



PIMLICO
STATE HIGH SCHOOL

Making a world of difference

International Student Handbook



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



(07) 4759 3444
principal@pimlicoshs.eq.edu.au
www.pimlicoshs.eq.edu.au



Contents

Principal welcome	3	Medical matters	20
School details	4	Medical treatment	20
School values	4	Fees	21
Administration	5	Transfer policy	21
School map and facilities	7	Complaints	21
Emergency contacts		Appeals	22
· During school hours	8	Travel and activities	
· After school hours and on the weekends	8	· Routine activities for homestay students	22
Critical or life threatening situations	8	· Non-routine activities for homestay students	22
School emergency and lock down procedure	9	· No high-risk activities	22
Orientation		Refund policy	23
· Daily Timetable	10	School policy and procedures	
· Orientation Timetable	11	· Anti-bullying policy	23
· Handouts	12	· Anti-litter policy	23
· Assembly	12	· Bring your own device	23
· When do International students meet?	12	· School network and internet policy	24
What to do when:		· Use of mobile phones	24
· Late for school or class	12	· Make up and jewellery policy	24
· Leaving school during the day	12	· Uniform requirements	24
· Feeling sick or unwell	12	Banking	25
· Wanting to change subjects	13	Transport	25
· Changing address or contact details	13	Driving	25
· Wanting to see a Guidance Officer	13	Pimlico School House Structure	
· Lost property	13	· Purpose of the House Structure	26
· Toilet access during class time	13	· House Groups	26
Accommodation and welfare	13	Australian families	26
Living with a homestay family	14	Australian teenages	26
Culture shock	15	Mealtimes	26
Contact details	16	Socialising with friends	27
EQI Standard Terms and Conditions	16	Expressing emotions	27
Visa Conditions	16	Manners	27
English as a Second Language or Dialect	19	Communication	28
Additional study support programs	19	Transport to school	28
Academic policy	19	Swimming	28
Legal services	19	Surf and Beach safety	28
Emergency and health services	19		



Principals Address

Dear Student

You are about to embark on a very significant and important part of your education. While your studies in Year 10 have provided an important foundation for your Senior Schooling, Years 11 and 12 represent the platform from which you will leave the school learning environment and transition to employment, further training, university study or a combination of these. It is, therefore, critical that you make the most of the next two years in order to provide yourself with every chance of success in your future endeavours.

Your studies over the next two years will provide you with an unprecedented opportunity to explore specialised subjects and courses that are of interest to you and that align to your future career plans. Pimlico proudly offers a wide range of general and applied subjects and vocational education and training (VET) courses in order to allow you to take a deeper dive into whatever field of study you may wish to explore. When selecting your subjects, remember that research indicates that a balanced course of study in which you focus on subjects which you are good at and enjoy will help you to make a successful transition beyond Year 12.

In addition to the knowledge and skills that you will acquire through each of your individual subjects and courses, the overarching focus of your studies in Years 11 and 12 is to develop transdisciplinary skills and attributes that will stand you in good stead for a complex and rapidly changing world. Now, more than ever, senior schooling must be about more than the mere acquisition of knowledge. To be successful learners and to contribute socially, intellectually and economically to our community, you will need to be genuinely committed to lifelong learning. You will need the skills of collaboration, teamwork, problem solving, critical thinking and entrepreneurship. You will need the attributes of a Pimlico High Scholar: responsibility, purpose, resilience, compassion and innovation.

It is highly likely that you will work in multiple careers throughout the course of your life. At some point in the future, you are likely to have a job that has not yet even been invented! This emphasises the importance of developing skills that transcend individual subjects and of honing positive learning habits that you will be able to draw on in years to come as you are faced with new challenges and new opportunities in the ever-changing work environment.

To this end, I encourage you to live out one of our key school values through your senior studies: excellence. Excellence does not mean being the best at everything. Rather it means striving to always achieve the very best that you can. Excellence should not be measured against the achievement of others, but against the effort and perseverance that you have invested. By striving for excellence, you must be prepared to challenge yourself and only be satisfied with your best effort. In years to come, you will be able to look back on your schooling, confident in the knowledge that you did everything you could to set yourself up for a rewarding, successful and fulfilling life. Only by doing this can you ensure that you will get the most from your senior years of schooling and be as best prepared as you can be to seize the opportunities that will be presented in a world that is increasingly volatile, uncertain, complex and ambiguous (VUCA).

