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NAMBOUR
STATE COLLEGE

International Student Handbook

Queensland Government
RTO Provider 30084

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Senior Campus 1 Carroll Street, Nambour QLD 4560 Phone: 5450 4111
info@nambboursc.eq.edu.au https://nambboursc.eq.edu.au Nambour State College

LOCAL FOUNDATIONS; GLOBAL OPPORTUNITIES

NAMBOUR STATE COLLEGE

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1. Principal welcome

Hello Students,

Welcome to Nambour State College, located between the subtropical Blackall Ranges of the hinterland and the majestic golden beaches of the Sunshine Coast, Queensland.

Our students experience a vibrant 24/7 learning hub that embraces technology and global connectivity. We have a strong, proud tradition of academic excellence, with former Prime Minister Mr Kevin Rudd being a past student. Our students are global influencers, creating the future and making their mark on our world. The College is a friendly, warm and welcoming place for international students and our dedicated support team of highly skilled, caring people are excellent mentors.

We inspire students to reach their full potential, exceed their expectations as a learner and reach their career goals. The College offers high quality education for a diverse range of learners, in a safe environment. We will support you to excel in your chosen pathway, nurturing independence, compassion, innovation and global citizenship.

School Information

Year established: 2016
Number of students: 1500

Nambour State College was originally established in 1936 as Nambour State High School, in 2016 the College began welcoming students from primary age to Year 12 to study at its large and well-resourced junior and senior campuses.

Nambour SC students can choose from an extensive range of academic programs along with a wide choice of sports and extracurricular activities.

An on-campus school farm supports the delivery of the College's agricultural science program. As a Registered Training Organisation, Nambour SC also offers a number of nationally recognised vocational subjects such as business, hospitality, rural operations, visual arts and tourism.

The college's experienced and dedicated staff ensure students are well supported to focus on their studies and reach their full potential.

Anthony Green

College Principal

2. School details

Street address:	1 Carroll Street Nambour
Office hours:	Monday – Friday 8.00 am – 4.00 pm
Telephone:	07 5450 4111
Absence line:	07 5450 4160
Administration email:	info@nambboursc.eq.edu.au
Website:	www.nambboursc.eq.edu.au
Facebook (if applicable)	http://wwww.facebook.com/nambourstatecollege

3. Administration

Administration	Name	Telephone/contact
Executive Principal	Anthony Green	07 5450 4111 principal@nambboursc.eq.edu.au
Principal	Michele Kirkland	07 5450 4111
Deputy Principals • Year 10 - 12 • Year 8 - 9 • Year 7 - 8	 Julie Weber Renee Rackley Stephen McHugh	07 5450 4111
Business Service Manager Student Resource Scheme	 Karen Wade	 07 5450 4111
Student Attendance	School Hotline	studentabsences@nambboursc.eq.edu.au 07 5450 4160
Heads of Department • Arts • English • HPE Sport • Humanities • Mathematics • Science • SNR School • Vocational Education • Inclusion	 Elizabeth Clout Deborah Ackerman Jemma Bulmer Laurina Chandler Amanda Strachan Elizabeth Kapiotas Sarah Daniels Craig Boardman Heidi Kasteel	07 5450 4111
Dean of Students	Y09 - Craig Amos Y10 - Julie Brown Y11 - Bonnie Nightingale Y12 - Scott Donaldson	Deans room in located in A11

Student Wellbeing and Support	Ask International Student coordinator or International Homestay Coordinator.	

4. School values

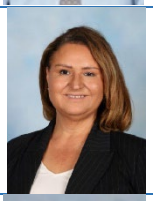
Our vision

We value the history and traditions of education in Nambour whilst always striving to improve informed by the latest contemporary educational research.

Our vision states that we support and nurture our students as they choose, and excel in, their individual educational pathway. Students leave us as confident, independent compassionate and innovative global citizens with the skills to succeed in their future.

5. International team

The International Team are here to guide you with your studies and support you during your time at **Nambour State College.** The international office is located at the SLC – Student Learning Centre.

