

Sarina State High School



International Student Handbook

Contents

1. Principal welcome	6
2. School details	7
3. Administration	7
4. School vision, mission, motto and values	8
5. International team	9
6. Emergency contacts	10
6.1. During school hours	10
6.2. After school hours and on the weekends	10
6.3. Critical or life-threatening situations - dial Triple Zero (000)	11
7. School emergency and lock down procedure	11
7.1. EVACUATION PROCEDURE SUMMARY	11
7.2. LOCK-DOWN PROCEDURE SUMMARY	12
8. School map and facilities	12
9. Orientation	12
9.1. Daily timetable	13
9.2. Orientation timetable	13
9.3. Orientation handouts	15
9.4. Site map	15
9.5. Assembly	15
9.6. Overseas student Meeting	15
10. What to do when	16
10.1. Late for school or class	16
10.2. Leaving school during the day	16
10.3. Feeling sick or unwell	16
10.4. You are absent from school	16
10.5. You are not wearing the correct school uniform	16
10.6. You are not wearing the correct footwear	16
10.7. You are not wearing formal uniform for an excursion	17
10.8. You require an extension on an assignment or miss an exam	17
10.9. Wanting to change subjects	17
10.10. I need to bring money to pay for an excursion or event	17
10.11. I ride my bike to school	17
10.12. I have an accident	17
10.13. I have lost my ID card, Timetable or Diary	17

10.14.	I need to take medication at school	17
10.15.	Changing address or contact details.....	18
10.16.	Wanting to see a Guidance Officer	18
10.17.	Lost property	18
10.18.	Toilet access during class time.....	18
10.19.	Student Support Networks.....	18
11.	Accommodation and welfare	20
11.1.	Care arrangements	20
11.2.	Living with a homestay family	20
11.3.	Curfews	21
12.	Culture shock	22
12.1.	Culture shock	22
12.1.1.	Honeymoon period	22
12.1.2.	Frustration/Distress period	22
12.1.3.	Adjusting period	23
12.1.4.	Acceptance/Autonomy period.....	23
12.2.	Expressing emotions	24
12.3.	Manners	24
13.	Contact details.....	24
14.	ISP Standard Terms and Conditions	24
15.	Visa Conditions	25
15.1.	Attendance	25
15.1.1.	At risk of failing to meet attendance requirements	26
15.1.2.	Unsatisfactory attendance	26
15.2.	Course progress.....	26
15.2.1.	Unsatisfactory course progress	27
15.2.2.	Formal intervention.....	27
15.3.	Behaviour	27
16.	English as a Second Language or Dialect (EAL/D).....	28
17.	Additional study support programs	28
18.	Academic policy	29
19.	Legal services	30
20.	Emergency and health services.....	30
20.1.	Overseas student Health Cover (OSHC)	30
21.	Medical matters	31
21.1.	Health information	31

21.2.	Visiting a doctor.....	31
21.3.	Medication.....	31
21.4.	Medical treatment.....	31
21.5.	Mental Health:	32
21.5.1.	Mental health telephone and online contacts.....	32
22.	Fees	33
22.1.	Tuition	33
22.2.	Non-tuition fees	33
23.	Change of school, year level, course or course duration (variation of enrolment)	33
24.	Transfer to a non-government school or another institution	33
25.	Complaints	34
26.	Appeals	34
26.1.	Internal appeal	34
26.2.	External appeal	34
27.	Travel and activities.....	35
27.1.	Swimming.....	35
27.2.	Surf and Beach safety	35
27.2.1.	Surf Life Saving Australia's 10 Surf Safety Hints	36
27.2.2.	Useful links.....	36
27.3.	Sun safe	36
28.	Refund policy.....	36
29.	School policy and procedures.....	37
29.1.	Anti-bullying policy.....	37
29.1.1.	Preventing and responding to bullying.....	37
29.1.2.	Bullying	37
29.1.3.	Sarina State High School - Bullying response flowchart for teachers.....	38
29.1.4.	Cyberbullying	39
29.1.5.	STYMIE.....	40
29.2.	Bring your own device	41
29.1.	Day Hire Program of devices.....	41
29.2.	School network and internet policy	42
29.3.	Use of mobile phones.....	42
29.4.	School Dress Code	42
29.4.1.	Non-Compliance with School Dress	44
29.4.2.	Guide to Correct Footwear	45
29.4.3.	Uniform costs	45

29.4.4.	Uniform Shop Location	46
30.	Banking	46
31.	Transport.....	47
31.1.	Transport to school.....	47
31.2.	Driving.....	47
32.	House Structure	47
33.	Australian families	48
33.1.	Australian teenagers	49
33.2.	Mealtimes.....	49
34.	Socialising with friends	50
35.	Communication	50
36.	Digital Safety and Cyberbullying	50
37.	Road safety	51

1. Principal welcome



Welcome to our school community

It is my great pleasure to welcome you to Sarina State High School. We are proud to be a vibrant, co-educational secondary school catering for approximately 850 students from Year 7 to Year 12. Our school is built on a strong sense of belonging, where every student is supported to achieve their personal best and to feel connected within a friendly and inclusive environment.

Located in the welcoming regional township of Sarina, our school offers a unique blend of high-quality educational opportunities alongside a relaxed coastal lifestyle. Students benefit from a safe and supportive community while enjoying access to the natural beauty of the surrounding region.

We are proud of our extensive facilities, which support a broad and engaging curriculum. These include outstanding sporting facilities and a well-equipped gym, a swimming pool, and expansive grounds that promote active and healthy lifestyles. Our agricultural facility provides hands-on learning experiences in line with our rural setting while our Trade Training Centre, specialising in engineering fabrication, equips students with valuable practical skills for future pathways. Alongside these, we offer a wide range of academic and vocational subject choices designed to cater to diverse interests, strengths, and career aspirations.

As an international student, you will find many opportunities to engage in school life, develop your English language skills, and build lasting friendships. Our staff are committed to supporting you throughout your journey, ensuring you feel welcomed, challenged, and inspired. Outside of school you will have the opportunity to explore the region which is surrounded by areas of outstanding natural beauty from coral reefs and islands to rainforests and national parks.

We look forward to having you as part of our school and sharing this exciting chapter of your educational experience with you.

