

**INTERNATIONAL
STUDENT HANDBOOK**

**MAROOCHYDORE
SHS**



*The Queensland Department of
Education trading as: Education
Queensland International (EQI) CRICOS |
Registration Number 00608A*

CONTENTS

Introduction	3
General Contact Details	4
Administration Team	5
International Student Program Roles	6
Student Support Staff	6
Mission And Values	9
Emergency Contacts	10
School Emergency And Lock Down Procedure	12
School Map	14
School Website	15
Orientation.....	15
Timetables.....	16
International Student Meetings.....	19
What To Do When.....	19
Accommodation And Welfare.....	20
Living With A Homestay Family	21
Curfews	22
Culture Shock	22
Contact Details.....	24
ISP Standard Terms And Conditions	25
Visa Conditions.....	25
Course Progress	27
Behaviour	28
English As A Second Language Or Dialect (Eal/D)	29
Additional Study Support Programs.....	29
Academic Policy	29
Legal Services	29
Emergency And Health Services	29
Overseas Student Health Cover (Oshc).....	29
Medical Matters.....	30
Fees	32
Non-Tuition Fees.....	32
Change Of School, Year Level, Course Or Course Duration (Variation Of Enrolment)	32
Transfer To A Non-Government School Or Another Institution	32
Complaints	32
Appeals.....	33
Travel And Activities	33
Swimming.....	34
Surf And Beach Safety.....	34
Sun Safety	34
Refund Policy	35
School Policies And Procedures	35
Banking.....	35
Transport.....	36
Driving.....	36
Australian Families	36
Mealtimes	37
Socialising With Friends	38
Communication.....	38
Digital Safety And Cyberbullying.....	38
Road Safety	38
Sunshine Coast Map.....	39
Notes.....	40

INTRODUCTION

Welcome to Maroochydore State High School. Maroochydore is one of the coastal towns that make up what is called Queensland's Sunshine Coast and is approximately 100 kilometres north of Brisbane. Maroochydore State High School is located approximately 1 kilometre from the famous beaches and within easy reach of all of the tourist attractions of the Sunshine Coast.

Maroochydore State High School was established in 1964 and is one of the state's traditional large high schools. The school offers both Domestic and International Homestay Programs and Short-Term Study Tours.

Maroochydore State High School has an extensive curriculum which ensures our international students' needs are well catered for and courses offered are of the highest standard. The school offers programs to meet the learning needs of all students. The academic curriculum is supplemented by extensive sport and cultural programs.

The community of Maroochydore State High School thanks you for choosing us for your international schooling experience. We look forward to making your stay both enjoyable and rewarding.

Mr David Samaha
Principal

And the staff members of Maroochydore State High School



WELCOME

My name is Ms Natalie Whiteside and I am the International Student Co-ordinator at Maroochydore State High School. My role at the school is to ensure that your experience here is a safe, rewarding and happy one.

Maroochydore State High School hopes that you enjoy the experience of living and learning in a Queensland school. You may find the first few days overwhelming, tiring, confusing and different but there will be excitement as well amongst all these experiences. There are many people including staff and students who are willing to help make your transition a smooth one.

The aims of the orientation program are to:

- Facilitate a successful adjustment to living and studying in Queensland.
- Provide information and skills to become an independent resident and learner in Queensland and more particularly at Maroochydore State High.

This booklet is intended to provide a guide so that you are familiar with the expectations of being a student at Maroochydore and the procedures and expectations of the Queensland education system. It will also serve to orientate you to the local area.

Your orientation will be an on-going process with the focus initially being on school routine and expectations.

I look forward to working with you.

Ms Natalie Whiteside
International Student Co-ordinator



GENERAL CONTACT DETAILS



MAROOCHYDORE
STATE HIGH SCHOOL
STRIVE AND SERVE

Address: 160 Maroochydore Road, Maroochydore, QLD 4558

Postal Address: PO Box 55, Maroochydore, QLD 4558

Telephone: (07) 5409 7333

Absentee Hotline: (07) 5409 7360

Office Hours: 8am to 3.15pm (Monday to Friday)

ADMINISTRATION TEAM

	Mr David Samaha Principal	Location: Administration Building
	Ms Shona Benjamin Deputy Principal (International Student Manager)	Location: Administration Building
	Ms Natalie Whiteside International Student Coordinator, EAL Teacher Email: nxwhi6@eq.edu.au International Phone : 0460 036 034	Location: X Block
	Ms Krishna Everson Homestay Coordinator Email: kever66@eq.edu.au Homestay Phone: 0499 971 083	Location: Library

