



MURRUMBA
STATE SECONDARY
COLLEGE

INTERNATIONAL STUDENT HANDBOOK



Department of Education, trading as Education Queensland
International (EQI) CRICOS Provider Number 00608A

Our engaged community, Learning for Life

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Principal welcome

Welcome to Queensland, Australia and a very warm welcome to Murrumba State Secondary College. Located in a beautiful part of Brisbane's northern suburbs, our College opened its doors in January 2012 to students ranging between Year 7 and Year 12.

During your time with us, you will be experiencing life in an Australian classroom and a range of outdoor activities, alongside our college students. We encourage you to join in on all the activities planned for you to truly experience our way of teaching and learning.

If you have any questions while you are here, please feel free to speak to our International Student Co-Ordinator Tracy Olsen or our Head of School Sally Dexter or any one of our helpful staff. On behalf of everyone at the college, we hope your stay will be filled with many happy and wonderful memories of Australia.



MURRUMBA
STATE SECONDARY
COLLEGE

School Details

Murrumba State Secondary College
201 - 207 Goodfellows Road
Murrumba Downs QLD 4503

Office Hours

Monday – Friday
7:45am – 3:15pm

Telephone:	07 3490 3222
Fax:	07 3385 0831
Administration email:	admin@murrumbassc
Website:	www.murrumbassc.eq.edu.au
Facebook:	www.facebook.com/MurrumbaState Secondary College
Instagram:	www.instagram.com/murrumbastatessecondarycollege8/



Administration

Administration	Name	07 3490 3222
Principal	Sharon Cordiner	Principal@murrumbassc.eq.edu.au
Head of School	Sally Dexter	sdext3@eq.edu.au
Head of School	Liza Bingham	lbing4@eq.edu.au
Deputy Principal Blackburn	Erin Dance	ehanl19@eq.edu.au
Deputy Principal Bragg	Lexi Buswell	larmi13@eq.edu.au
Deputy Principal	Amanda Carr	acarr125@eq.edu.au
Deputy Principal Doherty	Janessa Lees	jalee0@eq.edu.au
Deputy Principal Burnet	Scott Forester	sfore7@eq.edu.au
Business Manager	Jayne Clarke	jclar489@eq.edu.au
Guidance Officer	Nicola Hering	nheri3@eq.edu.au
Guidance Officer	Greg Hale	ghale9@eq.edu.au
Guidance Officer	Rachel McMahon	rmcma39@eq.edu.au
College Chaplain	Philip Moller	pmoll20@eq.edu.au
School Nurse	Mandy Beer	nurse.murrumba@health.qld.gov.au
Youth /Support Coordinator	Lopati Pese Patience Thornton-Whiu	lpese7@eq.edu.au pthor58@eq.edu.au



Administration

Administration	Name	07 3490 3222
Creative Industries	Megan Lang	mlang102@eq.edu.au
English	Peter Morris	pmorr15@eq.edu.au
HPE & Sport	Emma Thompson	ertho1@eq.edu.au
Humanities & Business	Emma Weidner	eweid2@eq.edu.au
Design Technologies	Brent Minchenton	bminc8@eq.edu.au
Mathematics	Matthew Plekker	mplek2@eq.edu.au
Science	Kerrie Smedley	ksmed7@eq.edu.au
Transitions & Pathways	Chris Willersdorf	cjwill8@eq.edu.au
Senior Secondary	Briony Hendrickson	bhend95@eq.edu.au
Diversity & Inclusion	Caroline Kelly	ckell58@eq.edu.au
Design Technologies	Emma Jimmieson	ejimm0@eq.edu.au
Culture & Engagement	Rebecca Jenzen	rjenz1@eq.edu.au
Junior Secondary	Amy Hunter	ahunt200@eq.edu.au
House Deans Bragg	Candi Cuthbert Sam England	ccuth20@eq.edu.au sengl58@eq.edu.au
House Deans Blackburn	Alex Barnes Mitchell Fraser	abarn297@eq.edu.au mxfra4@eq.edu.au
House Deans Doherty	Joel Stewart India Baker	jstew430@eq.edu.au ibake67@eq.edu.au
House Deans Burnet	Briohny McKinnon Jared Bertolin	bmcki31@eq.edu.au jbort44@eq.edu.au

College Mission and Values

Murrumba State Secondary College is the first choice education provider in the Murrumba Downs community, where every learner develops a sense of belonging and is inspired to shape their preferred future.