Adam Colley
Principal

2. School details

Street address:	14 – 30 Anzac Street, SARINA, QLD 4737
Office hours:	Monday – Friday 8:00 am – 3:30
Telephone:	07 49438 111
Absence line:	07 49438 101 0427 444 209 (text the school absence line)
Administration email:	schooladmin@sarinashs.eq.edu.au
International email:	international@sarinashs.eq.edu.au
Website:	https://sarinashs.eq.edu.au/
Facebook	https://www.facebook.com/sshs.eq.edu.au/

3. Administration

Administration	Name	Telephone/contact
Principal	Mr Adam Colley	07 49438 111 principal@sarinashs.eq.edu.au
Deputy Principals		
Year 7 and 10	Mrs Paula Grundy	07 49438 111
Year 8 and 11	Mr Matt Allen	07 49438 111
Year 9 and 12	Mrs Tracey Fickling	07 49438 111
Financial matters		
Business Service Manager	Mrs Sandra Bradford	07 49438 111
Student Resource Scheme	Mrs Natalie Gross	07 49438 111
Student attendance	Mrs Christine Bridgeman	rollsoffice@sarinashs.eq.edu.au 07 49438 101 0427 444 209 (text absence line) Message via QParents
Heads of Department		
Science/STEM	Mr Clint Bryant	cbrya35@eq.edu.au
English/Humanities	Ms Morgan Mackelvie	mxmac11@eq.edu.au
Mathematics	Ms Michelle Wright	mwig188@eq.edu.au

Student Services	Mrs Sam Nicholls	snich137@eq.edu.au
Student Services	Ms Linda Meng	lmeng17@eq.edu.au
Inclusive Learning	Mrs Barb Lyons	blyon13@eq.edu.au
Health	Mr Chris Humphries	chump33@eq.edu.au
Business/Languages/The Arts	Mrs Allison Pearce	apear97@eq.edu.au
VET/Technologies	Mrs Trudy Berry	tberr23@eq.edu.au
Student Engagement	Mrs Tamara Steinhardt	tstei54@eq.edu.au
Year Level Coordinators		0749 438 111
Year 7	Mrs Amanda Vincent	avic79@eq.edu.au
Year 8	Ms Elise Bahemia	esbah1@eq.edu.au
Year 9	Ms Linda Meng	lmeng17@eq.edu.au
Year 10	Mrs Sam Nicholls	snich137@eq.edu.au
Year 11	Miss Macey Ronald	mrna5@eq.edu.au
Year 12	Mrs Sam Nicholls	snich137@eq.edu.au
Student Wellbeing and Support		0749 438 111
Guidance Officer	Ms Maxine Regan	mwede3@eq.edu.au
Community Education Counsellor	Ms Nikki Hunter	nhunt41@eq.edu.au
School Based Youth Health Nurse (Monday and Tuesday)	Ms Kayla Waugh	kwaug26@eq.edu.au or Kayla.Waugh@health.qld.gov.au
Youth Support Coordinator	Ms Heidi Henry	hhenr28@eq.edu.au
School Chaplain	Mr Andy Rowlands	arowl97@eq.edu.au
IT Technician	Mr James Arellano	jarel4@eq.edu.au
	Mr Liam Ellison	lelli305@eq.edu.au

4. School vision, mission, motto and values

School Vision

Empowering learners, embracing communities, fostering success

Our Mission

At Sarina State High School we believe every student deserves the opportunity to learn in a safe, supportive and inclusive learning environment. We provide a diverse range of pathways to allow students to achieve their best. We aim to foster high expectations through building genuine relationships. We provide a strong foundation for students to give them the confidence to realise their full potential. We empower our students to have pride in themselves and their school community by acknowledging where they have come from.

School Motto

IMAGINE your future
BELIEVE it will happen
TOGETHER we will **ACHIEVE**

School Values

Our core values are dedicated to ensuring that every student will exit our school with learning, training and qualifications to enter a pathway suited to their needs and aspirations.

- A respectful, friendly and welcoming school
- A supportive, inclusive and nurturing learning environment
- Genuine relationships that build school pride
- High expectations and a strong work ethic
- Consistent effort to achieve high quality results

5. International team

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

Name	Role	Contact
Mr Adam Colley	Principal	principal@sarinashs.eq.edu.au
Mrs Allison Pearce	International Student Programs – Line Manager	apear97@eq.edu.au
Mrs Allison Pearce	International Student Coordinator	apear97@eq.edu.au
Mrs Allison Pearce	Homestay Coordinator	apear97@eq.edu.au
Ms Maxine Regan	Guidance Officer	mwede3@eq.edu.au
Mrs Allison Pearce	English as a Second Language or Dialect (EAL/D) Coordinator	apear97@eq.edu.au

The international office is located at the Hall (Block L) highlighted below with the yellow star.



6. Emergency contacts

6.1. During school hours

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

Name	Role	Contact
Mrs Allison Pearce	International Student Coordinator	apear97@eq.edu.au or 0749 438 111

6.2. After school hours and on the weekends



Your personal safety is our number one priority.

What is 1800 QSTUDY?

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

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

This hotline helps to keep you safe and supported.

When can I call 1800 QSTUDY?

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

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

How do I find out more about 1800 QSTUDY?

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

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

Who can use 1800 QSTUDY?

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

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

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

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

A critical or life-threatening situation includes:

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

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

7. School emergency and lock down procedure

7.1. EVACUATION PROCEDURE SUMMARY

PAC announcement **EVACUATE, EVACUATE, EVACUATE**

- **STOP WORK**
- **STAND** and accompany your teacher to the nearest assembly point on the oval
- **SIT** in a form class line at the assembly point so that the roll can be checked

accurately and quickly.

- **REMAIN SEATED** until you are given an instruction to accompany your teacher back to the room

7.2. LOCK-DOWN PROCEDURE SUMMARY

PAC Announcement **LOCKDOWN, LOCKDOWN, LOCKDOWN**

- Quietly **STOP** what you are doing.
- Quietly **MOVE** to the nearest room as directed by a teacher (upstairs rooms preferred)
- Any students in toilets are to exit as quickly as is practicable and move to the nearest occupied classroom.
- In **LOCK DOWN** get in a hidden position, stay away from windows and doors.

