

MacGregor State High School International Student Program Handbook

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1. Principal welcome

The Best We Can Be

MacGregor State High School is an outstanding school of enviable repute. Opening in 1969, it was named after Sir William MacGregor, an early Governor of Queensland. We acknowledge our Scottish heritage and today wear the MacGregor tartan with pride.

Our school enjoys a reputation for excellence in scholarship, in which learning is aspirational, challenging and rewarding. Our school embodies a culture of high expectations and we help our students become confident, creative and accomplished learners. With a dedicated staff and an innovative curriculum which both draw on past traditions and contemporary practice, we strive for personal excellence.



Our students are enveloped in opportunity in the academic, cultural and sporting facets of school life. We have a firm commitment to social justice promoting a sense of community spirit and connectedness within our school. As lifelong learners we insist on persistence and building resilience. We find perceptive and practical solutions to life's challenges through respectful and considered interaction with others. As a community we celebrate our diversity and harness the power of that to bind us together.

I invite you to be a part of our MacGregor State High School community. You will soon discover that our school is a place where challenge and choice create opportunities for each and all students to excel to be The Best We Can Be.

Brendan Barlow

Principal

2. School details

Street Address Blackwattle Street, MacGregor Q4109

Postal Address P.O. Box 6020, Upper Mount Gravatt Q4122

Contact details

Telephone: (07) 3347 3555

Facsimile: (07) 3347 3500

Email: info@macgregorshs.eq.edu.au

Enrolment Enquiries: enrolments@macgregorshs.eq.edu.au

Student Absence: absence@macgregorshs.eq.edu.au

Uniform Shop: (07) 3349 1775

Tuckshop: (07) 3347 3527

P&C: (07) 3347 3512

Student absence contact details

Student Absence Line: 07 3347 3560 (24hrs)

Student Absence SMS: 0429 127 698

3. Administration

Administration	Name	Contact
Principal	Brendan Barlow	bbarl2@eq.edu.au
Deputy Principals		
• Year 12 & 11	Angela Kelso	akels12@eq.edu.au
• Year 10	Kerri Hixon	khixo1@eq.edu.au
• Year 9 & 7	Josh Culverhouse	jculv3@eq.edu.au
• Year 8	Stephanie Mee	smee12@eq.edu.au
Year Level Coordinators		
• Year 12	Kate Zaghini	kzagh2@eq.edu.au
• Year 11	Megan Green	mgree181@eq.edu.au
• Year 10	Hana Miles	hxpar3@eq.edu.au
• Year 9	David Witt	dxwit1@eq.edu.au
• Year 8	Justine Reynolds	jemul0@eq.edu.au
• Year 7	Rachel Huguenin	rxhug0@eq.edu.au
Student Wellbeing and Support		
• School Nurse	Helen Dunkley	hdunk2@eq.edu.au
• Guidance Officer	Lu Liu	lliu90@eq.edu.au
• Guidance Officer	Natalie Aldiss	
• Chaplain	Kayla Hartland	khart255@eq.edu.au

4. School values

VISION

Leading education, building futures.

VALUES

Respect

Diversity

Integrity

MOTTO

“THE BEST WE CAN BE”

5. International Team

The International Team are here to guide you with your studies and support you during your time at **MacGregor State High School**. The International office is located at **C Block**.

Name	Role	Contact
Brendan Barlow	Principal	bbarl2@eq.edu.au
Gail Bligh	Head of Business, International Programs and Learning Hub	gblig1@eq.edu.au
Georgina Wang	International Programs Administration Officer	gwang23@eq.edu.au
Liu Lu	Guidance Officer	lliu90@eq.edu.au
Zora Fletcher	English as a Second Language or Dialect (EAL/D) Teacher	zwilt1@eq.edu.au
Janye Graham	English as a Second Language or Dialect (EAL/D) Teacher	jgrah122@eq.edu.au

6. Emergency contacts (during school hours)

An emergency is a situation that may/does affect your health, safety or welfare.

In the event of an emergency during school hours please contact any of the people below immediately.

Name	Role	Contact
Gail Bligh	Head of Business, International Programs and Learning Hub	07 3347 3547
Georgina Wang	International Programs Administration Officer	07 3347 3525 0466 572 084

7. Emergency contacts (after school hours and weekends)



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

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

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

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

What is the free call 1800 QSTUDY? 1800 QSTUDY

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

When should I use the 1800 QSTUDY service?

During school hours, school staff are your main point of contact but when school is closed and you would like to report an urgent assistance, then phone free call 1800 QSTUDY.

At these times:

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

8. 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.

9. School emergency and lock down procedure

To be used in case of Fire, Bomb Threat or other emergency.

The preservation of life is our first priority. To ensure this, speed, orderliness, an absence of panic and a thorough knowledge of these procedures are essential.