INTERNATIONAL STUDENT PROGRAM ROLES

<p style="text-align: center;">Ms Shona Benjamin</p> <p style="text-align: center;">Deputy Principal (Senior Schooling, International Student Program Manager)</p>	<p style="text-align: center;">Ms Natalie Whiteside</p> <p style="text-align: center;">International Student Co-ordinator</p>	<p style="text-align: center;">Ms Krishna Everson</p> <p style="text-align: center;">International Student Homestay Co-ordinator</p>
<ul style="list-style-type: none"> • Behaviour management • Dispute resolution • Emergency contact • Overall monitoring of Student progress and attendance • EQI Liaison • Overall management of Program 	<ul style="list-style-type: none"> • Orientation Program • Attendance monitoring • Behaviour monitoring • Agents contact • Farewell functions • Exam support • Individual assistance as needed • Leaving procedures • Progress monitoring • Referral for counselling • Excursions/Trips • Regular weekly meetings • Assistance with timetables • Facilitating English lessons exploring Australian cultural practices. • Development of spoken English language patterns • QCAA support in cognitive verbs to support assessment. • Developing spoken, reading, listening, written skills in standard Australian English 	<ul style="list-style-type: none"> • Assistance with orientation program • Homestay orientation • Homestay fees • Homestay issues • Homestay monitoring and support • Homestay registration • Homestay placements • Travel forms and details • Visa requirements • Referral for counselling



STUDENT SUPPORT STAFF

Maroochydore State High School has additional support staff who you may like to access while you are here. These include:



Mr Richard Todd

Position: Guidance Officer

Location: G Block Student Services Building

Mr Todd can provide information and support on both career and personal issues.



Adam Rose (Chappy)

Position: School Chaplain

Location: A Block Student Services Room

Chappy is available to help students with personal and social issues.



Emma Rodney

Position: School Based Nurse

Location: G Block Student Services Room

School nurse is available to help students with any health or personal issues.





Maroochydore State High School

Strive Serve Succeed Shine

Department of Education trading as Education Queensland International (EQI)

CRICOS Provider Code: 00608A

MAKE THE MOST OF YOUR EXPERIENCE AT MAROOCHYDORE STATE HIGH SCHOOL

Studying at our school will be rewarding for you if you:

- Make friends
- Follow your interests
- Ask for help if you need it
- Take part in a wide range of activities
- Try something different and strive to succeed

“LEARNING IN A CARING ENVIRONMENT”

You might feel a little confused or “lost” in your first few days with us. Be patient!! You will soon discover that our students and staff are thoughtful, friendly people who are always happy to welcome newcomers to our school.

Become familiar with our students and teaching staff.
Feel free to approach our support staff so that they can help you settle in
and talk about the choices and decisions you will need to make.



MISSION AND VALUES

EXCELLENCE IN EDUCATION FOR ALL

We strive to achieve excellent outcomes for all through:

- Empowering high performance
- Fostering positive relationships
- Collaboratively nurturing well-being

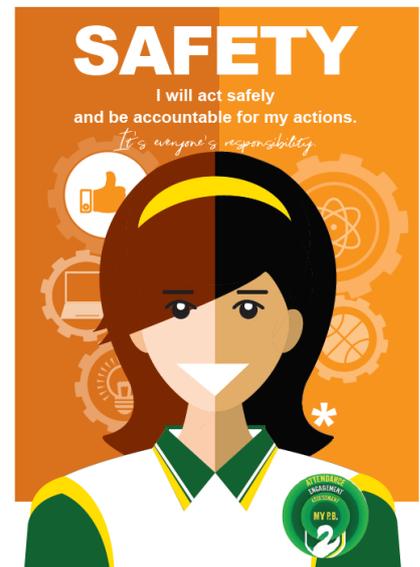
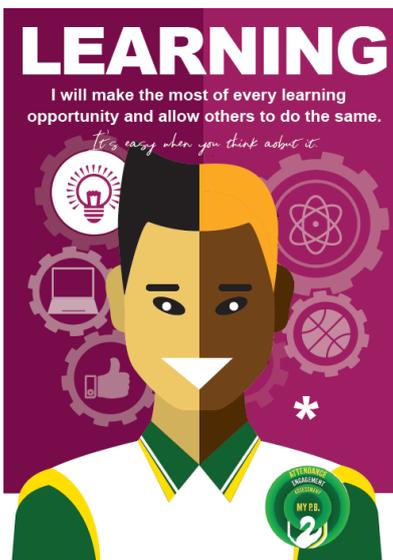
OUR VALUES

- **Learning** - seek to accomplish individual excellence, reach worthy and admirable goals through participation in academic, civic, cultural and sporting pursuits.
- **Respect** - treat self and others with consideration and regard, respect another person's point of view, take care of the environment.
- **Safety** - be accountable for one's own actions, resolve differences in constructive and peaceful ways, and contribute to society and civic life.