8. School map and facilities



9. Orientation

The Sarina State High School international student [Orientation](#) has been designed to:

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

9.1. Daily timetable

Daily Timetable Sarina State High School	
Form	8.45 am – 8.55 am
Transition 1	8.55 am – 9.00 am
Period 1	9.00 am – 10.10 am
Transition 2	10.10 am – 10.15 am
Period 2	10.15 am – 11.25 am
Lunch 1	11.25 am – 12.05 pm
Period 3	12.05 pm – 1.15 pm
Lunch 2	1.15 pm – 1.45 pm
Period 4	1.45 pm – 2.55 pm

9.2. Orientation timetable

Orientation Timetable Day 1

Time	Venue	Orientation topic
8.40 am – 8.50 am	1151	Welcome & Introductions: • International Student Coordinator • Homestay Coordinator
9.15 am	1151	• Principal's Welcome • Guidance Officer • Expectations and concerns • School values
9.30 am	1151	Collect – Students Forms Visa, Passport, Enrolment, Subject Selection, Code of Behaviour, Homestay Code of Conduct Hand out – ISP Student Handbook ISP Student handbook/PowerPoint presentation Students go in pairs to purchase uniforms
10.10 am	1151	Guest Speaker – Guidance Officer – Ms Regan
10.45 am	1151	Guest Speaker – School Nurse - Ms Kayla Waugh Guest Speaker – Head of Student Services – Mrs Nicholls Guest Speaker – Head of Student Services – Ms Meng
11.25 am	Playground	Morning Tea - School Tour with Student Ambassadors
12.00 pm	1151	Welcome booklet
1.15 pm	Playground	Lunch

1.30 pm	1151	Students to have photo taken • Obtain timetable • Hand out evaluation Question Time
2.55 pm	Home Time	

Orientation Timetable Day 2

Time	Venue	Orientation topic
9.00 am	1151	• Change of subjects • Assessment
10.00 am	1151	Visa conditions • Attendance • Course progress • Behaviour Deferral, suspension and cancellation of enrolment Complaints and appeals Orientation topic • Staying in a Homestay PowerPoint • Communication • Homestay adjustments • Local map, transport and activities • Getting around • Money and banking • Health and safety PowerPoint • Personal safety plan • Medication • Details of doctors and prescription • Emergency services/hospital/medical • Banking • EQI travel policy and travel forms • Transfers • EQI holiday programs • School excursions • Personal safety • Legal services • Shopping • Community facilities
11.25 am		Morning Tea
12.05 pm		Normal Classes
1.15 pm	1151	Check-in at lunch

1.45 pm		Normal Classes
2.55 pm	Home Time	

9.3. Orientation handouts

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

9.4. Site map



9.5. Assembly

Assembly is where the students at Sarina State High School come together to receive important announcements, updates and information from the school Principal, school staff and students. Assembly is held on Tuesday mornings from during form time in the school hall. Junior (year 7 - 9) and Senior (year 10 – 12) parades alternate between the weeks on a Monday in the school hall. Assembly attendance is mandatory.

9.6. Overseas student Meeting

International students meet each week in the international room at 11.25 am to 11.45 am on Mondays. The purpose of the short meeting is check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share

your thoughts and ideas. Your International Student Coordinator/Homestay coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

10. What to do when

10.1. Late for school or class

Report to the Rolls Office in the Administration Building for a late pass. You should have a note to explain your lateness or a parent/carer needs to contact the Rolls Office by phoning 0749 438 101.

Late to class – if you have been assisting a teacher at the end of class which results in you being late for the next class, ask the teacher to write a note for your next teacher. If you have no valid reason for being late to class, you can expect to receive a detention from your teacher.

10.2. Leaving school during the day

Bring a note from home explaining your need for a temporary leave pass. This is to be organised at the start of the day at the Rolls office. Report to the office on your return to school. You are not able to leave the school grounds to obtain lunch on any day as there are alternative options or advice has been given of any changes.

10.3. Feeling sick or unwell

Tell your teachers and ask if you can go to sick bay. Your teacher will give you a note and you are to report to the Rolls Office.

10.4. You are absent from school

Have your parent/carer contact the Rolls Office via phone 0749 438 101 or message via QParents or text school absent line 0427 444 209 on the day and explain your absence. Alternatively, when you return, bring a note to the Rolls Office from home to explain your absence.

10.5. You are not wearing the correct school uniform

Report to the Resource Centre at 8.30 am with a note to receive a uniform pass. Alternatively, arrange for the correct uniform to be brought to school for you to change into.

10.6. You are not wearing the correct footwear

Report to the Resource Centre at 8.30 am to receive a uniform pass. If wearing open footwear you will not be permitted in class and you will be kept in isolation.

10.7. You are not wearing formal uniform for an excursion

You will not be permitted to go. If time permits, notify your parents/carers to bring along the correct uniform. Alternatively, you can loan a uniform from the office for \$20.

10.8. You require an extension on an assignment or miss an exam

Complete the Short Term AARA Application (form available on the school website) and submit it to the relevant Deputy Principal and International School Coordinator PRIOR to the DUE DATE and explain the reason for the request and include any supporting documentation.

10.9. Wanting to change subjects

You are to see your Year Level Deputy Principal stating your reason for change WITHIN the first TWO WEEKS of each Semester. This change may or may not be approved depending on year level and other circumstances.

10.10. I need to bring money to pay for an excursion or event

Any money brought to school e.g. school fees, excursions must be accompanied by the correct paperwork and must be taken to the Administration Office and paid before school, during lunch or after school.

10.11. I ride my bike to school

Students are required to ride their bikes to and from school in accordance with traffic regulations. Helmets must be worn. Bicycles are to be ridden on the bike paths only and locked and stored in the allocated bike racks. You are not permitted to loiter around the bike racks at any time. Thefts should be reported to the Office immediately.

10.12. I have an accident

If you are injured in class, report your injury to your teacher and they will issue you with a note to report to the Office and your parent/carer will be contacted.

10.13. I have lost my ID card, Timetable or Diary

You must report the loss at the Student Counter in the Administration Building. Replacements will be organised. Costs: Diary - \$15.00 and ID Cards - \$7.50.

10.14. I need to take medication at school

Students who are required to take medication at school must have it administered through the HOY Hub by a teacher aide. A 'Consent to Administer Medication Form' are available from the Administration Office and must be filled out by parent/carer and

provided to the Administration Office with the medication that is intact and labelled by a pharmacist. The label must have the student and doctors name on it. Medication also needs the dosage and frequency of the medication. This form is also used for student related activities such as camps and excursions and given to the teacher in charge of the event. By law, we are not permitted to administer unprescribed medication. You cannot be given headache tablets etc.

10.15. Changing address or contact details

You need to collect a 'Update Student Details Information' form from the Administration Office and have your parent/guardian complete and sign the document and then return it to the Administration Office.

10.16. Wanting to see a Guidance Officer

You need to book an appointment with the Guidance Officer, Ms Regan via email, mwede3@eq.edu.au or through the rolls office. For drop-in appointments Ms Regan is available before school or both of the lunch breaks.