Your commitment to your studies over the next two years will make a world of difference to the opportunities open to you beyond school. In turn, these opportunities will allow you to contribute positively to society and make your own world of difference.

Years 11 and 12 can be a demanding and challenging time. To be able to continue striving for your personal best, it is important to work in partnership with your teachers, to support your peers, and to nourish your own wellbeing. Look out for each other and seek help when you need it. Make sure you take active and deliberate steps to sustain your physical and mental wellness. Everyone in our school community wants you to do the best you can. We are here to provide guidance, encouragement and support. The next two years are important, but they should also be an enjoyable and memorable part of your life.

I wish you all the very best for the selection of your senior subjects and for your studies over the next two years. Choose wisely. Work hard. Strive always for your personal best.

Stephen Baskerville
Executive Principal

SCHOOL DETAILS

Street Address	55 Fulham Road, Pimlico Qld 4812
Office Hours	Mon, Tues, Wed & Fri: 8:00am - 4:30pm Thurs: 8:00am - 3:30pm
Telephone	07 4759 3444
Fax	07 4759 3400
Absence Line	07 4759 3444
Admin Email	principal@pimlicoshs.eq.edu.au
Website	www.pimlicoshs.eq.edu.au
Facebook	https://www.facebook.com/PimlicoSHS/

SCHOOL VALUES

Our Vision:

Making a world of difference

Our Mission:

Working collaboratively to develop life-long learners and global citizens who achieve personal excellence through their responsibility, purpose, resilience, compassion and innovation.

Our Values:

Excellence | Respect | Collaboration | Community

Attributes of a Pimlico Scholar:

Responsibility | Purpose | Resilience | Compassion | Innovation

Our CARE Philosophy:

Underpins our daily behaviours and interactions: Cooperate | Appreciate | Respect | Effort

Our School Motto:

Connects us to our school's traditions and history: Qui Alios Diligit, Ipse Diligitur.

ADMINISTRATION

ADMINISTRATION

EXECUTIVE PRINCIPAL

NAME

Mr Stephen Baskerville

CONTACT

sbask3@eq.edu.au

PRINCIPAL

Ms. Yvette Rimmer

yrimm1@eq.edu.au

DEPUTY PRINCIPALS

- Year 12
- Year 11
- Year 10
- Year 9

Carmel Linning
Christy Guinea
Patricia Jorgensen
Lee Kynanston

clinn5@eq.edu.au
cguin3@eq.edu.au
pjorg3@eq.edu.au
lkyan3@eq.edu.au

FINANCIAL MATTERS

Dee Barr

dbarr86@eq.edu.au

BUSINESS SERVICE MANAGER

Karen Patrick

kpatr20@eq.edu.au

STUDENT ATTENDANCE

absences@school.eq.edu.au
07 4759 3444

HEADS OF DEPARTMENTS

- Business Education
- English
- HPE Sport
- Home Economics and Industrial Technologies
- Humanities
- Information Technology
- Global Studies and Languages
- Mathematics
- Science
- The Arts
- Vocational Education
- Inclusion Education

Tom Meehan
Joanne Burnett
Emma McCulloch
Satya Singh

tmeeh5@eq.edu.au
jburn334@eq.edu.au
emccu33@eq.edu.au
ssing91@eq.edu.au

Joel Hanlon
Tim Lever
Glenn Edwards
Brenden Woolley
Donagh Galletly
Julie Coutts
Caroline Alloway
Carla Collins

jshan0@eq.edu.au
tleve19@eq.edu.au
gedwa31@eq.edu.au
bwool59@eq.edu.au
dgall23@eq.edu.au
jcout15@eq.edu.au
callo0@eq.edu.au
ccoll182@eq.edu.au

YEAR LEVEL COORDINATORS

- Year 7
- Year 8
- Year 9
- Year 10
- Year 11
- Year 12

Toni Goodhew
Aimee Wright
Renee Austin
Shannyn Gilbert
Samantha Crawford
Brittany Tasselli

tsgoo0@eq.edu.au
awrig292@eq.edu.au
raust70@eq.edu.au
spatt155@eq.edu.au
xcra8@eq.edu.au
bmtas0@eq.edu.au

STUDENT WELLBEING & SUPPORT

- Student Development Year 7
- Student Development Year 8
- School Based Nurse
- Chaplin
- Guidance Officers
- Psychologist
- Indigenous Support
- Defence School Mentor
- Youth Support Coordinator

