

Kawana Waters State
College



2025

International Parent and Student Handbook



Table of Contents

1. Principal welcome	4
2. School details	5
Telephone:	5
(07) 54369388	5
4. School values	6
Vision	6
Statement of purpose	6
Values	6
Beliefs	7
5. Emergency contacts (during school hours)	7
6. Emergency contacts (after school hours and on the weekends)	7
7. Critical or life-threatening situations - dial Triple Zero (000)	8
8. School emergency and lock down procedure	8
9. School map and facilities	11
10. Orientation	12
Kawana Waters State College Dress Code	15
11. What to do if:	19
12. Accommodation and welfare	21
13. Living with a homestay family	22
14. Culture shock	23
15. EQI Standard Terms and Conditions	25
16. Visa Conditions	25
17. English as a Second Language or Dialect (EAL/D)	28
18. Additional study support programs	28
19. Academic policy	30
20. Legal services	30
21. Medical matters	31
22. Medical treatment	31
23. Fees	32
24. Transfer policy	32
25. Complaints	32
26. Appeals	33
External appeal	33
27. Travel and activities	33
27.1. Routine activities for homestay students	33
27.2. Non-routine activities for homestay students	33
27.3. No high-risk activities	34

28.	Refund policy	34
29.	School policy and procedures.....	34
29.1.	Anti-bullying policy/Code of Conduct/Responsible Behaviour Plan	34
29.2.	Bring your own device	34
29.3.	School network and internet policy	34
29.4.	Uniform Policy.....	34
30.	Banking.....	34
31.	Public Transport	35
32.	Driving	36
33.	School Leadership Opportunities	36
34.	Australian families	36
35.	Australian teenagers.....	36
36.	Mealtimes	37
37.	Socialising with friends	37
38.	Expressing emotions	38
39.	Communication	38
40.	Manners	38
41.	Transport to school	38
42.	Swimming.....	38
43.	Surf and Beach safety	39
44.	Road safety.....	40
45.	International Student Awards (from 2024 onwards).....	40

1. Principal welcome

We believe that learning should be focused and deliberate, meaningful as well as being fun and most certainly student focused. We offer a wide range of quality learning pathways for students as they journey from Prep through to Year 12.

Our College strives to develop life-long learners who make a positive contribution to our global society. At Kawana Waters State College we certainly believe all people can learn.

Our students are prepared for "their" future through innovation and challenge.

Our College provides modern educational experiences designed to give every student a technology rich and future-focused education. We deliver a comprehensively designed Australian Curriculum in year P-9 and our senior years are focused on ensuring all students will be ready for the next step in their life's journey. Our students will be future ready.

We value excellence and believe effort, commitment and enjoyment should be rewarded with recognition and celebration.

Our Programs of Excellence (Academic Curriculum Extension) (Football, Aquatics, Arts) create a culture of learning and achievement that pervades throughout our College. These programs complement our focused delivery of Health Education. Kawana Waters State College is located in the heart of the Sunshine Coast Health precinct and our College offers a wide range of Health related studies as we prepare our students for University and the work force.

I am very proud of our expert, experienced and caring staff who create supportive challenging and caring environments for our students to learn and grow.

As an internationally recognized Queensland Independent Public School, our College is regularly reviewed and quality assured against international standards. We have a vibrant International Student Program with opportunities for our local students to travel and study overseas as well as welcoming international students to engage in our first class educational experience.

Our students benefit from partnerships that focus learning upon their future pathways. We have forged partnerships with universities, businesses, local health industries, and community organisations. We believe that our community should play a significant role in growing, nurturing and teaching our learners.

Kawana Waters State College, through our community partnerships, shows that we are indeed "Kawana's School", shaping bright futures for our learners.

We have a focus on continuous improvement in our learning and teaching as we develop life-long learners ready to excel.

I believe that our current students are our community's future. They are in good hands at Kawana Waters State College.

2. School details

Address:	119 Sportsman Parade Bokarina
Officer hours:	Monday – Friday 8.00am - 3.30pm
Telephone:	(07) 54369388
Absence line:	(07) 54369366
Administration Email:	info@kawanawaterssc.eq.edu.au
Website:	www.kawanawaterssc.com.au
Facebook:	https://www.facebook.com/KawanaWSC

3. Administration

Administration	Name	Telephone/contact
Executive Principal	Brett Burgess	(07) 54369388
Principal	Elly Gerbo	(07) 54369388
Deputy Principals <ul style="list-style-type: none"> • Year 9 - 10 • Year 8 - 12 • Year 9 - 11 • Year 7- 8 • Special Education 	Brett Allan Anne Allen Amy Ferrington Chloe Brown Dave Mayfield Steve Olsen	(07) 54369388
Financial matters		
Business Service Manager Student Resource Scheme	Leonie Foster Joylene Whyte	(07) 54369388
Student attendance	Allison Hammond	Studentabsences@kawanawaterssc.eq.edu.au Line: 54369366 Text: 0429471066
Heads of Department <ul style="list-style-type: none"> • Arts • English • HPE Sport • Humanities • IT / Business • Mathematics • Science • Teaching & Learning • Global Learning • Vocational Education • Special Education 	Peta Boboe Kelly Longhurst Tony Gordon Greg Lally Mel Colquhoun Dan Burdett Janelle Greenhalgh Chelsea Amos Barbara Seaward Mel Colquhoun Michelle Aprile	
Year Level Coordinators	Yr 7 Hayley Sinclair Yr 8 Jillian Edwards Yr 9 Helene Mackay Yr 10 Lani Buchanan Yr 11 Trent Williams Yr 12 Ana Holt	
Student Wellbeing and Support <ul style="list-style-type: none"> • HOD Student Wellbeing • School Based Nurse • Youth Support Coordinator • Chaplain • Guidance Officer 	Erin Anthony Trish Bell Roxane TBA Robert McLean	

4. School values

Vision

Kawana Waters State College is an international community of learners achieving excellence.