OUR VALUES IN ACTION

The Positive Behaviour for Personal Best committee which consists of students, staff and parents from our school community have engaged with the wider community to define our values in terms of actions. As a community we hold high expectations that all in our community will strive to enact these values.

- Learning - I will make the most of every learning opportunity and allow others to do the same.
- Respect - I will respect myself, all people in the school community, the grounds and facilities.
- Safety - I will act safely and be accountable for my actions.



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
Natalie Whiteside	ISP Coordinator	X Block
Krishna Everson	Homestay Coordinator	International office in the Library
Shona Benjamin	Deputy Principal	Administration Building
David Samaha	Principal	Administration Building
Richard Todd	Guidance Officer	Students Services in G Block
Emma Rodney	School Nurse	Students Services in G Block

AFTER SCHOOL HOURS AND ON THE WEEKENDS



Your personal safety is our number one priority.

WHAT IS 1800 QSTUDY?

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

To call the service from overseas, you must dial +61 1800 778 839. This hotline helps to keep you safe and supported.

WHEN CAN I CALL 1800 QSTUDY?

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

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

How do I find out more about 1800 QSTUDY? For more information read the [1800 QSTUDY brochure for international students \(PDF, 2.1MB\)](#). Find out more about the service by emailing EQInternational@ged.qld.gov.au or phoning 1800 316 540.

WHO CAN USE 1800 QSTUDY?

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

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

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

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 EMERGENCY AND LOCK DOWN PROCEDURE

EVACUATION Procedure

ON HEARING THE IRREGULAR RINGING OF BELL – EVACUATE

There are emergent situations that require these people to move to a safe environment area. These situations include threats such as

- Fire
- Internal Hazard
- Bomb Threat
- Structural Damage
- Severe Storm
- Chemical Spill/Electrical Threat

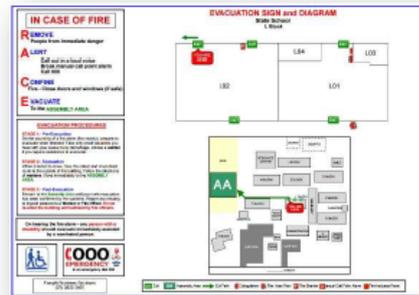


Figure 1 - Each room in the school has a detailed map outlining the most appropriate route during an evacuation.

Evacuation Process

1. All personnel move to oval when alarm is sounded.
2. All staff to assist in the movement of students to assembly area on bottom oval. If evacuation occurs during class time, students move in their class group under the direction of their teacher and then move to their form class on the oval.
3. Students assemble in **CARE class** and sit down **quietly** in front of witches hat.
4. CARE teachers collect roll from Year Level Warden and mark roll.
5. Teachers without form classes, aides and visitors report to relevant Staff Warden (at grandstands adjacent to oval) and teachers' then assist with checking, supervision and discipline on the oval as directed.
6. CARE teachers report all students accounted for to Year Level Warden.
7. Year Level Wardens report missing students to Oval Warden.
8. CARE teachers report to Staff Warden to have names checked off.
9. Staff Warden reports missing staff to Oval Warden.
10. Oval Warden advises Chief Warden. Search instigated for missing students and staff.
11. Oval Warden releases students and staff when the "Stand Down" is given by Chief Warden.

During any evacuation, students should:

- Act responsibly.
- Not collect personal items from bags or lockers. Getting away from the buildings is more important.
- Move quickly but don't run.

During any evacuation, everyone should:

- Follow all instructions given by block warden
- If smoke is present:
 - Get down low below the smoke if possible,
 - Cover your mouth and nose to protect your breathing,
 - Move away from thick smoke even if it may take longer to get to the assembly area.
- Notify the block warden immediately if you are aware of people trapped in the building.



Only attempt to **EXTINGUISH** the fire if:

- You have been trained in using the relevant firefighting equipment

LOCKDOWN Procedure

ON HEARING THE CONTINUOUS RINGING OF THE BELL- LOCKDOWN

There are emergent situations that require these people on site to either retreat or stay indoors. These situations include threats such as:

- Dangerous persons
- Toxic spill
- Extreme weather conditions
- Airborne particles
- Livestock
- Suspicious person/article

WHEN A POTENTIAL THREAT IS OBSERVED

- Notify the administration immediately via phone (do not use intercom)
- As much information as possible should be provided: nature of the incident, location, details of any offender, type of weapon, etc



THE ALARM

- The signal for "LOCKDOWN" will be **continuous ringing of the bell**.