Caitlin Cornish
Michelle Taylor
Melissa Gillett
Joshua Feather

Ebony Butler
Pat Hoolihan
TBC
Kiah Hammond

ccorn57@eq.edu.au
mtayl526@eq.edu.au
mgill261@eq.edu.au
jfeat14@eq.edu.au
guidance@pimlicoshs.eq.edu.au
ejbut1@eq.edu.au
phool4@eq.edu.au
TBC
khamm0@eq.edu.au

ADMINISTRATION



Executive Principal
Stephen Baskerville
sbask3@eq.edu.au



Principal
Yvette Rimmer
yrimm1@eq.edu.au



International Student Program Head
Glenn Edwards
gedwa31@eq.edu.au



International Student Coordinator
Mike Foster
mfst39@eq.edu.au



Homestay Coordinator
Shevindi De Motte
sdemo0@eq.edu.au



Guidance Officer
Natalie Callaghan
guidance@pimlicoshs.eq.edu.au



Guidance Officer
Melissa Broughton
guidance@pimlicoshs.eq.edu.au



Guidance Officer
Katina Mamalis
guidance@pimlicoshs.eq.edu.au



EASL/D Coordinator
Belinda Park
bpark336@eq.edu.au

SCHOOL MAP



The International Students Office is located in M Block, Room 7

EMERGENCY CONTACTS (DURING SCHOOL HOURS)

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

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

NAME	ROLE	CONTACT
Shevindi De Motte	Homestay Coordinator	sdemo0@eq.edu.au
Mike Foster	International Student Coordinator	mfost39@eq.edu.au

EMERGENCY CONTACTS (AFTER SCHOOL HOURS & WEEKENDS)

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

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

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

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

What is the free call 1800 QSTUDY? 1800 QSTUDY

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

When should I use the 1800 QSTUDY service?

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

At these times:

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

CRITICAL OF 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 & LOCK DOWN PROCEDURE

Lock Down Procedure

On Hearing the Alarm

- All personnel are to proceed quickly to the nearest classroom/staffroom.
- Close all doors and windows, locking them where possible.
- Keep a low profile, out of sight E.g. Seated on the floor, below window level.
- Remain calm at all times
- Teachers are required to take charge of any students in their vicinity at the time of Lockdown.
- Other staff are to remain in their respective staffrooms.
- Staff members are required to include, and take charge of, any visitors or contractors who may be in their vicinity at the time of the alarm.

All Clear

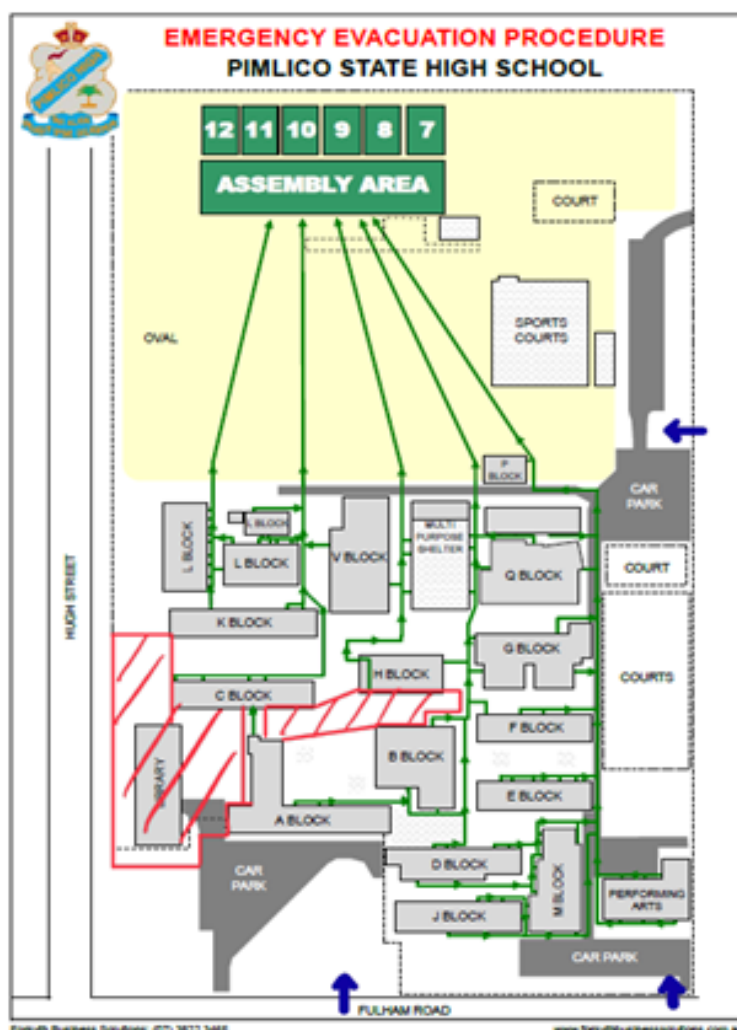
- When the threat is over, the Response Controller - Principal (or staff member acting on behalf of the Principal) and/or the Police will advise the “all clear”

