



HELENSVALE
STATE HIGH SCHOOL



Helensvale State High School International Student Handbook

We **ASPIRE** for each and every student to succeed.
We **BELIEVE** in One Student, One Community, Many Futures.
We **VALUE** respect, responsibility, resilience.

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1. Principal welcome

Welcome to Helensvale State High School. I hope that you enjoy learning more about our school as we strive to reach our learning vision of '*each and every student succeeding*'.

Our learning purpose is '*One Student. One Community. Many Futures.*' We believe in putting the interests of students first in all we do as we create our *school for one*, providing a personal learning experience for your *child – our student*.

Our school is about providing a world of possibility, achievements and success for our students. We have created an environment where students have excelled, contributing to their state and country through their achievements at the highest levels in academia, business, sport, arts and community.

We are committed to creating students with the skills and dispositions needed to thrive in the 21st Century. Through our curriculum and pedagogy we prepare students to become critical and creative thinkers, great communicators and valued team members, and who have the personal, social and technological skills to succeed in our rapidly changing world.

We have a long-established reputation for academic excellence through our EXCITE academic program. We also offer excellence programs in sport, the arts, entrepreneurship and Japanese.

Our students graduate our school pursuing their *many futures*. This is evident through our various pathways programs, exit results and our celebrated vocational education program. Our pathways and programs are supported by strong and productive university, TAFE, employer and business links that are robust, innovative and student-focused.

We are also proud of our International Student Program where students from around the world enrich the learning experiences of all our students. Our program is well established and we pride ourselves on strong support structures for overseas students, both at school and with homestay families.

We explicitly teach and celebrate our three learning values of *Respect, Responsibility and Resilience*. We have very high expectations for learning and behavior. A safe, supportive and collaborative environment lays the foundations for excellence in learning. We have a strict uniform policy and our students wear our uniform with pride. As a community, we understand how student behavior and appearance reinforces our strong school reputation.

Our great strength over time has been the *One Community* philosophy that we create between students, staff, parents, carers and the wider community. Learning is a partnership and we value and foster our role as a hub of learning and wellbeing in our community.

As a school, we are facing the future with an overwhelming sense of optimism and positivity and we welcome you to our Helensvale State High School learning community. It is all about *your child - our student*.



Karen Lindsay

Executive Principal
Helensvale State High School

School details

Street address: 243 Discovery Drive Helensvale

Officer hours	Monday and Friday 8am – 3.30pm Tuesday – Thursday 8am – 4pm
Telephone:	07 55738555
Absence line:	07 55738560
Administration Email:	admin@helensvaleshs.eq.edu.au
Website:	www.helensvaleshs.eq.edu.au
Facebook (if applicable)	http://www.facebook.com/helensvale

2. Administration

Administration	Name	Telephone/contact
Executive Principal	Karen Lindsay	55738555 (school Administration)
Head of School	Megan Roderick	
Deputy Principals	Tracey Eaton Janelle Dickman Amy Paterson Sharyn Stubbs	
Financial matters		
Business Service Manager Student Resource Scheme	Michael Forsyth	
Student attendance		2184_studentabsences@eq.edu.au 07 55738560
Year Level Coordinators	Emily Lawrance Ashley Hinds Dency Tautari Sheldon Revell Mary Anne White Nicole Gilmore	Year 7 Year 8 Year 9 Year 10 Year 11 Year 12
Student Wellbeing and Support <ul style="list-style-type: none"> School Based Nurse Chaplain Guidance Officer 	Joy Xaviour Long Bradley Delaney Bassett Elaine Sears Jordy Kelly	Years 7 & 8 Years 9 & 10 Years 11 & 12

3. Learning Misson

One Student

One Community

Many futures

Each student engages personally in our school and achieves to their full potential.

We will create an innovative learning community that prepares our students for the future.