Warning

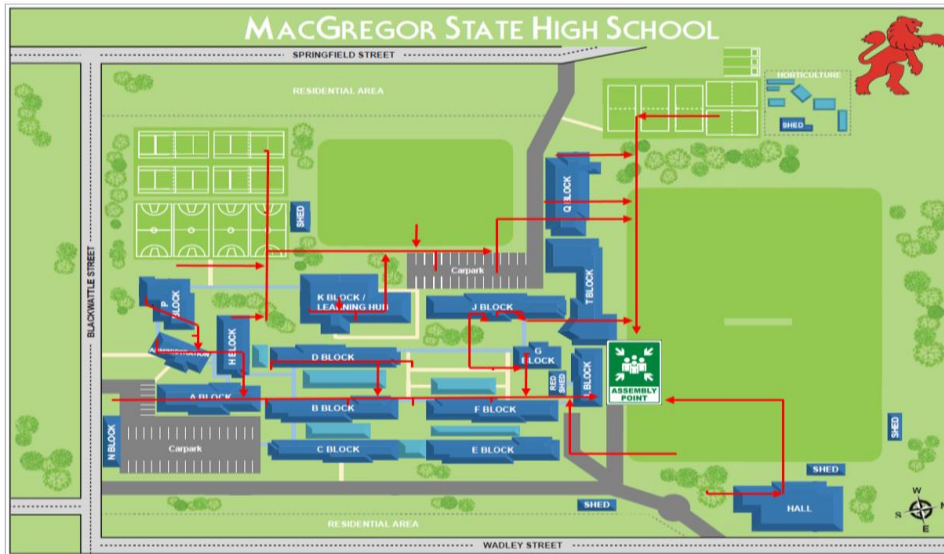
Warning will be sounded by the fire siren, supplemented by ringing of the emergency alarm.

Movement

Students are to walk briskly from rooms **taking no property with them** and proceed to the assembly point. Classes should move clear of all buildings and proceed directly to the main oval – avoiding stairwells, corridors and overhanging buildings. Students are not to walk under buildings (refer to diagram below).

No student should run, panic or talk unnecessarily to support the teacher with management of the emergent situation. Discretion is exercised in the event that a normal exit route is blocked.

Students are to sit in clan groups on the oval.



During Recess

Should the alarm sound during recess time, all students are to move directly to the main oval, taking care to avoid buildings. Teachers and students should ensure that they use appropriate discretion to move on a route that avoids any unsafe situation e.g. fire.

Evacuation Assembly

Students are to assemble in clan groups in alphabetical order on fire drill marks (on the concrete) on the main oval closest to the stage area for roll marking by clan teachers.

Main Oval	Duncan 7-12	Hall
	Alpin 7-12	
Rob Roy	Gregor	
12-7	12-7	Outdoor Stage

LOCKDOWN PROCEDURE

Reasons for Lockdown:
 Chemical spill, unwelcome visitors, gas leak, etc.

- (1) Alarm Sounds.
- (2) Reasons for LOCKDOWN, and dangerous location, also announced.
- (3) If NO REASON is announced, assume “STRANGER DANGER”.
- (4) Appointed Office staff to make the necessary phone calls.

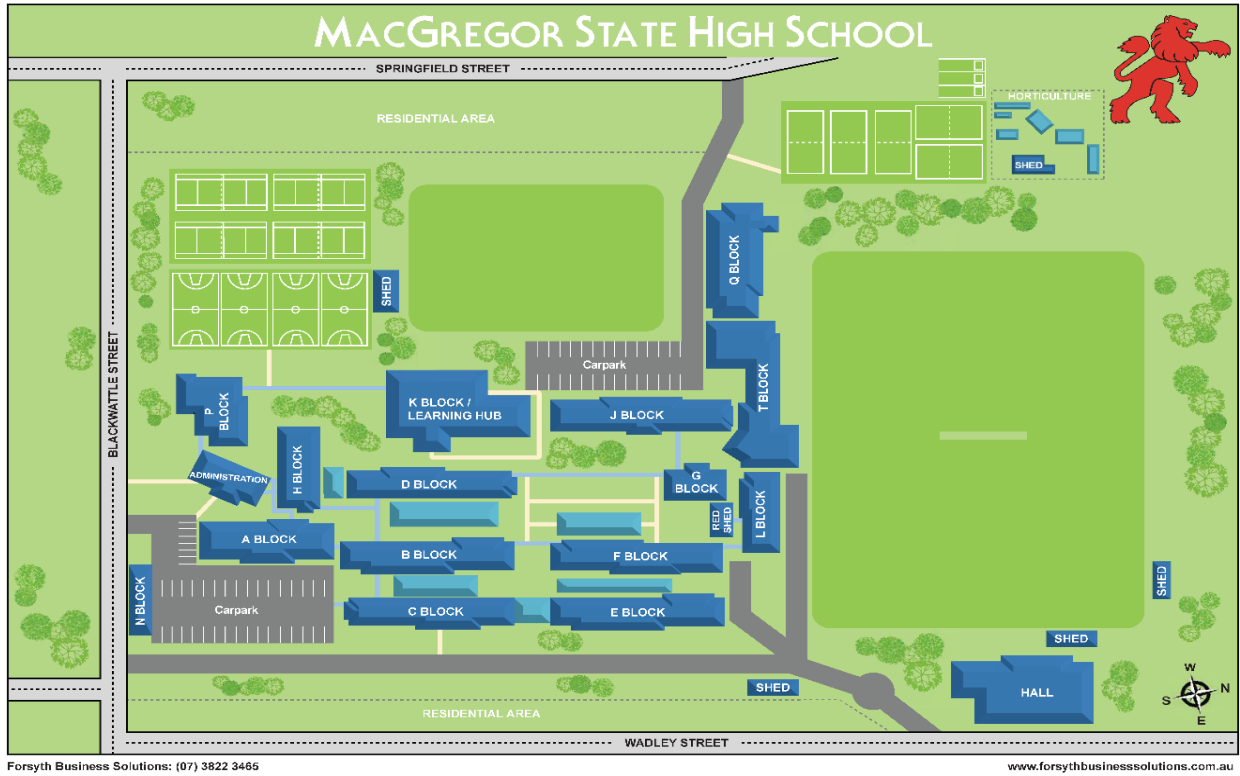
If the LOCKDOWN occurs during class time, everyone is to remain in classrooms or staffrooms.