NOTIFYING POLICE/EMERGENCY SERVICES

- The office staff contact Police/Emergency Services immediately and then secure themselves in the building.
- ON HEARING THE ALARM **CONTINUOUS RINGING OF THE BELL**

In Class Lockdown	Lunchtime Lockdown
<ol style="list-style-type: none">1. All personnel remain in staffrooms, classrooms, or designated workstation.2. Outdoor classes/students move to nearest available occupied classroom.3. Secure/Lock external doors.4. Close windows/curtains.5. Turn mobile phones off.6. Move under desks/tables away from windows, remain low, silent and still.7. Class rolls marked noting students who were present at start of lesson, those who have joined class under these emergency procedures, and visitors/contractors to the school.8. No students/staff to leave building for any reason.9. Intercom to remain free for emergency use only.10. Emergency Services take control. Principal gives advice as required.11. "Stand Down" given via intercom – normal classes resume, rolls marked.	<ol style="list-style-type: none">1. Staff and students to remain in or move to nearest classroom or staffroom.2. Teachers are required to take charge of students in their vicinity.3. Secure/Lock external doors.4. Close windows/curtains.5. Turn mobile phones off.6. Move under desks/tables away from windows, remain low, silent and still.7. Intercom to remain free for emergency use.8. No students/staff to leave building for any reason.9. Emergency Services take control. Principal gives advice as required.10. "Stand Down" given via intercom by Principal.

ON ARRIVAL OF EMERGENCY SERVICES

- When Police/Emergency Services arrive, the Principal will advise them of the situation.

SCHOOL MAP



SCHOOL WEBSITE

<https://maroochydoreshs.eq.edu.au/>

ORIENTATION

The Maroochydoreshs 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.

ORIENTATION HANDOUTS

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

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 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 [Your Passport to Queensland Download Instructions](#). Alternatively, you can email any questions about the app by emailing yourpassport@qed.qld.gov.au



TIMETABLES

All students study 6 subjects. Some subjects are compulsory and others are electives.

Subject selection booklets on the link below detail information on each subject and will provide you with the information you need when choosing your subjects.

<https://maroochydoreshs.eq.edu.au/curriculum/junior-secondary>

<https://maroochydoreshs.eq.edu.au/curriculum/senior-secondary>

LIST OF TERMS

- Compulsory/Core Subjects: A subject or group of subjects you **must** study.
- Elective Subjects: A subject or group of subjects you **choose** to study.
- General Subjects: Year 11/12 subjects that contribute to entry into university.
- Applied Subjects: Subjects that do not contribute to entry into university.
- Tutorials: Additional lessons where you can access subject help from teachers.

Once you have chosen your subjects you will be issued with a timetable. Timetables provide you with a plan of your subjects, teachers and rooms for your lesson. Please choose your subjects well as changes will not be granted after the first two weeks of each semester.

Students walk from room to room for their classes. Each year level has a designated area in the school to keep their bags in lockers. No bags are to be taken with you to classes (except period 4 lessons). Do not leave valuable items in your bags. You will be given a locker code in orientation. Please keep your locker locked at all times. If you lose your lock a replacement will cost \$20.00. This is payable at the student counter at the office.



Maroochydore State High School

Student Timetable - Term 4.03

Mirgone, Aurora (, 9038597274I), Year 11, , 11L2 (Mr Palmer)

	Monday	Tuesday	Wednesday	Thursday	Friday
P0	7:25-8:35 BIO112A KIRKLE F09	7:25-8:35 EAL112A WEBSMA C01	7:25-8:35	7:25-8:35	7:25-8:35 PHY112A CHUNAN F11
Roll	8:35-8:45 11L2 PALMMA S07	8:35-8:45 11L2 PALMMA S07	8:35-8:45 11L2 PALMMA S07	8:35-8:45	8:35-8:45 11L2 PALMMA S07
P1	8:45-9:55 ENG112A ENGLJE B03	8:45-9:55 MRN112A BUTTTA S05	8:45-9:55 PHY112A CHUNAN F11	8:45-9:55	8:45-9:55 MAG112D HENDKA A10
Recess 1	9:55-10:40	9:55-10:40	9:55-10:15	9:55-10:40	9:55-10:40
P2	10:40-11:50 RSS112A COVECR J03	10:40-11:50 MAG112D HENDKA A10	10:15-11:25 MRN112A BUTTTA S05	10:40-11:50	10:40-11:50 BIO112A KIRKLE F09
P3	11:50-1:00 MAG112D HENDKA A10	11:50-1:00 PHY112A CHUNAN F11	11:25-12:35 BIO112A KIRKLE F09	11:50-1:00	11:50-1:00 ENG112A ENGLJE B03
Recess 2	1:00-1:25	1:00-1:25	12:35-1:25	1:00-1:25	1:00-1:25
P4	1:25-2:35 MRN112A BUTTTA S05	1:25-2:35 ENG112A ENGLJE B03	1:25-2:35 11L2 PALMMA S07 EAL112A WEBSMA C01	1:25-2:35	1:25-2:35 RSS112A COVECR ZOV1

