

HELENSVALE STATE HIGH SCHOOL
INTERNATIONAL STUDENT PROGRAM



OUR LEARNING MISSION

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**.

HELENSVALE STATE HIGH SCHOOL

INTERNATIONAL STUDENT PROGRAM

Personal Safety in the school grounds

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

Safety with possessions

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

Safety away from school

- Belong to a group.
- Walk with friends.
- Stay where there are lots of people.
- Keep emergency contact numbers in your phone and have your Emergency Card with you.
- Always tell your host family** when you are going out, where you are going and when you expect to return.
- Have enough money to get home and **plan your transport** home before you leave (make sure you know which bus or train you will catch and where to catch it).
- Be aware of your surroundings; do not use headphones while walking.
- Avoid travelling alone especially at night – phone someone with the bus route number and the bus number or the taxi company name and the taxi number.
- Always carry your mobile phone charged and with credit available.
- Do not go anywhere with strangers.
- Do not give personal information to strangers.
- Know and follow the EQI travel policy procedures

Beach Safety

- Always swim with friend
- Don't swim at night
- Always swim between the red and yellow flags
- If you get into trouble, stay calm and signal for help
- Check http://www.beachsafe.org.au/Visiting_the_beach

HELENSVALE STATE HIGH SCHOOL
INTERNATIONAL STUDENT PROGRAM

EMERGENCY PROCEDURES

EVACUATION BELL

SEQUENCE OF LONG CONTINUOUS RING

PROCEED TO EVACUATION POINT

(MULTI - PURPOSE COURTS)

TAKE SCHOOL BAGS WITH YOU

LOCK DOWN BELL

SEQUENCE SHORT RINGS

REMAIN IN THE CLASSROOM, LISTEN TO STAFF

INSTRUCTIONS

STAY OUT OF SIGHT

HELENSVALE STATE HIGH SCHOOL
INTERNATIONAL STUDENT PROGRAM

VISA REQUIREMENTS

ATTENDANCE

It is a condition of your visa that you attend school every day unless you are sick.

- If you miss 3 or more consecutive days or are away on the day of an exam or when an assignment is due, you must have a medical certificate.
- Missing 1 or 2 periods will be recorded as a half days absence.
- You will be given a 1st warning letter when you have been absent 4 or 5 days in a term. If you miss 10 days you could be reported to the Immigration Department.

Deferrals

If you miss 5 or more consecutive days without good reason your enrolment could be cancelled. If you need to be away from school for more than 5 days your parents should request a deferral of enrolment.

Suspensions

If you are suspended from school, the period of suspension will be recorded as days absent and could result in an Attendance Warning letter in addition to a Behavioural Warning letter. Suspensions are regarding very seriously at Helensvale State High School Serious behavioural infringements may result in suspension or cancellation of enrolment. In this case you would have 20 working days to access EQI's internal complaints and appeals process in accordance with the EQI Complaints and Appeals process (*refer page 28*).

ACADEMIC PROGRESS

It is a condition of your visa that you obtain satisfactory academic results each term. The school will monitor your academic progress and will send reports to you parents. If you are not achieving satisfactory results you will receive a warning letter. Continued unsatisfactory progress will result in the school informing EQI and possible reporting to the Immigration Department.

It is important that you know when your assignments and exams are. You should start assignments early so that you can ask your teacher to check your draft and make improvements well before the assignment is due. If you are having trouble with a subject you should attend tutorials and ask for help. You can also make an appointment to see the Guidance Officer to discuss other subject options.

BEHAVIOUR

It is a condition of your visa that you abide by Australian law *and* school and EQI rules.

It is illegal for a person under 18 years of age to purchase or consume cigarettes or alcohol in Australia. . If you breach any of these rules you will receive a Warning Letter. Continued behavioural breaches may result in cancellation of enrolment and / or visa.

ADDRESS

It is a condition of your visa that you inform the school whenever you change address. You must also inform us if you change your phone number.

