



International Student Handbook



Chancellor State College

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1. Principal welcome

At Chancellor State College we provide a high quality learning environment within a caring and supportive context. Our International program is exciting and vibrant, with several study tours each year, along with students living and studying with us through the International Student Program.

Chancellor State College places great emphasis on caring for all students in the school. International students have a Home Stay family, a Home Group teacher, a year level coordinator, international coordinator and guidance officer as well as Specialist English (ESL/ EALD) teachers, to look after their needs.

Short stay and long stay visitations offer opportunities for domestic and international students to make connections and develop long lasting relationships that can translate into life time friendships that span the globe.

We invite you to become part of the Chancellor community.

Leanne Jensen-Steele

Executive Principal Chancellor State College

2. School details

Street address	164 Sippy Downs Drive, Sippy Downs 4556 PO Box 7066, Sippy Downs QLD 4556
Officer hours	Monday – Friday 8:00 am – 3:30
Telephone:	07 5453 3222
Fax:	07 5453 3200
Absence line:	07 5453 3260
Administration Email:	office_sec@chancellorsc.eq.edu.au
Website:	www.chancellorsc.eq.edu.au
Facebook:	www.facebook.com/ChancellorStateCollege

3. Administration

Administration	Name	Telephone/contact
Executive Principal	Mrs Jensen-Steele	07 5453 3222
Principal	Mr Watts	07 5453 3222
Deputy Principals <ul style="list-style-type: none"> • Year 10 & 11 • Year 11 & 12 • Year 9 • Year 7 • Year 8 	Mrs Walker Mrs Caton Mr Harrison Mrs Beatson Mr Gibson	pwalk27@eq.edu.au ccato4@eq.edu.au rharr86@eq.edu.au dbeat27@eq.edu.au dgibs20@eq.edu.au
Financial matters		
Business Service Manager	Ms Kay Wheatley	07 5453 3222
Student attendance		absences@chancellorsc.eq.edu.au 07 5453 3260
Heads of Department <ul style="list-style-type: none"> Creative Industries English Global Schooling Health & Performance Humanities Enterprise & Innovation Mathematics Science & Engineering Vocational Education Special Education Senior Schooling JS. English JS. Humanities JS. Maths JS Science 	Ms Stephenson Ms Murphy Mr Holden/Ms Hearn Mr Walker Ms Chan Mrs Dittman Mrs Zeydel-Unie Mr Liddle Mr Hoger Mrs Ralph Mrs Riley Ms Waterman Ms Flynn Mrs Harrison Mr Braun	07 5453 3222
Student Wellbeing and Support <ul style="list-style-type: none"> • HOD Student Engagement • School Based Nurse • Chaplain • Guidance Officer • Social Worker 	Mr Redshaw Ms Kerri Percival Mr Shane Brigg Ms Burness, Ms Annand & Mr Towler Ms Kyra Lake	07 5453 3222

4. School values

We are committed to providing an environment where your child can experience success on a daily basis - where we are “the best we can be”. Our college charter highlights the value we place in the attributes of care, courtesy, cooperation, commitment and challenge. The 5Cs underpin the pillars of our success, these being academic excellence, cultural excellence, sporting excellence and community involvement. This allows for all students to find an area of excellence and therefore experience success every day.

Our vision is articulated as an action. All members of the Chancellor community contribute to a school that:

- Values all children
- Promotes and develops standards of excellence for all
- Prepares students for their future
- Is owned and loved by its community.

5. International Team

The International Team are here to guide you with your studies and support you during your time at Chancellor State College.

Name	Role	Contact
John Holden – Tues & Wed Audrey Hearn – Mon, Thurs, Fri	Head of Department Global Schooling	jhold23@eq.edu.au ahear30@eq.edu.au
Heidi Imbrogno	International Coordinator	hbarn37@eq.edu.au 0447 710 679
Jill Thorpe	EALD Teacher Aide	
Ashley Egan	EALD Teacher	aegan11@eq.edu.au

The International office and student room is located in SL12 next to the First Aid Room at the front of the College.

6. Emergency contacts (during school hours)

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

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

Name	Role	Contact
Heidi Imbrogno	International Coordinator	0447 710 679
John Holden	Head of Global Schooling	0436 337 250(do not text)

7. Emergency contacts (after school hours and on the weekends)



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.

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

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.

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

A critical or life threatening situation includes:

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

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

9. School emergency and lock down procedure

Lock Down - Lock down signal authorised by Principal

- Lock down tone “ping, ping, ping” repeated for 1 minute.
- All staff and students remain and/or enter into the closest lockable classroom as quickly and as safely as possible (e.g. classroom, toilet, staffroom or storeroom using reasonable discretion).
- Stay out of sight, lock windows and doors, pull down blinds, switch lights off, student mobile phones off. Once locked down do not open the door.
- Wait for the “ALL CLEAR INTERCOM TONE”.