The College motto learning for life is embedded in our vision – an engaged community, learning for life. This is woven into the fabric of our culture and conveys the meaning of why we are here and that for which we strive.

Our vision lives through:

- a strong foundation of values that are touchstones for everything we do
- an unrelenting focus on quality outcomes for students
- an innovative, world-class education.

Our College values are the beacon that guide our students in their thoughts and actions and instil the essence of that which makes us unique. These values form the very heart of our College life, and we are recognised within the wider community for:

- Respect - showing respect for self, for the dignity of others, our College, our world
- Resilience – facing adversity, refocusing and persevering
- Engagement - Commitment to my learning, improvement, the College and the wider community

MSSC International Team

Role	Name	07 3490 3222
Principal	Sharon Cordiner	Principal@murrumbassc.eq.edu.au
Head of School	Sally Dexter	sdext3@eq.edu.au
International Student Coordinator	Tracy Olsen	tolse31@eq.edu.au 0436 611 509
Homestay Coordinator	Tracy Olsen	tolse31@eq.edu.au
Guidance Officer	Greg Hale	ghale9@eq.edu.au
EAL/D Teacher	Anna Russell	axrus3@eq.edu.au

The international office is located at IC Block - IC209



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.

Role	Name	07 3490 3222
International Student Coordinator	Tracy Olsen	tolse31@eq.edu.au 0436 611 509

After school hours and on the weekend

1800QSTUDY

International Student Hotline | 1800 778 839



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.

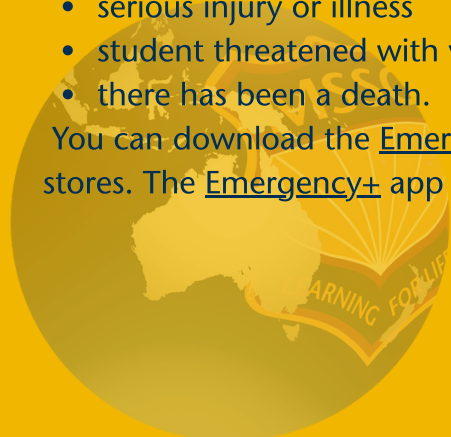
Different arrangements are in place for study tour students. Your chaperone will explain the support process that is available for you. For further information please phone us on +61 7 3513 5708 or email StudyTours.EQI@qed.qld.gov.au.

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

A critical or life-threatening situation includes:

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

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



School emergency and lock down procedure

If there is an emergency in the school, an alarm will signal the type of emergency and students will be told by their class teacher what to do. Students should follow teachers' directions at all times during these emergency procedures.

Evacuation



If there is an emergency in the school, an alarm will signal the type of emergency and students will be told by their class teacher what to do. Students should follow teachers' directions at all times during these emergency procedures.

Lockdown



A Lockdown procedure is used in response to a potentially dangerous situation (e.g. siege/hostage, armed robbery, aggressive/violent intruder, etc.). Each semester the school will conduct a Lockdown procedure. An alarm will sound in short intermittent bursts of the electric college bell. Students are to remain in classrooms or move quickly to the nearest classroom and follow teachers' directions. Doors and windows are to be locked and students should remain out of sight until a message is received from the Main College Office or unless you hear the college evacuation alarm turned off.

College Map



Orientation

The Murrumba State Secondary College Overseas student Orientation has been designed to:

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

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.