**This will be done by sounding the bells 3 times for 5 sec intervals, repeated after 1 minute.
Staffrooms will also be called or emailed to identify the “all clear”.**

Emergency Evacuation Procedure

The alarm to evacuate the school is the sounding of a siren and/or the prolonged intermittent ringing of the bell.

- Evacuate rooms immediately
- Move to the indicated assembly areas on the second oval.
- Sit in your class line and make sure to have your name marked off the role
- Wait until all clear has been given before moving back to your classroom with your teacher



ORIENTATION

The Pimlico State High School Overseas student Orientation has been designed to:

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

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

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

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



DAILY TIMETABLE

PERIOD	MONDAY	TUESDAY - FRIDAY
CARE	8:45am - 8:55am	8:45am - 8:55am
Period 1	8:55am - 10:05am	8:55am - 10:05am
Transition	10:05am - 10:10am	10:05am - 10:10am
Period 2	10:10am - 11:20am	10:10am - 11:20am
Recess	11:20am - 12:00pm	11:20am - 12:00pm
Period 3	12:00pm - 1:10pm	12:00pm - 1:10pm
Lunch	1:10pm - 1:40pm	1:10pm - 1:50pm
Period 4	1:40pm - 2:50pm	1:50pm - 3:00pm

ORIENTATION TIMETABLE

DAY 1	
CARE	<p>General Welcome from ISC and HC</p> <ul style="list-style-type: none"> • Shevindi De Motte – Homestay Coordinator to meet students in the administration foyer with homestay parents then take to M3, Meeting Room. • Collection of enrolment forms, subject selection sheets and any other permission documentation.
PERIOD 1	<p>Introductions</p> <ul style="list-style-type: none"> • Ms Kelsey Faint – International Student Coordinator (ISC) • Shevindi De Motte – Homestay Coordinator (HC) • Finalise enrolment and subject selections • Photocopy passports and visas • Document students Australian mobile phone numbers <p>Student Introductions</p> <ul style="list-style-type: none"> • Warm up Activities • Biographies & Photos • Student Orientation – Review the Pimlico State High Information Book • Discuss the Information Book and highlight the essential information within: Travel, Safety, Culture shock and Curfews
PERIOD 2	<p>Student Orientation - The Pimlico State High (Powerpoint)</p> <ul style="list-style-type: none"> • Discuss the Information in Bluebook etc • Discuss Homestay • EQI Rules and requirements
PERIOD 3	<p>Tour of the School Grounds and Support Staff</p> <ul style="list-style-type: none"> • Library • Book Room • Money Counter • Toilets • CARE classes • Class locations for the next day <p>Welcome from Principal, Deputy Principal and other support staff</p> <ul style="list-style-type: none"> • Principal – Mr Baskerville, Ms Guinea, Ms Rimmer • School Based Support Staff – TBC • School IT Staff - TBC <p>Guidance Officer: TBC</p>

DAY 2	
PERIOD 1	<p>Meeting with Ms. Faint and Mrs. De Motte</p> <ul style="list-style-type: none"> • Students meet in Meeting room (M3) • Overview of the day
PERIOD 2	<p>Uniforms</p> <ul style="list-style-type: none"> • Students transported to School Locker so that International Students to purchase their uniforms. <p>The Local Area tour</p> <ul style="list-style-type: none"> • A quick tour of the local area as time permits. This may include the Strand and Queens Gardens. <p>Lunch provided: At a venue on the strand</p>
PERIOD 3	<p>Return to school</p> <p>Band Testing for EAL/D Proficiency</p>

ORIENTATION HANDOUTS

- International Student Handbook
- Homestay Booklet
- Diaries/ Student Planner
- Email and Phone List
- Emergency contact details
- Recreational Sport Selection
- Orientation evaluation

ASSEMBLY

- Year 7 – Monday (MPS)
- Year 8 – Tuesday (MPS)
- Year 9 – Wednesday (MPS)
- Year 10 – Thursday (MPS)
- Year 11 – Friday (MPS)
- Year 12 – Friday (PAC)

INTERNATIONAL STUDENT MEETING

International Student Meeting students meet each week on a Monday in M3 during first recess 11:00am - 11:40am.