Statement of purpose

We strive to develop life-long learners who make a positive contribution to a global society.

Values

We value:

Respect - We demonstrate respect for others, our environment and ourselves.

How do we do that?

- By respecting others, ourselves and our environment
- By being responsible in developing a community that is caring, supportive and co operative
- By actively encouraging the contribution of every individual
- By being responsible and accountable for our actions
- By resolving differences in constructive, non-violent and peaceful ways
- By valuing honesty, trustworthiness, loyalty, truthfulness, courtesy, understanding, reliability and ethical behaviour from all

Excellence - We actively create positive relationships and dynamic teams

How do we do that?

- By creating a dynamic environment through active enthusiastic participation of us all
- By believing that bringing our own uniqueness to a college filled with laughter and humour builds strong relationships
- By enjoying life, learning and our experiences by being positive, committed and willing to embrace challenge and change
- By valuing working together and supporting each other

Diversity - We seek to learn from each other and the cultures represented in our global environment.

How can we do that?

- By seeking to learn from the different ways of life and opinions represented in our global environment
- By appreciating individual differences and valuing the unique strengths that each person contributes
- By accepting a shared responsibility for contributing towards a better world

Enjoyment - We strive for excellence through life-long learning.

How can we do that?

- By striving for excellence in everything we do
- By aiming to deliver our personal best in everything we do
- By seeking to continually improve by being creative and innovative
- By committing to life-long learning
- By adopting a global perspective by internationalising our curriculum

Beliefs

At Kawana Waters State College, we believe all people can learn.

International Team

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

Name	Role	Contact
Brett Burgess	Executive Principal	54369388
Elly Gerbo	Head of Secondary	54369388
Chloe Brown/	International Student Program – Deputy Principal	54369326
Barbara Seaward	Head of Department – Global Learning	54369340
Dominic Aprile	International Student Coordinator	54369388
Megan O'Reilly	Homestay Coordinator	54369388
Robert McLean	Guidance Officer	54369361
Laura Jansen	English as a Second Language or Dialect (EAL/D) Coordinator	54369388

5. 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
Megan O'Reilly	Homestay Coordinator	54369388
Barbara Seaward	Head of Department Global Learning	54369388
Dominic Aprile	International Student Coordinator	54369388

6. 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 on 1800 QStudy please go to the following link [1800QStudy](#)

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.

7. 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.

8. School emergency and lock down procedure

EVACUATION WARNINGS FOR ALL EMERGENCIES:

The alarm is one of the following -

- a. Any alarm other than the continuous ringing of the normal school bell
 - b. Any other alarm with Megaphone Announcement ie: 'Evacuate to Hall/MPS
 - c. If a) is not available - LOUD and CLEAR SHOUTING OF 'FIRE' starting near the site of the blaze and adjacent blocks.
- The word fire may be used for all types of evacuations.

LOCKDOWN PROCEDURE:

Some situations may occur whereby students and staff are required to “STAY PUT” or relocate to the nearest, safest location.

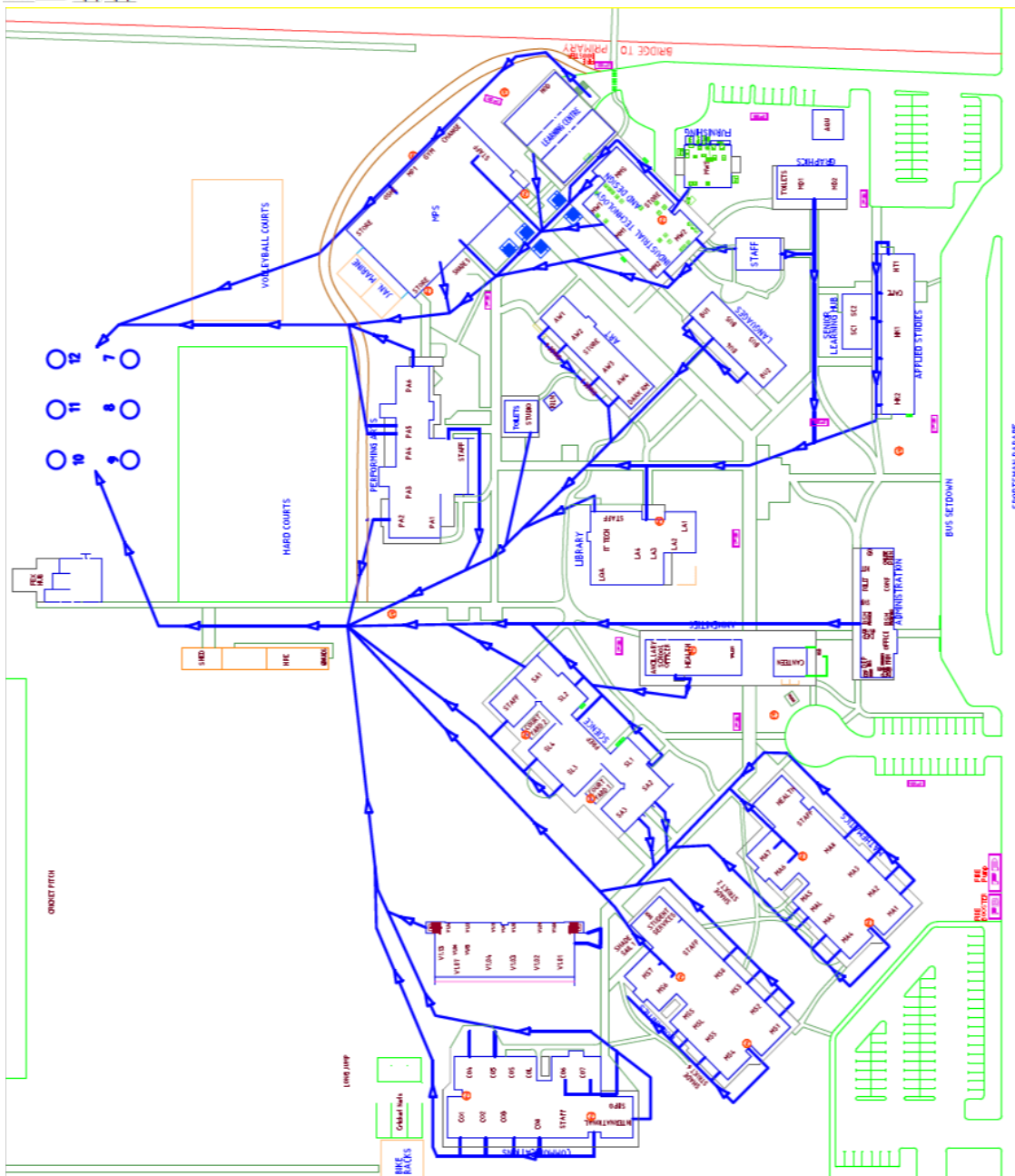
Such situations may arise through:

- (i) An armed person in the school grounds. The offender could be an outsider, parent, student or staff member.
- (ii) An aggressive or dangerous individual or group in the grounds.
- (iii) Major road accident close to the school.
- (iv) Direction from the police to “LOCKDOWN”.
- (v) Severe electrical storm.
- (iv) Severe weather conditions.

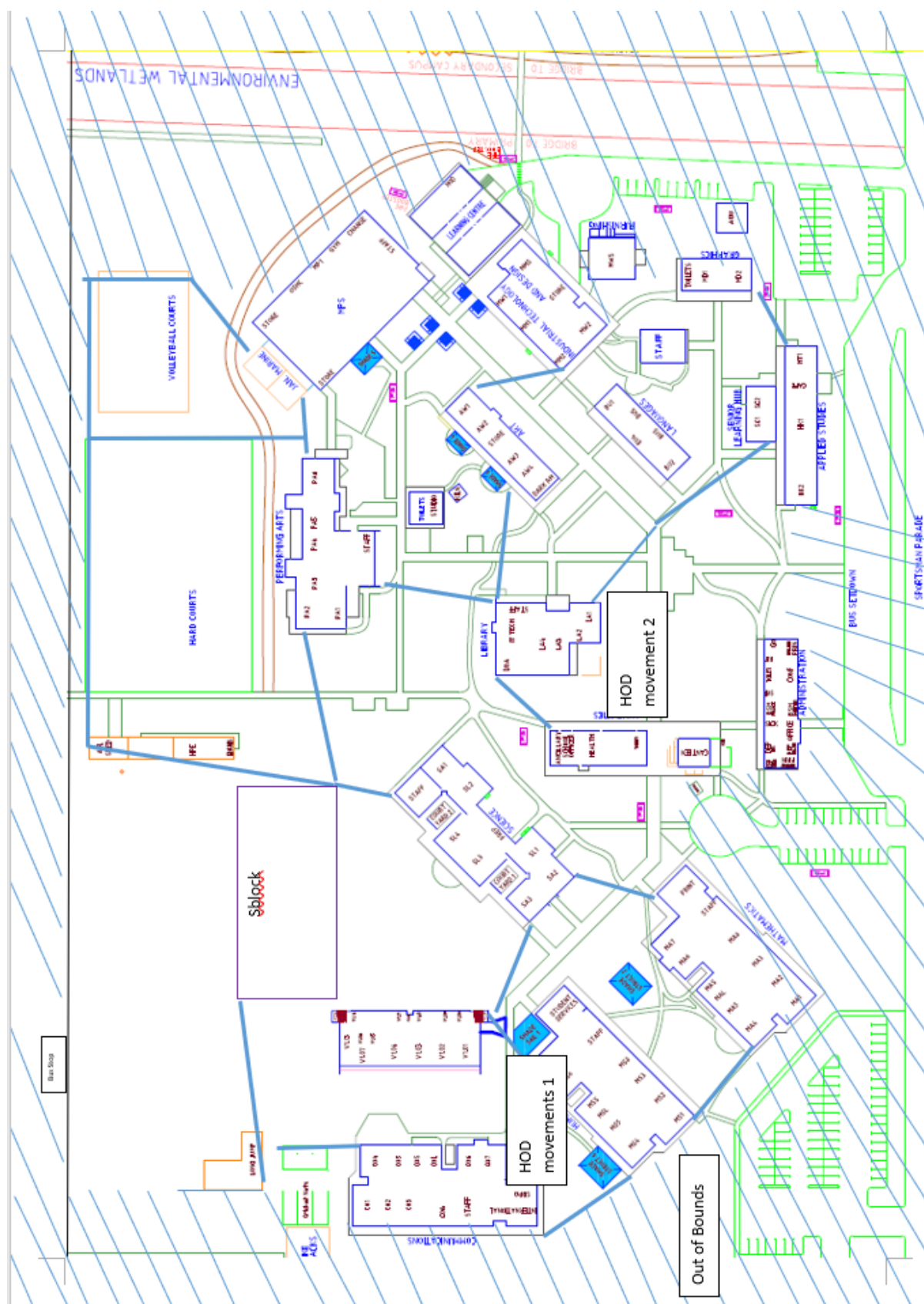
ALARM:

The “LOCKDOWN” alarm is signalled by a continuous ringing of the normal school bell. After this normal school bells will be switched off until the ‘All Clear’ bell signal is rung.