Name	Role	Contact
Anthony Green	Executive Principal	agree52@eq.edu.au A block
Michele Kirkland 	International Student Programs – Manager	mkirk15@eq.edu.au A block
Laurina Chandler	International Student Coordinator	lchan91@eq.edu.au M Block
Lyn Bartel	Homestay Coordinator	lbart155@eq.edu.au SLC
Karen Grevis-James	English as a Second Language or Dialect (EAL/D) Coordinator	kgrev8@eq.edu.au SLC

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
Lyn Bartel	International Homestay Coordinator	0456 066 553
Laurina Chandler	International Student Coordinator	5450 4165
Michele Kirkland	SNR Campus Principal	5450 4111

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.

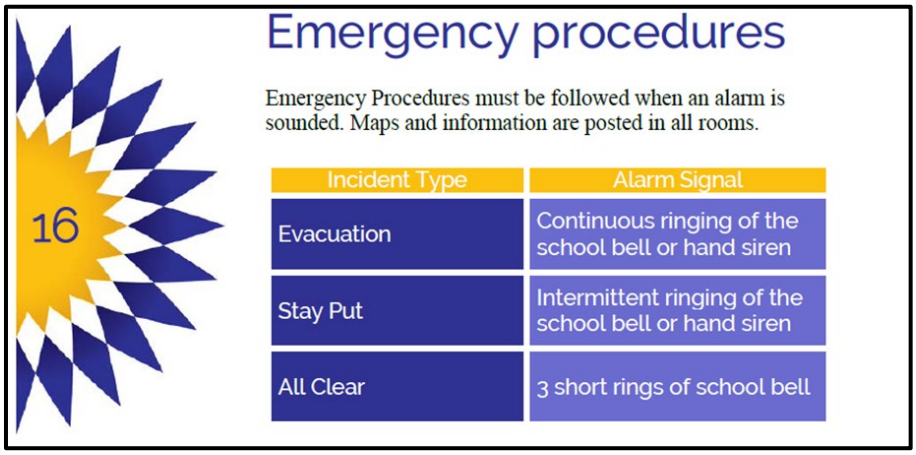
6.3. Critical or life-threatening situations - dial Triple Zero (000)

A critical or life-threatening situation includes:

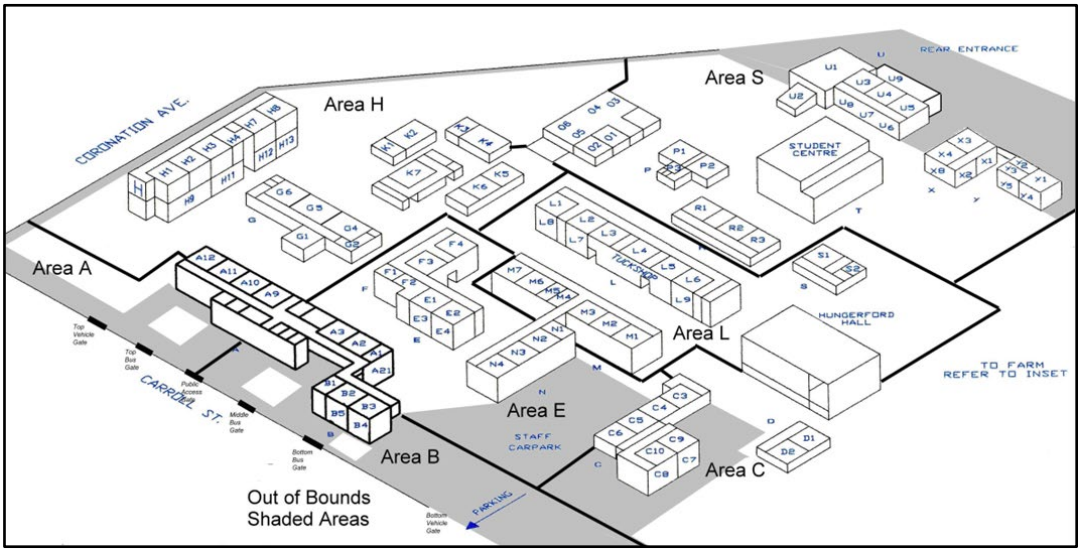
- immediate danger
- physical or sexual assault
- serious injury or illness
- student threatened with violence
- there has been a death.