The purpose of the short meeting is check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas.

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

WHAT TO DO WHEN:

LATE FOR SCHOOL OR CLASS:

All absences must be verified by a note from the parent/guardian, and presented to the Care Teacher on the first day of attendance after the absence.

It is important that students arrive in time for roll-marking in Care Group at 8.45am.

If late, students must report to the Late Arrival Counter at room A39 with a note from the parent/guardian regarding the reason for lateness. Students will be marked “absent” on the roll if the student is not present in Care Group or does not report to the Late Arrival Counter on arrival at school.

LEAVING SCHOOL DURING THE DAY

Students may not leave the school grounds during the day without permission from the Administration, and no student will be sent home from the school before 3.00pm without prior notification from the parent/guardian.

NB – School finishes at 2.50pm on Mondays only.

FEELING SICK OR UNWELL

Students are to report to our reception for assistance. If parents need to be contacted, it will be from the front office. Students are not to call parents directly from their own phone and must report to the sick bay for monitoring for their own wellbeing. Please ensure your contact details are current for this reason. For any changes to your emergency contacts please complete a change of details form attached to this document or, located on our website under Documents then Office Documents.

WANTING TO CHANGE SUBJECTS

During the first 3 weeks of the year, students may apply for a subject change. Changes will be approved if there is a sound educational reason for the change and there is space available in the destination subject. Any changes outside of this period will be addressed on a case by case basis and will need to be of an extraordinary nature to be considered. Students changing their minds or the subject wasn't what they expected or they have developed a dislike of the subject are not appropriate reasons for requesting subject changes. Either a note or an email to the Guidance Officers from parent/carer is required.

CHANGING ADDRESS OR CONTACT DETAILS

There are plenty of times that the school may try to contact you, whether that be if your student is ill and the front office needs to contact you, or emails about important school information. If you move, change emails or phone numbers, and don't let us know, that makes contacting you difficult. Please keep us updated by emailing principal@pimlicoshs.eq.edu.au or completing a Change of Details form attached to this document or, located on our website under Documents then Office Documents.

LOST PROPERTY

Lost property is located in A8.

TOILET ACCESS DURING CLASS TIME

To minimise interruptions to the schooling day, the following bathrooms are open during class times: K Block (boys) & K Block (girls). All bathrooms are open during break times.

Students can access emergency hygiene products from:

- The front office team; • Student Services (A8);
- Melissa Gillett, our School Based Health Nurse; or
- A dignity vending machine that dispenses products at the press of a button can be found in the C Block Girls bathroom. This is a collaboration between Share the Dignity and the Department of Education.

ACCOMMODATION AND WELFARE

CARE ARRANGEMENTS

While studying you must live with:

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

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

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

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

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

LIVING WITH A HOMESTAY FAMILY

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

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

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

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

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

When living in a homestay you must:

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

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

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

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

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

Curfews

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

CULTURE SHOCK

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

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

Some of the signs of culture shock include:

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

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

Honeymoon phase

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

Frustration / Distress phase

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

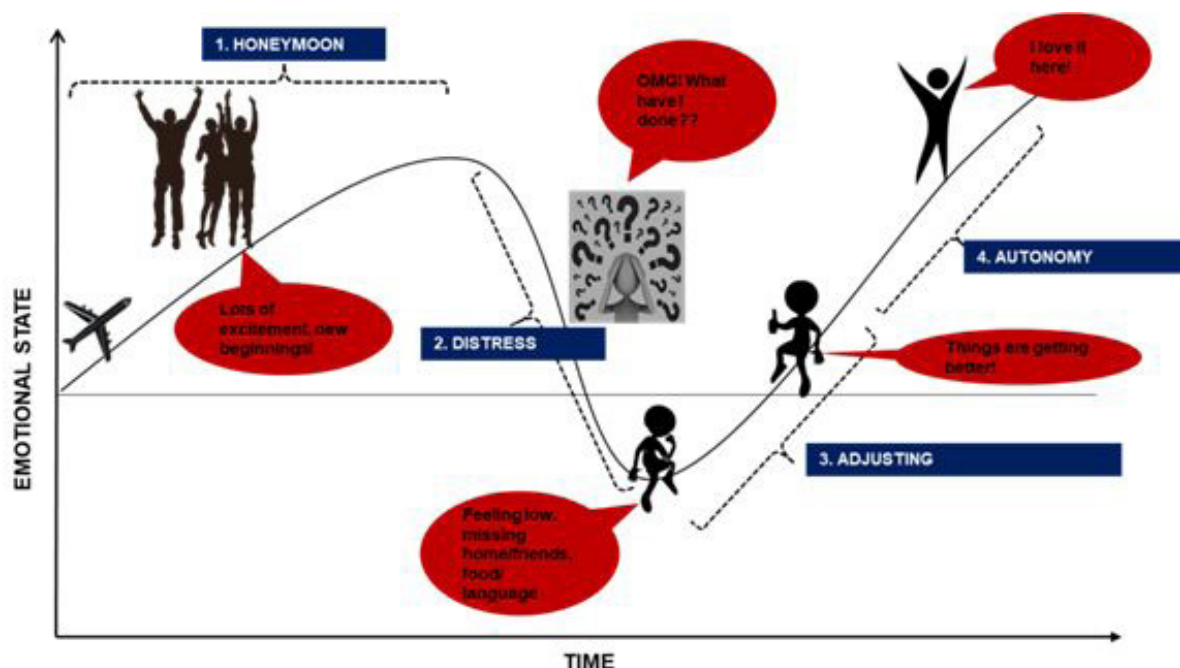
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

Adjusting phase

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

Acceptance/ Autonomy phase

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



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

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

It is important to remember the following:

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

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

EQI STANDARD TERMS AND CONDITIONS

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

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

- Simplified Chinese
- German
- Italian
- Japanese
- Vietnamese

VISA CONDITIONS

ATTENDANCE

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

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

In the event that you are going to be absent from school ask your homestay parent to notify the school on the day of the absence via the absentee line 4759 3444 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.

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

IMPORTANT INFORMATION ABOUT ATTENDANCE

Start & Finish Times:	Monday: 8:45am - 2:50pm Tuesday - Friday: 8:45am - 3:00pm
Late Arrival Process:	As per Blue Book
School Absence Telephone Number:	4759 3444
Serious, Injury or Incident Process:	Ring 1800 QStudy (1800 778 839)

AT RISK OF FAILING TO MEET ATTENDANCE REQUIREMENTS

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

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

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

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

UNSATISFACTORY ATTENDANCE

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- EQI Attendance – Subclass 500 (schools) visa procedure
- Pimlico State High School's Attendance Policy [insert hyperlink]

COURSE PROGRESS

You must maintain satisfactory course progress for each study period as required by us and outlined in the Entry and course requirement standards. Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI report it to authorities and your student visa may be cancelled.

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

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

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

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

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

UNSATISFACTORY COURSE PROGRESS

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

FORMAL INTERVENTION

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- Course progress – Subclass 500 (schools visa procedure)
- Pimlico State High School's Academic policy

BEHAVIOUR

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

The Pimlico State High School Responsible Behaviour Plan [[insert hyperlink](#)] 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.

[Expand as appropriate with specific behaviour expectations at your school]

[EQI 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 Pimlico State High School's rules – student code of conduct and school policy and procedures [[insert hyperlink as appropriate](#)]

At all times you must

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

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

ENGLISH AS A SECOND LANGUAGE OR DIALECT (EAL/D)

Students will be offered EAL/D classes as a part of their program of study at Pimlico State High School.

ADDITIONAL STUDY SUPPORT PROGRAMS

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

ACTIVITY	TIME	LOCATION
Homework Club	Thu 3:00pm	V Block
Mathematics & Science Tutorials	Mon & Wed 3:30pm	K Block

STUDENT CODE OF CONDUCT

Pimlico State High School is committed to providing a safe, respectful and disciplined learning environment for all students, staff, parents and visitors.

The Pimlico State High School Student Code of Conduct sets out the responsibilities and processes we use in our school to promote a productive, effective whole school approach to discipline.

Its purpose is to facilitate high standards of behaviour from all in the school community, ensuring learning and teaching in our school is prioritised, where all students are able to experience success and staff enjoy a safe workplace.