10.17. Lost property

You are requested to leave all valuables and large sums of money at home. The security of such items brought to school cannot be guaranteed. You are also reminded not to leave money in your bag while the bag is unattended. All personal property should be clearly and permanently labelled. If you notice personal property missing, you must immediately notify the Office. Efforts will be made to recover the missing articles. It should be noted that no school insurance policy exists to cover lost, stolen or damaged items belonging to students.

10.18. Toilet access during class time

Ask your teacher if you may go to the toilet. You will receive the teacher's pass and you then take the pass and go to the Resource Centre to use the toilets. You will receive a toilet pass that you will give to your teacher upon your return as well as their teacher pass. Alternatively, the ILC and Office toilets can be used if the Resource Centre toilets are unable to be used.

10.19. Student Support Networks

SARINA STATE HIGH SCHOOL

STUDENT SUPPORT NETWORKS



WHERE



WHO

Support Person	Before School	Class	Lunch	After School
Youth Support Coordinator Ms Heidi ESC	✓	✓	✓	
Chappy Andy ESC	✓	✓	✓	✓
Guidance Officer Ms Reton Administration Building	✓	✓	✓	✓
Nurse Ms Dungenfield A Block Monday/Friday	✓	✓	✓	
Head of Year (HOY) HOY Hub				
Year 7 – Mrs Vincent	✓	✓	✓	✓
Year 8 – Ms Bohemia	✓	✓	✓	✓
Year 9 – Miss Meng	✓	✓	✓	✓
Year 10 – Mrs Nicholls	✓	✓	✓	✓
Year 11 – Miss Ronald	✓	✓	✓	✓
Year 12 – Mrs Cowie	✓	✓	✓	✓
HOD Student Engagement Mrs Steinhardt ESC	✓	✓	✓	✓
HOIL Mrs Lyons ILC	✓	✓	✓	✓
HOD Student Services Mrs Nicholls Administration	✓	✓	✓	✓
HOD Student Services Miss Meng HOY Hub	✓	✓	✓	✓
Year Level Deputy Principals 7/10 – Mrs Grundy 8/11 – Mr Allen 9/12 – Mrs Pickling Administration Building	✓	✓	✓	✓
Teacher Aides	✓	✓	✓	
Community Education Counsellor (CEC) Nikki	✓	✓	✓	✓
Teachers	✓	✓	✓	✓
Student Wellbeing Clinician Ms Tanya Thomson Tues/Wed/Thurs ESC	✓	✓	✓	✓
GP – Dr Anni Thursday By Appointment	✓	✓		

HOW

How do I respond?

- Discuss issues in a calm and reasonable manner.
- Complete a statement (if necessary).
- Check in with my Support Person/Champion.
- Follow my Safety/Zone Plan.

STYMIE



EXTERNAL SUPPORT SERVICES

- Kids Helpline: 1800 55 1800 - www.kidshelpline.com.au
- Headspace: 1800 650 850 - www.headspace.org.au
- Lifeline: 13 11 14 - www.lifeline.org.au
- Beyond Blue Youth: 1300 224 636 - www.youthbeyondblue.com
- Reach Out - Online Mental Health Service - www.reachout.com
- Suicide Call-back Service: 1300 659 467
- Mental Health Access Line: 1300 642 255
- 1800 Respect: 1800 737 732 - www.1800respect.org.au
- QLife: 1800 184 527 - www.qlife.org.au

Sarina State High School

Realising the potential of every student

11. Accommodation and welfare

11.1. Care arrangements

While studying you must live with:

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

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

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

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

- [Standard terms and conditions](#)
- [Accommodation and welfare](#)

11.2. Living with a homestay family

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

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

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

- What would you like me to call you?
- What do you expect me to do daily?
- Where do I put my clothes that need washing?
- Can I use the washing machine or iron at any time?
- Can I help myself to food and drink at any time?
- Can I move my bedroom furniture around if I wish?
- Is there a special getting up time on weekends?
- Is there a bedtime?
- Can I invite friends around?

- What are the rules for using the telephone?
- What are the rules for using the internet?
- What time am I expected home on the weekends?
- Can I use household appliances when I wish?
- When and how loud can I play music?
- Are there any general rules or expectations in the household that I should know?

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

When living in a homestay you must:

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

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

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

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

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

11.3. Curfews

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

	Sunday-Thursday:	Friday/Saturday night (and school holidays):
Junior High School (Years 7 to 10)	no later than 6.00 pm, unless for a school-approved extra-curricular activity	no later than 9.30 pm, unless for a school-approved extra-curricular activity
Senior High School (Years 11 & 12)	no later than 7.00 pm, unless for a school-approved extra-curricular activity	no later than 10.30 pm, unless for a school-approved extra-curricular activity

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

12. Culture shock

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

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

Some of the signs of culture shock may include:

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

12.1. Culture shock

Culture shock can be described as consisting of at least one of four distinct periods: [Honeymoon period](#), [Frustration/Distress period](#), [Adjusting period](#), and [Acceptance/Autonomy period](#).

12.1.1. Honeymoon period

The first stage of culture shock is usually positive. During the honeymoon period the differences between the old and new culture are seen in a romantic light. For example, in moving to Australia to study, you might love the new food, the pace of life, and the locals' habits. During the first few weeks most students are fascinated by the new culture.

