Performers for every stage expressing talents in every field
Advance Australia Fair

Australians all let us rejoice,
for we are young and free;
We’ve golden soil and wealth for toil;
Our home is girt by sea;
Our land abounds in nature’s gifts
of beauty rich and rare;
In history’s page, let every stage
Advance Australia Fair.

In joyful strains then let us sing,
Advance Australia Fair.

Beneath our radiant Southern Cross
we’ll toil with hearts and hands;
To make this Commonwealth of ours
renowned of all the lands;
For those who’ve come across the seas
we’ve boundless plains to share;
With courage all let us combine
to Advance Australia Fair.

In joyful strains then let us sing,
Advance Australia Fair.
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Rochedale State High School welcomes all International Students and we recognise and thank them for the contribution that they make to our school culture.

Rochedale State High School is a growing school with an excellent reputation. We have a number of different cultures within our school and as a result our International student program, which has run for the last 10 years, enriches this even more.

Our aim is to therefore ensure that all of our International Students are continually supported so their Australian Schooling experience is worthwhile and rewarding. Our exceptional staff will be there to guide and support each student all the way.

Thank you for choosing Rochedale State High School and we hope your experience is as rewarding as ours.

Elena Itsikson
Principal
Rochedale State High School
School Semester Dates for 2016

Semester One
Term 1: Wednesday 26 January 2016 – Thursday 24 March 2016
Term 2: Monday 11 April 2016 – Friday 24 June 2016

Semester Two
Term 3: Monday 11 July 2016 – Friday 16 September 2016
Term 4: Tuesday 4 October 2016 – Friday 9 December 2016

Years 10 and 11 - last day Friday 25 November 2016
Year 12 - last day Friday 18 November 2016

ALL TRAVEL MUST BE APPROVED BY THE SCHOOL.

Staff and Contact Details

If your Parents, Agent, Guardian or Homestay Parent would like to see any of the school staff, they will be most welcome. Please contact the school prior to their arrival to make an appointment.

<table>
<thead>
<tr>
<th>NAME</th>
<th>POSITION</th>
<th>WHERE TO FIND</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration General Enquiries</td>
<td></td>
<td>Administration</td>
<td>3340 0400</td>
</tr>
<tr>
<td>Ms Elena Itsikson</td>
<td>Principal</td>
<td>Administration</td>
<td>3340 0400</td>
</tr>
<tr>
<td>Mr Peter Peisker</td>
<td>Deputy Principal</td>
<td>Administration</td>
<td>3340 0400</td>
</tr>
<tr>
<td>Mrs Kerryn Graham</td>
<td>International Student Coordinator/Homestay Coordinator</td>
<td>Administration</td>
<td>3340 0400 0439 675 864 (A/H &amp; Emergencies)</td>
</tr>
<tr>
<td>Mrs Corinne Neilsen</td>
<td>Senior Guidance Officer</td>
<td>Administration</td>
<td>3340 0431</td>
</tr>
<tr>
<td>Ms Annette Priest</td>
<td>Junior/Middle school Guidance Officer</td>
<td>Administration</td>
<td>3340 0404</td>
</tr>
<tr>
<td>Mrs Chris Moore</td>
<td>HOD Senior Schooling</td>
<td>I Block</td>
<td>3340 0446</td>
</tr>
<tr>
<td>Mrs Diane Waldron</td>
<td>School Based Youth Health Nurse</td>
<td>Administration</td>
<td>3340 0400</td>
</tr>
<tr>
<td>Ms Shana Williams</td>
<td>Engagement Officer</td>
<td>Administration</td>
<td>3340 0400</td>
</tr>
<tr>
<td>Mrs Lucia Moses</td>
<td>ESL Teacher</td>
<td>C Block</td>
<td>3340 0400</td>
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</tbody>
</table>
Our Vision

“Performers for every stage, expressing talents in every field”

“Performers for every stage, expressing talents in every field” is the vision that shapes teaching, learning and assessment at Rochedale State High School. This vision for our students is underpinned by our school motto of “Integrity and Achievement”, which captures the spirit of our students as they strive for and achieve their individual successes. At Rochedale State High School each individual is encouraged and supported to learn and grow academically, socially, physically and creatively. Rochedale High consists of students, parents, staff and community who work together.

Our Values:

- Success
- Participation
- Openness
- Integrity
- Equality

School Wide Pedagogy

A Self Directed Learning Environment that includes student choice and negotiated learning experiences offering opportunities for collaborative and independent learning.

A Supportive Learning Environment that values student success and provides modelling and guided support within learning tasks and literacy strategies for a variety of contexts.

A Challenging Learning Environment that promotes intellectual quality through higher order and creative thinking through investigation and problem solving.

A Globally Connected Learning Environment that engages students in real world problem solving and links to broader social concerns and promotes cultural awareness and understanding.

