



*Education for Life*

# Kenmore State High School

## International Student Handbook 2022



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## 1. Principal welcome



Welcome to Kenmore State High School. Thank you for your interest in our exceptional school. We look forward to having you as part of our learning community.

Kenmore State High School enjoys an excellent reputation and has a proud history of outstanding academic, cultural, citizenship and sporting achievements. We have exceptional staff who have contributed much to the lives of our students over the years. Inspirational teaching and quality learning are cornerstones of our school.

Our school is founded on strong values. We believe that every student has the ability to learn and expect each person to strive for personal best. We provide a learning environment that affords students multiple opportunities to experience success and to build on this success. This is

vital in a moving and changing world.

We want our students to experience learning that is futuristic, enterprising and transferable to the range of situations that will emerge in their lifetimes. We want our students to have a range of options for a quality life because they have maximised every opportunity that this school has offered. We want our students to have a range of options for a quality life because they have maximised every opportunity that this school has offered.

At the same time, we place great value on developing personal qualities. Our values of integrity and belonging incorporate respect, dignity, trustworthiness, responsibility, equity and fairness. Our job is to provide a safe place that nurtures these qualities so our students graduate as decent citizens with a deep social conscience and a very real commitment to humanity.

The partnerships we forge among students, staff, parents and the wider community enable us to build a strong sense of community where young people can exercise their emerging influence with the surety of support. Please continue to connect and work with us to maximise your child's outcomes.

Our aim is that schooling at Kenmore State High School is a happy and inspiring experience, a time and place where every young person develops a sense of spirit and belonging. Our vision is for our young people to be influential locally and prepared to transform the world. We want our school to make a difference for each and every student, now and in the future. Our motto is "Education for Life".

We are delighted to be able to share our school with you today. I am sure you will be very pleased when you join the Kenmore State High School family.

A handwritten signature in black ink, appearing to read 'Paul Robertson'.

**Paul Robertson**

**Executive Principal**

## 2. School details

Physical address: 60 Aberfeldy Street, Kenmore QLD 4069, Australia

Postal address: PO Box 116, Kenmore QLD 4069, Australia

Officer hours  
Monday – Friday  
8:30 am – 4:00 pm

Telephone: (07) 3327 1555

Fax: (07) 3327 1500

Absence line: (07) 3327 1577

Administration Email: [principal@kenmoreshs.eq.edu.au](mailto:principal@kenmoreshs.eq.edu.au)

Website: [www.kenmoreshs.eq.edu.au](http://www.kenmoreshs.eq.edu.au)

Facebook: <http://www.facebook.com/kenmoreshs/>

## 3. Administration

Administration	Name	Telephone/contact
Executive Principal Associate Principal	Mr Paul Roberson Ms Sally Hawkes	07 3327 1555 <a href="mailto:Principal@kenmoreshs.eq.edu.au">Principal@kenmoreshs.eq.edu.au</a>
Deputy Principals <ul style="list-style-type: none"><li>Inclusion &amp; Wellbeing</li><li>Junior Secondary</li><li>Junior Secondary</li><li>Senior Secondary &amp; ISP</li><li>IT, Data &amp; Timetable</li></ul>	Ms Karla Pope  Mr Craig Hynes Ms Karina Cole Mr Drew Jell  Mr Daniel Haines	07 3327 1555 <a href="mailto:Principal@kenmoreshs.eq.edu.au">Principal@kenmoreshs.eq.edu.au</a>
Business Service Manager	Ms Rowena Fogarty	<a href="mailto:Rfog3@eq.edu.au">Rfog3@eq.edu.au</a>
Student attendance	Absentee Line	Phone: 07 3327 1577 SMS: 0427 061 838 Email: <a href="mailto:absences@kenmoreshs.eq.edu.au">absences@kenmoreshs.eq.edu.au</a>
Heads of Department <ul style="list-style-type: none"><li>Business</li><li>Technologies &amp; Ken-X</li><li>English</li><li>HPE Sport</li><li>Languages &amp; International</li><li>Mathematics</li><li>Performing Arts/Drama</li></ul>	Mr Colin Stewart Mr Daniel Robins  Ms Michelle Wilson Mr Michael Walker Chrissie Geuthner  Ms Jo Paratore Ms Barbara Levien	<a href="mailto:cstew44@eq.edu.au">cstew44@eq.edu.au</a> <a href="mailto:Dprob0@eq.edu.au">Dprob0@eq.edu.au</a>  <a href="mailto:mlwil1@eq.edu.au">mlwil1@eq.edu.au</a> <a href="mailto:mwalk70@eq.edu.au">mwalk70@eq.edu.au</a> <a href="mailto:Cgeut1@eq.edu.au">Cgeut1@eq.edu.au</a>  <a href="mailto:Jmpar2@eq.edu.au">Jmpar2@eq.edu.au</a> <a href="mailto:Blevi9@eq.edu.au">Blevi9@eq.edu.au</a>