Everyone is to wait quietly in rooms until the “all clear” sounds, or is announced. Lock the door, lights off (everyone on the floor if possible).

- If LOCKDOWN occurs before school, students and staff go directly to the closest open room. If possible an upstairs room is preferable.
- If LOCKDOWN occurs during a break, all students go to the closest classroom, unless told otherwise by a teacher – see separate sheet.

If a lockdown occurs after 2.45pm (on exit from school), students will be directed to leave the school by alternative exit points. Students and staff will be instructed of the safest course of action with announcements via the school PA system.

10. School map and facilities



Forsyth Business Solutions: (07) 3822 3465

www.forsythbusinesssolutions.com.au

11. Staffroom Locations

ART AND MEDIA

BUSINESS ENTERPRISE & DIGITAL SOLUTIONS

DESIGN AND TECHNOLOGY

ENGLISH

FOOD AND FASHION

HEALTH PHYSICAL EDUCATION AND SPORT

HUMANITIES

INTERNATIONAL PROGRAMS

LEARNING HUB & OUTDOOR LEARNING AREA

MATHEMATICS

MUSIC

Q BLOCK

J BLOCK

T BLOCK

L – RIGHT

B BLOCK

L – LEFT

D BLOCK

C BLOCK

K BLOCK

F BLOCK

K BLOCK

PERFORMING ARTS	P BLOCK
SCIENCE	L – LEFT & H BLOCK
SENIOR SCHOOLING	E BLOCK
SPECIAL EDUCATION PROGRAM	G BLOCK
STUDENT SERVICES	A BLOCK

Learning Hub

Opening Hours are 8:00am – 3.30pm Monday to Friday.

MacGregor Library is an integral part of learning at our school. A visit to our library will reveal:

- A range of Information Literacy Tutorials available to students and staff.
- Specially selected fiction and non-fiction books, a core of periodicals, daily newspapers, and extensive reference and teacher reference sections.
- Paid subscriptions to online databases, such as the Online Referencing Generator and Encyclopedia Britannica.
- An extensive collection of digital media available through our online library catalogue which is accessed through MacG Student Portal tinyURL.com/MACGlink (EQ login required)
- Facilities which include a smart television, photocopiers, high quality colour printer and scanner.
- An Outdoor Learning Area (OLA)
- SMARTStart homework club after school – Monday to Thursday: 2:45-3:45 (Weeks 2- 9)

Uniform Shop

Under the Covid-19 Guidelines, social distancing restrictions apply, including customer limits.

During this time, we encourage parents and guardians to purchase uniform items online via the Flexischools website www.flexischools.com.au as this is the preferred method. Body measurements are available on this site as a guide for various items.

Regular Shop Opening Hours: Monday, Tuesday and Thursdays, 8am - 12pm

Contact: Phone: (07) 3349 1775 (during opening hours only)

Email: uniformshop@macgregorshs.eq.edu.au

Payment Method: Orders can be purchased online or at the Uniform Shop. We accept Cash, EFTPOS, Visa and Mastercard.

Uniform price list is available [here](#).

Canteen

The MacGregor State High School Canteen operates 5 days a week during the school term, closing on the last Wednesday of Term 4 each year.

The Canteen is open to students before school from 8.15am until the first bell and then during each break in the school day, closing at the first bell at the end of the lunch break.

The Canteen has a selection of hot and cold food items daily, as well as cold drinks and ice blocks. We offer a range of options to cover both vegetarian and religious requirements.

The Canteen provides two options for pre-ordering. Student can call at the Canteen in person any morning prior to the first bell to pre-order and or pay for food during either break that day or the following.

Alternatively, parents can order on-line via Flexischools, please visit <http://www.flexischools.com.au>.

Cut off times for orders on any day is 8am. Orders received after this time cannot be filled.

Coffee Shop

The Canteen operates a dedicated coffee shop with espresso coffee made fresh with Merlo Coffee and iced cold frappés. Please see coffee shop menu for full details.