12.1.2. Frustration/Distress period

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a

person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

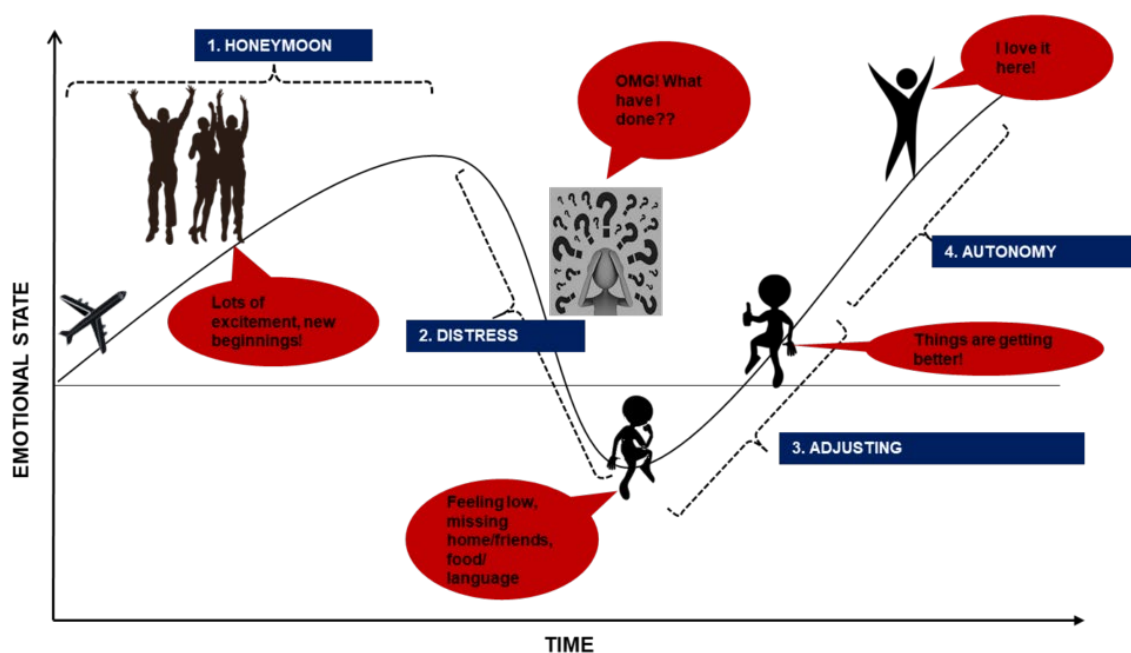
During this period students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

12.1.3. Adjusting period

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

12.1.4. Acceptance/Autonomy period

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



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

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

12.2. Expressing emotions

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

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

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

12.3. Manners

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

It is important to remember the following:

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

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

13. Contact details

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

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

14. ISP Standard Terms and Conditions

Before you arrived in Australia you were provided with a copy of the [ISP standard terms and conditions](#). The standard terms and conditions outline EQI policies that relate your

responsibilities and rights and EQI's responsibilities and actions required to be taken during your course of study in Queensland.

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

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

15. Visa Conditions

15.1. Attendance

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

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 4943 8101 or 0427 444 209 stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

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

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

Important information about attendance

- | | |
|---------------------------------------|--|
| • Start and finish times | 8.45 am – 2.55 pm |
| • Late arrival process | Attend the Rolls Office in the Administration Building |
| • School absence telephone number | 07 4943 8101 or 0427 444 209 |
| • Serious, injury or incident process | Notify your Deputy Principal and |

15.1.1. At risk of failing to meet attendance requirements

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

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

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

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

15.1.2. Unsatisfactory attendance

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

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

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

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

- [ISP standard terms and conditions](#)
- [Attendance - subclass 500 \(schools\) visa procedure](#)

15.2. Course progress

You must maintain satisfactory course progress for each study period as required by us and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI will report you to authorities and your student visa may be impacted.

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

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

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

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

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

15.2.1. Unsatisfactory course progress

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

15.2.2. Formal intervention

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

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

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

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

- [ISP standard terms and conditions](#)
- [Course progress - subclass 500 \(schools\) visa procedure](#)
- [Sarina State High School Assessment Policy](#)

15.3. Behaviour

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

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

[ISP standard terms and conditions](#) state that at school you must:

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

At all times you must

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

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

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

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

You will meet with Mrs Pearce and an individual plan will be established for your needs such as EALD classes or additional tutoring.

17. Additional study support programs

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

Activity	Time and Location
Homework Club	Tuesday and Thursday G952 3 pm – 4 pm

English Tutorials	Discuss with your teacher as each teacher has different times and location for senior classes
Maths Tutorials	Discuss with your teacher as each teacher has different times and location for senior classes

18. Academic policy

Sarina State High School is committed to an educational philosophy that encourages all students to achieve personal excellence by developing their talents and abilities. This policy is designed to build capacity as students work towards summative assessment completion for the QCE (Queensland Certificate of Education).

Sarina State High School expectations for teaching, learning and assessment are grounded in the principles of academic integrity and excellence.

Assessment includes any examination, practical demonstration, performance or product that allows students to demonstrate the objectives described by the syllabus. Assessment should be:

- aligned with curriculum and pedagogy
- equitable for all students
- evidence-based, using established standards and continua to make defensible and comparable judgments about students' learning
- ongoing, with a range and balance of evidence compiled over time to reflect the depth and breadth of students' learning
- transparent, to enhance professional and public confidence in the processes used, the information obtained and the decisions made
- informative of where students are in their learning.

High-quality assessment is characterised by three attributes:

- validity, through alignment with what is taught, learnt and assessed
- accessibility, so that each student is given opportunities to demonstrate what they know and can do
- reliability, so that assessment results are consistent, dependable or repeatable.

Sarina State High School promotes academic integrity by modelling and developing students' understanding and awareness of appropriate academic practices. The following whole-school procedures support this endeavour.

Additional information can be found at [Sarina State High School Assessment Policy](#)

19. 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.

20. 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.

20.1. Overseas student Health Cover (OSHC)

OSHC is insurance to assist overseas students meet the costs of (public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services are covered. Some countries [reciprocal 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 as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

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

There are currently six OSHC providers in Australia, including:

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

21. Medical matters

21.1. Health information

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

21.2. Visiting a doctor

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

21.3. Medication

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

21.4. Medical treatment

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

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

- provide or administer over-the-counter or prescribed medications; and

- administer first aid.

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

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

For further information please refer to the [ISP standard terms and conditions](#).

21.5. Mental Health:

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

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

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

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

21.5.1. Mental health telephone and online contacts

beyondblue support service

All ages:

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

[Online chat](#) (open 3pm to 12am daily)

[beyondblue website](#)

Kids Helpline

Age range: 5 years old to 25 years old:

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

[WebChat 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.

22. Fees

22.1. Tuition

Additional fees could include year level camps, certificate courses, Senior extra-curricular activities and events including Mocktail and Formal; sporting activities, non-curriculum events and excursion such as Whitsunday Voices.

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

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

22.2. Non-tuition fees

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

Overseas student Health Cover (OSHC)

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

More information regarding fees can be found on [EQI website](#).

23. 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](#)

24. 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](#)

25. 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.

26. Appeals

26.1. Internal appeal

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

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

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

26.2. External appeal

If you are still not satisfied with the decision by EQI, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to

ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

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

27. 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](#)

27.1. Swimming

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

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

27.2. Surf and Beach safety

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

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

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

27.2.2. Useful links

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

27.3. Sun safe

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

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

28. 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](#)

29. School policy and procedures

29.1. Anti-bullying policy

29.1.1. Preventing and responding to bullying

Sarina State High School promotes positive relationships and the wellbeing of all students, staff and visitors at the school.