HELENSVALE STATE HIGH SCHOOL
INTERNATIONAL STUDENT PROGRAM



HOMESTAY

It is important that you are happy and well cared for in your homestay. Your host family is your family while you are here so we expect our host families to give you care and support and to work with the school to keep you safe. Make sure you tell the International staff or Student Coordinator. You should always feel safe and if you do not feel safe you must tell us.

Sometimes students are uncomfortable because of misunderstanding. It is always better to talk about problems when they happen because things are often not as serious as they seem and can be fixed by talking.

THINGS TO REMEMBER

Here are some things that will help make your homestay experience a happy one:

- Tell your host family and/or school staff about yourself and ask them questions about themselves
- If you do not understand what has been said, ask the person to say it more slowly or to explain
- If you are not sure about what you should do, ask someone
- Show respect to family members and their property, they should show respect to you and your property.
- Keep your room and bathroom clean and tidy, clean up after yourself.
- Always be home by meal-time unless you have made other arrangements with your host family in advance.
- Always be home at the time your host family has set.
- Follow homestay rules, including rules for phone and internet use.
- Tell you host parent or school staff is you are not well. They will help you obtain medical assistance if needed.
- Always call your host family or school staff if you have a serious problem

WHEN YOU'RE SICK

If you are sick at school you should go to the First Aid counter in the main office, or see the staff in the International Office. If you are sick at home you should tell your host family

If you see a doctor you will have to pay for the consultation. You should keep your receipt to claim a refund for some of the costs from your health insurance provider.

It is a condition of your visa that you keep your health insurance up to date for the full length of your stay in Australia. Your health insurance will cover the cost of ambulance and hospital for accidents or new illnesses.

HELENSVALE STATE HIGH SCHOOL
INTERNATIONAL STUDENT PROGRAM

CRITICAL INCIDENTS

What is a critical incident?

Critical incidents usually occur suddenly and unexpectedly. They can include events that involve:

- Deprivation of liberty, assault, sexual assault
- Severe verbal or psychological aggression
- Death or serious injury
- Social issues, including domestic violence, alcohol or drug abuse
- Natural disaster eg earthquake, flood, electrical storm,
- Suicide or threat of suicide
- Missing students
- Car accidents
- Terrorism
- Fire
- Bomb or hostage threat
- Explosion

A critical incident is likely to affect the physical, psychological and emotional well being of students and may have an impact on the school community. Some people will be more emotionally affected than others, but all involved should be given the support that is required.

Students please be aware that your International Coordinator, Guidance Officers, Principal, Youth Support Officer and all school staff are able to lend assistance or guide you to the person most capable. If students are aware of or the possibility of a critical incident please contact school staff or emergency services.

ORGANISATION	CONTACT INFORMATION
Life threatening emergency (Police, Fire and Ambulance)	000
Queensland Police Headquarters	(07) 33646464
Cultural Advisory Unit (Qld Police Service)	(07) 33643934
Queensland ambulance service (non-emergency)	131233
State Emergency Service	132500
DIAC	131881
Translating and Interpreting Services	1300655082 (24 hours) bookings required except for emergencies

HELENSVALE STATE HIGH SCHOOL
INTERNATIONAL STUDENT PROGRAM

COMPLAINTS AND APPEALS

ISP Coordinator  if not resolved

School Principal  If not resolved

Director

Education QLD International if not resolved

EQInternational@deta.qld.gov.au

Director-General 
of Education, if not resolved
Training and Employment

QLD Ombudsman 
Independent Review
ombudsman@ombudsman.qld.gov.au

International students may choose a support person to represent them or act on their behalf. This support person may be a friend, homestay parent or a legal representative.

HELENSVALE STATE HIGH SCHOOL

INTERNATIONAL STUDENT PROGRAM

CULTURAL MATTERS

It is normal for students to experience some difficulties when they first go to a new country. You may feel very tired, have trouble sleeping, feel irritable or even sick or angry. These feelings usually pass after a period of time, but when you have difficulties it helps to talk to someone about how you are feeling. Sometimes the difference in culture can cause problems or misunderstandings. It is always best to talk about these problems when they first happen because if you don't ask for help the problem may become worse.