The “ALL CLEAR” signal is the normal school bell.



9. School map and facilities



10. Orientation

The Kawana Waters 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

Times	Lesson	Time Length
8:50 am	Lesson 1	70 minutes
10:00 am	Lesson 2	70 minutes
11:10 am	First Break	40 minutes
11:50 am	Homegroup	15 minutes
12:05pm	Lesson 3	70 minutes
1:15 pm	Second Break	25 minutes
1:40pm	Lesson 4	70 minutes
2:50pm	Finish	

Orientation timetable

Uniforms

Uniforms are to be purchased from The School Locker at the Maroochydore Homemaker Centre prior to school commencing in January. These items can be purchased online at <https://theschoollocker.com.au/schools/kawana-waters-state-college/uniforms>. Please note prices for items on the website.

Recommendations

- 1 X Polo shirt
- 1 X Senior shirt and tie
- 2 X KWSC shorts or Skirt
- 1 X KWSC Jacket

Kawana Waters State College Dress Code

Our College community recognises that the image of our College is important in the Kawana Waters community. Therefore the P&C Committee have endorsed Kawana Waters State College Dress Code. The Kawana Waters State College Dress Code is compulsory for all students when traveling to and from school, during school hours, and at school functions. Pride in personal presentation and pride in being a part of a team are important qualities that our Dress Code aims to develop. A College uniform helps students identify with the College and develop a sense of belonging. Therefore, our students are expected to wear the full uniform without any alterations or 'fashionable' additions.

Kawana Waters State College Dress Code aims to contribute to a safe and supportive teaching and learning environment through:

- Ready Identification of students and non-students at school
- Fostering a sense of belonging
- Developing mutual respect among students by minimizing visible evidence of physical, economic and social differences
- Minimizing exposure to hazards by adopting uniform items that enhance WPH & S practices

At Kawana Waters State College we will actively encourage students to take pride in themselves and their school and we encourage students to demonstrate pride by presenting themselves in a neat and respectful manner.

Purpose

The purpose of our Dress Code is to ensure a strong commitment to pride and the values of the College. This is achieved by wearing:

- College Uniform items only each day – at school and to and from school.
- Prep to Year 12 – plain black, leather closed-in, lace-up school shoes/joggers – no splashes of colour or logos.
- Hair to be neat and tidy
- Plain white socks – ankle length.
- No jewelry - except one pair of small plain styled earrings (sleepers/studs) in the lobe, watch and medical alert bracelet or necklace. (Spacers and other large earrings are not permitted)
- Note medi-alert necklaces or necklaces approved as religiously or culturally significant must be worn inside the student's collar due to Workplace Health and Safety requirements.
- No heavy make-up/nail polish. Students wearing inappropriate make-up or nail polish are deemed as being out of uniform and asked to remove it.
- Visible body piercings must be clear. (i.e., no studs, rings or bars are to be worn on the eyes, ears, nose, tongue or lip area). If boys choose to wear a beard, it must be kept short and neatly groomed.
- If boys choose to wear a beard, it must be kept short and neatly groomed.
- Tattoos are not acceptable.
- The KWSC day uniform is to be worn unless physical activities are scheduled on that day, then the sports uniform is to be worn.

Sanctions/Consequences

Students not wearing full uniform are in breach of the Kawana Waters State College Dress Code. The following sanctions have been endorsed by the Kawana Waters State College P&C Association and comply with all relevant Policies and Acts.

- Secondary Students will be issued a detention for not wearing full school uniform.
- Students with extra jewelry will be asked to remove it. Jewelry may be confiscated from persistent offenders. Confiscated jewelry will be sent to the administration office and can be collected by the student after school. jewelry confiscated for a third time is to be collected by the parent.
- Refusal to wear the school uniform will be deemed as student refusal to follow instructions and may result in a referral to Deputy Principal or Principal for appropriate consequences.

Students who wear incorrect uniform, e.g., closed-in, black leather shoes, may be excluded from some practical activities / classes due to Workplace Health and Safety concerns e.g., closed-in, black leather shoes.