Refer to your Blue Book for further details.

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 & HEALTH SERVICES

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

Overseas student Health Cover (OSHC)

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

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

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

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

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management	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

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 and (if you are living with a homestay provider) approve and monitor your support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

VISITING A DOCTOR

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

MEDICATION

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

MEDICAL TREATMENT

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

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

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

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

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

For further information please see the [EQI Standard Terms and Conditions](#)

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 (OHSHC)

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

More information regarding fees can be found at the following link:

- [Fees](#)

TRANSFER POLICY

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

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

Before applying for a transfer, you should talk to your International 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.

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

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 Management Framework and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course.

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

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

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

APPEALS

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

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

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

EXTERNAL APPEAL

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

EQI will comply with any decision the Ombudsman makes.

TRAVEL AND ACTIVITIES

ROUTINE ACTIVITIES FOR HOMESTAY STUDENTS

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

NON ROUTINE ACTIVITIES FOR HOMESTAY STUDENTS

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

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

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

Related documents

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

NO HIGH RISK ACTIVITIES

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

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

REFUND POLICY

YOUR RIGHTS

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

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

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

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

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- Refund request form

SCHOOL POLICY AND PROCEDURES

ANTI-BULLYING POLICY

Pimlico State High School strategically plans for student wellbeing and uses the Australian Student Wellbeing Framework and the STUDENT LEARNING AND WELLBEING FRAMEWORK to promote positive relationships and the wellbeing of all students, staff and visitors at the school.

Our staff know student learning is optimised when they feel connected to others and experience safe and trusting relationships. Students who feel secure are more likely to be active participants in their learning and to achieve better physical, emotional, social and educational outcomes.

Pimlico State High School utilises student voice through our Student Council, The Inter-year Program, the Engagement and Wellbeing Survey, other surveys as relevant and student forums. A strategic priority for Pimlico State High School is Wellbeing and capturing this student voice is contributing to the implementation of strategies that enhance wellbeing, promote safety and counter violence, bullying and abuse in all online and physical spaces.

BRING YOUR OWN DEVICE (BYOB)

Years 7, 10, 11 & 12 must all have a device while at school. On our website, you will find a considerable amount of information about our BYOD program, including our Student Charter which has plenty of information inside including how to access the Microsoft Suite for free! Attached to this document is a flyer on what type of computer you should be looking at for your student.

Head to our website, click on Curriculum and the Bring Your Own Device. If you have any BYOD questions, please email ITSupport@pimlicoshs.eq.edu.au

SCHOOL NETWORK AND INTERNET POLICY

In order for students to gain access to the computer equipment at the school, to obtain access to the Internet, and to be given an email account, students and their parents/guardian, must agree to the following conditions:

Acceptable Use

- The student will use the school's computers only for curriculum-related purposes. Commercial (for profit) or frivolous (game playing) use is not permitted;
- The student will not create or distribute any images, sounds, messages or other material which are obscene, harassing, racist, inflammatory, malicious, fraudulent or libellous. The student will not use the equipment for any activity that may be considered unethical, immoral or illegal.
- System components of the computer, including hardware and software, shall not be destroyed, modified or abused in any way;
- Use of the computers to access, store or distribute obscene or pornographic material, is prohibited;
- Subscriptions to mailing lists, bulletin boards, chat groups and commercial on-line services, must be approved by the student's teacher. Costs incurred for the unauthorised use of commercial services on the Internet, will be borne by the student, or for those under 18, their parent/guardian.
- Students will not download, email or store executable files (.exe) or zip files on the school's computer network.

USE OF MOBILE PHONE POLICY

Mobile phones brought to school by students must be switched off and stored in students' bags from the first bell to the last bell of the school day. Where a student does not comply with school expectations, the mobile phone will be confiscated. The only three exceptions are:

1. Your teacher gives you permission to use your device for curriculum related purposes. If this is out of the classroom, you will be given a permission slip.
2. For purchasing at the school tuckshop or making payments at the cashier window of the general office. In each of these situations, your mobile phone can only be removed from your bag at these locations and must be turned off and placed back into your bag once payment is made.

To monitor or manage a medical condition as documented on your Individual health plan and/or emergency health plan.