Orientation Handouts

- International Student Handbook
- Homestay Booklet
- Diaries/ Student Planner
- Email and Phone List
- Emergency contact details

Overseas Students meeting

Overseas students meet each week in the international room during your EALD/Access lesson and Thursday afternoon (period 4) AIM lesson. The purpose of these short meetings is to check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your International Student Coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

Daily Timetable

Murrumba State Secondary College

Student Timetable - Charlie v11

SURNAME, NAME (, Student Number), Year 9, Burnet, BUR11 (Mr Don)

← Name of PRIDE teacher

	Monday	Tuesday	Wednesday	Thursday	Friday
P0		7:30-8:15			
PO			7:30-8:15		
PRI	8:35-8:45 BUR11 DONST0 IC201	8:35-8:45 BUR11 DONST0 IC201	8:35-8:45 BUR11 DONST0 IC201	8:35-8:45 BUR11 DONST0 IC201	8:35-8:45 BUR11 DONST0 IC201
P1	8:45-9:55 SCI091G MORRNA F211	8:45-9:55 ENG091G JACKKL G106	8:45-9:55 HPT091B THOMEM IC201	8:45-9:55 FOS091B WILLME V108	8:45-9:55 HIS091G MURPHA V101
P2	9:55-11:05 MAT091G BANCAD V112	9:55-11:05 MAT091G BANCAD V112	9:55-11:05 HIS091G MURPHA V101	9:55-11:05 SCI091G MORRNA F211	9:55-11:05 ENG091G JACKKL G106
L1	11:05-11:40	11:05-11:40	11:05-11:40	11:05-11:40	11:05-11:40
P3	11:40-12:50 ACE091G NEILPA V102	11:40-12:50 FOS091B WILLME D108	11:40-12:50 ENG091G JACKKL G106	11:40-12:50 HPT091B THOMEM IC201	11:40-12:50 MAT091G BANCAD V112
L2	12:50-1:25	12:50-1:25	12:50-1:25	12:50-1:25	12:50-1:25
P4	1:25-2:35 HPT091B THOMEM IC201	1:25-2:35 HIS091G MURPHA V101	1:25-2:35 SCI091G MORRNA F211	1:25-2:35	1:25-2:35 FOS091B WILLME V108

Legend:

Class Code	Class Name
ACE091G	Access
BUR11	Roll Class
ENG091G	English
FOS091B	Food Studies
HIS091G	History
HPT091B	Health and Physical Education Extension
MAT091G	Mathematics
SCI091G	Science

Teacher Code	Teacher
BANCAD	Mr Bancroft
DONST0	Mr Don
JACKKL	Miss Jackson
MORRNA	Mrs Morris
MURPHA	Miss Murphy
NEILPA	Ms Neill
THOMEM	Miss Thompson
WILLME	Mrs Williams

← Early finish International Student Support Lesson



Orientation Timetable

Time	Venue	Orientation Topic
8:30 am	Front of College	Welcome
8:35 - 9:00 am	IC209 International Room	Welcome and Introduction
9:00 -9:15 am	IC209 International Room	Introduction to Principal and Head of School
9:00 - 9:15 am	W Block Uniform Shop	Purchase Uniforms
9:15 - 9:45 am	Grounds	Tour of the College
9:45 - 10:45 am	IC 209 International Room	Forms to complete
10:45 - 11:45 am	IC 209 International Room	Morning Tea meet your Buddy
11:45 - 12:50 pm	IC 209 International Room	Orientation continued
12:50 - 1:25 pm		Lunch
1:25 - 2:30pm	IC209 International Room	Orientation continued Subject selection





What to do when:

Late for school or class

You must report directly to the Administration Office to obtain a late pass. Sign in using your College ID card at the kiosk and show your teacher the late slip, then go directly to class.

Leaving school during the day

Bring a note signed by your Homestay host clearly explaining the reason for leaving early. This note must be shown to the teacher at the time of leaving. The note must be presented to Student Services desk before school begins and show this to your teacher at the time you are leaving.

Feeling sick or unwell

If you feel unwell or sick you must inform your teacher who will complete the student movement page in your Planner and then go to Sick Bay with your belongings. The International Student Coordinator will be notified and your Homestay Host will be contacted if you need to go home.

Wanting to change subjects

If you are thinking of changing subjects please discuss this change with your teacher, Head of Department and International Student Coordinator

Changing address or 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's visa. We also need your current telephone number and email contact details. Any changes need to be given to us within seven days.

Wanting to see a Guidance Officer

The student support services are available from 8:00am until 3:00pm in X Block.