<ul style="list-style-type: none"> <li>• Science</li> <li>• Social Sciences</li> <li>• Visual Arts/Media</li> </ul>	Mr Leisha Richardson Mr Tony Gill Mr Colin Stewart	<a href="mailto:lxric5@eq.edu.au">lxric5@eq.edu.au</a> <a href="mailto:Tgill107@eq.edu.au">Tgill107@eq.edu.au</a> <a href="mailto:Cstew44@eq.edu.au">Cstew44@eq.edu.au</a>
<b>Head of Year Level</b> <ul style="list-style-type: none"> <li>• Year 7</li> <li>• Year 8</li> <li>• Year 9</li> <li>• Year 10</li> <li>• Year 11</li> <li>• Year 12</li> </ul>	Ms Melissa Gould Ms Doug Meikle Ms Angela Malone Ms Elise Jacoby Ms Sarah Graham & John Bevis Mr Will Fozard	<a href="mailto:mgoul47@eq.edu.au">mgoul47@eq.edu.au</a> <a href="mailto:dmeik6@eq.edu.au">dmeik6@eq.edu.au</a> <a href="mailto:Amalo48@eq.edu.au">Amalo48@eq.edu.au</a> <a href="mailto:ejaco32@eq.edu.au">ejaco32@eq.edu.au</a> <a href="mailto:spool31@eq.edu.au">spool31@eq.edu.au</a> <a href="mailto:jebev0@eq.edu.au">jebev0@eq.edu.au</a> <a href="mailto:Wfoza3@eq.edu.au">Wfoza3@eq.edu.au</a>
<b>Year Level Coordinators</b> <ul style="list-style-type: none"> <li>• Year 7</li> <li>• Year 8</li> <li>• Year 9</li> <li>• Year 10</li> <li>• Year 11</li> <li>• Year 12</li> </ul>	Ms Donna Alcorn Mr Dion Knowles Mr Jacqui Vaughan Mr Tanja Schneider Mr Tom McNicol Ms Jo Willett	<a href="mailto:dalco7@eq.edu.au">dalco7@eq.edu.au</a> <a href="mailto:dknow12@eq.edu.au">dknow12@eq.edu.au</a> <a href="mailto:jvaug67@eq.edu.au">jvaug67@eq.edu.au</a> <a href="mailto:tschn4@eq.edu.au">tschn4@eq.edu.au</a> <a href="mailto:Thmcn0@eq.edu.au">Thmcn0@eq.edu.au</a> <a href="mailto:Jwill1286@eq.edu.au">Jwill1286@eq.edu.au</a>
<b>Student Wellbeing and Support</b> <ul style="list-style-type: none"> <li>• School Based Nurse</li> <li>• Chaplain</li> <li>• Guidance Officer Junior Secondary</li> <li>• Guidance Officer Senior Secondary and International Students</li> <li>• International Student Program Coordinator</li> </ul>	Ms Adrienne Mulligan  Mr Justin Prestridge & MS Fiona Foley Ms Julie Savage  Mr Anthony Lutz  Ms Rachel Chitoni	<a href="mailto:Sbyhn.KenmoreSHS@health.qld.gov.au">Sbyhn.KenmoreSHS@health.qld.gov.au</a> <a href="mailto:Presj0@eq.edu.au">Presj0@eq.edu.au</a> <a href="mailto:Jsava2@eq.edu.au">Jsava2@eq.edu.au</a> <a href="mailto:alutz2@eq.edu.au">alutz2@eq.edu.au</a>  <a href="mailto:international@kenmoreshs.eq.edu.au">international@kenmoreshs.eq.edu.au</a>





#### 4. School values

Our values are:

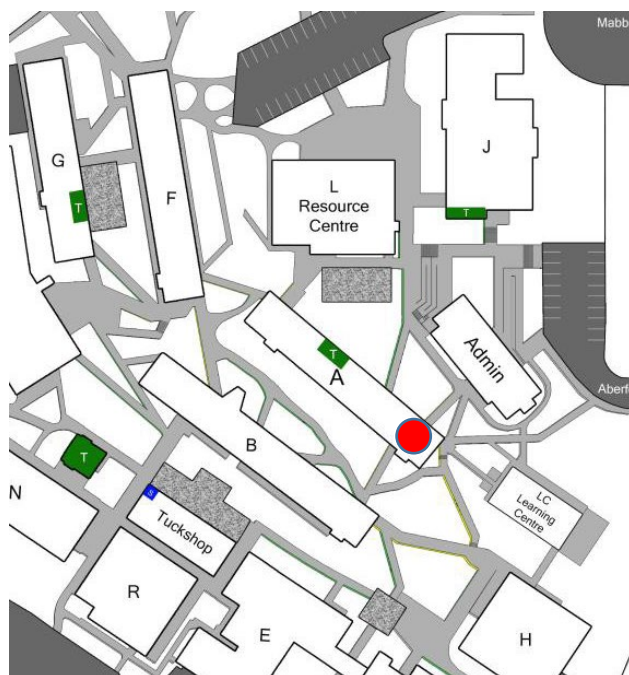
<b>Excellence</b>	<b>We are committed to personal excellence.</b>
<b>Learning</b>	<b>Everything we do is focussed on discovering, growing and improving.</b>
<b>Integrity</b>	<b>We act with respect, dignity and fairness, demonstrating trustworthiness and responsibility.</b>
<b>Belonging</b>	<b>Each person has the opportunity and support to succeed as a member of a just and equitable community.</b>
<b>Partnerships</b>	<b>We create a network of local, regional and international support to build a strong sense of community.</b>

## International Team

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

Name	Role	
Ms Chrissie Geuthner	International Student Program – Head of Languages / International	
Ms Rachel Chitoni	International Student Coordinator	
Ms Kim Lawrence	Homestay Coordinator	
Mr Anthony Lutz	Guidance Officer	
	EAL/D Support Teacher	
	EAL/D Education Assistant	

The international office is located in A Block room 8.



## 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
Ms Kim Lawrence	Home Stay Coordinator	(07) 3327 1546 0459 179 819

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

#### **What is the free call 1800 QSTUDY? 1800 QSTUDY**

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

#### **When should I use the 1800 QSTUDY service?**

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

At these times:

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

## **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

In the event of an emergency, an alarm will sound across the school campus to notify staff and students that either *evacuation* or *lockdown* is required. It is important to remain calm and follow your teachers instructions at all times. Please see below for procedure.