Our staff know student learning is optimised when they feel connected to others and experience safe and trusting relationships. Students who feel secure are more likely to be active participants in their learning and to achieve better physical, emotional, social and educational outcomes. Teachers who feel valued and supported are more likely to engage positively with students and build stronger connections within the school community. Parents who are positively engaged with their child's education leads to improved student self-esteem, attendance and behaviour at school. Enhancing the wellbeing of students and their educators delivers overall long-term social, health and economic benefits to the Australian community.

Sarina State High School has a Student Council, with diverse representatives from each year level meeting regularly with the school leadership team to promote strategies to improve student wellbeing, safety and learning outcomes.

29.1.2. Bullying

The agreed national definition for Australian schools describes bullying as

- ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm;
- involving an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening;

- happening in person or online, via various digital platforms and devices and it can be obvious (overt) or hidden (covert). Bullying behaviour is repeated, or has the potential to be repeated, over time (for example, through sharing of digital records);
- having immediate, medium and long-term effects on those involved, including bystanders. Single incidents and conflict or fights between equals, whether in person or online, are not defined as bullying.

Behaviours that do not constitute bullying include:

- mutual arguments and disagreements (where there is no power imbalance)
- not liking someone or a single act of social rejection
- one-off acts of meanness or spite
- isolated incidents of aggression, intimidation or violence.

However, these conflicts are still considered serious and need to be addressed and resolved. At Sarina State High School our staff will work to quickly respond to any matters raised of this nature in collaboration with students and parents.

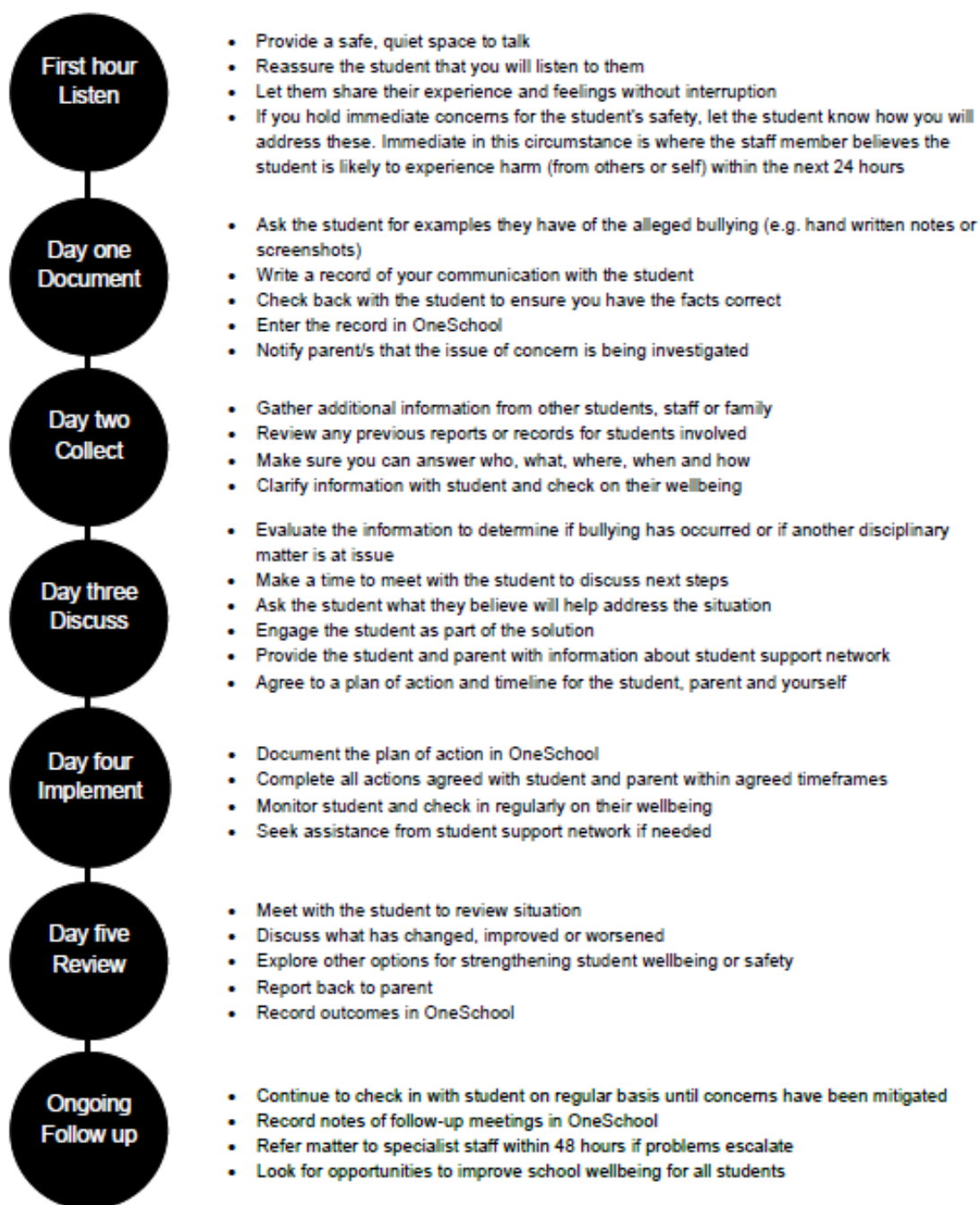
The following flowchart explains the actions Sarina State High School teachers will take when they receive a report about student bullying, including bullying which may have occurred online or outside of the school setting. Please note that the indicative timeframes will vary depending on the professional judgment of teachers who receive the bullying complaint and their assessment of immediate risk to student/s.

29.1.3. Sarina State High School - Bullying response flowchart for teachers

Please note these timelines may be adjusted depending on the unique circumstances and risk associated with each situation. This is at the professional judgment of the staff involved. Timeframes should be clearly discussed and agreed with student and family.

Key contacts for students and parents to report bullying:

- **Teacher / Staff member**
 - **Head of Year**
- **Deputy Principal / Principal**
- ***Online anonymous reporting system through STYMIE**



29.1.4. Cyberbullying

Cyberbullying is treated at Sarina State High School with the same level of seriousness as in-person bullying. The major difference with cyberbullying however, is that unlike in-person bullying, cyberbullying follows students into their community, their homes and their bedrooms, giving them no opportunity to escape the harassment or abuse during the evening, weekends or holidays.