12. Orientation

Orientation topics

- Welcome & Introductions
- Go through ISP student handbook and Homestay booklet
- Handout timetable
- International Student Handbook
- Emergency contact details
- Diaries/ Student Planner

MacGregor State High School Overseas student [Orientation](#) has been designed to:

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

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

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

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



12.1 Student Timetable and Subject Selection

BELL TIMES

MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY	
8.40am	Warning Bell	8.40am	Warning Bell	8.40am	Warning Bell	8.40am	Warning Bell	8.40am	Warning Bell
8.45am	Clan (10 mins)	8.45am	Clan (10 mins)	8.45am	Clan (10 mins)	8.45am	Clan (10 mins)	8.45am	Clan (10 mins)
8.55am		8.55am		8.55am		8.55am		8.55am	
8.55am	Period 1 (75 mins) Line 1	8.55am	Period 1 (75 mins) Line 4	8.55am	Period 1 (75 mins) Line 2	8.55am	Period 1 (75 mins) Line 5	8.55am	Period 1 (75 mins) Line 3
10:10am	Period 2 (60 mins) Clan Wellbeing Program	10:10am	Period 2 (75 mins) Line 5	10:10am	Period 2 (60 mins) Line 3	10:10am	Period 2 (75 mins) Line 6	10:10am	Period 2 (75 mins) Line 4
11:10am		11:25am		11:10am		11:25am		11:25am	
11:10am	Lunch 1 (35 mins)	11:25am	Lunch 1 (35 mins)	11:10am	Lunch 1 (35 mins)	11:25am	Lunch 1 (35 mins)	11:25am	Lunch 1 (35 mins)
11:45am		12:00pm		11:45am		12:00pm		12:00pm	
11:45am	Period 3 (75 mins) Line 2	12:00pm	Period 3 (75 mins) Line 6	11:45am	Period 3 (60 mins) Line 4	12:00pm	Period 3 (75 mins) Line 1	12:00pm	Period 3 (60 mins) Line 5
1:00pm	Lunch 2 (30 mins)	1:15pm	Lunch 2 (30 mins)	12:45pm	Lunch 2 (40 mins)	1:15pm	Lunch 2 (30 mins)	1:00pm	Lunch 2 (30 mins)
1:30pm		1:45pm		1:25pm		1:45pm		1:30pm	
1:30pm	Period 4 (75 mins) Line 3	1:45pm	Period 4 (60 mins) Line 1	1:25pm	Period 4 (80 mins) MAC Program	1:45pm	Period 4 (60 mins) Line 2	1:30pm	Period 4 (60 mins) Line 6
2:45pm		2:45pm		2:45pm		2:45pm		2:30pm	

At 15.10.2021 – Commencing 2022

Clan

Every student is allocated to a group of students called a clan which is looked after by a clan teacher. Students go to their clan for roll marking and daily notices in the morning. This starts at 8.45am. They also go to their clan for a Wellbeing Program on Monday during Period 2.

Learning Program Information Guides for junior and senior studies detail information on each subject and are available on the school website under the curriculum tab. These provide you with the information you need when choosing your subjects.

Subjects are selected in readiness for the start of the school year. Learning Program adjustments (LPA) occur only at special times e.g. for Junior following reporting and Senior when announced on daily notices, towards the end of a Unit.

The two types of senior subjects are:

General Subjects are Year 11 and 12 subjects that contribute to entry into university.

Applied Subjects are Year 11 and 12 subjects that do not contribute to entry into university.

Sample Student Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
BFS	7:30-8:40	7:30-8:40	7:30-8:40	7:30-8:40	7:30-8:40
Clan	8:45-8:55 8D1 ONEIPA D004	8:45-8:55 8D1 ONEIPA D004	8:45-8:55 8D1 ONEIPA D004	8:45-8:55 8D1 ONEIPA D004	8:45-8:55 8D1 ONEIPA D004
P1	8:55-10:10 MAT081Z MCKEJA F007	8:55-10:10 ENG081Z NORMSU E008	8:55-10:10 GER081C BLIGGA CTL1	8:55-10:10 SCI081Z HUGURA J002	8:55-10:10 DRA081B DONYU0 P001
P2	10:10-11:10 8D1 ONEIPA D004	10:10-11:25 SCI081Z HUGURA J003	10:10-11:10 DRA081B DONYU0 P001	10:10-11:25 GEG081Z MCINGO D002	10:10-11:25 ENG081Z NORMSU E008
L1	11:10-11:45	11:25-12:00	11:10-11:45	11:25-12:00	11:25-12:00
P3	11:45-1:00 GER081C BLIGGA CTL1	12:00-1:15 GEG081Z MCINGO D002	11:45-12:45 ENG081Z NORMSU E008	12:00-1:15 MAT081Z MCKEJA F007	12:00-1:00 SCI081Z HUGURA J002
L2	1:00-1:30	1:15-1:45	12:45-1:25	1:15-1:45	1:00-1:30
P4	1:30-2:45 DRA081B DONYU0 P001	1:45-2:45 MAT081Z MCKEJA F007	1:25-2:45 BBG071A ARNOTI CTL1	1:45-2:45 GER081C BLIGGA CTL1	1:30-2:30 GEG081Z MCINGO D002
AFS	2:45-3:30	2:45-3:30	2:45-3:30	2:45-3:30	2:30-3:15

Each session shows:

- Time of scheduled class
- Subject Code

- Teacher Code
- Room Number

12.2 International Connect

A group of international students meet to engage in conversation and to develop connections with the International Faculty Captain, International staff and other students in the school. This group comes together at least once per term.