### Evacuation

**Signal** – Continuous on/off ringing of the bell

#### **Procedure** – In class

- Bring your belongings
- Move safely to the oval
- Listen to instructions
- Assemble in form class
- Listen to instructions

#### **Procedure** -- Out of class

- Move immediately to the oval
- Assemble in form class
- Listen to instructions

### Lockdown

**Signal** – Continuous ringing of the bell

#### **Procedure** - In class

- All persons to stay in rooms
- Lock all windows, doors
- All persons to be out of sight (on floor) and quiet

#### **Procedure** - Out of class

- Move to nearest safe location
- Stay out of sight
- Await all-clear bell
- Listen to instructions

## 9. School map and facilities



<b>A Block</b> Guidance Officers Teacher Aide room International Student Coordinator Senior Secondary HOYs and Year Level Coordinators HOD Pathways  <b>B Block</b> Mathematics  <b>C Block</b> Science Maths	<b>Admin</b> Principal Deputy Principals School Business Manager Office staff  <b>E Block</b> Science Maths School Officer (Grounds)	<b>F Block</b> Languages School Chaplain  <b>Activities Centre</b> Physical Education  <b>G Block</b> English Performing Arts  <b>H Block</b> Industrial Tech & Design  <b>J Block</b> Social Science	<b>S Block - Junior Secondary</b> Junior Secondary HOYs and Year Level Coordinators  <b>LC – The Learning Centre</b> Teaching and Learning Support (upstairs) Professional Development Centre (downstairs)  <b>N Block</b> Business Education	<b>R Block</b> Food Science & Design  <b>Resource Centre</b> Librarian IT Support Technicians Head of ICT Head of IT  <b>Q Block</b> Visual Arts & Media (ground floor) Auditorium (upstairs)
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## 10. Orientation

The Kenmore 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](mailto:yourpassport@qed.qld.gov.au).



### Daily timetable

Daily Timetable Kenmore State High School			
Monday		Tuesday, Wednesday, Thursday and Friday	
8:55am	Period 1	8:55am	Care class
10:05am	Senior Morning Tea / Junior Assembly and Wellbeing	9:05am	Period 1
10:40am	Senior Assembly and Wellbeing / Junior Morning Tea	10:15am	Morning Tea
11:15am	Flex/Voc	10:45am	Period 2
12:25	Lunch	11:55	Period 3
1:05	Period 4		
3:00	School finishes	1:05pm	Lunch
		1:50pm	Period 4
		3:00pm	School finishes

**Orientation timetable****Orientation Timetable Day 1**

Date	Time	Venue	Orientation topic
Day 1	9.00 – 9.15 am	International Student Office (A block)	<b>Welcome &amp; Introductions:</b> <ul style="list-style-type: none"> <li>• International Student Coordinator</li> <li>• Homestay Coordinator</li> <li>• EAL/D support staff</li> </ul>
Guest Speakers	9.15am		<ul style="list-style-type: none"> <li>• Guidance Officer</li> <li>• School nurse</li> </ul>
	9.30am		<b>Collect – Students Forms.</b>  Visa, Passport, Enrolment, Subject Selection, Code of Behaviour, Homestay Code of Conduct  Uniform purchase
<b>Morning Tea</b>	<b>10.15am</b>	<b>International student room (A5)</b>	<b>Morning Tea - School Tour with Student Ambassadors</b>
International Student Coordinator	11.00 am		<b>Hand out – ISP Student Handbook</b>  Go through handbook /PowerPoint presentation  Expectations and Concerns School values  Visa conditions: <ul style="list-style-type: none"> <li>• Attendance</li> <li>• Course progress</li> <li>• Behaviour</li> <li>• Deferral</li> <li>• Suspension and cancellation of enrolment</li> </ul> Complaints and appeals
			Student photo taken at office
	12.00pm		Homestay Coordinator <ul style="list-style-type: none"> <li>• Staying in a Homestay PowerPoint</li> <li>• Communication</li> <li>• Homestay adjustments</li> <li>• Local map and transport</li> <li>• Money and banking</li> <li>• Health and safety PowerPoint</li> <li>• Personal safety plan</li> <li>• Medication</li> <li>• EQI travel policy and travel forms</li> <li>• Transfers</li> <li>• SEQI holiday programs</li> <li>• School Excursions</li> </ul>



			<ul style="list-style-type: none"> <li>• Personal safety</li> <li>• Details of doctors and prescription</li> <li>• Emergency services</li> <li>• Banking</li> </ul>
<b>Lunch</b>	<b>1.05pm</b>	<b>International student room</b>	<b>Packed Lunch with Student Ambassadors</b>
	2.00 pm		<ul style="list-style-type: none"> <li>• Obtain Timetable</li> <li>• Hand Out Evaluation</li> </ul> <b>Question Time</b>
	3:00pm	Home Time	