Legend:

Class Code	Class Name
11L2	Roll Class
BIO112A	Biology
EAL112A	English as another Language or Dialect Support
ENG112A	English
MAG112D	General Mathematics
MRN112A	Marine Science
PHY112A	Physics
RSS112A	Recreation Studies Surfing

Teacher Code	Teacher
BUTTTA	Miss Butterworth
CHUNAN	Mr Chung
COVECR	Mr Cove
ENGLJE	Ms English
HENDKA	Mrs Henderson
KIRKLE	Mrs Kirkman
PALMMA	Mr Palmer
WEBSMA	Miss Webster

Maroochydore State High School

Student Timetable - Term 4.03

Brasse, Luis (, 6139242014J), Year 10, , 10K1 (Mr Smith)

	Monday	Tuesday	Wednesday	Thursday	Friday
P0	7:25-8:35 AQP112A PALMMA S05	7:25-8:35	7:25-8:35	7:25-8:35	7:25-8:35
Roll	8:35-8:45 10K1 SMITBR A11	8:35-8:45 10K1 SMITBR A11	8:35-8:45 10K1 SMITBR A11	8:35-8:45 Home Study	8:35-8:45 10K1 SMITBR A11
P1	8:45-9:55 LEC102A MALOPE G03	8:45-9:55 EAL102A LUNDGR H01 AHS112A STEVAL B01	8:45-9:55 ENG102D ROBIKA C09	8:45-9:55 Home Study	8:45-9:55 MAM112B CHUNAN A09
Recess 1	9:55-10:40	9:55-10:40	9:55-10:15	9:55-10:40 Home Study	9:55-10:40
P2	10:40-11:50 RSS102A PALMMA M01	10:40-11:50 MAM112B CHUNAN A09	10:15-11:25 AHS112A STEVAL B01	10:40-11:50 ENG102D NUTTRI C09	10:40-11:50 AQP112A PALMMA S05
P3	11:50-1:00 MAM112B CHUNAN A09	11:50-1:00 ENG102D NUTTRI C09	11:25-12:35 AQP112A PALMMA S05	11:50-1:00	11:50-1:00 LEC102A MALOPE G03
Recess 2	1:00-1:25	1:00-1:25	12:35-1:25	1:00-1:25	1:00-1:25
P4	1:25-2:35 AHS112A STEVAL B01	1:25-2:35 LEC102A MALOPE G03	1:25-2:35	1:25-2:35 10K1 SMITBR A11 EAL102A WEBSMA C01	1:25-2:35 RSS102A PALMMA ZOV1

Legend:

Class Code	Class Name	Teacher Code	Teacher
10K1	Roll Class	CHUNAN	Mr Chung
AHS112A	Ancient History	LUNDGR	Mr Lundgren
AQP112A	Aquatic Practices	MALOPE	Mr Malone
EAL102A	English as another Language or Dialect Support	NUTTRI	Mr Nuttall
ENG102D	English	PALMMA	Mr Palmer
LEC102A	Legal and Economics	ROBIKA	Mrs Robinson
MAM112B	Mathematical Methods	SMITBR	Mr Smith
RSS102A	Recreation Studies Surfing	STEVAL	Miss Stevenson
		WEBSMA	Miss Webster

ENGLISH AS SECOND LANGUAGE/DIALECT (EAL/D)

As part of the International Program at Maroochydore State High School it is expected that all international students have a 70 minute timetabled English as an Additional Language or Dialect (EAL/D) lesson. During this time your EAL/D teacher will conduct lessons and assist students with class work, assignments and exam preparation.

ASSEMBLY/PARADE

This is where the students at Maroochydore State High School come together to receive important announcements, updates and information from the school Principal, school staff and students. Assembly is held on Monday's in either period 2 or 3 in P Block or the Hall depending on your year level. Assembly usually goes for half the lesson, you will then go to your timetabled classroom with your care class teacher for the rest of the lesson.