	JUNIOR SECONDARY - Yr 7 – Yr 9	SENIOR SECONDARY – Yr 10 - Yr 12
COMPULSORY SELECTION	<p>Uniform</p> <p>KWSC – Blue Shirt/Blouse with matching tie</p> <p>KWSC – Navy Skirt (knee length)</p> <p>KWSC – Navy Shorts</p> <p>KWSC –dress</p> <p>Or</p> <p>Sports Uniform</p> <p>KWSC – Polo Shirt</p> <p>KWSC –Sports Shorts. NOTE: Shorts are to be mid-thigh or longer.</p> <p>OTHER</p> <ul style="list-style-type: none"> • KWSC NAVY CAP • White Socks (plain and above ankle height) • Black or navy opaque tights or neutral stocking under skirt or dress only (no footless tights or leggings) • Plain black lace up, leather or leather like, joggers/closed-in school shoes which cover the top of the foot (plain, non-logoed). Laced up, no mesh or cloth. 	<p>Uniform –</p> <p>KWSC – White Shirt/Blouse with matching tie</p> <p>KWSC – Navy Skirt (knee length)</p> <p>KWSC – Navy Shorts</p> <p>KWSC –dress</p> <p>Sports Uniform – only to be worn on Wednesday</p> <p>KWSC – Polo Shirt</p> <p>KWSC –Sports Shorts. NOTE: Shorts are to be mid-thigh or longer.</p> <p>NOTE: students will be required to change into appropriate sport attire for physical subjects.</p> <p>OTHER</p> <ul style="list-style-type: none"> • KWSC NAVY CAP • White Socks (plain and above ankle height) • Black or navy opaque tights or neutral stocking under skirt or dress only (no footless tights or leggings) • Plain black lace up, leather or leather like, joggers/closed-in school shoes which cover the top of the foot (plain, non-logoed). Laced up, no mesh or cloth.
Excellence Program's polo shirts ONLY to be worn on days when students are participating in practical lessons in their program.		
JEWELLERY	<ul style="list-style-type: none"> • One pair of matching studs – 3 mm max or sleepers – 15 mm max (one earring per lobe) • One watch • One Medic-Alert bracelet or necklace <p>NOTE: Visible body piercings must be clear. (i.e. no studs, rings or bars are to be worn on the eyes, ears, nose, tongue or lip area).</p>	
WINTER	JUNIOR SECONDARY - Yr 7 – Yr 9	SENIOR SECONDARY – Yr 10 - Yr 12
	<p>KWSC Jacket</p> <p>KWSC Jumper (knitted)</p> <p>KWSC Navy Track pants over shorts</p>	<p>KWSC Jacket</p> <p>KWSC Jumper (knitted)</p> <p>KWSC Navy Track pants over shorts</p>

Orientation –

Overview	
9 am	Welcome from ISC Coordinator and Homestay Coordinator
	Introduction to the school <ul style="list-style-type: none"> • School hours and routines • Emergency contacts during school hours / outside of school hours • School policies and procedures <ul style="list-style-type: none"> ○ Code of conduct ○ Uniform ○ BYOD ○ Absence process • Facilities and resources, including <ul style="list-style-type: none"> ○ Parade / year level meetings ○ Weekly International homegroup ○ Tour of the school (with timetable)
11.10	Break – with buddies?
12.05	Orientation to local area Personal health and safety – travel
1.15pm	Lunch
1.40pm	Water assessment

Orientation –

Overview	
8.50am – 11.10am	Timetabled classes
11.10	Break – with buddies?
12.05	School policy and procedures <ul style="list-style-type: none"> • Submitting assignments and exam requirements • Academic reporting (incl. International student academic award) EQI policies and procedures <ul style="list-style-type: none"> • Visa conditions <ul style="list-style-type: none"> ○ Attendance ○ Behaviour (and wellbeing) ○ Course progress • Overseas student health cover
1.15pm	Lunch
1.40pm	Surf skills

Assembly

Assembly at Sector Parades are held every second Tuesday commencing at 11.50 am – 12.05pm in the Sports Stadium (MPS).

Year Level Assemblies are also held on alternate weeks. Check with homegroup teacher for venues.

11. What to do if:

You arrive late for school:

Go straight to secondary office with a parent or note to be issued with a Late Slip. Students without an approved reason for lateness will be required to attend a detention that lunchtime. When you are late it is your responsibility to catch up on all missed work/commitments.

You need to leave early:

Report to Student Support Services office, with a parent note. You will be given a leaving slip.

You get sick or suffer an injury at school:

If you are in class, tell your teacher who will send you to the main office with a note. At the office, it will be decided whether you can rest in the sick room and then return to class, or if you should go home. Contact with home will be made by the office staff. If it is out of class time, come to the office yourself.

You miss the bus:

Come directly to the office. Parents will be contacted to arrange transport home.

You have lost something:

Report to main office. The College takes no responsibility for lost items.

You don't have the correct uniform:

As soon as you arrive at school, bring a note to your Home Group Teacher or Student Support Services Office explaining why you are unable to wear the correct uniform. You will be issued with a Uniform Pass or a replacement uniform to wear

You wish to see the Guidance Officer:

Ask one of the main office staff for an appointment.

You wish to see someone from the Student Support Services team:

Ask the receptionist at Student Support Services for an appointment.

You have been away from school:

Parents are to provide a note of explanation to your class teacher or home group teacher, or a phone call from home to the attendance line 5436 9366.

You or your parents/carers change address/s or telephone number:

Go to the main office and give changes to the office staff who will update the details.

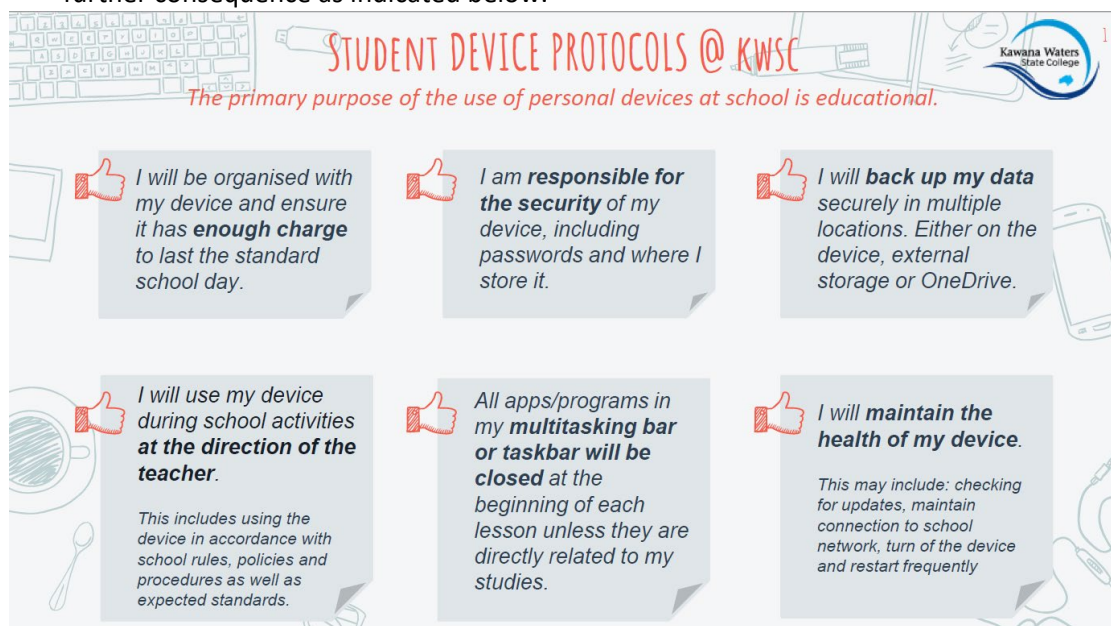
You are planning to leave school permanently:

Bring a note from home to the main office. You will be given a GREEN RELEASE FORM which is to be completed by all teachers. A transfer or refund on SRS will not be possible until all equipment is returned and the form completed by your parents.

Use of mobile phones and other electronic devices

At Kawana Waters State College, through consultation and in alignment with Education Queensland policy on Mobile Phones, students are not permitted to use their mobile phones or ear phones while on school premises or during school activities such as school excursion and school sport. At all other times on the secondary campus students are to secure their mobile phone switched off and out of sight.

- Students must only use technology devices at school that they have signed a BYOD agreement for. It is recommended that all other devices should not be brought to school, as there is a risk of damage or theft.
- Students are not permitted to use their mobile phones while on school premises. Students will be directed to take their devices to the office if the device is in sight. Silent or discreet settings are not acceptable.
- Smart watches can be worn; however, data must be switched off or on flight mode.
- The guidelines apply to students during all school activities including day excursions and school sport; unless otherwise advised via school permission notification.
- Student electronic payment requirements at the tuckshop, uniform shop or administration office through a mobile device are not permitted.
- If students need to contact their parents/guardians during the school day, they can make phone calls at student services or administration offices during break times. If parents need to contact their student during the school day, they can call the office and a message will be relayed as soon as possible.
- Mobile devices, cameras and voice recorders are not to be used to make secret recordings of other students, staff or guests.
- Appropriate action will be taken against those who are using mobile devices inappropriately or who are photographing or filming without consent.
- Subsequent breaches or refusal to follow the direction of staff to hand over the prohibited item may result in further consequence as indicated below.



You ride a bike, skateboard or scooter to school:

Ensure they are chained up and locked in the enclosure provided.

12. Accommodation and welfare

Care arrangements

While studying you must live with:

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

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

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

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

- [Standard terms and conditions](#)
- [Safety and wellbeing](#)

13. **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

Junior High School (Years 7-10)

Sunday, Monday, Tuesday and Wednesday is home by 6.00pm

Thursday evening home by 8.00pm

Friday & Saturday is home by 9.30pm

Senior High School (Years 11-12)

Sunday, Monday, Tuesday and Wednesday is home by 7.00pm

Thursday evening home by 9.00pm

Friday & Saturday is home by 10.30pm

If your student wishes to join a sporting club, dance club, or gym after these times you must inform the International Dept and provide evidence to approve this activity

14. 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.

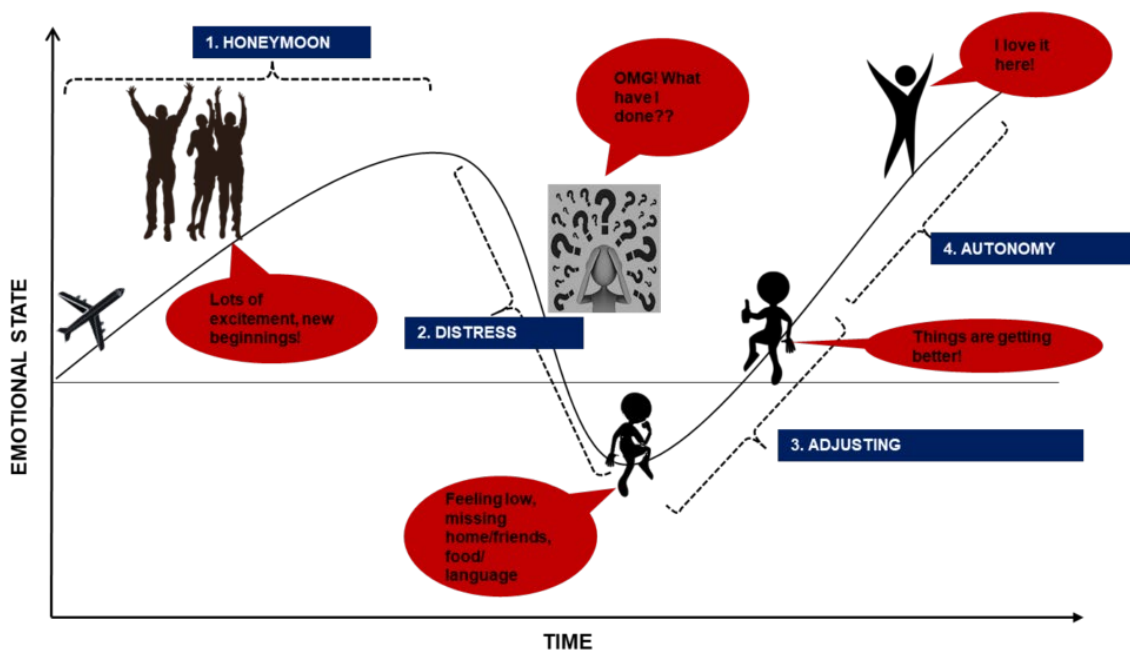
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

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 Kawana Waters State College.