### Orientation handouts

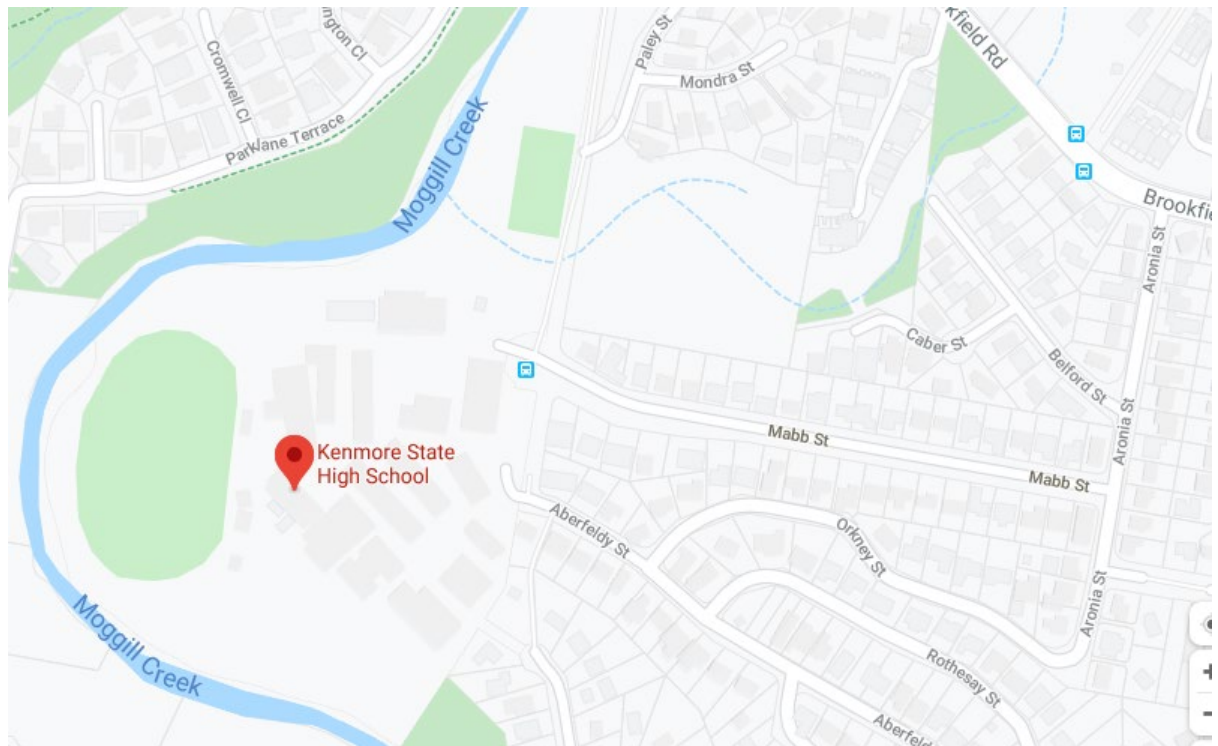
- International Student Handbook
- Homestay Booklet
- Emergency contact details
- CYOD/BYOD Laptop Information
- EQI Terms and Conditions
- Uniform Policy
- Media Consent Form
- Travel and Activities Form
- Responsible Behaviour Plan
- Special Consideration Exam Card
- School Calendar

### Additional Orientation Sessions

Dates to be advised

- Writing Assignments/Approaching Assessments Workshop
- Study Skills and Time Management
- OneNote Familiarisation
- IT On-boarding

### ***Site map***



### ***Assembly***

Assembly at Kenmore State High School is held on Mondays. Junior Assembly commences at 10.05am – 10.40am for students from Year 7 - 9 and 10:40am – 11:15pm for Senior Students in Year 10 - 12.

### ***Overseas student Meeting***

Overseas students meet regularly in the international hub when required by the International Coordinator, Homestay Coordinator or Student. The purpose of these short meetings is to check in with how your studies, homestay and school life are going or to update you on International guide lines and school policies. At the meeting you can ask questions and share your thoughts and ideas.

## 11. What to do when

### 11.1. Absences

If you are absent from school please contact the school **absence line on (07) 3327 1577** on the day of absence or **SMS only to 0427 061 838**. This line is available 24 hours a day. Alternatively, you can **email** absences to [absence@kenmoreshs.eq.edu.au](mailto:absence@kenmoreshs.eq.edu.au). If you are absent for an extended period of time due to illness, or will miss an assignment or exam, it is vital that a medical certificate is submitted to the office upon your return to school.

### 11.2. Late for school or class

If you are late, you are required to go to the Junior or Senior Hub and provide a parent note. Alternatively, have a parent/guardian contact the school to explain the lateness before you present at the office. You will be provided with a pass to enter class, once your late arrival has been recorded. We actively discourage lateness as it makes a major impact on key learning time and school communication processes.

### 11.3. Leaving school during the day

If you have an appointment during the day for something that cannot be scheduled for out-of-school hours, or you have to leave school during the day, please get your parent or guardian to write a note providing all details regarding the appointment. This note should be presented at the office, so that the details can be recorded and a pass produced. Alternatively, please get your parent or guardian to ring the school prior to the event so that a pass can be produced for you to collect. For unexpected events, requests from parents or guardians to collect you from your class will require adequate notification (e.g. 1 hour). *Please note that your parents or carer need to contact the school, rather than you, and all requests should come through the office.*

### 11.4. Feeling sick or unwell

**If you become ill or sustain an injury during the day, we ask you to report immediately to the office.** The office will provide simple care or first aid. Parents or guardians are asked to collect you when they may require professional medical assessment. Parents are asked not to send students to school when they are unwell. *Students must not use their mobile phone to contact parents directly, but rather sign into the sick bay and allow the office staff to contact their parents.*

### 11.5. Changing address or contact details

If you change your address / telephone number (home, work or mobile) / email address you must provide all the new details to the International Program staff as soon as possible. We rely on this information in event of an emergency, so we appreciate your advising us of all changes as they occur. **Report cards are delivered via email so please maintain accurate records with the school.**

### 11.6. Wanting to see a Guidance Officer

Kenmore State High School has a dedicated EQI Guidance Officer, Mr Anthony Lutz (Years 10–12 and EQI Students). The Guidance Officer's role is to provide support for the school community, particularly students, their parents or guardians by offering confidential counselling services.