EXTRA AND CO-CURRICULA ACTIVITIES

There are many cultural and sporting programs available to all students throughout the year. A significant number of subjects include class-time excursions in their programs. There is a possibility that you may be able to be involved in these extra and co-curricula activities. See the HPE department for more details or if you are interested in joining a school sporting activity.

INTERNATIONAL STUDENT MEETINGS

International students meet each week in J02 in the library at first break on Tuesdays. The purpose of the short meeting is to check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your International Student Coordinator/Homestay coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

WHAT TO DO WHEN...

You cannot find your class	Check your timetable. If you still cannot find your class, go to the student counter – the staff there will help you.
You get lost	Refer to your school map in the school diary. If you are still confused, ask a student or teacher near to you, for help. If that doesn't work go to the student counter.
You are late to school	Go to the student counter with a note from your host parent explaining why you are late. You will be issued with a late slip which you will give to your teacher.
You need to leave school during the day	Your host parent must have contacted the school to record your early departure. You will then need to go to the student counter and sign out.
You need to contact your host parents urgently	Go to the student counter.
You want to change subjects	You may change subjects during the first 2 weeks of the term. To request a subject change see Ms Whiteside in X Block. You may only change subjects outside of the first 2 weeks when it is recommended by your subject teacher and Ms Whiteside has discussed the change with all parties involved.

Changing address or contact details	If you change your phone number you need to tell Krishna or Ms Whiteside. Homestay address changes should be sent to Krishna by host families.
You lose your timetable	Mr Whiteside (X Block) or the student counter, they can print you a new timetable.
You feel ill	Tell your class teacher who will write you a note and send you to the student counter. You can lie in sick bay and the office will phone your host parents/guardian to come and pick you up.
You need to take medication at school	You will need a note from your doctor and the medication will need to be left at the office.
Lost Property	All lost property goes to the student counter.
Toilet access during class time	It is recommended to use the bathrooms during break times. Should you need to use the bathroom during class time ask your teacher. They will give you a leave pass or note.
You want to see a Guidance Officer	Go to the student counter to make an appointment with the Guidance Officer. They will do all they can to help you and make your stay enjoyable. You can also see Ms Whiteside or Krishna to organise an appointment for you.
You need to see a teacher in a staffroom	Knock on the door of the staffroom and ask politely to see your teacher.
You need to pay for excursions etc.	Go to the Cashier counter at the office open 8.00am--8.30am and 9.55am-10.40am

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](#)
- [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.

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

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

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

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

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

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

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

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

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

CURFEWS

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

	Sunday-Wednesday:	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 ages	Thursday – Late night shopping at Sunshine Plaza. All students are to be home by 9:00pm	

If you or your homestay family require approval for adjustments or additional information on implementing these curfews, please contact Krishna or Ms Whiteside.

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 can be described as consisting of at least one of four distinct periods: [Error! Not a valid bookmark self-reference.](#), [FRUSTRATION/DISTRESS PERIOD](#), [ADJUSTING PERIOD](#), and [ACCEPTANCE/AUTONOMY P.](#)

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.