A Futures Oriented Learning Environment that transfers learning across different contexts, recognises students’ prior knowledge and makes connections with the community and the workplace.
Rochedale High School is one of approximately 30 schools currently involved in the delivery of an International Student Program (ISP). The products offered by Rochedale State High School’s ISP include the Secondary Schooling Program (students study for more than one year), Study Abroad Program (students study for three months to one year) and the Study Tour Program (short term, usually 10 days to three weeks.)

The Department of Education and Training, Education Queensland International (EQI) international Student Program course is registered on the “Commonwealth Register for Institutions and Courses for Overseas Students” (CRICOS Provider Number is 00608A), is governed by various Acts, and is subject to extensive legislative requirements. The legislative requirements include:

- Education Services for Overseas Students Act 2000
- The National Code of Practice for Registration
- Authorities and Providers of Education and Training to Overseas Students (The National Code 2007)
- ESOS (Assurance Fund Contributions) Act 2000
- ESOS (Registration Charges) Act 1997
- Education (Overseas Students) Act 1996
- Education (General Provisions) Act 1989
- Education (Overseas Students) Regulations 1998
- Migration Act 1958
- Australian Government Department of Immigration and Citizenship.

The school is a member of the Southside Alliance. The strategic direction of the Rochedale State High School ISP is guided by the operations of the Alliance.

Rochedale State High School implements thorough quality assurance processes. These processes include:

Yearly reviews as part of ISP Accreditation
Regular meetings with Manager/Principal
Regular meetings with ISP staff and students.

Ongoing staff professional development, to stay abreast of the changes in legislation and to have knowledge of local laws of various countries.
The School Day

Year 8, 9 and 10 days operate from 8.55 am to 3.00 pm Monday to Friday. Students attend four 70 minute periods per day.

Students are also required to attend weekly full-school and year level assemblies and care or personal development programs within normal school time. On Wednesday afternoons from 12.50 pm – 3.00 pm all students are required to participate in interschool or recreational sport or organised study.

On days without an assembly, students will attend form classes for roll mark and pastoral care.

Students who arrive late or need to leave early are to report to the office to receive an explanation slip.

In the Senior School there is considerable flexibility within study options. Students may combine School Based Traineeships and Apprenticeships, TAFE, University, School of Distance Education or Virtual Schooling with their regular classes.

The school Resource Centre is opened from 8.00 am each morning for students who wish to complete individual assessment or study or gain computer access.

International students are provided with ESL support and have access to the International Studies Centre before school, at lunchtime and on Wednesday and Thursday afternoons from 1.30 pm – 3.00 pm.

Bell Times

<table>
<thead>
<tr>
<th>LESSON</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Start</td>
<td>8.20 – 8.55 am</td>
<td>8.55 – 9.05</td>
<td>8.55 – 10.05</td>
<td>8.55 – 10.05</td>
<td>8.55 – 10.05</td>
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<tr>
<td>Lesson 1</td>
<td>8.55 – 9.55</td>
<td>8.55 – 10.05</td>
<td>8.55 – 10.05</td>
<td>8.55 – 10.05</td>
<td>8.55 – 10.05</td>
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<tr>
<td>Assembly/Care</td>
<td>9.55 – 10.15</td>
<td>10.05 – 10.15</td>
<td>No Care Group</td>
<td>10.05 – 10.15</td>
<td>Care Group</td>
</tr>
<tr>
<td></td>
<td>Assembly</td>
<td></td>
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<tr>
<td></td>
<td>Care Group</td>
<td></td>
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<tr>
<td>MORNING TEA</td>
<td>10.15 – 10.45 am</td>
<td>(Wednesday: 10.05am – 10.30am)</td>
<td></td>
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</tr>
<tr>
<td>Lesson 3</td>
<td>11.55 – 1.05</td>
<td>11.55 – 1.05</td>
<td>11.40 – 12.50</td>
<td>11.55 – 1.05</td>
<td>11.55 – 1.05</td>
</tr>
<tr>
<td>LUNCH</td>
<td>1.05 – 1.45 pm</td>
<td>(Wednesday: 12.50pm – 1.30pm)</td>
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<tr>
<td>Lesson 4</td>
<td>1.50 – 3.00</td>
<td>1.50 – 3.00</td>
<td>1.30 – 3.00</td>
<td>1.50 – 3.00</td>
<td>1.50 – 3.00</td>
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</tbody>
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Sports

<table>
<thead>
<tr>
<th>TERM 1 GIRLS</th>
<th>TERM 2 GIRLS</th>
<th>TERM 3 GIRLS</th>
<th>TERM 4 RECREATIONAL SPORT ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Touch Football</td>
<td>Soccer</td>
<td>Soccer</td>
<td>Dance</td>
</tr>
<tr>
<td>Netball</td>
<td>Netball</td>
<td>Netball</td>
<td>Tenpin Bowling</td>
</tr>
<tr>
<td>Volleyball</td>
<td>Volleyball</td>
<td>Volleyball</td>
<td>OZ Sports</td>
</tr>
<tr>
<td>Basketball</td>
<td>Basketball</td>
<td>Basketball</td>
<td>Fitness First</td>
</tr>
<tr>
<td>Softball</td>
<td>Hockey</td>
<td>Hockey</td>
<td>Art and Craft</td>
</tr>
<tr>
<td>Cross Country</td>
<td>Athletics</td>
<td>Beginners Guitar</td>
<td></td>
</tr>
<tr>
<td>Futsal Soccer</td>
<td>Table Tennis</td>
<td></td>
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</tbody>
</table>