Some of the issues addressed by our Guidance Officers include:

**Career issues** eg. Information about post-school options, course and career selection.

**School issues** eg. Subject selection, time management, study skills.

**Personal issues** eg. Relationship problems, problems at home, coping with stress.

Students, parents or guardians can make appointments to see one of the School's Guidance Officers either separately or together through the main school office. Appointments are available throughout the school day, before and after school. Guidance Officers can also be contacted via email as follows:

**Ms Julie Savage (Years 7–9)** [jjava2@eq.edu.au](mailto:jjava2@eq.edu.au)

**Mr Anthony Lutz (Years 10–12 & EQI Students)** [alutz2@eq.edu.au](mailto:alutz2@eq.edu.au)

**Make an appointment at the office on (07) 3327 1555**

### **11.7. Lost property**

We encourage you to be very careful with your belongings. Please leave valuables at home. Do **NOT** leave wallets or valuables in your bag. Keep your bag with you or in plain sight at all times. A limited number of lockers are available for use. In the event of a lost item you should check with the office as soon as possible. We ask students to hand in all found items to the office. Year 7 students should also check the Junior Secondary staffroom for lost property. A block also has a lost property area.

### **11.8. Exam Card**

As a student with an EAL/D background you are entitled to an Exam Card. This card will inform the teacher that you are to be given an additional 10min per 60 minutes assessment time. This only applies to students in year 7 - 10

## **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 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](#)

### **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**

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

## **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.

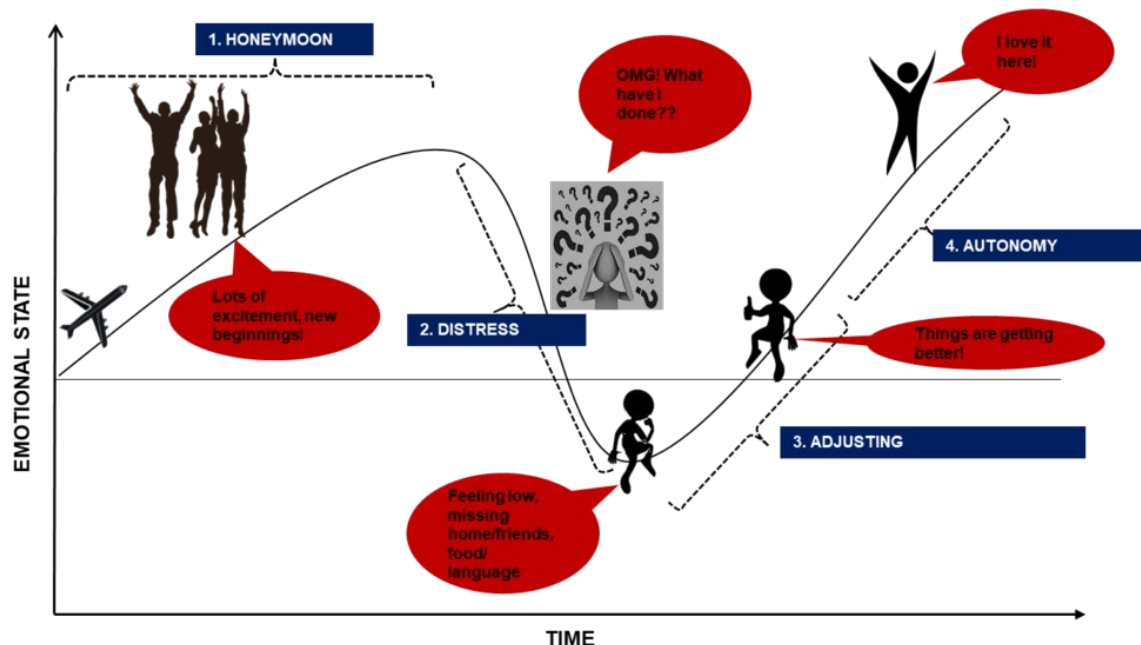
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

### 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 Kenmore State High School.

## **15. 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.

## **16. EQI Standard Terms and Conditions**

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

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

- [Simplified Chinese](#)
- [German](#)
- [Italian](#)
- [Japanese](#)
- [Vietnamese](#)

## **17. Visa Conditions**

### **Attendance**

[Kenmore State High School's attendance policy](#) aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at

Kenmore 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 8.55am.

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 3327 1577 stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

The school will record your attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked every period. An SMS message will be sent to your homestay parents/carers of an unexplained full day absence.

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

#### ***Important information about attendance***

- |                                       |                                                                                      |
|---------------------------------------|--------------------------------------------------------------------------------------|
| • Start and finish times              | 8:55am – 3pm                                                                         |
| • Late arrival process                | Please report to the Hubs.                                                           |
| • School absence telephone number     | 3327 1577                                                                            |
| • Serious, injury or incident process | Please report to the nearest teacher and inform the office and Homestay Coordinator. |

#### ***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](#)
- [Kenmore State High School Attendance Policy](#)

### ***Course progress***

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

At Kenmore 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***

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



### **Formal intervention**

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

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

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

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

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

### **Behaviour**

Kenmore 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 [Kenmore State High School Responsible Behaviour](#) 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 Kenmore State High School's 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.