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



8. School map and facilities



9. Orientation

The Nambour State College international student Orientation has been designed to:

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

9.1. Your Passport to Queensland App

Before you arrived in Queensland you would have been provided with a pin code to download Your Passport to Queensland app.

The Passport to Queensland is a mobile app exclusively developed for you as an overseas student studying an EQI high school program. This unique app contains lots of fun games, videos, activities and information

designed to help you settle into your new life and school in Queensland, so you can focus on enjoying your study experience. It also includes modules showing you how to stay safe at the beach, in the bush and in the city.

You can learn more about the app on at the Your Passport to Queensland Download Instructions. Alternatively, you can email any questions about the app by emailing yourpassport@qed.qld.gov.au.

9.2. Daily timetable

Period	Time
0	8.05 - 8.55 am
1	9.00 – 10.10 am
Transition	5 mins
2	10.10 – 11.25 am
Lunch 1	11.25 – 12.00 noon
3	12.00 – 1.10 pm
Lunch 2	1.10 – 1.40 pm
4	1.40 – 2.50 pm

	Monday	Tuesday	Wednesday	Thursday	Friday
P0	7:45-8:55	7:45-8:55	7:45-8:55	7:45-8:55	7:45-8:55
T1	8:55-9:00	8:55-9:00	8:55-9:00	8:55-9:00	8:55-9:00
P1	9:00-10:10 PEV101A OTTAAN TC01	9:00-10:10 MMG101B HYRAKE HC01	9:00-10:10 ENE101B FRISJE BC05	9:00-10:10 PSL101B WRIGLI PL02	9:00-10:10 VFS101B GRIGNI AC03
T2	10:10-10:15	10:10-10:15	10:10-10:15	10:10-10:15	10:10-10:15
P2	10:15-11:25 HIS101A ROBESC AC21	10:15-11:25 PEV101A OTTAAN OC02	10:15-11:25 MMG101B HYRAKE HC01	10:15-11:25 VFS101B MILNCH BC03	10:15-11:25 PSL101B WRIGLI PL02
L1	11:25-12:00	11:25-12:00	11:25-12:00	11:25-12:00	11:25-12:00
P3	12:00-1:10 NSC101G ILETCA CC10	12:00-1:10 VFS101B MILNCH BC03	12:00-1:10 HIS101A ROBESC AC21	12:00-1:10 ENE101B FRISJE BC05	12:00-1:10 XFS101B GRIGNI AC03
L2	1:10-1:40	1:10-1:40	1:10-1:40	1:10-1:40	1:10-1:40
P4	1:40-2:50 ENE101B FRISJE BC05	1:40-2:50 PSL101B WRIGLI PL02	1:40-2:50 PEV101A OTTAAN TC01	1:40-2:50 MMG101B HYRAKE HC01	1:40-2:50 HIS101A ROBESC AC21

Legend:

Class Code	Class Name
ENE101B	Essential English
HIS101A	History
MMG101B	Mathematics General
NSC101G	Nambour Skills and Culture
PEV101A	Physical Education (Volleyball)
PSL101B	Psychology
VFS101B	Certificate II in Financial Services
XFS101B	Certificate II in Financial Services

Teacher Code	Teacher
FRISJE	Mrs Frisby
GRIGNI	Mrs Grigg
HYRAKE	Mrs Ferns
ILETCA	Miss Ilett
MILNCH	Mr Milne
OTTAAN	Mr Ottaway
ROBESC	Mr Robertson
WRIGLI	Miss Wright

9.3. Orientation timetable – example

Orientation Timetable Day 1

Date	Time	Venue	Orientation topic
Day 1	8.00am	Administration	• Uniform fitting and purchase (if not completed before commencing school) • Photo for school ID
	8.40am-8:50	Student Learning Centre (SLC)	**Welcome & Introductions:** • International Student Coordinator • Homestay Coordinator
Guest Speaker	9.00am		• Principal's Welcome • Guidance Officer • Expectations and Concerns • School values
	9.30am		**Collect – Students Forms**.