BOYS

<table>
<thead>
<tr>
<th>TERM 1 BOYS</th>
<th>TERM 2 BOYS</th>
<th>TERM 3 BOYS</th>
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<tbody>
<tr>
<td>Touch Football</td>
<td>Soccer</td>
<td>Soccer</td>
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<tr>
<td>Volleyball</td>
<td>Volleyball</td>
<td>Volleyball</td>
</tr>
<tr>
<td>Basketball</td>
<td>Basketball</td>
<td>Basketball</td>
</tr>
<tr>
<td>Cricket</td>
<td>AFL</td>
<td>AFL</td>
</tr>
<tr>
<td>Cross Country</td>
<td>Rugby League</td>
<td>Rugby League</td>
</tr>
<tr>
<td>Athletics</td>
<td></td>
<td></td>
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</tbody>
</table>
Lesson Timetable
Your timetable will be given to you on Day two at school. The International Student Coordinator will explain how to read your timetable as part of your orientation. At first, you may find your timetable difficult to understand. It is important you ask any of your teachers if there is anything you do not understand.

Textbooks
Any textbooks you require will be provided by the school. The cost of hiring these books has been included in your school fees.

All books loaned to you must be returned at the end of the school year in good condition. It is your responsibility to return all books to the school.

Other Costs
As an overseas student, you do not have to pay for compulsory excursions, trips or camps. The cost of these is included in your school fees.

You will have to pay for excursions, trips or camps that are optional and not a mandatory part of your academic program, e.g. the Snowy Mountains Ski tour.

Uniforms
Rochedale State High School expects high standards with regard to dress, with an emphasis on the importance of personal and school pride. Students wear formal uniform at all times unless they have sports/HPE activities.

Students must wear full formal uniform at the following times:
- Weekly full school parades, parades for special events, Public Events and Ceremonies.
- Excursions (except where variations are approved).
- Activities in which students represent the school (except sports activities).

School Transport
The school is serviced by a wide range of buses. The bus stop is located near the front of the Mathematics Block and is supervised by staff each afternoon. Buses depart between 3.10 pm and 3.40 pm and arrive from 8.00 am and 8.20 am. Information can be gained from Logan Bus Service on 3200 9606 or Clarks Bus Service on 3200 6754 or www.translink.com.au

School Reports
At Rochedale State High School, reports are issued three (3) times a year:

Mid Semester 1 – Interim Report (April)
End Semester 1 – Semester Report (June)
End Semester 2 – Semester Report (December)

Each report provides information about your progress in all subjects, attendance details and general progress. A copy of each report is posted to:

- Your parents
- Your agent
- You

International students are required to attend an individual review meeting with the Deputy Principal and International Coordinator after each report is issued.
Work Permission
Work should not affect school participation, results and not exceed 12 hours/week. The Education Queensland standard is 12 hours/week.

It is advisable not to apply for work until you are settled into a routine with school and living in Australia.

School Internet Use
Students must sign a Network and Internet Access Agreement Contract which requires all students to use the school’s computer facilities in a responsible manner. Students who misuse information technology resources will have their privileges withdrawn. Students are only permitted to use the internet for educational purposes. International students are to use their school email for communication with their families during non-class times (breaks and before or after school). Only the school email may be used at school.

Mobile Phone Policy
Use of Mobile phones and/or personal technology devices are not permitted while students are on school grounds:
- In the case of an emergency, students will be permitted to use school telephone facilities to contact parents and caregivers.
- School Administrators will also ensure that any urgent messages from parents/caregivers will be conveyed to students.
- Students are encouraged not to use Mobile phones/Personal Technology Devices (PTD) to school. However, Rochedale State High School will provide a Mobile phone/PTD register at the Administration Office for students to hand their Mobile phone/PTD before school and collect after school if necessary.

Emergency Procedures
There are two emergency plans that the school implements.

Fire Drill: The school will initiate an evacuation based on emergencies that could occur on the school site such as fire. An evacuation is indicated by a continuous ringing of the internal alarm system.

All students move to the oval under the supervision of their teacher and line up in their care group classes. Here rolls are marked to check for absences. The all clear will be given by the principal.

Lock Down: The school will initiate a lock down if the students are at risk from an intruder or external threat. In a lock down all students stay locked in a classroom out of sight until the Principal/Emergency Services give the all clear.

A Lock Down is indicated by the continuous ringing of the external bell system.