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

Kawana Waters 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 Kawana Waters 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 8.45am.

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 54369366 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

How attendance is recorded at Kawana Waters State College

Full day absences

Class rolls are marked every lesson. Parents/home stay families are notified by 10.30 am if students are not in lesson one. It is essential if you are ill for home stay families to notify the school on:

Absentee Line: 54369366 or
Absentee Text: 0429471066

Table 1 – Absence codes for full or part day absence

Type of Absence	Code	Explanatory notes
Entire day	A	Student was absent entire day.
Early (No Penalty)	E	Student left early, but within the final two hours of scheduled schooling. This will not count as an afternoon/half day absence. If the student left earlier than two hours prior to the end of the scheduled school day, this will count as an afternoon/half day absence (see “P” code).
Late (No Penalty)	L	Student arrived late, but within two hours of scheduled schooling. This will not count as a morning/half day absence. If the student arrived after the first two hours of the scheduled school day, this will count as a morning/half day absence (see “M” code).
Morning	M	Student was absent for the morning. This will count as a half day absence.
Afternoon	P	Student was absent for the afternoon. This will count as a half day absence.

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 semester](#); 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](#)
- [Kawana Waters State College Attendance Policy](#)
- [Managing student absences and enforcing attendance at state schools](#)

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 Kawana Waters 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

Kawana Waters 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 \(schools visa procedure\)](#)
- [Kawana Waters State College Assessment policy](#)

Behaviour

Kawana Waters 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 [Kawana Waters State College Student Code of Conduct](#) is available on the school website. The Responsible Behaviour Plan for Students is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

[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 Kawana Waters State College 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. English as a Second Language or Dialect (EAL/D)

In junior secondary, EAL/D support is co-ordinated by Inclusive Learning, with support occurring both in class and in tutorials. In the senior years, weekly tutorials are offered at a time that is best fit for the students' timetables .

18. Additional study support programs

Our school conducts study programs to support you in your studies as well as activities to build our community and friendships. The following page outlines the kinds of activities on offer.

Sample Co-curricular offerings

	Monday	Tuesday	Wednesday	Thursday	Friday
Before school	HipHop Crew	Netball training Years 7-9	Kindness@Kawana breakfast volunteering	Senior Science Tutoring (Year 11/12)	Kindness@Kawana breakfast volunteering
				Chess tutoring	Contemporary Dance
				Secondary choir	
First break	Dance tuition	Chess practice	Dance tuition (seniors)	Japanese tutorial	Dance tuition (Yr7-9)
	Drama Excellence Acting skills tutorial	Dance tuition	Junior secondary lunch activity	Drama tuition Senior	Engineering tutoring
	Volleyball	Volleyball		Dance tuition	Volleyball Yr7-9)
	Basketball	Basketball		Basketball	Cert III Live production Tutorial
	Junior Secondary lunch activity	Junior Secondary lunch activity		Junior secondary lunch activity	Junior Secondary lunch activity Yr7-9)
	Refine thy craft	Refine thy craft		Refine thy craft	Refine thy craft Yr7-9)
				Film and television media support	Engineering tutoring
					Junior Secondary lunch activity (Yr 7-9)
					Japanese club
					Refine thy craft
Second break				Book reviews	
After school	Netball	Maths tutorial	Japanese tutorial	Maths tutorial	
			Cert II Creative Industries	Cert II Creative Industries	
			Cert III Live Production and services		
			Junior Drama Excellence Program		

19. Academic policy

[Assessment Policy](#)

20. 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](#).

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)
Allianz
BUPA Australia
Medibank Private
NIB Health Funds Limited

www.ahmoshc.com.au
www.allianzassistancehealth.com.au
www.bupa.com.au/health-insurance/oshc
www.medibank.com.au/overseas-health-insurance/oshc
www.nib.com.au/overseas-students

21. 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.

22. 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](#)

23. 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.

Uniforms are available from the <https://theschoollocker.com.au/schools/kawana-waters-state-college/uniforms>

Overseas student Health Cover (OHSHC)

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

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

- [Fees](#)

24. 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](#)

25. 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.

26. Appeals

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

- to report you to authorities
- not to defer or suspend your enrolment, as requested by you
- to suspend or cancel your enrolment, as initiated by us
- as a result of your complaint to us EQI does not charge a fee for using the appeals process

Please read <https://ppr.qed.qld.gov.au/pp/complaints-and-appeals-subclass-500-schools-visa-procedure> for further information

You can appeal a decision EQI makes (**Internal Appeal**) to refuse your request for a transfer – please see [Transfer – Subclass 500 \(schools\) procedure](#).

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.

27. Travel and activities

27.1. 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 include 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.

27.2. 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 – Subclass 500 \(schools\) procedure](#)
- EQI sports leisure and recreation provider procedure – Subclass 500 (schools) procedure
- [Travel and activities request form](#)

•

27.3. 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.

28. 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](#)

29. School policy and procedures

29.1. [Anti-bullying policy/Code of Conduct/Responsible Behaviour Plan](#)

29.2. [Bring your own device](#)

29.3. [School network and internet policy](#)

29.4. [Uniform Policy](#)

30. 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 (ATMs) 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.