Our Guidance Officer's provide counselling, subject and career advice and assessment support.

The College Chaplain provides support to students, staff and parents of the College community and is an integral part of the counselling and support services.

Appointments can be made at the student counter in X Block

Lost property

All personal property - books, drawing instruments, calculators, USBs etc. – must be clearly labelled with the student's name and Connect Group.

Valuable items should not be brought to school. Avoid bringing large amounts of money or valuables to school.

Do not leave money or valuables unattended.

Items such as phones, wallets, laptops etc. should be kept on the student's person. In the event that a student is required to carry a large amount of money (above \$100) it is advised that students report to Administration and request that it is held until the end of the school day. The security of all personal items remains the responsibility of the student.

If you lose a personal item it is best to retrace your steps and check where you have been earlier. Check with your friends and classmates to see if one of them picked up the item for you. If you still cannot find your item please visit Student Services.



What to do when:

If you lose your school identification card please see an international staff member or Administration to arrange a replacement.

Lost wallets should be reported to Student Services immediately, and students should lock or cancel any lost bank cards as soon as possible.

Students need to go to the staff centres before/after school hours, or during break times if they misplace any personal items. Any named items will be given to the student's PRIDE teacher to pass onto the student within three days of being found.

If a student cannot find their property and a parent wishes to view lost property, please sign in at the office and you will be directed to X Block Student Services.

Toilet access during class time

It is an expectation that students will access the toilet before school, during breaktimes and after school, if you need to go to the bathroom during class time speak to your teacher to ask permission, have your planner signed in the Student Movement section.

Accommodation and welfare:

Care arrangements

While studying you must live with:

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

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

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

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

- Standard terms and conditions
- Accommodation and welfare



Living with a homestay family:

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

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

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

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

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

When living in a homestay you must:

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

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

Living with a homestay family:

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

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

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

Curfews:

You are required to comply with curfew times set by the school while living in your homestay. If you or your homestay family require approval for adjustments or additional information on implementing these curfews, please contact [insert school international contact].

MSSC Curfew for International Students	Sunday - Thursday	Friday/ Saturday (and school holidays)
Junior High School (Years 7 to 10)	no later than 6:30pm, 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 7:30pm, unless for a school-approved extra-curricular activity	no later than 10:30pm, unless for a school-approved extra-curricular activity

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 period, Frustration/Distress period, Adjusting period, and Acceptance/Autonomy period.

Honeymoon period

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

Frustration/Distress period

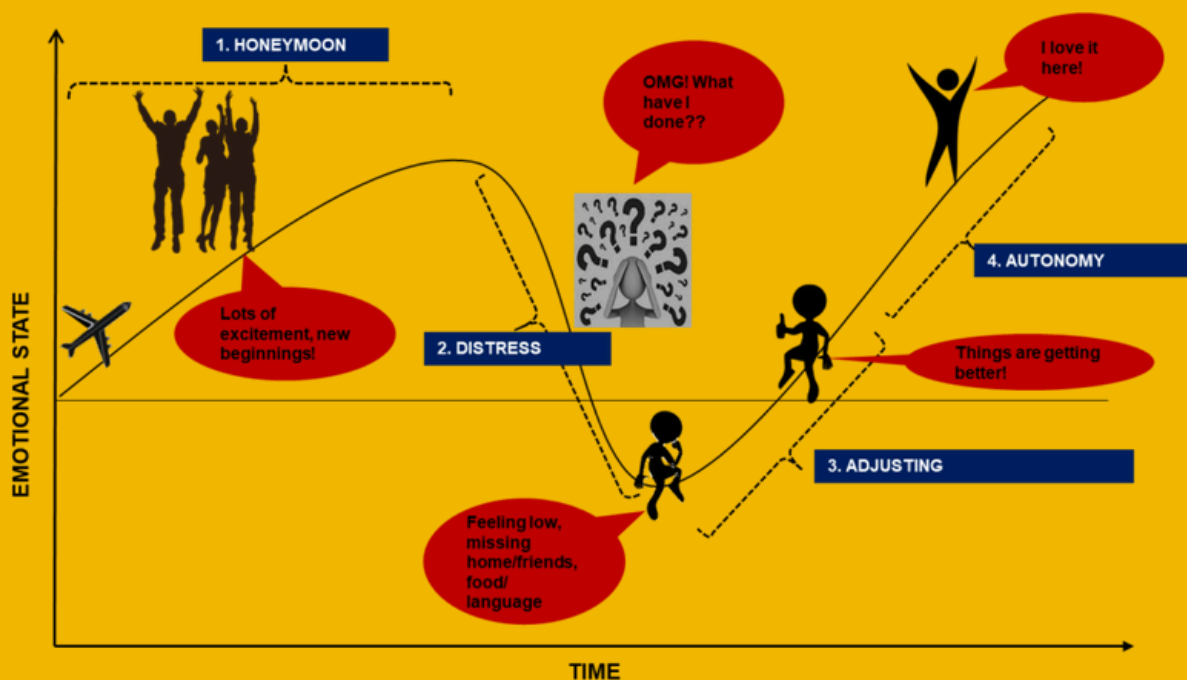
After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings. During this period students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting

Adjusting period

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

Acceptance/Autonomy period

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





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

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

Expressing emotions

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

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

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

Manners

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

It is important to remember the following:

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

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

Contact Details

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

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



ISP Standard Terms and Conditions

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

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

[Simplified Chinese](#)

[German](#)

[Italian](#)

[Japanese](#)

[Vietnamese](#)

Visa Conditions

Attendance

Murrumbidgee State Secondary College's attendance policy <https://murrumbassc.eq.edu.au/our-college/rules-and-policies> 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 Murrumbidgee State Secondary 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 8:35am.

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 3490 3266 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 8:35am - 2:35pm
- Late arrival process - I report directly to administration to obtain a late pass. I then go directly to class and give the teacher the late pass
- School absence telephone number 3490 3266
- Serious, injury or incident process - [Critical Incidents](#)



Visa Conditions

Attendance

How attendance is recorded at Murrumba State Secondary College:

Full day absences

Students are marked present in their Pride class and at the start of each period throughout the day. If you are going to be absent for a full day please contact the absence line 3490 3266 with an explanation. If you are not marked present or absence is not explained in Pride and Period 1 a text message will be sent to your Parent/Caregiver to advise that you are not present at the College.

At risk of failing to meet attendance requirement

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

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

Your International Student Coordinator will require you to meet with them about your attendance record and provide evidence explaining your absences (such as medical certificates), if requested. If your attendance falls to 90% - 85% of your course contact hours in any semester, we will give you and your parents/legal custodians and your DHA approved guardian an Attendance risk notification letter.

Unsatisfactory attendance

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

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

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

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

- ISP standard terms and conditions
- Attendance - subclass 500 (schools) visa procedure

- [Murrumba State Secondary College School Attendance Policy](#)



Visa Conditions

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 Murrumba State Secondary 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.

Unsatisfactory course progress

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

Formal intervention

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

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

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

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

- [ISP standard terms and conditions](#)
- [Course progress - subclass 500 \(schools\) visa procedure](#)
- [Murrumba State Secondary College Academic policy](#)



Visa Conditions Behaviour

Murrumba State Secondary 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 Murrumba State Secondary College 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.

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 Murrumba State Secondary College's rules – student code of conduct and school policy and procedures

At all times you must

comply with Australian laws and with the conditions of your student visa;

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

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

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

To support your success at Murrumba State Secondary College you need to have good English language skills. You will have access to an EALD (English as an Additional Language/Dialect) teacher who will support you in your learning. You can approach your classroom teacher during break times for help. At least one lesson per week you will participate in an EALD class to assist in developing proficiency in Standard Australian English.

Additional study support programs

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

Activity	Time	Day	Location
Homework Club	2:45 - 3:45pm	Wednesday	iServices
International Student Support Lesson	1:20 - 2:35pm	Thursday	IC209 International Room

Academic policy

For Junior Secondary (Years 7, 8 and 9), Senior Secondary (Years 10, 11 and 12) a minimum overall achievement of pass (C or satisfactory) or equivalent in every subject studied.