Smoking, alcohol and other prohibited substances
Cigarettes, tobacco, matches and lighters must not be brought to school. Students must not smoke while travelling to and from school, or at any school organised activity or function.

It is school policy that students who smoke at school or while travelling to and from school will be suspended.

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

It is illegal to drink alcohol until you are 18 years old in Australia. Nightclubs and bars require identification to prove you are 18 years old before entering. All non-doctor prescribed drugs are illegal. Your visa will be cancelled if you are caught in the possession of drugs.
Driving
The legal driving age in Australia is 17. International students can drive on an International licence for three months, but then must take the test to obtain a Queensland licence. Heavy fines apply for students found to be driving on an International Licence after three months. If you are riding a bicycle you must wear a bike helmet or you will be fined.

Problems or Difficulties
If you don’t understand something, get advice quickly so it does not become a major problem. The Support Staff are here to help you have an enjoyable experience while studying and living in Brisbane.

Grievance Procedures
If you are unhappy with any aspect of your program, please notify Mrs Graham (International Coordinator), then Mr Peisker (Deputy Principal). There is a form you can complete if you have a grievance.

If problems continue or you continue to be unhappy with the situation, you can contact the Director of EQI (A Grievance proforma is provided in this booklet).

For more detail, please see EQI’s Complaints and Appeals Procedure at the end of this booklet.

Guidance and counselling is also available to you through the school’s Guidance Officer, Mrs Neilsen.
The International Student code of conduct is included at the end of this handbook for your attention.

All international students must meet three very important visa conditions. You cannot be enrolled in a school or stay in Australia if your visa is not current.

1. Attendance
You are expected to maintain 100 per cent attendance unless you are sick with a medical certificate. Two half day absences add up to one whole day absence, medical certificates must be provided to your school within 5 days of your absence.

The school keeps records of your attendance and notifies Education Queensland International (EQI) and Department of Immigration and Citizenship (DIAC) when your attendance rates fall below 80%. This can lead to cancellation of your student visa and in this case, you will be required to leave the country immediately.

If you are absent from school
Your care teacher will mark the roll every morning during care group. Your class teacher will mark a class roll during every lesson. A record of your attendance must be kept as it is a condition of your visa. If you are absent from school because you are sick or you had an appointment, you must:

- ask your Homestay Parent/Guardian to telephone Mrs Graham at school.
- bring a note, the next day you return to school, signed by your Homestay Parent/Guardian explaining why you were absent. Give this note to Mrs Graham.

If you are absent without explanation, you may also receive a copy of your attendance record and be asked to attend an interview with Mrs Graham or Mr Peisker (Deputy Principal).

If you have an appointment during the day or need to leave the school for any reason please bring a note to Mrs Graham before school so that she can sign the note. Report to the office at the designated time and sign out.

If you do not sign out, you will be considered to be leaving the school grounds without permission. This could cause concern with you breaching your visa conditions and your visa may be cancelled.

If you come to school late
Report to the office with a note from your Homestay Parent/Guardian and sign in you will be given a late slip which you then need to show to your class teacher.

2. Payment of Fees
All international students pay their fees to Education Queensland International (EQI). These fees must be paid prior to the beginning of the school year. Failure to pay fees prior to the beginning of the school year will lead to the cancellation of your enrolment. A copy of your receipt should be brought to the International Student Coordinator.
3. **Academic progress**
You will be expected to maintain satisfactory progress in all subjects studied as part of your visa conditions.

A failing grade in any subject will result in an interview with Mr Peisker (Deputy Principal) and may result in a contact by EQI or DIAC.

**Other responsibilities**
The school, EQI and DIAC must know your contact details at all times while you are in Australia. For this reason you must always leave a contact number with your Homestay family if you are going out.

You must be contactable on holidays and weekends and you cannot change your address without permission from the International Student Coordinator.

Within 7 days inform the school, EQI, DIAC of any change of address details.

**Medical**
If you feel sick or need to go to the doctor or dentist please talk to your homestay family, they will look after you. If you feel sick at school, tell your teacher and they will allow you to go to Sick Bay (office) where you will be allowed to lie down for a short while and then return to class or your homestay parents will be contacted to arrange for you to go home. Please see Mrs Graham before you go to the Sick Bay. If you are too sick to attend school you must see a doctor and get a medical certificate. This certificate must be given to Mrs Graham immediately on your return to school. You are required to pay the medical bill but this can be claimed against OSHC at Allianz online Allianz.
Support Services

International students have access to the same support structures in the school as mainstream students. However, the school recognises that international students do have different support needs and has taken appropriate measures to ensure these needs are met through the development of the International Student Program Support Flowchart.

Students wishing to obtain a QCE and/or OP and to continue tertiary studies in Australia meet with the Guidance Officer regularly. The school arranges for these students to visit the local university and TAFE institutions.