Learning Values

I am RESPECTFUL, I am RESPONSIBLE, I am RESILIENT

We believe that our learning values need to be explicitly modelled and taught every day within our school community. The Helensvale Stat High School community is encouraged to uphold our Positive Behaviour for Learning values

International Team

The International Team are here to guide you with your studies and support you during your time at Helensvale State High School.

Name	Role	Contact
Karen Lindsay	Principal	55738555
Lisa Campbell	International Student Program – Line Manager	07 55738524
Narelle Gibson	International Student Coordinator	07 55738587
Narelle Gibson	Homestay Coordinator	

The international office is located at Kurangbah KF09

4. 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
Narelle Gibson	International Coordinator	55738587
Student Hub		55738536
School Administration		55738555

5. Emergency contacts (after school hours and on the 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 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.

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

A critical or life threatening situation includes:

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

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

7. School emergency and lock down procedure

EVACUATION PROCEDURES AND RESPONSIBILITIES

On observing a fire OR an emergency situation, **call 000 immediately**. Have someone else contact the Admin Office on Ext 599, to notify the location and the nature of the emergency. The Administration office will press the alarm.

ALARMS – (whoop, whoop, whoop sound)

1. The **Evacuation Alarm will be sounded and will run for 3 minutes** signalling that an evacuation is in progress. BSM to Switch bells OFF after 3 minutes (**including school lesson bells**).

2. Back up alarm (if power is down e.g. blackout) is provided by air horns held in each staffroom and by the 4 loudhailers kept in the Administration Block (Safe Storeroom). These are sounded for every evacuation and it is a very loud screaming noise for 5 minutes duration. (HODs in each staffroom to ensure air horn is sounded). HODs to be contacted by phoning their mobile phones.

3. If Hose Reels are required, keys for the locked Hose Reel cabinets are located in every staffroom.

4. **As soon as the alarm is sounded, the Futures Rolls (in boxes) will be taken down to the Evacuation Assembly areas by Administration staff.**

LOCKDOWN

PROCEDURES AND RESPONSIBILITIES

Helensvale State High School

When a siege, hostage or dangerous event requires students and staff to remain in secure areas.

ALARM – Tune: Vivaldi – Four Seasons (Spring) (please familiarise yourself with this tune)