13. What to do when

I arrive late:

Report to Student Services with a signed note from your parent/guardian or homestay provider. You will be issued with a late slip. Late arrivals must always present a late slip to the teacher before being admitted to the classroom. Students arriving late without an signed note to excuse their absence, are required to complete a detention during Lunch 1 in H4.

Absent for part of the day:

A signed note from your parent/guardian or homestay provider requesting permission to leave school must be presented to Student Services before school. The note must include details of reason, time of departure, time of return (if applicable). At the time of departure, you must report to Student Services.

I will be absent for more than 3 consecutive days:

Parent/guardian or homestay provider must telephone the student absentee number (3347 3560 or 0429 127 698) and notify the school of absence. The Head of Department and International Programs Administration Officer follow up absences.

I am hurt or feel unwell:

In class, inform your teacher who will give you a note to report to Sick Bay in Student Services. If you are injured you must report to Student Services. In case of a more serious injury, have someone notify Student Services immediately.

I need to see the Guidance Officer/School Nurse/Youth Support Officer/Chaplain:

Make an appointment at Student Services before visiting any support staff. An appointment slip with a date and time will be given to you. If the appointment is during class time, present the appointment slip to the teacher before the start of the lesson.

I am not in the correct uniform:

A signed note of explanation from your parent/guardian, or homestay provider must be presented to Student Services before school. A uniform slip will be given to the student and must always be presented to the teacher before the start of each class. If a student does not have a note of explanation you will be given a uniform detention during Lunch 1 at H4.

I have lost/misplaced something at school:

Check with Student Services where lost property is handed in. Also check with the teachers and notify the International Department.

I feel threatened or 'bullied':

Notify one of your teachers/international staff or Guidance Officer immediately.

I need to pay money:

All payments must be made at Student Services.

14. Accommodation and welfare

Care arrangements

While studying you must live with:

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

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

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

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

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

15. 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?
- What are the general procedures in the household?

The way of life in Australia may be different from how you live in your country. Expectations and the degree of independence may differ and your homestay family will try to understand these differences. You also need to try and understand the differences so that you all have a good homestay experience. If you feel you are being asked to do too much or that rules are unreasonable in your homestay, talk to the International Head of Department or International Programs Administration Officer, and she can 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.

Curfews

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

Sunday to Thursday

- Junior High School (Years 7 to 10) – no later than **6pm**, unless for a school-approved extra-curricular activity.
- Senior High School (Years 11 to 12) – no later than **7pm**, unless for a school-approved extra-curricular activity.

Friday, Saturday Nights and School Holidays

- Junior High School (Years 7 to 10) – no later than **9:30pm**, unless for a school-approved extra-curricular activity.
- Senior High School (Years 11 to 12) – no later than **10:30pm**, unless for a school-approved extra-curricular activity.

Change of Homestay Procedures

If you have problems or issues with your current homestay or if you want to live with a different homestay provider, you should talk to the International Programs Administration Officer and the school Guidance Officer. We will try to solve the problem when it is possible.

We will not approve new homestay arrangements within the first four weeks of your stay unless there are exceptional circumstances and a change of homestay will not happen during the holiday periods unless there are extenuating 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.

Please notify the homestay coordinator of your intention to change homestay. You will need to be able to give your host family two weeks' notice.

- The International Programs Administration Officer will look for alternative living places.
- The International Programs Administration Officer will inform homestay parents.
- Students pay all money owing and move out at a time agreed by both parties.

A homestay change fee of two weeks will also be charged unless there are very good reasons for the move.

The school will try to ensure that you are happy in your homestay. We recognise that your living arrangements are a very important part of your study life in Australia and we will consider your wishes wherever possible. However, you will be most likely to succeed if you consult with the school **BEFORE** doing anything. If students try to make arrangements without consultation, your application for a change of homestay is unlikely to be approved by the school.

16. Culture shock

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

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

Some of the signs of culture shock include:

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

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

Honeymoon phase

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

Frustration/ Distress phase

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

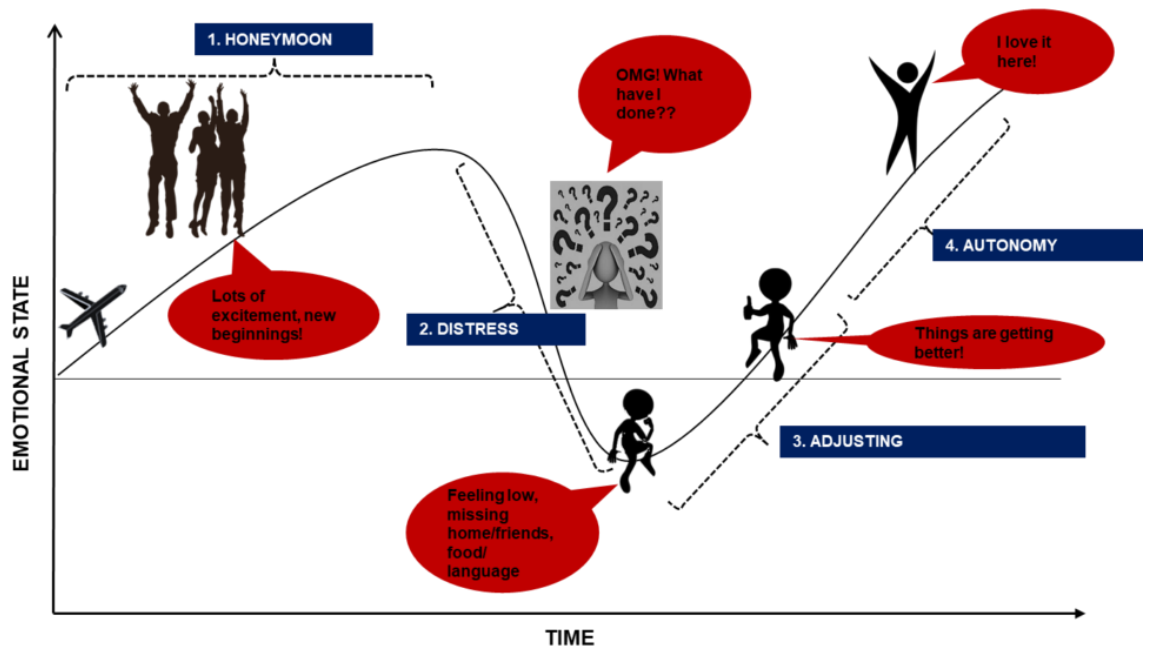
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

Adjusting phase

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

Acceptance/ Autonomy phase

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



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

- Be patient with yourself as culture shock is a normal reaction to a changed environment.
- Talk about how you are feeling with your host family, friends or a member of the International Team.
- Keep in contact with your loved ones back home.

Socialize and make new friends.

It is important to remember the following:

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

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

17. 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.

18. EQI Standard Terms and Conditions

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

If you have not read the Standard Terms and Conditions please do so. The Standard Terms and Conditions are available in the following languages:

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

19. Visa Conditions

Attendance

MacGregor State High School [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 MacGregor State High School, it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8.45am

You are expected to maintain 100% attendance unless you are sick. You should always tell the school if you cannot attend for all or part of the day.

In the event that you are going to be absent from school ask your homestay parent to notify the school on the day of the absence via the absentee line **3347 3560** 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 parents/carers or homestay provider alerting them about an unexplained full day absence.

It is a condition of your Sub-class 500 (schools) visa that you maintain satisfactory attendance during your period of study. Commonwealth law requires EQI to be proactive in notifying and counselling Overseas students who are at risk of failing to meet attendance requirements. EQI is required by law to report Overseas students who have breached attendance requirements.

Important information about attendance

- | | |
|---------------------------------------|--|
| • Start and finish times | 8:45am – 14:45pm |
| • Late arrival process | What to do when (refer to item 12) |
| • Serious, injury or incident process | What to do when (refer to item 12) |
| • School absence telephone number | 3347 3560 |

At risk of failing to meet attendance requirements

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

- you are absent for five consecutive days or more;
- your attendance falls to 90% of your course contact hours in any [school term](#); or
- if the school has concerns about your attendance record.

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

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

Unsatisfactory attendance

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

- you provide evidence of compassionate or compelling circumstances explaining your absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report you; and
- your attendance record is at least 70% (if your attendance falls below 70%, EQI is required to report you).

If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the Appeals Policy section of the [EQI Standard Terms and Conditions](#).

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- [MacGregor State High School Attendance Policy](#)

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

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

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

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

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

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

Unsatisfactory course progress

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

Formal intervention

If you are not making satisfactory course progress, the principal will give you and your parents or legal custodians a written warning. You will be required to meet with the principal to develop a plan to improve your performance.

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

EQI may notify you earlier if, in their opinion, you will not be capable of meeting the course requirements. If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the **Appeals Policy** section of [EQI Standard Terms and Conditions](#)

You can read in more detail about your course progress requirements at:

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

Behaviour

MacGregor 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 Student Code of Conduct document](#) is available on the school website. It 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.

[EQI Standard Terms and Conditions](#) states 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 MacGregor State High School 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 or suspend your enrolment. This may affect your student visa.

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

EAL support teachers are based in C Block. Support for students will be provided on a needs basis. This support may include:

- Timetabled English as an Additional Languages (EAL) classes
- In-class support
- Tutorials before school or during breaks.

21. Additional study support programs

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

Activity	Time and Location
Smart Start (homework club)	Monday to Thursday 2:45 – 3:45 Learning Hub

22. Academic policy

At MacGregor State High School, we believe that learning, assessment and reporting are inextricably linked. Learning at MacGregor challenges students to become critical, creative and reflective people of character, equipped to contribute to their communities. Our [Learning Assessment and Reporting Policy](#) is outlined on the school website. We recognize that assessment occurs in many forms, and include a range of conditions and assessment types. It is essential to keep pace of assessment, use your Assessment Planner and complete assessment on time in accordance with this policy.

We value learning as a shared responsibility and believe that the best possible outcomes for our students occur when each member of the school community works as part of a team. We also recognise the importance of consistently applying procedures across the student body to achieve equitable outcomes.