Emergency Evacuation – eg. FIRE

- Signal Continuous ringing of the bells (If the bell system is not functional, administration staff will use internal phone system, if operating, or will move around the school verbally raising the alarm. Students are to cease what they are doing and follow the instructions of their teacher.
- Procedure Evac A–Please Evacuate all buildings to school oval

10. School map and facilities



11. Orientation

The Chancellor State College 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

Daily Timetable Chancellor State College	
8:25am	Form class
8:40am	Period 1
9:50am	Period 2
11:00am	Lunch 1
11:40am	Period 3
12:50pm	Lunch2
1:20pm	Period 4
2:30pm	School finishes

ISP Weekly Meetings

Friday first break every week in International room – bring your lunch

12. What to do when

What to do when...	
12.1. Late for school or class	Before 9am go to the window at the administration building for a late to school pass, ensure your host family has given you a note or they have contacted the College 07 5453 3275, otherwise you will receive a lunch time detention. After 9am or if you are late to class, go to the First Aid room next to the international room to receive a late pass.
12.2. Leaving school during the day	You must have a note from your host parent explaining the reason why you need to leave early that day. Go to the First Aid room next to the international room.
12.3. Feeling sick or unwell	Go to the first aid room, one of the staff members will contact your host parent to come and collect you and also advise Heidi of your illness.
12.4. Wanting to change subjects	First talk with Mr Holden to make sure that you are able to change and that you have covered all your subjects for your overseas school. Mr Holden will then guide you on the next steps
12.5. Changing address or contact details	The only time you are able to change your homestay is with the assistance of Heidi. If your host family are moving they should have made contact with Heidi prior to the move.
12.6. Wanting to see a Guidance Officer	You can make an appointment at the student counter at the administration office or see Heidi to assist you.
12.7. Lost property	Located at the student entrance in the administration building
12.8. Toilet access during class time	You must ask permission from your teacher, do not just get up and leave.

13. 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 Homes 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](#)

14. 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.

15. 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.

1. 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.

2. 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.

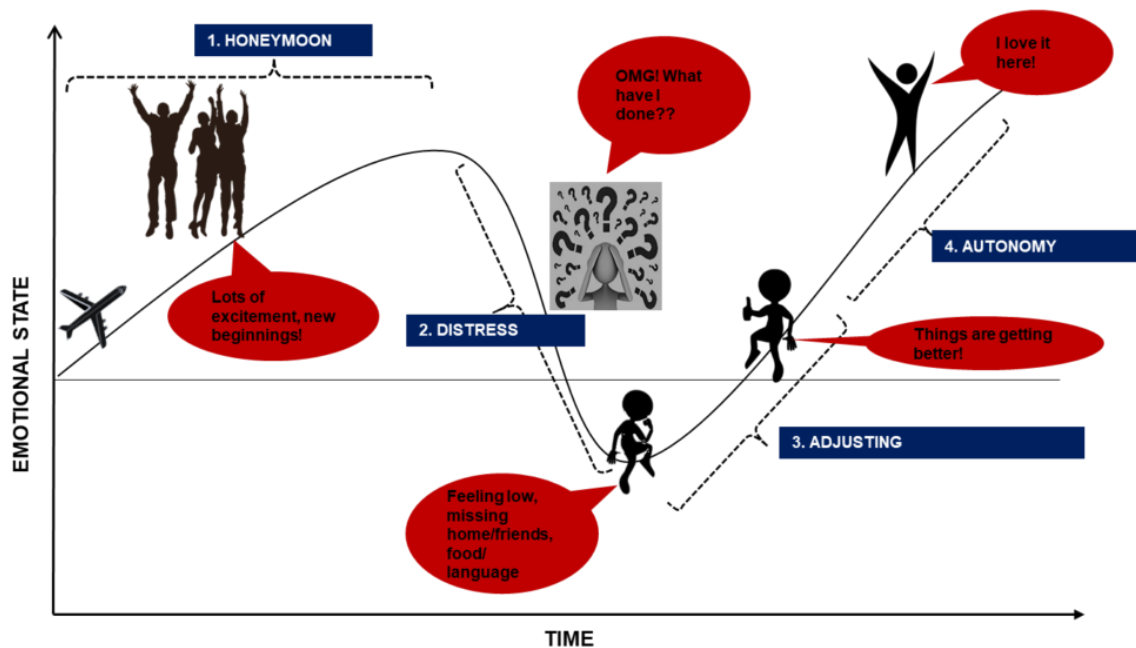
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

3. 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.

4. 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 Chancellor State College.

16. 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](#)

17. Visa Conditions

Attendance

Chancellor State [College 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 Chancellor State

College it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8.25am.

