – 11.30am Monday, Wednesday & Thursday.

28. 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.
- Most 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.

29. Transport

[Translink Journey planner](#)

[Kinetic Buses](#)

[G Link](#)

[Go Card](#)

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 safest route to ensure this travel is safe. Your bike will be stored in a compound during the school day. You will need to supply your own lock. 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.

Driving

You must refer to the [ISP standard terms and conditions](#) and contact your International Student 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.

30. House Structure



Purpose of the House Structure

The house system aims to give students an identity and sense of pride in a supportive, secure environment. The houses provide for positive competition and a closer rapport between students and teachers. Each house boasts their distinctive colour and mascot.

The house system is an integral and vibrant part of the school culture. Houses compete in several sporting, academic and cultural activities. Each term the houses accumulate points for the various activities they participate in, and the winning house receives the house shield at the annual sports award ceremony.

31. 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 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 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.

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.

32. 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. Generally, socialising should be limited to weekends, as weeknights 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.

33. 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 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.

34. 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.

35. 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.**

36. Miscellaneous

Email

All students will be issued with a school email address. Please make sure you access it once a week even if to clean out unwanted items.