			Visa, Passport, Enrolment, Subject Selection, Code of Behaviour, Homestay Code of Conduct **Hand out – ISP Student Handbook** Go through handbook /PowerPoint presentation Student Buddies join the group
	10.45 am	DP office Administration	Meet with Deputy principal • Subject selection/finalisation • Timetable issued
	11.00 am		Welcome Booklet continued
Morning Tea	**11.25am**	**SLC**	**Morning Tea - School Tour with Student Buddies**
Lunch	**1.10**		**Buddies to meet**
	1.40pm		Complete orientation or Move to timetabled classrooms with assistance of Buddies
	2:50pm	Home Time	Move to pick up zone to meet Homestay/ catch bus

Orientation Timetable - Continued Week 1-2

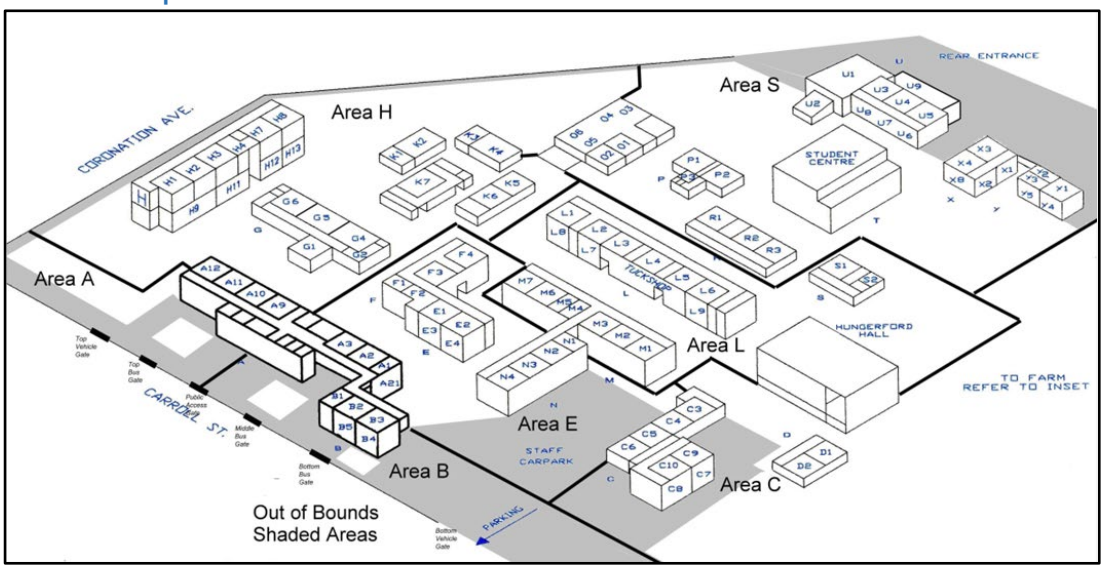
Date	Time	Venue	Orientation topic
Week 1 Wed (Yr 10) Period 3 & 4 Fri (Yr 11) Period 3 & 4	**P3** 12.00-1.10pm	SLC	○ Change of subjects – processes ○ Assessment ○ Visa conditions ○ Attendance ○ Course progress ○ Behaviour ○ Deferral, suspension and cancellation of enrolment ○ Complaints and appeals
Lunch	1.10 pm	Buddy selected locations	
Week 1	**P4** 1.40-2.50 pm		• Staying in a Homestay PowerPoint • Communication • Homestay adjustments • Local map and transport • Money and banking • Health and safety PowerPoint • Personal safety plan • Medication • Details of doctors and prescription • Emergency services • Banking
Week 2	**P3** 12.00-1.10pm		• EQI travel policy and travel forms • Transfers • SEQI holiday programs • School Excursions • Personal safety
Lunch	**1.10pm**	Buddy selected location	
Week 2	**P4**		• Local area and activities