Local and Community Services

Counselling and Youth Issues
Kids Helpline
(www.kidshelp.com.au) 1800 551800
Lifeline 13 11 14
DIAC 13 18 81
www.immi.gov.au

Health
HEALTH 1343 2584
(24hr health information and advice)
Logan Hospital
Mater Health Services 3840 8111
QEII Hospital
Medibank 13 23 31
www.medibank.com.au
Allianz 3305 7064
www.oshcallianzassistance.com.au

Allianz also offer an after-hours Doctor home visit service for OSHC members. **Dial a Doctor** available Monday to Friday 6.00 pm to 8.00 am, Saturday from noon and 24 hours on Sundays and public holidays. The number to call is **1300 980 980**.

School Services

Guidance Officers
Mrs Corinne Neilsen 3340 0400
Ms Annette Priest 3340 0400

Chaplain
TBA 3340 0400

Engagement Officer
Ms Shana Williams 3340 0400

School Youth Health Nurse
Ms Diane Waldron 3340 0400

ESL Teacher/Support
Mrs Lucia Moses 3340 0400

International Student Coordinator
Mrs Kerryn Graham 3340 0400
0439 675 864

Each of these people can offer individual appointments and referrals to external services if required.

In an EMERGENCY DIAL 000 any time day or night for Fire, Police or Ambulance. You need to tell the operator the town and State you are calling from. Wait to be connected.
Support Flowchart

International Student Program Student Support Flowchart: Rochedale State High School

ISP students are members of the general school community and will be supported through school structures. Due to their particular needs this additional structure has been implemented to enhance the support provided.

Principal
(Ms Itsikson)

Deputy Principal (Mr Peisker)
(Student Programming)

Heads of Department

Subject Teachers

ESL Teacher
(Mrs Moses)

International Coordinator
(Mrs Graham)

Year Coordinators

Year 7  Mr Phil Hourigan
Year 8  Ms Megan Steele
Year 9  Ms Emily Smith
Year 10 Mr Lance Eggert
Year 11 Mrs Kris Broadway
Year 12 Mr Jason Reeves

Support Services

- Guidance Officer
  Mrs Neilsen / Ms Priest
- Chaplain
  TBA
- School Health Nurse
  Ms Waldron
- Engagement Officer
  Shana Williams
It is important that you understand the information that follows. If you have any concerns/questions please ask.

**Health Cover**

*Overseas Health Cover (OSHC)*

The payment of your OSHC is included in your fees. Please read the Membership Guide for Overseas Student Health Cover.

It is a visa requirement that your OSHC is kept current. An *Allianz card* will be issued to you upon arrival. This must be kept current and paid in full for the length of stay, otherwise in breach of visa requirements. This card helps cover some of the cost of medical treatment while you are in Australia. When you go to the doctor or health provider (e.g. dentist) you will need to pay for the service and obtain a receipt in order to obtain reimbursement.

All claims can be made online at [www.oshcallianzassistance.com.au](http://www.oshcallianzassistance.com.au) just follow the prompts. You will be reimbursed for part of the medical or health service by mail or it will be deposited into your bank account if you have supplied account details. If you require medication the doctor will supply you with a prescription that allows you to obtain medication. This can be obtained from any pharmacy/chemist. See Mrs Graham if you require assistance.

**Medication**

Please note that the school staff is not able to administer any headache, pain or other type of medication.

All medication you may need must be taken to the office with details from your doctor.

**Banking**

To open an Australian bank account you will need to present your passport and possibly some other identification.

Most banks and Building Societies have telephone banking, Automatic Teller Machines (ATM) and branch access. Once your account is opened you will receive in the mail a card and PIN (Personal Identification Number) which should not be disclosed to anyone.

For your parents to transfer funds into your account you will need to provide them with the local branch identification (BSB), bank contact details.

**Bank Hours:**

- Monday to Thursday – 9.30 am to 4.00 pm
- Friday – 9.30 am to 5.00 pm

Visa, Master Card, American Express and Diners cards are widely accepted in Australia. Avoid carrying large sums of money at school. Post Offices are also agents for various banks and Building Societies.
**Phones/Post Offices/Transport/Communication**

**Mobile phones may be brought to school but must be turned off during class time**

**Phones**
- Mobile phones may be brought to school but must be turned off or on silent at all times
- Please keep your mobile phone on you at all times to prevent loss
- You can buy mobile phones in Australia through a contract plan (you pay for the phone and line rental over a period of time, without bulk payment up front) or you can pay for the hardware up front and buy pre-paid call cards as you need them
- Please note that there are certain public places where it is not acceptable to use a mobile phone, e.g. movie theatres, schools, libraries, public performances
- You are able to purchase phone cards that allow you to call overseas from any phone (private and public) from Telstra. Use your phone cards while living with home stay family. Phone calls are not included in your Homestay Payment Fee
- Also check with home stay family about internet use and payment as this is also not included with you Homestay Payment Fee.