It will also help if you understand and respect the Australian culture.

Here are some basic codes of conduct that are expected from students at school, in the homestay and in the community. These are all ways of showing respect:

- Knock on a closed door before entering
- Look at the person and say hello when you see them
- Speak clearly so that people can hear you
- Listen to what the other person is saying before you speak again
- If you need to speak to someone who is talking or busy, wait until they have stopped speaking and say "excuse me" if you need to get their attention
- It is polite to say "thank you" when someone has given you something or has helped you.
- Clean up your own mess, do not leave it for someone else to clean
- Respect other people's property including school property such as school books, computers etc. If you borrow something look after it and return it safely.

CARDS & PUBLIC TRANSPORT

You will be photographed for your ID card. You will need this identification for library/school resources and to receive student discounts when purchasing your GoCard for travel.

SWeLL (Library)

The Learning Hub is open from: 8am to 4.00pm Monday - Thursday

8am – 3.30pm Friday. And all meal breaks unless otherwise notified

- Most items can be borrowed for 2 weeks, magazines & periodicals overnight – student ID card required. - Group study rooms can be booked at the circulation desk. Laptops can be borrowed and must be used at desks.

- Black & white and colour printer / photocopier / scanner is available for student use

- Computers are available for curriculum purposes only

Learning Hub Rules

- Leave bags on bag-racks(keep valuables with you)

- Work quietly

- No food or drink in Learning Hub

- No wearing of hats inside

Printing

Students are issued a credit of \$10 for printing each semester. If you use all of your credit you should go to the finance office and pay to top up your print account.

HELENSVALE STATE HIGH SCHOOL
INTERNATIONAL STUDENT PROGRAM

TUCKSTOP

Open before school, first and second break

SCHOOL BAGS& VALUABLES

School bags are not to be taken into classrooms unless you have permission from the teacher. Bags should be left on the bag racks outside the classroom.

You should not keep large amounts of money in your homestay or at school. It is safest to keep your money in a bank account and withdraw cash as you need it. You will need to take your passport and your visa to open a bank account.

You should not bring valuable items to school and when you are out do not leave your bag where it can be accessed by others.

Valuable items such as a personal laptop, iPod, jewellery or money may not be covered by your homestay's insurance so you should include these with your travel insurance.

SPORTING EVENTS

When you commence school at Helensvale SHS you will be allocated to one of 4 Houses (teams) for sporting competitions. Although it is not compulsory to compete in these events it is a school day and you are expected to attend and are encouraged to participate and support your house.

The main competitions are the:

- Inter-house Swimming Carnival
- Cross-Country Event
- Inter-house Athletics Carnival

On these days you are encouraged to wear clothing to support your house colour at the event.

COMMUNICATION WITH SCHOOL

Absence from school

- Ask host parent to phone/email school on the day to explain reason for absence.
- For absences of 3 days or more, or if absent for an exam or assignment due date, a medical certificate is required.
- Go to student services and ask for a late pass.
- Give note to your class teacher
- Take a note from your parent or host parent to student services in the morning and ask for a leave pass.
- Show this to your teacher when you need to leave.
- Go to student services and ask them to inform International staff as well as your host family

Late for school

Need to leave school early

Sickness or injury at school

Problems outside of school

- Contact your host family as soon as possible to tell them about your problem.
- If you can't contact your host family, call the Homestay Coordinator
- Talk to the International Program staff.
- Talk to the Guidance Officer

Problem with homestay

Personal problems

- Go to Student Services to make an appointment or to see the Guidance officer or School Nurse or Chaplain

Study Problems

Talk to the following people

- your teacher,
- International Student Co-ordinator
- Guidance Officer
- Tell the International Program staff

Change in Homestay Family (people leave or come to live in your homestay)

Change of Address or Contact Details

- Tell and International Program staff
- Tell the main office