	1.40- 2.50 pm		• Getting around • Banks • Legal services • Emergency services • Hospital • Medical services • Shopping • Community facilities • Events
	2.50pm	Home Time	

9.4. Orientation handouts

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

9.5. Site map



9.6. Assembly

NSC – Nambour Skills and Culture lesson is every Monday in Period 3. Assemblies are held in these lessons; your teacher will tell you what days this will occur. Wear formal uniform on a Monday (unless you have HPE or Sport and Recreation Practical lesson). Always check Compass changes.

9.7. Overseas student Meeting

Students can meet with the Homestay Coordinator in the Student Learning Centre before school, during breaks and free study periods on Monday, Tuesday and Thursday.

10. What to do when

10.1. Late for school or class

All students who are late must report to Student Administration window in A Block is you are late for school. Unexplained lateness will result in detention at lunchtime. If you are late to class, present to your class, if possible, with a note from the teacher/staff member you were with to explain your lateness.

10.2. Leaving school during the day

Report to Student Administration window in A Block to sign out if you need to leave school early. You must have permission from Homestay family to do so.

10.3. Feeling sick or unwell

You will go to A Block where there is a sick bay. Homestay families will collect you from A Block.

10.4. Wanting to change subjects

Collect a **Change of Subject** form from the Administration office and make an appointment to speak to the International Student Coordinator.

10.5. Changing address or contact details

Advise Homestay Coordinator or International Student Coordinator.

10.6. Wanting to see a Guidance Officer

Discuss with International Student Coordinator who will help make an appointment.

10.7. Lost property

Ask at Administration Block window for access to lost property.

10.8. Toilet access during class time

Ask permission of your classroom teacher, they will provide a note. Please use break time to attend toilets.

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.
- 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 6:00pm, unless for a school-approved extra-curricular activity	no later than 9:30pm, unless for a school-approved extra-curricular activity
Senior High School (Years 11 & 12)	no later than 7:00pm, unless for a school-approved extra-curricular activity	no later than 10:30pm, unless for a school-approved extra-curricular activity

If you or your homestay family require approval for adjustments or additional information on implementing these curfews, please contact Lyn Bartel – Homestay Coordinator.

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. Periods of Culture Shock

Culture shock can be described as consisting of at least one of four distinct periods: **Error! Not a valid bookmark self-reference.**, Frustration/Distress period, Adjusting period, and Acceptance/Autonomy p.

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.

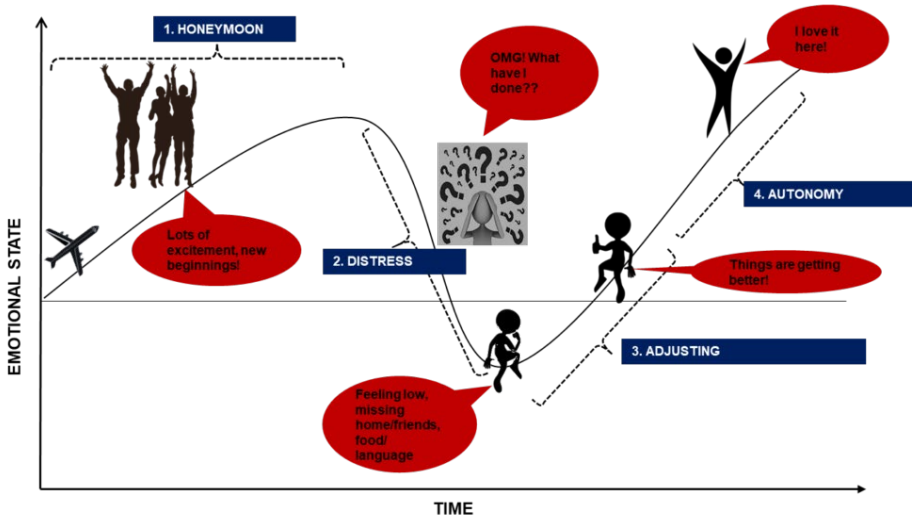
During this period students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

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



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

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

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, if this is done in a non-aggressive and reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals (i.e. guidance officers in schools).