**Post Office**
- There are many Post Offices located around the Brisbane area.
- Suburban post offices vary but most are open all day Monday to Friday and Saturday morning.

**Transport-Bus/Taxi**
- Your Homestay family will be able to provide you with directions to the nearest bus stop.
- They can also advise you about the best transport routes for travel to and from school, the city and local shops.
- Black and White Taxis 13 1008.

**Communicating in Australia**

**Examples of how to begin the sentence when:**
- Offering to help or do something
  
  *Do you mind if I ....*  
  *May I ....*  
  *Would you like me to ....*  

- Asking for help
  
  *Excuse me, can you help me ....*  
  *Excuse me, could you explain ....*  

- Talking politely
  
  *Excuse me – (before you do or ask something)*  
  *Sorry – (after you do something) – apologising*  
  *Thank you – (to express gratitude after receiving something)*  
  *Please*

- Class requests examples
  
  *Excuse me, may I go to the toilet, please?*  
  *Excuse me, can I please come to see you at lunchtime about my assignment?*  
  *Excuse me, I didn’t understand that last time. Can you please explain it to me again?*
Staying with an Australian Family

The way Australian families live may be different from the way you live in your home country. The most important thing to remember if you are unsure of what is expected is to ask your host family.

Your Homestay family will provide you with details about expectations and rules:

Families are not all the same
Everyone helps
Mealtimes
Expressing emotions
Australian homes
Australian teenagers
Talking to your home stay family
Sleepovers
Making the most of your home stay experience
Rules and curfews.

Helpful Things to Ask Your Host Family
What would you like me to call you?
What do you expect me to do daily?
Where do I put my dirty washing?
Can I use the washing machine or iron at anytime?
Can I help myself to food and drink at anytime?
Are there “private” areas in the house?
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 or internet?
What time am I expected home on the weekends?
Can I use household appliances when I wish?
When and how loud can I play music?
What are the general procedures in the household?
How do I use any appliances? eg. shower, TV, etc.

Permission to Travel/Staying over at friends’ homes whilst living at Homestay
All International students are reminded that:
As a part of your EQI offer, all students are required to obtain written permission from their parents prior to being allowed to travel within Australia. Please see Mrs Graham for a copy of the Travel Consent Form.
If you would like to stay overnight at a friend’s home, please see Mrs Graham for a permission form.

Checklist – things to consider
Bathroom customs and use (don’t leave clothing and towels on the floor of the bathroom).
Procedures for changing bed sheets and towels:

- Your responsibilities regarding household tasks and duties and looking after your bedroom;
- Keep your room tidy;
- Cooking, washing and ironing arrangements;
- Safety – personal and property;
- Use of the television, computer and use and payment of telephone;
- What are the best times to use the bathroom/internet?
- Arrangements for travelling to and from school;
- Having guests visit you/sleepovers;
- Meal times and arrangements for letting your family know when you will not be home for a meal;
- Contact details and arrangements (your Homestay parents should always know where you are and how to contact you);
- Arrangements and payments over holidays.
Interacting with your Homestay Family

Practise this homestay conversation with a partner:

Homestay conversation role-play

Tom - Homestay father
Alice - Homestay mother
Chen - International student

Tom: Sleep well?
Chen: Yes, I had a very good sleep. I was so tired from the flight.
Alice: For breakfast we have two kinds of cereal so please tell me which one you prefer?
Chen: Could you speak a little slower please – it is going to take me a little time to get used to the Australian accent.
Alice: This cereal or that cereal?
Chen: What is cereal?
Tom: Most Australians eat cereal for breakfast. Try a small amount of each!
Chen: Mmm, I think I prefer cornflakes. The other one is a bit dry.
Tom: You have to put milk on cereal.
Chen: Thanks, but I prefer to eat it dry.
Alice: Have you had enough to eat?
Chen: Actually, I am quite hungry. Is it possible to have some toast?
Tom: Of course it is. I'll show you how to make toast in the toaster so you can just help yourself when you like.
Chen: Thanks.
Alice: I am off to the supermarket later. Would you like to come with me so you can tell me what food you like? I will probably leave in an hour or so.
Chen: Thanks. I hope I recognize the different foods because my friend told me it is all so different here but I love fresh fruit and vegetables.
Alice: You will soon become used to everything. Please ask me for help if you need it.
Chen: You are both so kind. Thank you for helping me to feel so welcome.