It is important to be familiar with the Access Arrangements and Reasonable Adjustments (AARA) provisions in the case that an assessment date is not able to be met. [AARA](#) can easily be found by typing the initials into the website search bar.

23. 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](#)

24. Emergency and health services

If you have a medical emergency or need assistance with a medical matter you can call **1800 QSTUDY** (1800 778 839). You can also call your Overseas Student Health Cover (OSHC) provider.

Overseas student Health Cover (OSHC)

OSHC is insurance to assist Overseas students meet the costs of (Public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

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

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

Your OSHC provider can help you with a range of medical advice. You **should** check with your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)
Allianz
BUPA Australia

Medibank Private

NIB Health Funds Limited

www.ahmoshc.com.au
www.allianzassistancehealth.com.au
www.bupa.com.au/health-insurance/oshc
www.medibank.com.au/overseas-health-insurance/oshc
www.nib.com.au/overseas-students

Overseas student Health Cover (OHSCHC)

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 at the following link: [Fees](#)

25. Medical matters

Health information

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

Visiting a doctor

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

Medication

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

Medical treatment

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

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

- provide or administer over-the-counter or prescribed medications; and
- administer first aid.

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

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

26. Fees

Tuition

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

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

Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities and the IT levy. Please check with your International Head of Department or International Programs Administration Officer.

27. Transfer policy

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

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

Before applying for a transfer, you should talk to your International Head of Department, International Programs Administration Officer or school Guidance Officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

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

28. 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 Head of Department or International Programs Administration Officer

If you have an issue relating to a decision made by your International Programs Head of Department or International Programs Administration Officer, you should discuss this with your school Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's Customer [Complaints Management Framework](#) and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course.

You can make a formal complaint if you are dissatisfied about the service or action of a school, the department, its staff, or education agents with which EQI has arrangements to deliver your course-related service. EQI does not charge a fee for accessing the complaints process.

You can ask for help writing your complaint (for example, from your parents, your homestay provider or a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

More detailed information can be found in the links provided above.

29. Appeals

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

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

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

External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

EQI will comply with any decision the Ombudsman makes.

30. Travel and activities

30.1 Routine activities for homestay students

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

30.2 Non-routine activities for homestay students

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

recreation provider requests parental consent or activities that require supervision other than your homestay provider.

To request permission to participate in non-routine activities, please complete the Travel and activities request form (link below) and submit it to your International Student and/or Homestay Coordinator.

In assessing your request, consideration will be given to all relevant circumstances including the nature of the activity, the arrangements for supervision, your welfare and your age and maturity. We may also consider the views of your parents, legal custodians and homestay provider but we will not necessarily grant permission even if they consent.

Related documents

- [Non routine travel and activities for homestay students](#)
- [EQI sports leisure and recreation provider procedure](#)
- [Travel and activities request form](#)
-

30.3 No high-risk activities

You must not undertake high-risk activities, even if you have the permission of your parents, legal custodians or homestay provider, unless the activities are approved by EQI.

“High-risk activities” means any activity which inherently poses an increased risk of harm, illness or injury. Examples of high-risk activities are extreme sports, water activities and recreational activities with dangerous elements.

31. 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 to your Overseas student Health Insurance (OSHC) provider.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at: [Standard Terms and Conditions](#)

32. School policy and procedures

Anti-bullying and cyber bullying policy

Bring your own device handbook

Uniform requirements

The uniform shop is located in B block.

Opening hours are: Monday, Tuesday and Thursdays, 8am - 12pm

Students must wear formal school uniform at all times unless indicated otherwise. Correct school uniform must be worn travelling to and from school. On a Wednesday the School Sport uniform can be worn. Students who study practical subjects e.g. HPE, Dance etc. subjects must change into sports uniform at the break before their lesson and change back to formal uniform at the next available break.

33. Banking

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

If you are experiencing difficulties please see the International Team.

- 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 offer an app that you download to your smartphone to do your banking.