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

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 Nambour State College.

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

Nambour State College's Student Code of Conduct 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 Nambour State College it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at **8.55 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. *Your attendance is marked each lesson by the class teacher.*

If you are going to be absent from school, ask your homestay parent to notify the school on the day of the absence via the absentee line ***07 54 540 160*** 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 — 8.55 am – 2-50 pm
- Late arrival process — Report to Student Administration (A block)
- School absence telephone number — 07 54504 160

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 Nambour State College 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

Nambour State College staff 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:

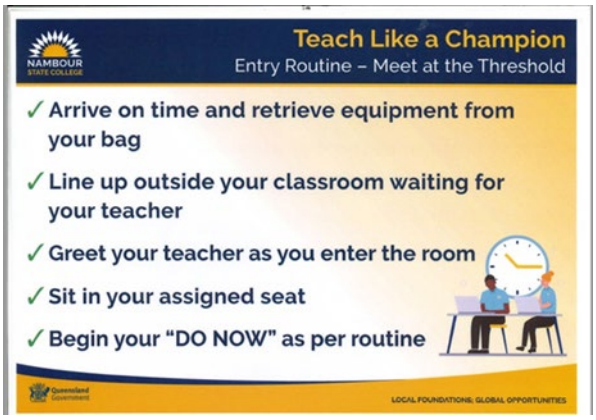
- ISP standard terms and conditions
- Course progress - subclass 500 (schools) visa procedure
- Nambour State College Academic - Need to add

15.3. Behaviour

Nambour State College 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 Nambour State Colleges Student Code of Conduct - is available on the school website. The Responsible Behaviour Plan for Students 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.

When entering a classroom the follow is expected (where possible);



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 Nambour State Colleges rules – student code of conduct and school policy and procedures - Student Code of Conduct.

At all times you must

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

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

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

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

International students can access support on a needs basis for support with assessment tasks and expanding English language skills. Students will be timetabled to attend EAL/D classes where a need is determined. Students will also have access to extra study time as part of their timetable.

17. Additional study support programs

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

Activity	**Time and Location**
Homework/Study Club	Thursday 3.00 pm – 4.30 pm SLC

18. Academic policy

To be included

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 heath 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/

OSHC Provider	Website
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 Counsellling (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

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

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

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

You will undertake a surf and beach awareness course within the first two weeks of arrival. Weather you are a able or willing to engage in swimming activities during your stay you will still be required to participate. You are NOT to enter any water (still or surf) until you have completed this and the water safety course.

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 act 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

https://nambboursc.eq.edu.au/our-college/rules-and-policies

29.2. Bring your own device

https://nambboursc.eq.edu.au/support-and-resources/forms-and-documents/documents

29.3. School network and internet policy

Any device connected to the Internet through the college network will have Education Queensland web filtering applied. Students are not allowed to "hotspot" their devices to avoid using Education Queensland filtering i.e. if you have a laptop at school it should only be connected to the college WIFI.

https://nambboursc.eq.edu.au/SupportAndResources/FormsAndDocuments/Documents/BYOx%20Senior%20Campus/BYO%20Device%20Charter%20Agreement.pdf

29.4. Use of mobile phones

https://nambboursc.eq.edu.au/our-college/rules-and-policies

29.5. Uniform requirements

https://nambboursc.eq.edu.au/facilities/uniform-shop

Find the link to dress code of the right hand side of the page.

The uniform shop is located in A12.

Opening hours are: Please check as hours and days vary.
Formal uniform **must** be worn on Assembly days but can be worn any day.

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

You will be issued with your Nambour State College School I. D. within the first two weeks of school. You will need this I. D. to purchase a **Go Card** and qualify for student discounts on your transport.