The first two weeks in your homestay are important as your homestay family is trying to make you comfortable in your new culture. This is a BIG adventure and you have every reason to feel scared. These families have been chosen carefully and they want you to share their home with them. Cultural differences and miscommunication will happen in the first couple of weeks but Australians are very forgiving. Often they will turn an awkward moment into a humorous moment. Be patient. Be polite. Be friendly and most of all BE YOURSELF. Try to become a part of the family. Do not stay in your bedroom, as interacting with your homestay family will help you with your English Language Acquisition!
Conversation STARTERS for your homestay family

1. Have you ever been to China / Japan / Korea / Brazil / Vietnam / Thailand?
2. I have a few photos of my family. Would you like to see them?
3. I have a map – this is where my hometown is.
4. How many people live in Brisbane?
5. Can I buy Chinese / Japanese / Korean / Vietnamese food in Brisbane?
6. My spoken English is not very good but I really want to improve it. Is it okay if I speak with you to practise?
7. Could you help me with my homework please?
8. Can I help with the cooking?
9. Can I walk the dog with you?
10. Would you like me to take the rubbish out?
11. Would you like me to set the table?
12. Could wash / dry the dishes (or stack / unpack the dishwasher)?
13. How long can I have a shower for?
14. Where is the closest bus stop?
15. Where is the closest train station?
16. Could I put your mobile number in my phone?
17. Could you help me to... (buy a phone-card, open a bank account, access email, find the nearest library, book a flight...)
18. What is the name of that tree / bird / animal?
19. My parents have a business. They make... They sell...
20. My parents say hello and they thank you for your kindness.
21. I am still a bit hungry. May I have a piece of fruit or a drink of milk?
22. I am meeting my classmates in the city. At what time should I be home?
23. I have planned to go to the Gold Coast today – is that OK? What time should I be home?
24. At home I was never allowed to eat in my bedroom. Can I here?
25. This insect is bothering me – could someone remove it from my room please?
   Thanks!
26. Do you play cards? Would you like me to teach you a game?
27. I hear it is your birthday. Are you doing anything special to celebrate your birthday?
   (I hope you have a great day.)
28. I had an email from my parents today. They send their kind regards and say… (or and said the weather at home is…)
29. I would like to watch the news. Is that OK? Could you help me to understand the news if you have time?
30. Do you get a newspaper? I have to read it for homework. Could you help me to understand this article?
31. Please tell me if I am doing something wrong because everything is different and I am sure to make mistakes. Thanks!
Homestay Accommodation

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

Be patient in your early days in your Homestay. It takes everyone a little while to settle in – both you and your Homestay family.

It is important for you and your Homestay provider to talk to each other often. Please come and talk with Mrs Graham if there are any problems or concerns with your Homestay. International students who are living in Homestay accommodation cannot change their Homestay accommodation without the school's approval. EQI has been asked by your parents/agents to find you a Homestay.

Homestay accommodation is a part of the EQI offer and visa conditions. EQI and DIAC will be notified and your visa could be cancelled if changes are made without approval.

Students who are not in school provided Homestay are also required to advise the school if you change address or phone number.

This is a requirement of your student visa. The school then advises DIAC.

Some advice regarding communication with your Homestay

- Consider the family/people you are living with as they feel responsible for you.
- Please ring your Homestay and let them know if you are going to be home late.
- Please give your mobile phone number to your Homestay.
- When not at home with your Homestay, your mobile phone must be on at all times (excluding school hours).
- If you want to ask a friend over to your Homestay, you must ask the family before they come to make sure it is okay.
- It is polite to let your Homestay know if you will not be home for meals. Ring them and let them know.
- Ask if you can help with household tasks.
- Ask your Homestay provider if you can make and receive overseas telephone calls.
- Find out if you need to ask before making any telephone calls. Keep your calls short when using the Homestay phone.
- Students should not use any phone late at night as this will disturb the other members of the household.
- Be polite and ask before you use the internet. Students are not to use the internet all night.
- Restrictions will be made if students abuse internet usage.

Dealing with Culture Shock

Symptoms

- Sleep disturbances
- Eating problems
- Illness
- Homesickness
- Loneliness/Isolation
- Boredom
- Hostility/withdrawal

What to do

- Talk to host family
- See Mrs Graham
- Phone home – Talk to Mrs Graham
- Keep busy
- Talk to other International students
- Talk to Australian friends
- Talk to Ms Neilsen (Guidance Officer) or Ms Fiona Taylor (Student Health Nurse)
Complaint/Grievance Process

When any complaint/grievance is received the nature of the complaint is to be recorded on the form below.

There are a variety of levels to which the complaint/grievance should be managed. The Coordinator of International Students will manage complaints/grievances of a low-level nature.

Complaints/grievances of a higher level will be referred directly to the Deputy Principal who will consult with the Principal.

Examples of complaints/grievances:

**Low Level Complaint/Grievance**
School Coordinator

**Homestay issues of a general nature:**

- Food, Distance, Suitability
- Student/student complaint
- Teacher/student complaint
- Lack of teacher support
- Problems with payments
- Problems with attendance recording
- Issues about meeting deadlines for school work
- Subject performance
- Homestay contact about money, phone usage

**High Level Complaint/Grievance**
Deputy Principal/Principal

**Homestay issues of a serious nature**

- Abuse (verbal/sexual), health
- Serious student/student issues such as assault
- Teacher/Student abuse
- Stolen items
- Financial issues affecting payment
- Contact from overseas family
- Contact from EQI about a student
- Issues about legal problems including tenancy agreements
- Failure to keep regular hours

If the parent/guardian/student can not resolve the grievance at a school level they can initiate a complaint or appeal through the EQI process. Information of this process will be given to the student within twenty days of this enrolment at Rochedale State High School.