In the first instance, students or parents who wish to make a report about cyberbullying should approach their class teacher or Head of Year.

It is important for students, parents and staff to know that state school principals have the authority to take disciplinary action to address student behaviours that occur outside of school hours or school grounds. This includes cyberbullying. Parents and students who have concerns about cyberbullying incidents occurring during school holidays should immediately seek assistance through the Office of the e-Safety Commissioner or the Queensland Police Service.

Students enrolled at Sarina State High School may face in-school disciplinary action, such as detention or removing of privileges, or more serious consequences such as suspension or exclusion from school for engaging in behaviour that adversely affects, or is likely to adversely affect, other students or the good order and management of the school. This includes behaviour such as cyberbullying which occurs outside of school hours or settings, for example on the weekend or during school holidays. It also applies to inappropriate online behaviour of enrolled students that is directed towards other community members or students from other school sites.

Parents or other stakeholders who engage in inappropriate online behaviour towards students, staff or other parents may be referred to the Office of the e-Safety Commissioner and/or the Queensland Police Service. State school staff will be referred for investigation to the Integrity and Employee Relations team in the Department of Education.

29.1.5. STYMIE

STYMIE is a notification system which allows students to anonymously report bullying, cyberbullying, unsafe behaviour, or any concerns they have regarding the well-being of themselves or others.

STYMIE assists schools in fostering and empowering students to further the culture of care.

Bystanders are the largest group in the cycle of bullying, and the key to helping make schools safer.

Stymie helps schools overcome the bystander effect by enabling their students to report incidents of bullying and harm, safely and anonymously. Schools receive notifications via email, dealing with them according to their existing wellbeing framework. Stymie does not receive or store the notifications, they are encrypted and sent directly to the school.

Nationally, schools are receiving Stymie notifications about bullying, illegal activity, depression, anxiety and self-harm.

Stymie at Sarina State High School:

Any student can make a notification about someone they believe is being bullied or harmed by going to www.stymie.com.au. This notification is automatically forwarded to the school, and managed by members of the leadership team and student services team.

Notifications are investigated and followed up in line with the school's Student Code of Conduct.

29.2. Bring your own device

Sarina State High School's is committed to digital learning. Our school values the importance of being digitally connected with our community and that we offer our students the best possible learning experiences with digital devices.

In 2026, the BYO Device Program is offered to students in all year levels. Junior students in Year 7, 8 and 9 are required to bring their own iPad and senior students in Year 10, 11 and 12 are required to bring their own laptop.

BYO handbooks and device specifications are available on our school website along with many useful how-to documents.

Responsibilities

... of the School	• provide suitable school wi-fi connection and filtering system • model safe device and internet practices • provide access to lockers and printer services
... of the Parent/ Carer	• provide a suitable device and maintenance of the device • purchase, install and update applications • provide appropriate insurance and warranty
... of the Student	• bring the device fully charged every day • access technology as a responsible user



29.1. Day Hire Program of devices

We recognise that just like uniforms, supplies and extra-curricular activities, a device for students represents a significant investment for families. With this in mind, the school is offering an alternative for families whose students are unable to, due to financial reasons, bring their own device to school.

A limited number of school owned laptops are available on a 'first in' basis for Year 7 - 12 students to borrow each day. There is no charge for this program however the laptops must not be taken home and must be returned after the end of the student's final lesson each day.

Year 7 – 12 students needing to borrow a "day hire" laptop can do so from the IT Services Room before school or during lunch breaks.

29.2. School network and internet policy

29.3. Use of mobile phones

If mobile phones are brought to school, they must be kept in lockers during the school day. Students who breach the mobile phone policy will receive consequences as per the Student Code of Conduct.

29.4. School Dress Code

Sarina State High School is a uniform school. We believe that the correct wearing of the uniform assists students to identify with their school. This encourages good, positive attitudes, which flow over into the learning area. The proud wearing of the school uniform adds much to the school tone.

The Sarina State High School Student Dress Code has been drawn up and endorsed by parents, students and teachers. Every effort has been made to ensure the uniform is as inexpensive as possible, modest and dignified, practical and popular with students. Moreover, it is important to realise that our uniform code is a vital facet of the education strategy of the school. At Sarina State High School, we value neat, tidy, dignified personal presentation, which will prepare students for the workforce and develop pride in being part of a team.

Our school community fully supports the wearing of the school uniform. The uniform is endorsed by the school's Parents & Citizens Association and through the State Legislation (EGPA 2006). A school uniform helps in achieving the school's identity, cohesion, tone, pride and spirit.

Condition of Uniform	› Uniform must be clean, neat and in good order. › Additions, alterations or substitutions are not accepted unless the Head of Year has been given a note from the student's parent/carer which states the reason for the substitution and the length of time this will occur. › A 'Uniform Pass' is issued for single days of incorrect uniform explained by a note from parent/carer.
Security	› All articles of clothing should be clearly marked with the student's name.
Footwear	› Workplace Health and Safety requirements prohibit the wearing of open footwear such as thongs. Students wearing such footwear will be removed to a safe area and/or allowed home to change their footwear.
Jewellery	› A watch › Two pairs of plain sleepers or studs (in the ear – 4 earrings in all) › One plain ring
Facial Piercings	› Facial piercings such as eyebrows/nose/lip/tongue are permitted but MUST be single, clear, small and discreet stud. No obvious or distinctive facial piercings are allowed.
Hair	› Hair must be clean, neat and a natural colour. Styles should be appropriate to school, i.e. not designed to attract undue attention due to their unusual nature. Any student who chooses to get an inappropriate hairstyle (including colouring) will be requested to modify it a more natural colour before returning to normal activities until rectified.
Make-Up	› No heavy make-up is permitted. Nails must be of reasonable length and a natural colour.
Agricultural & Engineering	› Only Sarina State High School Agriculture or Engineering Uniform Shirt is permitted. The uniform MUST be worn in FULL. No shirts/pants with external names/companies are permitted.
Sports	› There is no separate general sport uniform. Students who are members of sporting groups such as the Rugby League and Netball Development Programs will have sporting uniforms and these details will be provided to students.
Formal	› At Sarina State High School, there will be an expectation that all students own or have access to the school formal uniform. Students are required to wear the formal uniform to designated events including, but not limited to: school photos, school investiture, school excursions (such as QMEA events, Pit & Port, JCU Career Day, GRIP Leadership, Chess, STEM Punk and STEM Drone Comp, RYDA Program, Mathematics competitions, Whitsunday Voices, leadership events, ANZAC Day march, formal parades and designated 'Formal Uniform Day', presentation awards and evenings, representative events and other nominated activities). › Maroon and gold striped shirt with school tie; › Maroon skirt (to just above the knee) with white socks; or › Grey tab shorts with grey long socks with maroon and gold stripe; › All students to wear black, fully enclosed, lace-up shoes.