### ***Deferral, suspension and cancellation of enrolment***

You will find the EQI Deferral, Suspension and Cancellation Policy outlined in the [Standard terms and conditions](#).

EQI may approve a suspension of your enrolment if there are compassionate and compelling circumstances. This means if you cannot attend school for reasons such as illness or family responsibilities EQI will ensure that your inability to attend school will not impact your attendance requirements.

- [Suspension of enrolment - Subclass 500 \(schools\) visa procedure \(PDF, 777KB\)](#)
- [Temporary suspension request form \(PDF, 220KB\)](#)

For information regarding deferring your enrolment prior to arrival (commencement of your course) please refer to the [Enrolment - Subclass 500 \(schools\) visa procedure](#).

- [Request to defer commencement form \(PDF, 232KB\)](#)

You may cancel your enrolment at any time. Please refer to the [Ongoing enrolment - Subclass 500 \(schools\) visa procedure](#).

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

All international students will be required to attend English as an Additional Language/Dialect (EAL/D) lessons and these lessons are compulsory.

For students in years 7, 8 and 9, EAL/D lessons by way of 1x70 minute classes are organised and added to your timetable. These lessons supplement your regular English scheduled classes.

Students in years 10, 11 and 12 are scheduled with 3x70 minute English lessons per week with a qualified EAL/D teacher. These classes have lower student numbers in order to allow more one-on-one time with the teacher.

## **19. Additional study support programs**

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

Activity	Time and Location
EQI Tutoring Support – all subjects	Three afternoons a week 3.15 – 5:15 pm A Block International Room
Junior Secondary Homework Club	Wednesday Lunch S Block

## **20. Academic policy**

As covered during orientation, students must complete all school work. Students must achieve a minimum of a Sound Achievement for all subjects to demonstrate course progress. Sound academic achievement across all subject matter is a condition of your standard terms of enrolment EQI. Please refer to the [EQI website](#) for information regarding course progress.

Poor results may result in the cancellation of your visa. If you are having difficulties in any of your subjects you must discuss this with Mrs Chitoni or Mr Lutz or with your Head of Year immediately.

Kenmore SHS and EQI will implement intervention strategies for any student who is at risk of not meeting satisfactory course progress requirements.

The academic achievement of all students will be regularly monitored and assessed throughout each school term and students will be provided with written reports for each term.

Relevant school staff will work together to develop and implement student specific and subject-specific strategies to help students improve their academic performance, where required.

The school principal, on behalf of EQI, will consider if the student is achieving satisfactory course progress based on an end of term report. If an end of term report indicates the student is not achieving satisfactory course progress, the principal must:

- issue a warning letter
- meet with the student and their parent/approved relative (where applicable);
- at the meeting, discuss the student's academic achievement and effort, EQI's course progress policy outlined in the student's enrolment agreement, whether compassionate or compelling circumstances apply and the potential consequences for failing to meet course progress requirements (the student may be reported to the Commonwealth Government and the student's visa may be cancelled); and
- develop and implement a formal intervention strategy to help the student to make satisfactory course progress;
- email Director, International Student Programs (ISP) a copy of the warning letter.

The student will be given the next school term to achieve satisfactory course progress. If, at the end of the following school term the student's report shows that satisfactory course progress has not been achieved, the principal (or delegate) will notify the Director, ISP.

## **21. Legal services**

There are a variety of legal services in the community around our school. If you need to access legal services please see the International Student Coordinator.

[Legal Aid Queensland](#) can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au) or call 1300 651 188 Monday to Friday 8:30am to 5:00pm.

For legal advice you can also contact a private solicitor or a [Community Legal Centre](#).

If you are unsure about your immigration rights and responsibilities, you can contact the [Refugee and Immigration Legal Service](#) (RAILS) for advice and assistance relating to immigration matters.

## **22. Emergency and health services**

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

### ***Overseas student Health Cover (OSHC)***

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

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

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

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

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)

Allianz

BUPA Australia

Medibank Private

NIB Health Funds Limited

[www.ahmoshc.com.au](http://www.ahmoshc.com.au)

[www.allianzassistancehealth.com.au](http://www.allianzassistancehealth.com.au)

[www.bupa.com.au/health-insurance/oshc](http://www.bupa.com.au/health-insurance/oshc)

[www.medibank.com.au/overseas-health-insurance/oshc](http://www.medibank.com.au/overseas-health-insurance/oshc)

[www.nib.com.au/overseas-students](http://www.nib.com.au/overseas-students)

## **23. Medical matters**

### ***Health information***

To help us support you, we need you to tell us everything we might need to know about your physical and mental health, including your medical history, conditions and allergies, and all medications you use so we can organise anything you might need and (if you are living with a homestay provider) approve and monitor your support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

### ***Visiting a doctor***

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

### **Medication**

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

## **24. Medical treatment**

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

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

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

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

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

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

## **25. Fees Tuition**

Tuition fees for EQI (CRICOS Provider Code: 00608A) cover:

- all curriculum schooling and teaching costs
- curriculum-related excursions

### **Non-tuition fees**

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities. Please check with your International Student Coordinator.

### **Overseas student Health Cover (OHSHC)**

OSHC fees<sup>±</sup> are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider.

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

- [Fees](#)

## 26. Transfer policy

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

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

Before applying for a transfer, you should talk to your International Student Coordinator and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

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

## 27. Complaints

Before you lodge a customer complaint with the department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course, your living arrangements or your welfare, you should discuss this with your International Student Coordinator.

If you have an issue relating to your International Student Coordinator or a decision they have made, you should discuss this with your school Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's Customer [Complaints Management Framework](#) and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course.