REAL EVENT

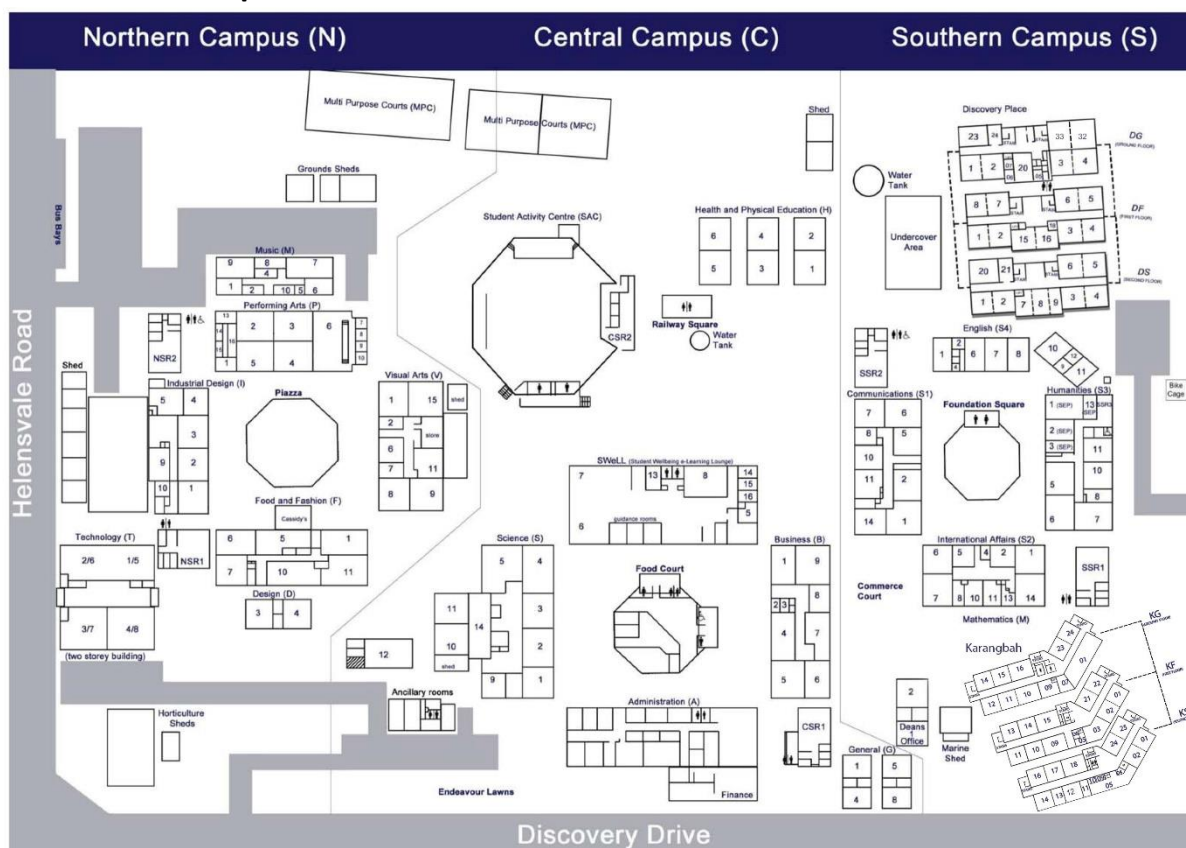
1. Contact the EMERGENCY PHONE EXT 599 or 5573 8599 (on mobile)
2. Alarm (tune) sound will play **TWICE then STOP**
3. Advise Principal, Head of School, Deputy Principal, Business Services Manager or Officer in Charge of event
4. The Administration office staff will contact Emergency Services as required.
5. The End of Lockdown will be announced via message over the PA system and telephone –

DO NOT ASSUME THE LOCKDOWN IS OVER WHEN THE MUSIC STOPS – WAIT UNTIL THE ALL CLEAR IS ANNOUNCED

DRILL ONLY

1. Alarm (Vivaldi) will run for 3 minutes (in drill only). **IF IT IS A REAL EVENT THE WHOLE TUNE WILL RUN TWICE THEN STOP.**
2. Follow procedure below.
3. **The End of lockdown will be announced via message over the PA system and telephone system – DO NOT ASSUME THAT WHEN THE MUSIC STOPS THE LOCKDOWN IS OVER**

8. School map and facilities



9. Orientation

The Helensvale 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

Daily Timetable Helensvale State High School			
Monday	Monday	Tuesday-Friday	Tuesday - Friday
8:45am	Futures	8:45am	Futures
8:55am	Period 1	8:55am	Period 1
10.05 – 10.50	Lunch 1	10:10am	Period 2
10.50 – 12.00	Period 2	11:20am	Lunch 1
12.00 – 1.00	Lunch 2	12.05pm	Period 3
1:05pm	Period 3	1:15pm	Lunch 2
2.15	School finishes	1:45pm	Period 4
		2:55pm	School finishes

Orientation timetable**INTERNATIONAL STUDENT ORIENTATION SCHEDULE**

8.30am	Meet in foyer of administration building Explain orientation process and time for pick to homestay parent
8.45	Welcome Student given timetable Go through subjects Collect visa, passport and any other documents to copy
9.30am	Orientation booklet Homestay School expectations and rules Visa requirements - attendance/academic level
10.30am	Guidance Officer – Ms Elaine Sears – / School Nurse – Ms Joy Xavier – Health & Safety
11.20 – 12.05	LUNCH
11.45 am	Orientation booklet completed Power point presentation Complaints and Appeals Questions and answers Students to sign orientation check list Obtain student phone number and email
12.30	Uniforms, text books and picture for ID card
1.15 – 1.45	Afternoon Tea
1.45pm	Tour of school – visiting classrooms according to student timetables
2.45	Student picked up by host family Meet in foyer 8.30am next morning, buddies to pick up student from KF09 Student taken to each class on the day and introduced to teachers