Please note: Students who wear unauthorised items will be expected to change into a spare uniform provided for that purpose, go home to change or arrange for the correct uniform to be brought to school by a parent/carer or complete a detention with the Head of Year.

Non-Uniform Days	Students may come to school in 'free dress' on specified days – Rewards Days, Camps and for some excursions. Dress guidelines for students include: › Neat and tidy; › Clothing with inappropriate prints/slogans are not permitted › Immodest clothing (eg. Bare midriff) is not permitted; › Shirts and t-shirts must have sleeves – those with shoe-string straps are not permitted; Appropriate clothing must be worn in all practical classes (eg. Sports shoes in PE, closed-in shoes for Science practical, closed-in leather shoes for Technology classes); › Thongs are not permitted; › Students should consider the likely activities undertaken when deciding what to wear. Skirts may not be appropriate for physical activities.
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Uniform Description

Shirts:	Shirt with school logo
Shorts:	Maroon shorts with school logo. These are available from the school uniform shop
	Students may wear a maroon skirt
	Plain maroon shorts (No branding)
Shoes:	Black shoes/black laces
Socks:	White
Hat:	School hat or cap
Winter:	Maroon tracksuit jacket (with school logo)
	Maroon tracksuit pants (with school logo)
	Plain maroon tracksuit or jumper (No branding)
	Formal uniform – Maroon pullover (with school logo)

Please Note:

If, due to unforeseen circumstances, a student is unable to wear the correct uniform, they must report to the HOY Hub/Resource Centre before school begins and they are expected to change into a spare uniform (if available) provided for that purpose for the duration of the school day.

If, due to unforeseen circumstances, a student is unable to wear the correct uniform for a prolonged period of time, the Deputy Principal or Head of Year must be contacted for alternative arrangements.

Failure to comply with the school's dress code may result in referral to a Head of Year for lunch detentions or removed from activities until rectified.

29.4.1. Non-Compliance with School Dress

Under the school's Student Code of Conduct and the Education (General Provisions) Act 2006, permitted sanctions for non-compliance of the dress code include:

- a. Detention of the student for a period mentioned in section 283 (3) of the Education (General Provisions) Act 2006;
- b. Preventing the student from attending, or participating in, any activity for which the student would have been representing the school;

c. Preventing the student from attending, or participating in, any school activity that, in the reasonable opinion of the school's Principal, is not part of the essential educational program of the school.

29.4.2. Guide to Correct Footwear

Correct Footwear



Please Note: Shoes must meet safety regulations – Full enclosed shoes (formal or jogger style).
Predominantly **BLACK** upper and **BLACK** sole trim with matching **BLACK** laces; no other colour is permitted.

Incorrect Footwear



This policy will be reviewed annually.

29.4.3. Uniform costs

Standard SSHS Uniform		Formal SSHS Uniform	
Available from the Uniform Shop at the school		Available from the Uniform Shop at the school	
Standard Shorts	\$35.00	Girls Formal Blouse	\$45.00
School Shirt	\$40.00	Girls Formal Skirt	\$45.00
Tracksuit Jacket	\$65.00	Boys Formal Shirt	\$45.00
Tracksuit Pants	\$45.00	Boys Formal Shorts	\$40.00
ITD & Agriculture Shirts	\$50.00	Tie – Boy/Girl	\$20.00

Payment Details – Cash, Eftpos Or Direct Deposit

BSB: 633-000

A/c No: 145 791 802

A/C Name: Sarina State High School P & C Assoc

Ref: Your students name

Note: Your internet banking payment receipt must be presented at the uniform shop upon collection of uniforms

29.4.4. Uniform Shop Location

The uniform shop is located at the bottom of E Block behind the Tuckshop

Opening hours are: Monday, Tuesday, Wednesday and Friday 8.30 – 9.00 am (Closed Thursday)

- Formal uniform is to be worn every Tuesday for parade.
- Sports uniform can be worn for the remainder of the week unless undertaking Agriculture Classes where the Agriculture Uniform will be required or other speciality courses.

30. 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.

31. Transport

31.1. Transport to school

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the *designated bikeway* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you.

There are several different bus companies that service the region.

Area Served	Route	Contact Details
Illbilbie, Greenhills		Jenny Drummond jennydrummond56@gmail.com 0434 303 985
Armstrong Beach/Sarina Freshwater Point Blue Mountain Bus Service Timberlands Salonika/Half tide/Louisa Creek/Sarina School Harris Estate/Alligator Creek School Transport Middle Creek Clairview/Flaggy Rock/Sarina Camilla	1024 1954 850 765 354 1331 1830 266 955	Bus Fox busfox@bigpond.com.au 1800 809 734
Sarina Beach/Campwin Beach/Mountney's Road Town Run	946 160	Kinetic info@mackaytransit.com.au 1300 682 287
Grasstree Beach Munburra/West Plane Creek/Sarina High Sunnyside/Mt Convenient/Dawlish Road Koumala/Turners Paddock (Interchange with P956 to collect SSHS students) Koumala West/Bruce Hwy/South Inneston/Landing Road	S479 P1851 P704 S267 P956	Vassallo Buses vassallobuses@bigpond.com Jim – 0488 822 804 Sandy – 0427 021 070

31.2. Driving

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

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

32. House Structure

Sarina State High School has four sporting houses named after famous Australian sporting icons. Each house has an Indigenous name which is linked to animal totem that links with out wider school community.

FRASER KOLIJO



Dawn Fraser | Possums

ELLIOTT WOORA



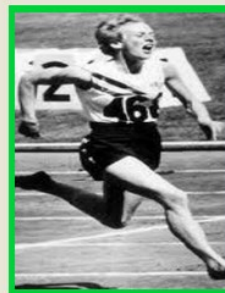
Herb Elliott | Kangaroos

BRADMAN GOODOOLOO



Sir Donald Bradman | Emus

CUTHBERT BAURU



Betty Cuthbert | Turtles

33. 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.

33.1. Australian teenagers

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

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

33.2. Mealtimes

Breakfast

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

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

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

Lunch

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

Dinner

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

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

Expected table manners

Do:

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

Don't:

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

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

34. 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.

35. 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.

36. 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.

37. 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.**