At all times the student has the right to approach the Deputy Principal attached to International Students or the Principal themselves if they feel issues have not been completely resolved.

The International Coordinator and the Deputy Principal responsible for International Students meet regularly to discuss issues and deal with any complaints or grievances that have arisen.

Students will have regular meetings/ interviews to gauge student contentment and progress.
Rochedale State High School
Complaint/Grievance
International Student

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<thead>
<tr>
<th>PRINCIPAL</th>
<th>Ms Itsikson</th>
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<tr>
<td>DEPUTY PRINCIPAL</td>
<td>Mr Peisker</td>
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<td>ISP COORDINATOR</td>
<td>Mrs Graham</td>
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Student Name: _____________________  Care Group: ____________

Date: __________________

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<th>1. Nature of complaint by student:</th>
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_________________________________________  ____________________________
Student Signature                      School Representative Signature
Definitions

Agent
A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).

Alliance
Schools participating in the International Student Program (ISP) usually become members of a local collective and collegiate entity called an Alliance. Alliances produce an annual business plan, hold regular formal meetings and represent the interests of their member schools.

CAAW Letter
A DIAC form used by providers to approve student’s accommodation, support and general welfare arrangements. With this form providers are taking on an important responsibility by confirming to DIAC that appropriate arrangements have been made for the international students.

Course
A course of education or training as defined in the ESOS act.

CRICOS
The Communication register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 10 of ESOS Act.

Critical Incident
A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Cross-Cultural Training
Explains issues relevant to understanding the cultural backgrounds of international students.

Distance Learning Study
In which the teacher and overseas student are separated in time or space throughout the duration of the unit of study (including online learning), but does not include study where the student is resident in his or her home country or another country offshore. Distance learning differs from online learning in that the study may be undertaken through written correspondence and exchange of hard copy materials.

ISMS
EQI International Student Database.

Enrolment
Where the student has been issued with a COE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.

ESOS Framework
Consists of four pieces of legislation:

- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice 2007 for Registration Authorities and Providers of Education and Training to Overseas Students (National Code)
- Education Services for Overseas (Registration Charges) Act 1997
**Full Time Study**
Student must be enrolled with twenty contact hours in a week.

**Homestay**
An International student lives with an Australian family while they are studying in Australia. Host families are selected from within the school community and provide a safe, caring and friendly environment for students while they are away from their home.

**Homestay Coordinator**
A designated person in the school responsible for the provision of accommodation support services to the international students.

International Perspective Interest in fostering understanding and relationships with the people and cultures of other countries.

**International Student**
A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations. Where the student is under 18 years age and the student is required to exercise rights to the student’s parent.

**International Student Co-ordinator**
A designated person in the school responsible for the provision of support services to international students.

**International Student Program**
DETA program that provides international students with opportunities to study fulltime academic and English proficiency programs in Queensland government school.

**National Code**
A code which supports the ESOS framework and provides nationally consistent standards for the conduct of registered providers and the registration of courses for the international students.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

**Program Philosophy**
The values and beliefs on which the School's International Program is based.

**Prisms**
The provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.

**Study Tour**
A Study Tour is an opportunity for group of 10 or more students to experience Australian lifestyle, practice English conversation and make lasting friendships in homestay and school environments.

**Student Visa**
An authorisation permitting people who are not Australian for the primary purpose of studying in Australia as defined by the Migration Act 1958.

**Study Period**
A school term.

**Welfare-related Support Services**
Services which address the mental, physical, social and spiritual well-being of overseas students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters and stress-management.
Acronyms and Abbreviations

AQIS
Australian Quarantine and Inspection Services

CAAW
Confirmation of Appropriate Accommodation/Welfare

CCYPCG
Commission for Young Children, Young People and Child Guardian

CIASA
Council of Internationally Accredited School (Australia)

COE
Confirmation of Enrolment

CRICOS
Commonwealth Register of Institutions and Courses for Overseas Students

DETA
Queensland Government Department of Education, Training and the Arts

DIAC
Australian Government Department of Immigration and Citizenship

EQI
Education Queensland International

ESL
English as a Second Language

ESOS Act
Education Services for Overseas Students Act 2000

ESOS Regulation
Education Services for Students Regulations 2001

IB
International Baccalaureate

ISANA
International Education Association Inc.

ISC
International Student Coordinator

ISP
International Students Programs

LOTE
Language other than English

MOPP
Manual of Policies and Procedures

National Code
National Code of Practices for Registration Authorities and Providers of Education and Training to Overseas Students

PD
Professional Development

PRISMS
Provider Registration and International Students Management Systems

QSIN
Queensland Schools International Network