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

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

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

## 28. Appeals

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.

## 29. 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](mailto: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.

## 30. Travel and activities

### 30.1. 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.

### 30.2. 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](#)

### 30.3. 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.

## **31. 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](#)

## **32. School policy and procedures**

### **32.1. [1-to-1 Technology Program](#)**

All students are required to have a laptop device. Students may choose to purchase a school device (CYOD) or bring their own device (BYOD).

If choosing BYOD, the parent or caregiver and student should be aware of the school’s specification of appropriate device type, operating system requirements (**must be in English**) and software. These specifications relate to the suitability of the device to enabling class activities, meeting student needs and promoting safe and secure access to the department’s network.

### **32.2. Use of mobile phones**

Devices must be turned off and out of sight during classes and assemblies unless they are used during a lesson under the direction of a teacher. Devices may be used at break times, before and after school, provided their use is in keeping with the requirements of the Responsible Behaviour Plan.

### **32.3. Make up and jewellery policy**

Students are expected to take pride in their grooming and hygiene.

- Hair must be neat, clean and tidy and comply with workplace health and safety provisions. Hairstyles should be contemporary conventional with natural colours and tones. Brightly coloured or brightly coloured die dipped hair is not appropriate. Extreme hairstyles such as dreadlocks, mohawks, tracks or rats’ tails are not permitted.

- Long hair is to be tied back for practical lessons to meet Work place health and safety requirements.
- Only hair ribbons, bows and scrunchies in KSHS colours are permitted.
- Head coverings of cultural or religious significance are permitted in KSHS or neutral colours. Accessories are not permitted. These include but are not limited to bandanas, beanies, and other brightly coloured headwear.
- Students are not to wear makeup or fingernail polish, except natural and clear tones. Students can wear foundation. Fake nails are not permitted.
- Eyeliner, eye shadow, fake eyelashes and other makeup is not permitted.
- Tattoos must be covered by the school uniform.
- Boys are expected to be clean shaven.
- Jewellery is restricted to a wrist watch, one simple, fine chain around the neck, one set of plain studs or sleepers worn in ears only, one plain ring. If jewellery is required for religious, cultural or health reasons a letter is to be supplied by the student's parents or guardian for consideration. No other jewellery items are accepted.
- Facial or other piercings, including tongue studs of any kind, are not acceptable. Clear alternatives are not acceptable or permitted. No other accessories are to be worn.

#### 32.4. Uniform requirements

All students are expected to observe [the details of correct attire](#) and must be wearing the complete day or sports uniform in accordance with the school routine. Students should present in a neat and tidy manner at all times, **including on their way to and from home and school.**

This high standard will ensure that our students continue to represent themselves and bring to Kenmore State High school, the standard of school that our reputation and community expects.

The expected uniform is:

- In Years 7 to 12, the day uniform is the schools expected uniform every day.
- In Years 7 to 12, the sports uniform is only to be worn on days when students have sport, HPE, Senior HPE equivalents or dance listed on their timetable and are undertaking practical activities as opposed to sedentary in-class activities.
- The day uniform is expected to be worn on days deemed to be formal occasions by the school e.g. ANZAC Day, school photographs and some excursions.
- KSHS representative playing uniforms are only to be worn for training and competitions. **The school hat must be worn at all times when outside in open areas.**

All items listed are available from the school uniform shop except for shoes. **All items will have the school logo clearly marked on them.**

**N.B.** NO alternative styles or options are permitted

The uniform shop is located in B block.

#### Opening hours are:

NORMAL TRADING HOURS – From 8th FEBRUARY 2021

Mondays (or Tuesdays if Monday is a holiday)

Thursdays

Fridays (February and November only)

7:30am – 10:30am

7:30am – 10:30am

8.00am – 10.30am

### 33. Banking

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

If you are experiencing difficulties please see the International Student Coordinator.

- To open an Australian bank account you will need to present your passport and possibly additional information.
- The majority of banks and building societies have internet banking, telephone banking, Automatic Teller Machines (ATM's) and branch access.

Some banks are now offering an app that you download to your smartphone to do your banking.

- Once your account is opened you will receive in the mail a card and a pin code Personal Identification Number code (PIN Code). You should **NEVER** disclose your PIN code to anyone.
- For your parents to transfer funds into your account you will need to provide them with the local branch identification number, your account number, bank contact details and swift code. Check with your bank as to their process and requirements).
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.
- Check with your bank as to opening hours during the week and on weekends.
- Do not carry large sums of money at school or when out in public.

### 34. Transport

#### BUS

Bus transport is available via Brisbane City Council bus services (you can visit their Website Transinfo or Phone 131 230) and Southern Cross Bus lines (Timetables are available on [www.southerncrosstransit.com.au](http://www.southerncrosstransit.com.au) or Phone 07 3812 2520).

Information about transport assistance is available on the Queensland Transport website at: <https://www.qld.gov.au/transport/public/school/school-transport-assistance/school-transport-assistance-schemes>

This material covers eligibility for assistance with bus and rail transport. In general, assistance is provided for students who reside more than 4.8km from the nearest state secondary school. This material also includes information for students with disabilities including the application process for assistance.

#### After school bus processes

Students move to either Mabb St or Dumbarton Drive to collect buses to travel home. Buses arrive in various shifts between 3pm and 3.45pm.

**Students from the Western suburbs who catch the later 3.40pm bus from Mabb St** are required to wait in the library or outside the library until 3.30pm, and then are walked down to the bus stop by a teacher aide at 3.30pm.