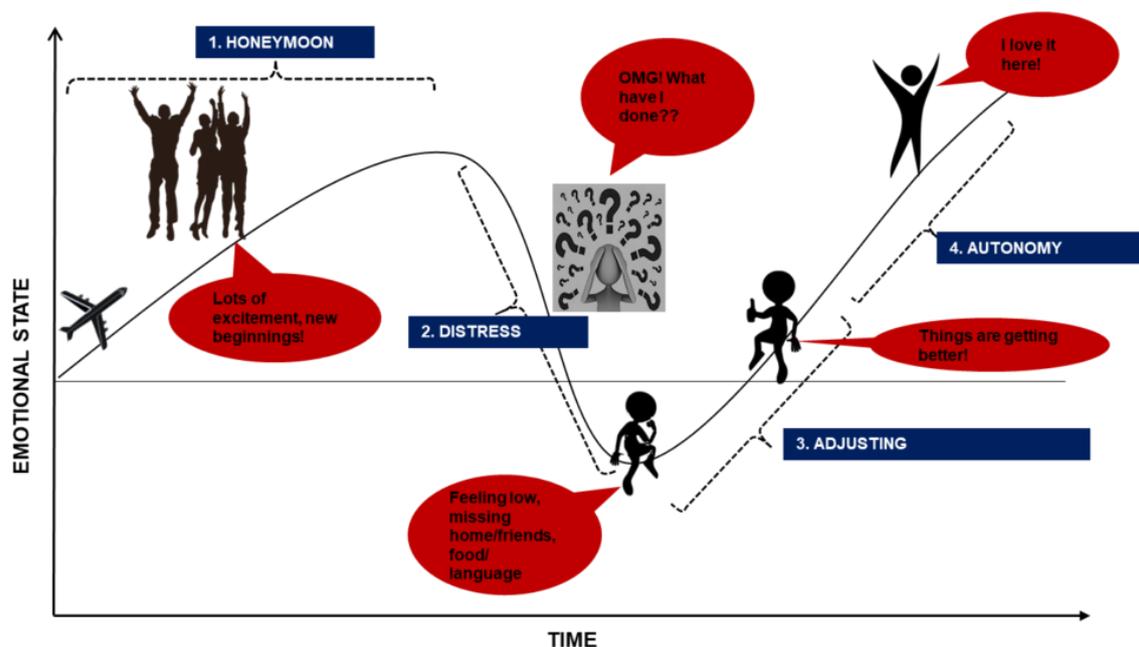
ACCEPTANCE/AUTONOMY PERIOD

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

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

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

EXPRESSING EMOTIONS



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

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

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

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 Maroochydhore SHS.

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.

ISP STANDARD TERMS AND CONDITIONS

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

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

- [Simplified Chinese](#)
- [German](#)
- [Italian](#)
- [Japanese](#)
- [Vietnamese](#)

VISA CONDITIONS

ATTENDANCE

Maroochydore SHS'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 Maroochydore SHS it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 7:25am for seniors and 8:35am for juniors.

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) 5409 7360 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.

A 2026 Timetable for Monday to Friday. The table is titled '2026 TIMETABLE' and has three columns: 'LESSONS', 'START', and 'FINISH'. The rows are: LESSON 0 (Year 11 & 12) starting at 7:25am; Warning bell at 8:30am; Care class from 8:35am to 8:45am; LESSON 1 from 8:45am to 9:55am; Recess #1 from 9:55am to 10:40am; LESSON 2 from 10:40am to 11:50am; LESSON 3 from 11:50am to 1:00pm; Recess #2 from 1:00pm to 1:25pm; LESSON 4 from 1:25pm to 2:35pm.

2026 TIMETABLE		
LESSONS	MONDAY to FRIDAY	
SESSION	START	FINISH
LESSON 0 (Year 11 & 12)	7:25am	
Warning bell	8:30am	
Care class	8:35am	8:45am
LESSON 1	8:45am	9:55am
Recess #1	9:55am	10:40am
LESSON 2	10:40am	11:50am
LESSON 3	11:50am	1:00pm
Recess #2	1:00pm	1:25pm
LESSON 4	1:25pm	2:35pm

IMPORTANT INFORMATION ABOUT ATTENDANCE

- Start and finish times See diagram below.
- Late arrival process Students must sign in at the student counter
- School absence telephone number (07) 5409 7360
- Serious, injury or incident process call 000, 1800-QSTUDY

AT RISK OF FAILING TO MEET ATTENDANCE REQUIREMENTS

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

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

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

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

UNSATISFACTORY ATTENDANCE

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

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

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

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

- [ISP standard terms and conditions](#)
- [Attendance - subclass 500 \(schools\) visa procedure](#)
- [Maroochydore SHS Student Code of Conduct](#)

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 Maroochydore SHS 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

Maroochydore SHS 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](#).

BEHAVIOUR

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

The [Maroochydore SHS Student Code of Conduct](#) is available on the school website. The Student Code of Conduct is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

At Maroochydore State High School we follow a behaviour management plan based on three things: **SAFETY, RESPECT AND LEARNING**. We want students to be given the best possible chance to learn and so all students are expected to:

Follow school procedures
Be in the right place at the right time
Respect yourself, others and your property
Be ready to learn

Here are some other things you will need to know:

- Make sure that you stay within the school grounds during school hours. We want you to be safe! Students are not permitted to leave the school grounds unless you are taking part in a formal school excursion, have a flex off lesson or need to go to an appointment. If you are leaving school earlier, you must sign out through the office.
- In Queensland state schools, mobile phones and certain wearable devices must be switched off and "away for the day" during school hours, including break times. They must be turned off when arriving to school and must not be used until you depart the school grounds.

[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 Maroochydore SHS rules – [student code of conduct](#) and school policy and procedures



At all times you must:

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

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

ENGLISH AS A SECOND LANGUAGE OR DIALECT (EAL/D)

To support your success at Maroochydore SHS you need to have good English language skills. If it is identified that you need additional support to build these skills, Maroochydore SHS will: Provide you with support through our timetabled English as Second Language (EAL) lessons. During this time you may access help from the teacher with assessments, drafts, classwork and study methods.