Assembly

Assembly at Helensvale State High School is held on Tuesdays commencing at 11.55am – 12.20pm in the Sports Hall. Year 7- 9 students attend Assemblies each fortnight, with students from Year 10 -12 attending Assembly on the alternate weeks of the Term. Year Level Assemblies are also held on alternate weeks.

Overseas student Meeting

Overseas students meet each week in the international room at 8:30-845 each Monday in the international room. The purpose of the short meeting is to check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your International Student Coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

10. What to do when

- 10.1. Late for school or class – sign in at the Student Hub**
- 10.2. Leaving school during the day – sign out at the Student Hub**
- 10.3. Feeling sick or unwell – go to sick bay at the Student Hub**
- 10.4. Wanting to change subjects – pick up form from the student Hub**
- 10.5. Changing address or contact details – see International Coordinator**
- 10.6. Wanting to see a Guidance Officer – make an appointment in the SWell**
- 10.7. Lost property – lost property is in the Student Hub**
- 10.8. Toilet access during class time – ask class teacher**

11. 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](#)

12. 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.

Year 10 & below	6:00PM	9:30PM
Year 11 and 12	7:00PM	10:30PM

13. 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 (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

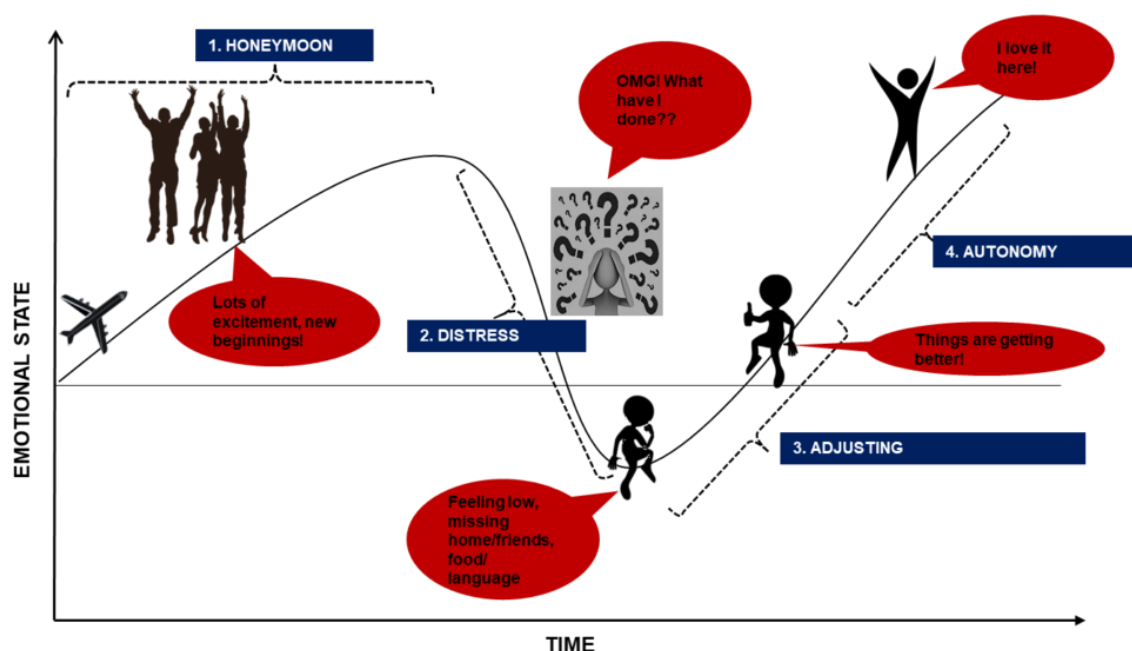
sense of disconnection from the surroundings. During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

3. Adjusting phase

After some time, 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.
- Socialize and make new friends.