31. Public Transport

Follow these guidelines and tips below to ensure a safe and enjoyable journey for everyone on Queensland public services.

Travel tips

- Have your [go card](#), [contactless card or smart device](#) (for travel on trains, trams, ferries and [some bus lines](#)) or valid [paper ticket](#) ready.
- Reminder: services in South East Queensland are currently cashless.
- Arrive at your stop five minutes before the scheduled departure time.
- Use the [MyTranslink app](#) to check arrival times of your service.
- To hail a bus, raise your hand to show that you'd like the bus driver to stop. Make sure you are standing in a visible location so the driver can clearly see you.
- Favourite your service in the [MyTranslink app](#) to receive notifications of service disruptions.
- To get off a bus, press the stop button well before your stop, at least 100 metres, to allow the driver to stop smoothly and safely.
- Treat all public transport staff and other passengers with courtesy and respect (see [Passenger Code of Conduct](#)).
- For lost property, please [contact the operator](#) of the service the item was left on.
- If you're [transferring to another service](#), you can combine your trips into a single fare.

32. **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.

33. **School Leadership Opportunities**

The Kawana Waters State College Leadership framework provides current and future leaders with diverse opportunities to cultivate leadership skills. Students are encouraged to be actively involved in leadership from Year 5 to Year 12. The prospects are diverse, with a focus on developing leadership skills to promote positive participation in school life along with a coherent voice representing the student body, the college and wider community.

International students may not have the same opportunities as others to enter student leadership positions based on the length of their stay in Australia. However, the student leaders are looking for support to deliver their activities throughout the year. International students are encouraged to investigate opportunities to exercise their leadership skills.

We believe that it is important for all people to understand the value of philanthropic activity and we encourage this with students by annually supporting local, national and international charities, for example, Sippy Downs Animal Rescue, Cancer Council of Australia, or Growing Cambodia Charity (with whom we have a partnership agreement).

34. **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.

35. **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 activities such as parties, using the computer, visiting friends and shopping.

36. 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. 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.

37. 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.

38. **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).

39. **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.

40. **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.

41. **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.

42. **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 students – Subclass 500 \(schools\) visa procedure](#)

43. Surf and Beach safety

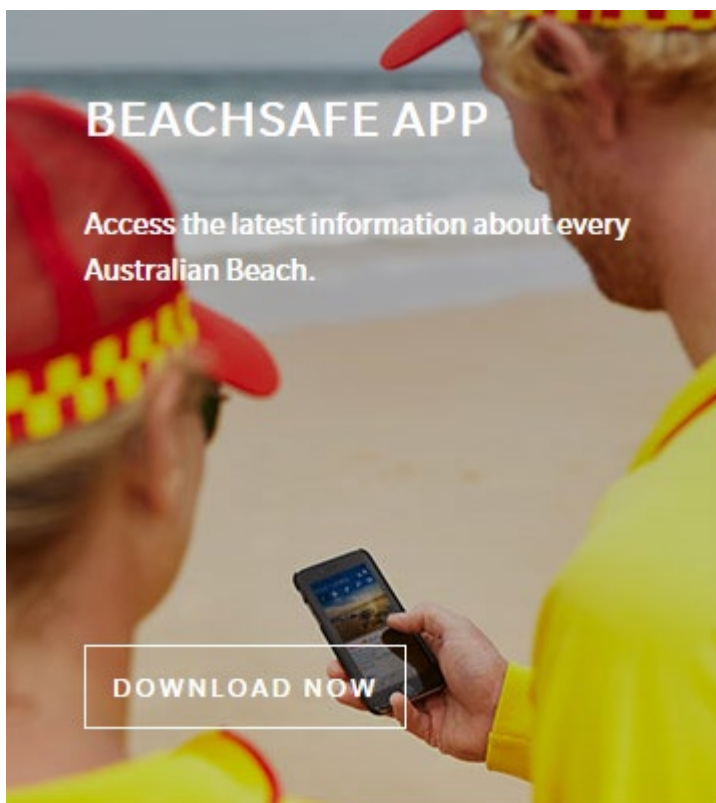
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself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

Surf Life Saving Australia's 10 Surf Safety Hints

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

Useful links

- [Queensland Surf Lifesaving](https://beachsafe.org.au/)
- <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.

44. 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.**

45. International Student Awards (from 2024 onwards)

Kawana Waters State College is an international community of students achieving excellence. There is a high expectation that students are always trying their hardest to do the best that they can. Two awards are presented every term:

- Academic excellence - to the top international student in each year level based on the determinations below
- Global citizen Award - to the international student who demonstrates the qualities of a global citizen

The criteria for academic award are as follows:

Year 7-8:

- combining the rank of core subjects (English, Mathematics, Science and Humanities).
- If there is only one international student in these year levels, the student must be achieving As in all of their subjects

Year 9

- combining the rank of core subjects (English, Mathematics, Science and Humanities).
- If there is only one international student in these year levels, the student must be achieving As in all of their subjects
- High class attendance

Year 10

- combining the subject scores of each student's six subjects
- Subject streaming will be taken into consideration
- If there is only one international student in these year levels, the student must be achieving As in all of their subjects
- High class attendance

Year 11

- combining the subject scores of each student's six subjects
- Subject streaming will be taken into consideration
- High class attendance

Year 12

- combining the subject scores of each student's six subjects
- Subject streaming will be taken into consideration
- High class attendance

The criteria for the global citizenship award are as follows:

- High academic ethic
- Ambassador for the school in a significant way, relating to:
 - Service to student body
 - Service to community – local and/or international
 - Commitment to school representation
 - Exemplary demeanour and conduct