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

In the event that you are going to be absent from school ask your homestay parent to notify the school on the day of the absence via the absentee line 07 54533260 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 and finish times 8.25am – 2.30pm
- Late arrival process Students who arrive late must sign in at the Administration block 'Late Student and Uniform Pass' window until 9.00am, then after this time in the Student Services Office, Lower L Block.
- School absence telephone number 07 5453 3260
- Serious, injury or incident process
After hours call 000 then – 1800 778 839 – 1800QSTUDY
During office hours 000 then phone 0447 710 679 (Heidi's mobile)

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](#)
- [College attendance policy](#)

Course progress

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

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

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

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

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

Chancellor State College 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 \(schools visa procedure\)](#)
- [Chancellor State College Academic Policy](#)

Behaviour

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

The [Chancellor State College Responsible Behaviour Plan](#) 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.

[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 Chancellor State College rules – student code of conduct and school policy and procedures [College Rules and Policies](#)

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.

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

English as an Additional Language is designed for students for whom English is not their first or home language. It develops students' knowledge, understanding and language skills in Standard Australian English (SAE), and provides them with opportunities to develop higher-order thinking skills and to interpret and create texts for personal, cultural, social and aesthetic purposes.

Students have opportunities to engage with language and texts to foster the skills to communicate effectively in SAE for the purposes of responding to and creating literary and non-literary texts. They develop the language skills required to be competent users of written and spoken English in a variety of contexts, including academic contexts suitable for tertiary studies.

Students make choices about generic structures, language, textual features and technologies to best convey intended meaning in the most appropriate medium and genre. They explore the ways literary and non-literary texts may reflect or challenge social and cultural ways of thinking and influence audiences. Students develop empathy for others and appreciation of different perspectives through a study of a range of literary texts from diverse cultures and periods.

19. Additional study support programs

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

Activity	Time and Location
ESL	Tuesday P3
Tutorials	Wednesday 2.30pm – see Mr Holden for Location

20. Academic policy

[Academic Policy](#)

21. 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.

22. Emergency and health services

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

Overseas student Health Cover (OSHC)

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

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

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

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

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)

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

23. 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.

24. 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](#)

25. 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 at the following link:

- [Fees](#)

26. 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](#)

27. 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.

28. Appeals

28.1. Internal Appeal

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.

28.2. 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.

29. Travel and activities

29.1. Routine activities for homestay students

While living in homestay you must discuss routine activities with your homestay provider and comply with homestay provider decisions. Routine activities 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.

29.2. Non-routine activities for homestay students

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

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

In assessing your request, 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](#)

29.3. No high-risk activities

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

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

30. 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](#)

31. School policy and procedures

[College Rules and Policies](#) this link will cover the below information

- 31.1. Anti-bullying policy**
- 31.2. Anti-litter policy**
- 31.3. Bring your own device**
- 31.4. School network and internet policy**
- 31.5. Use of mobile phones**
- 31.6. Make up and jewellery policy**
- 31.7. Uniform requirements**

Please click on the link for all information regarding the College uniforms. [Uniform information](#)

- Formal uniform is to be every day unless you have sports.
- A College hat must be worn at all times (Prep to 9) when outside the classroom. The College hat is optional to wear for years 10 to 12.

32. 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.

33. Transport

Depending on where your homestay is situated you may be able to ride a bicycle to school, walk or catch a bus. Students are able to purchase a Go-card it is Trans Link's electronic ticket to fast, easy and convenient travel.

Use go card on all Trans Link bus, train (including Air train), ferry and tram services in greater Brisbane, Ipswich, Sunshine Coast, and Gold Coast regions. The best part about go card is it's:

- cheaper than the cost of a paper ticket
- convenient to manage
- easy to top-up and use
- available for adults, children, concessions, seniors.

[Go-Card Information](#)

[South East Queensland Journey Planner Bus, Train, Ferries](#)

34. 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.

35. House Structure

For our sports and swimming carnivals we have four house groups.

Gooroy – Ringtail Possum - Yellow

Gula – Koala – Blue

Mari – Kangaroo – Green

Waruma – Red Breasted Eagle = Red

When students enrol at Chancellor State College they are given a house that they represent at these carnivals. Students dress up in their house colours to make it a fun and exciting day.

36. School Leadership Opportunities

Students are able to join one of our many portfolio groups and if you are lucky enough to be a graduate student you are able to apply to become a student ambassador in year 12.

37. Australian families

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

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

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

38. Australian teenagers

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

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

39. Mealtimes

Breakfast

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

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

- **Eggs** that are cooked and served with toast

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

Lunch

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

Dinner

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

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

Expected table manners

Do:

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

Don't:

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

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

40. 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.

41. Expressing emotions

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

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

42. Communication

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

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

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

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

43. Manners

Manners are very important in Australian culture, and parents encourage their children to say "please" and "thank you" when they ask for something. They also encourage them to 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.