It is important to remember the following:

- Culture shock is a perfectly normal part of the study abroad experience.
- It is important to remember that it will pass.

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

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

14. 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.

15. 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](#)

16. Visa Conditions

Attendance

Helensvale State High School attendance policy aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at Helensvale 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 55738560 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.

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](#)

Student Responsibilities:

Students must be at school by 8.45am every day. Students arriving after 8:55am must report to the Student Hub. If accompanied by a parent/carer students must sign in at the Administration Office.

- Students who have been absent for a whole or part of the day must bring an explanatory note from their parents/carers to the Student Hub.
- Students wanting to leave school early must present a note from their parents/carers to the Student Hub prior to 8.45am or during break times. They will be given a Leave Request Pass to show the teacher of their class when they have to leave. After leaving class, they are to report to the Administration Office to officially sign out.
- Students must never leave school grounds without a parent/carer present and without signing out formally through the Administration Office.
- Students must be on time to class. Students persistently arriving late will be issued with detention. In time-tabled classes, this is the responsibility of the teacher.

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 Helensvale 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

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

Formal intervention

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

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

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

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

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

Behaviour

Helensvale 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 Helensvale State High School Responsible Behaviour Plan www.helensvalesh.com.au 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 Helensvale State High rules – student code of conduct and school policy and procedures.

At all times you must

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

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

17. Additional study support programs

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

Activity	Time and Location
English	Wednesday 3 – 4 Swell
Mathematics	Thursday 3 - 4
Science	Tuesday 3 - 4

18. 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](http://www.legalaid.qld.gov.au) 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.

19. 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

20. 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.

21. 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](#)

22. 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.

- Laptop Scheme
BYOD - \$16.00 per year
School laptop - \$200.00 per year

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](#)

23. 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](#)

24. 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.

25. 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.

26. Travel and activities

26.1. 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.

26.2. 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](#)

26.3. 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.

27. 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](#)

28. School policy and procedures

The Helensvale State High School, School Council endorses the Responsible Behaviour Plan for Students, of which Dress Code is one part. The Helensvale SHS

uniform is endorsed by the Helensvale SHS Parents and Citizens Association. Helensvale SHS has a school uniform to support:

- the ease of identification and the safety of our students in the school and community.
- social justice and equity.
- a positive school image in the community where our students are in regular contact with prospective employers, future families and members of the general public.
- a culture of high expectations for personal presentation, behaviour and learning outcomes.

All uniform items with the exception of shoes are only available for purchase from the school's uniform shop. Look-a-like items are not permitted.

Footwear and Socks

- Shoes must be plain black (no logos/trim/stitching in colours other than black), fully enclosed, lace up or Velcro and full leather/leather look with a protective substantial upper. Shoes are to be worn with both formal and sports uniforms.
- Canvas shoes, suede shoes, ballerina style shoes, boot style/high tops and slip-on shoes are not permitted.
- Shoe laces must be black.
- Socks must be Helensvale SHS socks and visible above the ankle (white with school name printed on sock).
- Students are able to bring sport shoes to change into for their sport lesson.

To assist parents/carers when purchasing footwear, the following guide is provided. Students may be withdrawn from activities under *Workplace Health and Safety* legislation if wearing inappropriate footwear.

Hats

- All students who wish to wear a hat must wear a Helensvale SHS hat (or Helensvale SHS Sport Academy hat).
- All students must wear a Helensvale SHS hat (or a Sport Academy hat) when participating in HPE lessons.
- All students participating in interschool sport must wear a Helensvale SHS hat (or a Sport Academy hat), irrespective of whether they wear the hat during actual game time.