Students are urged to ensure the security of their mobile phones, as with other valuables. The policy on mobiles phones and other electronic media is available on the Pimlico State High School website

MAKE UP AND JEWELLERY POLICY

Jewellery is limited to two small sleeper/stud earrings per ear. Students who have a side of nose piercing are permitted to use a single stud piercing only. No other facial or body piercings are permitted to be visible. This includes but is not limited to "nose rings", "spacers", "spikes", or "rods". A single plain necklace can be worn which may include a small pendant. Bracelets and rings are not permitted.

A watch with plain wrist band may be worn.

The wearing of make-up, except for basic natural foundation, is not acceptable and students will be asked to remove it. Only nail polish of a natural colour is allowed.

Hair must be of a natural colour and be worn in a style which meets school community standards. Hair adornments are not permitted.

UNIFORM REQUIREMENTS

The school uniform is determined by the Executive Principal (in accordance with the Education Act (EAGP2006), in consultation with parents, teachers and students. We welcome and appreciate the support of parents and students in regard to the wearing of the uniform.

The uniform is designed to be safe and comfortable for students and affordable for all families. The wearing of the school uniform promotes our school's image in the community as well as school spirit and pride in our school.

Recognised religious head coverings and arm and leg coverings may be worn. Coverings should be plain navy blue. Arm and leg coverings should be worn under the school uniform.

It is a requirement that all students wear the full school uniform on all school occasions, including excursions. Parents are requested to co-operate in ensuring all students are dressed appropriately for school in the full uniform as outlined below.

Uniforms can be purchased from The School Locker.

UNIFORM:

1. Polo shirt (mid-navy and blue diagonal design) with Pimlico palm logo. Senior shirt for Year 12 students only.
AND
Mid-navy-blue school shorts with "Pimlico" logo on right leg of shorts. These must be of a suitable length i.e. just above the knees. OR Mid-navy-blue skirt with six inverted pleats at the front and a plain back. Skirt must be of modest length. Please note that netball pleated skirts are not suitable.
2. Plain white or black socks.
3. Lace-up fully enclosed shoes in predominantly black or predominantly white colour. Appropriate shoes include cross trainers, runners or joggers or traditional leather school shoes. Boots and casual footwear such as thongs, sandals, canvas shoes, high-top shoes that cover the ankle, ballet flats etc are not acceptable footwear. Students who have medical certificates to verify the use of orthotics should select footwear which complies with the school's footwear policy as closely as possible to the above.
4. School uniform hat or cap preferred.

Additional items:

- School jacket with 'Pimlico' palm logo or Pimlico track jacket.
- Tracksuit pants of navy-blue colour
- Tights of navy-blue colour (with the school skirt/shorts over them)
- Pimlico SHS Senior jersey for Year 12 students only

BANKING

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

If you are experiencing difficulties please see the International 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 disclose your PIN code to anyone.
- For your parents to transfer funds into your account you will need to provide them with the local branch identification number, your account number, bank contact details and swift code. Check with your bank as to their process and requirements).
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.
- Check with your bank as to opening hours during the week and on weekends.
- Do not carry large sums of money at school or when out in public.

TRANSPORT

Students driving cars are not to transport other students TO or FROM school unless that student has written consent from their parents. This written permission must also be provided to the school.

DRIVING

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

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

HOUSE STRUCTURE

PURPOSE OF THE HOUSE STRUCTURE

Throughout their time at Pimlico, students belong to the same Care Group, usually with the same Care Group teacher. This creates a sense of belonging in a supportive environment where students can share feelings and concerns and feel valued. At different points throughout the year, students participate in programs to enhance their social and emotional skills so that they learn ways to enhance their wellbeing through their self-awareness, regulation and ability to establish and maintain positive relationships.

HOUSE GROUPS

Alexandera House – Yellow

Pandanus House – Green

Phoneix House – Red

Royal House – Blue

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 international students let their homestay parents know these things also. This will avoid a lot of worry.

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

MEALTIMES

BREAKFAST

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

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

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

LUNCH

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

LUNCH

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

DINNER

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

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

Expected table manners

Do:

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

Don't:

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

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

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).

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.

COMMUNICATION

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

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

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

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

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 [if applicable] to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. Overseas students are not eligible for a bus pass, so you will have to pay the bus fare to and from school [please check if this is correct for the bus service in your school area].

SWIMMING

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

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

SURF AND BEACH SAFETY

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

Surf Life Saving Australia's 10 Surf Safety Hints

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

Useful links

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

Sun Safe

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

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