44. Transport to school

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the *designated bikeway* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. Overseas students are not eligible for a bus pass, so you will have to pay the bus fare to and from school.

45. **Swimming**

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

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

46. **Surf and Beach safety**

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

At Chancellor State College we will organise for you to do a water skills assessment during your first week at school to ensure you are able to swim. This will be done at the local University Pool which is located next door. All international students wishing to do water activities during their stay in Australia must do this assessment prior to entering any oceans or swimming pools.

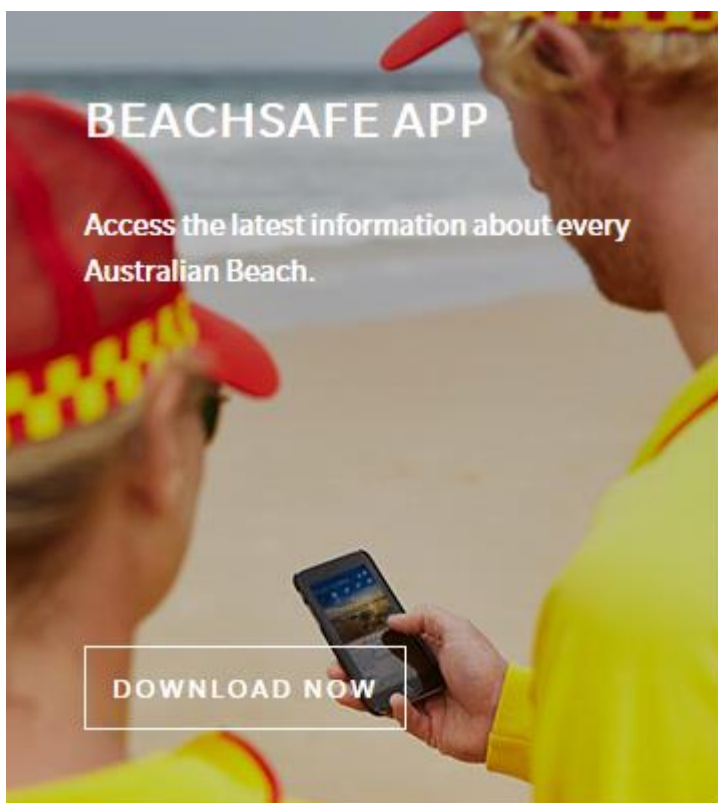
We also provide you with a free surf lesson with a local surfing school where you will also be given a surf awareness lesson on how to read the signs and where it is safe to swim.

Surf Life Saving Australia's 10 Surf Safety Hints

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

Useful links

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



Sun safe

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

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

47. Road safety

Australian roads can be quite busy during peak time (mornings and afternoons are especially busy times) 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.**

Quick Q&A Reference Page

I want to...	The rule is...
SUBJECT CHANGES - See Mr Holden for all changes	
Change a subject at the start of the semester	✓ All changes must be made in the first 2 weeks of the semester
I want to change subjects at the start of term 2 or 4	<ul style="list-style-type: none"> ✓ Newly arrived students and failing students only ✓ All changes must be made in the first 2 weeks of term
TRAVEL AND HIGH RISK ACTIVITIES	
Stay overnight at the house of another international student from Chancellor SC	✓ email or text from your homestay parent to Heidi informing her where you are staying and they approve
Stay overnight at the house of another international student from another local school	✓ Travel form submitted <u>and approved</u> before departure
Stay overnight at the house of another international student from another school outside the Sunshine Coast	✓ Travel form submitted <u>and approved</u> before departure
Stay with my natural family when they visit	✓ email or text from your natural parent or agent to Heidi informing us of the details
Stay the night elsewhere without direct supervision by an approved adult (e.g.: stay in an apartment with friends unsupervised)	✗ Will not be approved. You must be directly supervised by an approved adult
Travel locally and before curfew	✓ ask permission from Homestay parent and keep them informed of your location at all times
Regular travel locally after curfew. E.g.: Football practice one night a week	<ul style="list-style-type: none"> ✓ Travel form submitted <u>and approved</u> ✓ Keep Homestay family informed of your location at all times
Travel outside Sunshine Coast but within South East Queensland without Homestay Family (Non-Routine Travel)	<ul style="list-style-type: none"> ✓ do not book anything before getting <u>written approval</u> ✓ travel form must be approved by Mr Holden prior to departure include: <ul style="list-style-type: none"> <input type="checkbox"/> where, when and with who <input type="checkbox"/> how are you getting there including bus/train/flight details
Travel outside South East Queensland with or without Homestay Family including returning to home country	
Participate in high risk activities. These activities are extreme sports and recreational activities with dangerous elements e.g.: Surfing, skiing, snorkelling, boating, horse riding, skydiving, etc.	