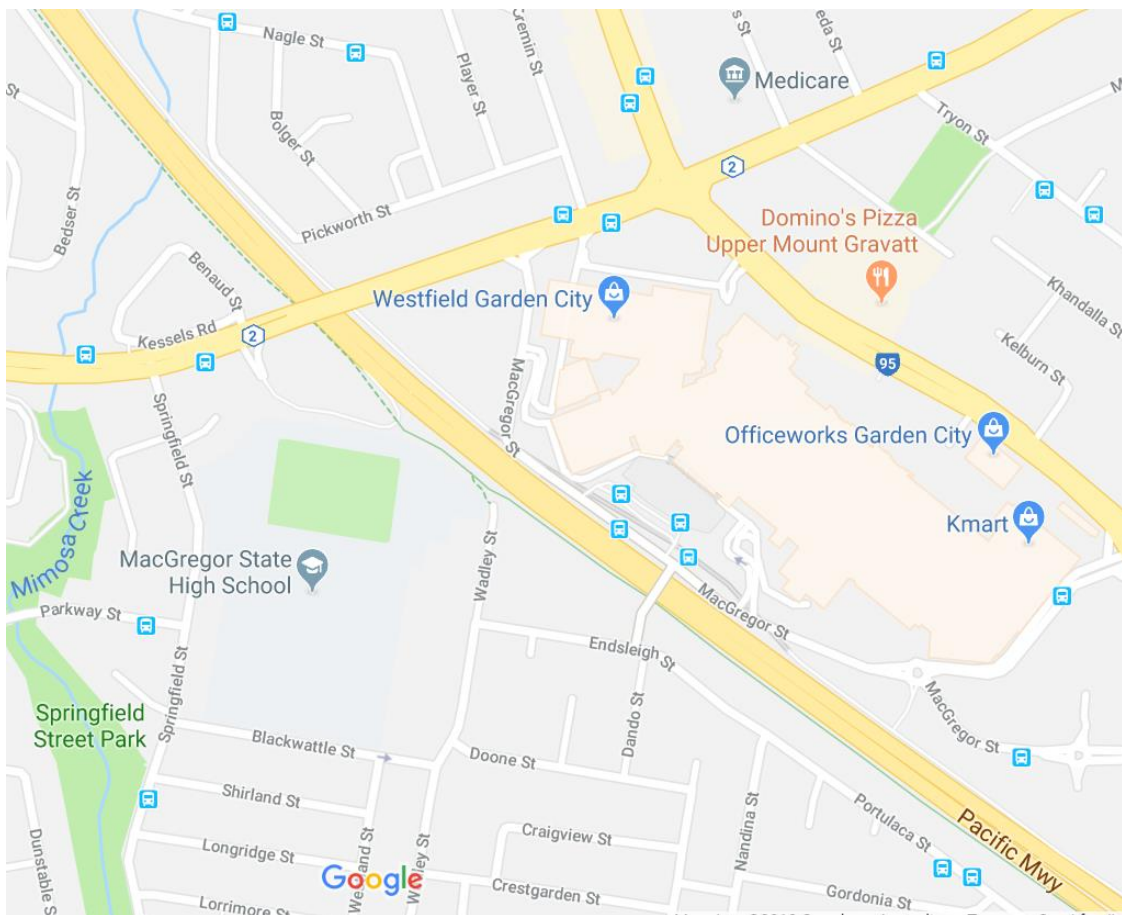
- Once your account is opened you will receive in the mail a card and a pin code Personal Identification Number code (PIN Code). You should **NEVER** disclose your PIN code to anyone.
- For your parents to transfer funds into your account you will need to provide them with the local branch identification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

34. Transport

Local Bus Service

Upper Mount Gravatt busway station is located at Garden City Shopping Centre, with a direct bus station to the city and Southbank. There are other bus stops at Springfield St and Kessels Road. Detailed information for local public transport options is available at Translink <https://translink.com.au/>

Local Area Map



35. Driving

You must refer to the [Standard terms and conditions](#) and contact your International Programs Head of Department or Administration Officer for further advice and approvals when considering:

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

36. Student Leadership

School Captains <ul style="list-style-type: none"> ○ Academic ○ Cultural ○ Sporting 	Faculty Captains <ul style="list-style-type: none"> ○ 13 faculties
Year Level Representatives <ul style="list-style-type: none"> ○ Academic ○ Cultural ○ Sporting 	Extra Curricular Captains <ul style="list-style-type: none"> ○ 8 programs
Clan Captains <ul style="list-style-type: none"> ○ Alpin ○ Duncan ○ Gregor ○ Rob Roy 	

Generic Criteria for all Leadership Positions in the School

- Regular attendance to all classes
 - Explained absences and late arrivals
 - Correctly wear the school uniform (as per Redbook)
 - High Standard of behaviour in and out of class time
 - Minimum of a high standard in behaviour and effort in semester one report card
- * The above criteria are supported by evidence using school database processes

More details are on the school webpage [Student Leadership](#).

37. 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.

38. Australian teenagers

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

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

39. Mealtimes

Breakfast

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

Dinner

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

Food is usually served on an individual plate, rather than shared dishes in the centre of the table. People eat off their own plate. Generally, all members of the family sit to eat 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.

40. Socializing with friends

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

Please remember to complete a **travel form** for overnight travel.

41. 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).

42. Communication

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

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

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

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

43. 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 apologize (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.

44. 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. Overseas students are not eligible for a bus pass, so you will have to pay the bus fare to and from school [please check if this is correct for the bus service in your school area.

45. Swimming

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

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

46. Surf and Beach safety

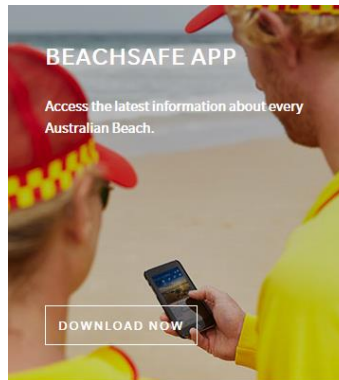
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself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

Surf Life Saving Australia's 10 Surf Safety Hints

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

Useful links

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



Sun 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.

47. Road safety

Australian roads can be quite busy during peak time (mornings and afternoons are). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to **look right, look left, and then look right again before crossing.**