### 35. 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.

#### **CAR ARRIVAL – PALEY ST - Year 7**

We are requesting that parents of Year 7 students use Paley St as a 'drop off' zone. This entrance is accessed by turning into Branton Street off Brookfield Road. This is an intentional strategy to help relieve the congestion on Mabb St and Dumbarton Drive, and increase the safety for our students. Paley St is on the side of the school where the Junior Secondary building is located, and provides for a short walk along a path adjacent to tennis courts, across the creek and up to the new JS building (S Block). Avoid this drop off zone when the creek may be in flood. There is only very limited parking here and is more suitable for 'drop off'.

**Car Arrival** – Other drop off zones for **car** passengers are:

Mabb Street: Students may be dropped off either at the **end of Mabb Street** with a short walk or at the drop off area before the school gate.

Brookfield Road: Student dropped opposite bus stop on Brookfield Road between Branton Street and Aronia Street can take a short walk through a park to enter the school near Mabb Street.

Dumbarton Drive: A drop off on Dumbarton Drive provides easy access to the school. In the afternoons we separate bus and car students by asking parents to collect students on the left side of the street (outbound) preferably between Lairg & Dumfries Street. We urge care either side of the crest.

Aberfeldy Street: This entrance is **not recommended** as either a set down or collection point. However, if necessary, a set down near the intersection of Aberfeldy Street and Orkney Street is possible.

We encourage parents to find set down areas and collection points that involve a short walk from the school. This eases congestion and provides for a little exercise.

We ask parents to refrain from driving through the grounds unless it is necessary to drop off large items of equipment that cannot be carried. This helps us reduce the traffic within the grounds and therefore reduce the risk of injury.

### 36. House Structure

The school has eight sporting houses. You will be assigned to one upon enrolment. Their origins are:

- Bimbi - taken from the Aboriginal phrase 'Bim Bim Bi' meaning 'Place of many birds'
- Carrawah - taken from the Aboriginal language of the district meaning 'Plenty of birds come to rest here'
- Tarcoola - taken from the Aboriginal language of the district meaning 'A river bend'
- Wyuna - taken from the Aboriginal language of the district meaning 'Clear water'
- Allunga - taken from the Aboriginal language of the district meaning 'Beautiful place'
- Jarrah - taken from the Aboriginal language of the district meaning 'Eucalyptus tree'
- Kinta - taken from the Aboriginal language of the district meaning 'Laughter'
- Alkira - taken from the Aboriginal language of the district meaning 'The sky'.

The school's sporting house colours are:

- Bimbi - Purple
- Carrawah - Green
- Tarcoola - Red
- Wyuna - Dark Blue
- Allunga - Yellow
- Jarrah - Orange
- Kinta - Pink
- Alkira - Light Blue

### 37. School Leadership Opportunities

There are numerous opportunities for international students at Kenmore to become school leaders. From our SRC group (student representative council) to our house captain and prefect positions (both junior and senior), there are many school-wide opportunities for leadership. Also, within the international student community, there is the opportunity to join the 'international think tank', a group of international students from a variety of year levels and cultural backgrounds, who are interested in making the international student experience at Kenmore the best it can be.

### 38. 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.

### 39. 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.

### 40. 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.

#### **41. 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.

#### **42. 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).

#### **43. 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.

#### **44. 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.

#### **45. 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.

Bicycle racks are available at each entrance of the school (Aberfeldy St) for students who wish to cycle to school. Students should provide their own locking device to secure their bicycle and ensure that any removable items are secure.

#### **46. 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

#### **47. Surf and Beach safety**

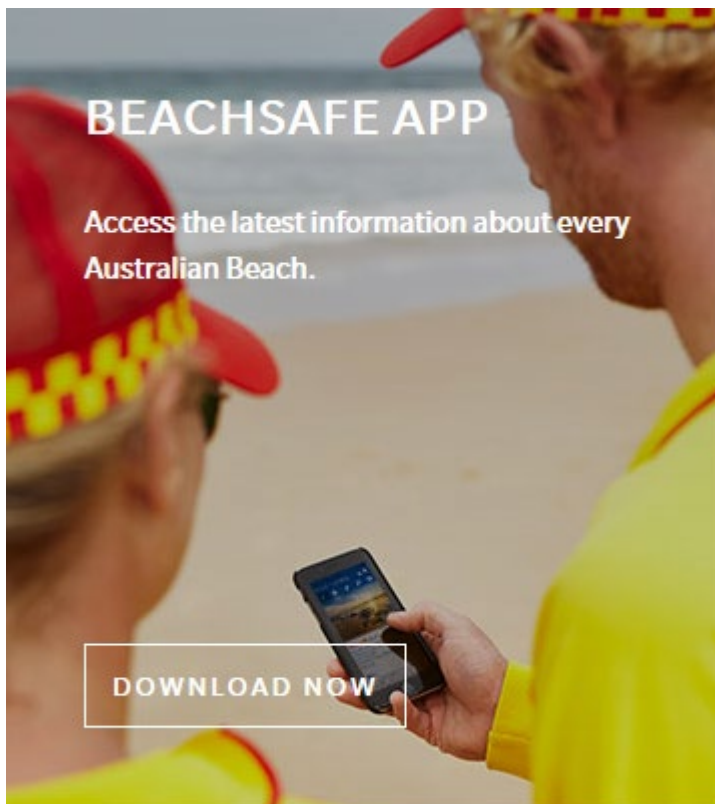
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself 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://www.queensland.gov.au/transport-and-infrastructure/roads-and-railways/surf-lifesaving)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.



### Sun safe

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

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

## 48. 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.**