Legal services

There are a variety of legal services in the community around our school. If you need to access legal services, please see the International Student Coordinator. Legal Aid Queensland can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at www.legalaid.qld.gov.au or call 1300 651 188 Monday to Friday 8:30am to 5:00pm. For legal advice you can also contact a private solicitor or a Community Legal Centre.

If you are unsure about your immigration rights and responsibilities, you can contact the Refugee and Immigration Legal Service (RAILS) for advice and assistance relating to immigration matters.

Emergency and health services

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

1800QSTUDY
International Student Hotline | 1800 778 839





Overseas student Health Cover (OSHC)

OSHC is insurance to assist overseas students meet the costs of (public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services are covered. Some countries reciprocal health care arrangements or are OSHC exempt which may mean OSHC may not be 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

Overseas student Health Cover (OSHC)

There are currently six OSHC providers in Australia, including:

Australian Health Management (ahm)	www.ahmoshc.com.au
Allianz	www.allianzassistancehealth.com.au
BUPA Australia	www.bupa.com.au/health-insurance/oshc
Medibank Private	www.medibank.com.au/overseas-health-insurance/oshc
NIB Health Funds Limited	www.nib.com.au/overseas-students
CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc



Medical matters

Health information

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

Visiting a doctor

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

Medication

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

Medical treatment

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

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

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

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

You must reimburse us for all costs associated with medical or other treatment that we authorise for you. For further information please refer to the ISP standard terms and conditions.



Mental Health

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

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

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

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

Mental health telephone and online contact

beyondblue support service

All ages:

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

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

[beyondblue website](#)

Kids Helpline

Age range: 5 years old to 25 years old:

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

[WebChat Counselling](#) (open 7 days, 8am to 12am AEST)

Lifeline

All ages:

Phone: 13 11 14 (24 hours a day, 7 days a week)

[Online chat](#) (7pm to 4am AEST, 7 days a week)

[Lifeline](#) provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services, information, facts and resources.



Fees

Tuition

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

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

Non-tuition fees

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

Overseas student Health Cover (OSHC)

OSHC fees are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider. More information regarding fees can be found on [EQI website](#).

Change of school, year level, course or course duration (variation of enrolment)

You may apply to change between Queensland Government schools, change year level, course type or course duration (variation of enrolment).

Additional tuition, homestay or other non-tuition fees may apply.

Before applying for a variation of enrolment, you should talk to your International Student Coordinator and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents:

- [Student management procedure](#)
- [ISP standard terms and conditions](#)
- [Variation of enrolment request form](#)

Transfer to a non-government school or another institution

Before applying for a transfer to a non-government school or another institution registered under Australian law to provide education to overseas students, you should talk to your International Student Coordinator and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [Transfer procedure](#)
- [ISP standard terms and conditions](#)
- [ISP Transfer request form](#)



Complaints

Before you lodge a customer complaint with the department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course, your living arrangements or your welfare, you should discuss this with your International Student Coordinator.

If you have an issue relating to your International Student Coordinator or a decision they have made, you should discuss this with your school Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's [Customer complaints and grievances management policy](#) and [Customer complaints management procedure](#), and the [ISP standard terms and conditions](#).

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

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

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

Appeals

Internal appeal

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

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

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

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.

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



Travel and activities

High-risk activities for homestay students

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

You must not undertake high-risk activities, even if you have the permission of your parents, legal custodians or homestay provider, unless the activities are approved by EQI. This includes overnight travel away from your homestay provider’s residence (with or without your homestay provider), activities where recreation provider requests parental consent or activities that require supervision other than your homestay provider.

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

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

Related documents ·

- [Non-routine travel and activities for homestay students – subclass 500 \(schools\) visa procedure](#)
- [ISP travel and activities request form](#)

Swimming

Before engaging in water sports (for example swimming and surfing) all international students are required to complete a water skills assessment. 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](#).

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.

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.

Refund policy

Your rights

If you do not complete your course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made directly with your Overseas student Health Insurance (OSHC) provider.