Bags

- All students are required to use a Helensvale SHS bag.

Jewellery

- No rings, wrist, neck or ankle jewellery is allowed except for a watch and a medical bracelet.
- No more than two pairs of earrings in the ear lobe only. They must be either:
 - a small stud or
 - a sleeper with a maximum diameter of 10mm.
- Ear studs must be worn flat against the ear. Any other ear adornment is not acceptable.
- Stretchers and spikes are not permitted.
- No facial piercings of any kind are permitted including clear studs. Students are not permitted to cover facial piercings.
- In certain environments the wristwatch or medical bracelet may be required to be removed (health/safety). This may include but is not limited to Health and Physical Education, Sport, Dance, Drama, Home Economics, Hospitality, Industrial Design, Manual Arts subjects, Art and Science.

Ties

- Ties are a required part of the girls formal uniform. The ties are purchased with the junior shirt but must be purchased separately to the Senior shirt.
- Ties are an optional part of the boys formal uniform.
- All students in leadership positions must wear a tie for leadership and representative events.

Undergarments

- Undershirts must be plain white and not show outside/below/through uniform.
- Undergarments are to be skin coloured or white (no lace, bright colours, etc.)

Nail Polish and Makeup

- No nail polish is permitted.
- Students with acrylic nails must have clear polish.
- No makeup is to be worn except for light foundation.
- False eye lashes are not permitted.
- Students will be asked to remove nail polish and makeup.

Hair

- Hair must be clean, neat, tidy and of a natural tone in colour.
- Extreme hairstyles or significant variations in hair length (e.g. mohawks, dreadlocks, mullets, shaved sections and rat's tails) or bright, unnatural hair colours are not acceptable. Natural toning only is permitted.
- If hair is tied back for certain tasks it is with a discreet hair tie and/or school coloured ribbon.
- Bandannas, beanies and large ornamental bows/headbands are not to be worn.

- Appropriate hair ties and accessories are not permitted to be worn anywhere other than in the hair eg hair ties are not permitted to be worn around wrists.

Uniform Expectations

Formal and Sport Uniform

- Junior Secondary students (Years 7, 8 & 9) are permitted to wear the sport uniform all day only on the days that they have practical HPE lessons. Junior Secondary students are still required to wear full black leather shoes until they are in this HPE lesson. Students are required to change out of their sports shoes prior to the conclusion of each lesson.
- Senior Secondary students (Years 10, 11 & 12) are only permitted to wear the sport uniform during actual HPE/Recreational lessons. Senior students are expected to change in and out of the sport uniform for these lessons.
- All year levels are permitted to wear the Helensvale SHS long formal pants as part of their formal uniform all year round. These pants must be purchased from our school uniform shop.
- Students are permitted to wear Helensvale SHS tracksuit pants as part of the winter sports uniform in Terms 2 and 3 only. These pants must be purchased from our school uniform shop.
- Parents/carers will be notified of approved times outside of Terms 2 and 3 via text message if a cold snap is forecast.

Sports Academy

□ Students participating in a Sports Academy subject are permitted to wear their respective Sports Academy uniform (if purchased) only during practical lessons. Students are required to change in and out of the sports academy uniform prior to and at the conclusion of each lesson.

Dance Academy

□ All Dance students are required to wear the Helensvale SHS dance uniform. Students are only permitted to wear the uniform during dance lessons and are required to change in and out of the uniform prior to and at the conclusion of each lesson.

Aquatic Practices

□ Students attending Aquatic Practices excursions (Years 10, 11 & 12 only) are required to wear the sport uniform on the day of the excursion.

Industrial Uniform

- Senior School students (Years 10, 11 & 12) involved in industrial subjects (e.g. manufacturing, construction, horticulture, hospitality, kitchen operations) will need to purchase 'industry appropriate clothing' to wear during these lessons. This may

include footwear. This industry clothing is available for purchase from the uniform shop.