ADDITIONAL STUDY SUPPORT PROGRAMS

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

Activity	Time and Location
Maths Tutorials (all grades)	Tuesday Recess 1 A16 Wednesday Period 0 A16
English Tutorials (year 11-12)	Thursday period 0
EAL Lessons	Tuesday Period 0

ACADEMIC POLICY

Maroochydore State High School strives to achieve excellent outcomes for all through empowering high performance. It aims to do this through the My Personal Best (MyPB) process where students are individually accountable for attendance, engagement and assessment. A 92% attendance rate and submitting all assessment requirements is crucial for improving outcomes. [The Maroochydore SHS Assessment Policy for years 7-12](#) applies to all students currently enrolled at Maroochydore State High School. It details procedures to be followed in applying for an extension of time to complete an assessment task, late submission and non submission of student responses to assessment tasks. It also details procedures relating to examination requirements and possible consequence that may occur in the event of student misconduct relating to assessment. This policy has been developed to be fair to all students and to ensure that students meet their obligations regarding completion of a course of study.

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.

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 not required.

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

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

Your OSHC provider can help you with a range of medical advice. You **should** check with your OSHC provider website or the [EQI Overseas student health cover providers](#) 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 with ahm Health Insurance External link](#)
- [OSHC with Allianz External link](#)
- [OSHC with CBHS International Health External link](#)
- [OSHC with Medibank Private External link](#)
- [OSHC with nib](#)

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.

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.

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](#).

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](#)

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](#)

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.

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 you request to defer or suspend their enrolment;
- to suspend or cancel your enrolment (initiated by EQI);
- to refuse your request to transfer to another registered provider.
- to refuse your variation of enrolment request.

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

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.

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. As part of Maroochydore State High School's Duty of Care we require that all international students do a **Swimming Proficiency/Surf Awareness Course** upon their arrival. This course is conducted during orientation week.

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

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

USEFUL LINKS

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

SUN SAFETY

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.

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](#)

SCHOOL POLICIES AND PROCEDURES

ANTI-BULLYING POLICY

The preventing and responding to bullying policy can be found in the [Student Code of Conduct](#) document. Maroochydore State High School uses the Australian Student Wellbeing Framework to promote positive relationships and the wellbeing of all students, staff and visitors at the school.

BRING YOUR OWN DEVICE (BYOD)

[Maroochydore State High School BYOD policy](#) requires all students have a laptop to assist with their learning. Our 1:1 Laptop program involves students bringing their personally owned Windows or Apple device to school each day.

USE OF MOBILE PHONES

[Maroochydore SHS's Mobile Phone and Wearable Device Policy](#) states all students must keep their mobile phones switched off and 'away for the day' once they have arrived on school grounds and during school hours. Notifications on wearable devices, such as smartwatches, must be switched off so that phone calls, messages and other notifications cannot be sent or received during school hours.

UNIFORM REQUIREMENTS

[Uniform requirements and expectations](#) for Maroochydore SHS are school can be found on the school website along with [uniform costs](#).

The uniform shop is located between the canteen and A Block.

Opening hours are: 7am to 9:45am and 10:45am to 12:45pm Monday to Friday

If you are unable to attend the shop during these hours, please call (07) 5409 7368 to arrange an appointment. Cash or EFTPOS accepted (Note – Cheques not accepted).

BANKING

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

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

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

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

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

TRANSPORT

Public transport on the Sunshine Coast is provided by [Translink](#). Students will need to purchase a Go Card or use contactless payments where accessible in order to be able tap on and off of buses and trains. Translink also provides public transport to the Brisbane region. The [Translink Journey Planner](#) is a helpful website that students can use to plan travel to various locations.

Uber: You can book an Uber using the Uber app

Taxi: The local taxi service is available by phoning: Suncoast Taxi – 131 008

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 best way to get to school to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. International students are not eligible for a bus pass, so you will have to pay the bus fare to and from school.

DRIVING

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

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

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 also usually set a time for going to sleep. Some overseas students find this difficult because they usually stay up very late. Australians generally get up early in the mornings. Australian teenagers participate in a wide range of activities including, parties, using the computer, visiting friends and shopping.

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.

SOCIALISING WITH FRIENDS

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

Please remember to complete a travel form for overnight travel.

COMMUNICATION

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

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

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

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.

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.**

SUNSHINE COAST MAP