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

More detail regarding refunds can be accessed at:

- [ISP standard terms and conditions](#)
- [Refund request form](#)

School policy and procedures

- 1.1. [Anti-bullying policy/Code of Conduct](#)
- 1.2. [Bring your own device](#)
- 1.3. [School network and internet policy](#)
- 1.4. [Use of mobile phones](#)
- 1.5. [Make up and jewelry policy](#)
- 1.6. [Uniform requirements](#)

School policy and procedures

The uniform shop is located in W Block

Opening hours are:

Monday 7:30 – 10:00am

Wednesday 12:30 – 3:30pm

Friday 7:30 – 10:00am

Formal uniform is to be worn each day other than days where you have a timetabled HPE practical lesson and school sports.

- Sports uniform is to be worn only on days that students have a timetabled HPE practical lesson or school sports.
- A hat must be worn at all times when outside the classroom



Senior Uniform



Junior Uniform & Sports Uniform





Banking

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

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

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

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

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

Transport

Translink Journey Planner

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. International students are not eligible for a bus pass, so you will have to pay the bus fare to and from school.

e-Scooters (rules) can only be ridden by students 16 years old or over.

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.

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.

House Structure

The College has four house groups

House Groups

- Doherty
- Blackburn
- Bragg
- Burnet



Each day will begin with a 10-minute session dedicated to this PRIDE (House) class, aiming to foster a sense of community and belonging among students.

Pride Class serves as the daily roll marking class where students will be informed of important notices. It is designed to provide consistency and support through a dedicated mentor, known as your Pride teacher. This teacher will guide you throughout your learning journey, ensuring you have a reliable point of contact.

In addition to the daily Pride Classes, each House will have a whole house assembly once a week. These assemblies are an opportunity to gather with your House peers, discuss achievements, and participate in activities that build team spirit and camaraderie.

Benefits of Pride Class:

Community Building: Connect with classmates and develop a stronger sense of belonging.

Consistent Support: A dedicated Pride teacher as your mentor.

Stay Informed: Receive important notices and updates promptly.

House Unity: Weekly assemblies to strengthen house identity and teamwork.

In Pride Class, we hope to enhance your learning experience by providing a structured yet supportive environment to kickstart each day.

Embrace this opportunity to grow, connect, and succeed together!

School Leadership Opportunities

Leadership roles are available for all students, the process will involve applying in Term 3. Announcements will be made in Term 2 to apply.



Australian families

In Australia there is no typical family and families differ widely from each other in many ways. This is in part due to Australia being a multicultural society i.e. many cultures from all over the world choose to settle in Australia.

Australian families usually have a mother and a father, children and pets. It is also common to find single parent families with either the mother or father responsible for keeping the home and caring for children.

It is expected in most Australian homes that people living in the home help with household tasks. These tasks may include helping with food preparation and cleaning up, keeping their own bedroom clean, washing and ironing their own clothes.

Australian teenagers

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

It is also polite to tell homestay parents in advance if you will not be home for dinner. Most parents set a time by which their children must return home, and also usually set a time for going to sleep. Some overseas students find this difficult because they usually stay up very late.

Australians generally get up early in the mornings. Australian teenagers participate in a wide range of activities including, parties, using the computer, visiting friends and shopping

Mealtimes

Breakfast

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

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

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

Lunch

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



Mealtimes

Dinner

Dinner time varies depending on the age of the children living in the home and the hours the parent/s work until, but generally dinner is served anywhere between 5.30pm and 7.30pm.

Food that is served for dinner varies greatly, however dinner usually consists of a kind of meat (such as chicken, fish, beef, lamb or pork), a variety of vegetables (potato, beans, peas, broccoli, carrots) and a serve of a carbohydrate (rice, pasta, potato, couscous or bread).

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

Expected table manners

Do:

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

Don't:

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

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

Socialising with friends

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



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).

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.

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.

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.



Embarking on your educational journey in Australia is an exciting opportunity to explore new cultures and gain unique experiences. Embrace every moment by staying curious and asking questions—never be shy. This is your chance to learn, grow, and make lifelong connections. Remember, your time here is not just about academics but also about discovering what makes Australia special. Enjoy every step of this remarkable adventure!



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