- Senior Secondary students are expected to change in and out of the 'industry clothing' prior to and at the conclusion of each lesson.
- Students are also required to wear a Helensvale SHS hat when working outdoors during these lessons.
- Adherence to the shoe policy is required for students to participate in all industrial practical activities.
- Year 12 Construction students are required to supply their own hearing and eye protection. Safety glasses and earmuffs can be purchased from the Uniform shop.

Other notes

- Skirts and skorts must be worn at an appropriate length. An appropriate length is deemed to be no more than five centimetres above the knee.
- Students are not permitted to mix and match the sport and formal uniform.
- The only jumper permitted to be worn at school is the Helensvale SHS jumper that can be purchased from the Uniform Shop.
- The only jacket permitted to be worn at school is the Helensvale SHS jacket that can be purchased from the Uniform Shop.
- Students are permitted to wear tights with the skirt and skort. The tights must be navy blue (not black or any other colours).

Uniform Infringement

Not wearing the uniform correctly is a breach of the school's Dress Code. Students who do not wear their uniform appropriately or who wear non uniform items will be requested to change into a uniform provided by the school, including shoes and socks. Parents/carers will be contacted when students do not comply with our Dress Code.

Students who refuse to follow the Dress Code infringement procedure will incur consequences. These include, but are not limited to the following:

- Lunchtime detention
- Community service
- Afterschool detention

The uniform shop is located in Administration
Opening hours are:

29. 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 or Homestay Family. 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.

30. Transport

To use public transport you will need to purchase a GoCard. This can be used for Buses train and trams.

31. 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.

32. 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.

33. 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.

34. 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.

35. Socialising with friends

Hopefully you will make many friends while you are in Australia, and want to go out with them on the weekends. Please be considerate of your host family and always ask for permission, let them know where you are and when you will be home. As a general rule, socialising should be limited to weekends, as 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.

36. 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).

37. 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.

38. 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.

39. 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.

40. 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

41. Surf and Beach safety

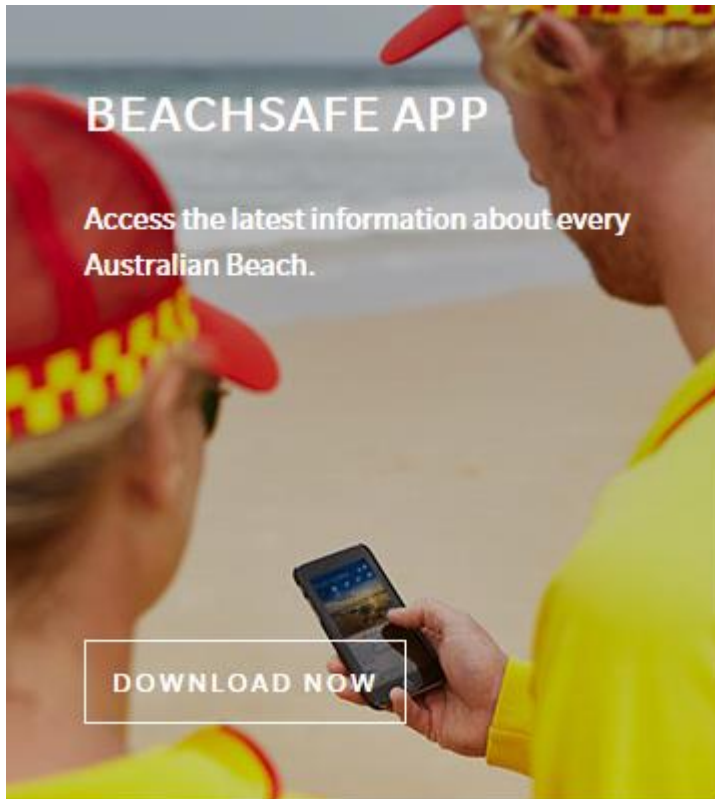
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself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

42. Road safety

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