Please make sure you always have enough funds (money) on your card to cover your travel. You can add funds to your card online https://gocard.translink.com.au/webtix/
Or at local train stations, newsagents and some supermarkets. Look for the **Go Card** sign on display.

Always tap on when starting your journey and tap off when finishing your journey.

If you are travelling by train or bus around the Sunshine Coast, you can check timetables and 'Plan your Journey' online at Translink.

https://jp.translink.com.au/plan-your-journey/journey-planner

**Please also remember to press the STOP button on our BUS services so they know to stop at the next bus stop you wish to get off at.

Safety
Always remember to travel with others and not on your own, especially at night.

Taxi
Phone 131 008

Uber
Download the UBER app on your iPhone or Smart Phone and book an UBER driver to collect you and take you to your destination.

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. Please discuss fares with the International Student Coordinator.

N. B. Overseas students are not usually eligible for a bus pass, so you will have to pay the bus fare to and from school unless the bus service in your school area is willing to accept international student applications for a bus pass.

Your Homestay family will help you find your nearest School Bus service. Bus companies servicing Nambour State College include:

CDC Sunshine Coast – 5476 6622
National Bus Co – 5445 9724
Coolum Coaches – 5351 1165
Translink – 5452 1800

Riding a bike

https://www.qld.gov.au/transport/safety/rules/wheeled-devices/bicycle#helmets

When you ride a bicycle or power-assisted electric bike (also known as an e-bike) you must obey the general road rules the same as other motorists, as well as the specific road rules for bicycle riders.

Bicycle helmets

When you ride a bicycle or an electric powered wheeled recreational device or a personal mobility device like a rideable, you must wear an Australian Standard (AS) approved bicycle helmet. You must securely fit and fasten it. An approved bicycle helmet means a helmet that complies with AS 2063 or AS/NZS 2063.

32. 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.

33. School House Structure

All students are assigned to a House on enrolment. Students represent their house in sports carnivals and other house competitions.

33.1. House Groups

Freeman House – red – Cathy Freeman
Irwin House – green – Steve Irwin
Rush House – gold-yellow – Geoffrey Rush
Watson House – blue – Jessica Watson
The colours are the same as in those used in the Aboriginal and Torres Strait Islander flags.

33.2. Purpose of the House Structure

The houses are designed to encompass many whole of campus activities including sport.

34. 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.

34.1. 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.

34.2. 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.

35. 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 weeknights are for study and to spend with your host family. If friends ask you to stay over, discuss this with your host family. They may also allow you to have friends to stay but remember not to inconvenience your host family by always having your friends in the house. Please ask your homestay parent before inviting friends over to your homestay.

Please remember to complete a travel form for overnight travel.

36. 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.

37. 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.

38. 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.**

39. General Information

Tuckshop
Open every day during First Break and Second Break under L Block.
Personal Safety in the school grounds

- Know the evacuation and lock-down procedures (see poster in classrooms).
- Know and follow the school safety rules (see school diary and each classroom)
- Know and follow the school safety procedures (see school diary)
- Tell the International Student Coordinator about any people or incidents that have made you uncomfortable or have hurt you.
- Report broken or dangerous equipment to International Student Coordinator.
- Report strangers or people acting suspiciously immediately to International Student Coordinator.

Safety with possessions

- Avoid bringing valuables to school. If you must bring something valuable, leave it at the office for safe keeping
- Never leave belongings unattended (at school or anywhere else)
- Keep your bag where you can see it and close to your body.
- Report any lost or stolen items immediately.
- Name your belongings, especially your hat, school bag, school jumper and valuable items.

Safety away from school

- Belong to a group.
- Walk with friends.
- Stay where there are lots of people.
- Keep emergency contact numbers in your phone and have your Emergency Card with you.

Always tell your host family when you are going out, where you are going and when you expect to return.

- Have enough money to get home and plan your transport home before you leave (make sure you know which bus or train you will catch and where to catch it).
- Be aware of your surroundings; do not use headphones while walking.