



# KIRWAN STATE HIGH SCHOOL

## International Student Handbook

Version: January 2022



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#### Appendix 1: Arial view of Townsville



## 1. School welcome



Welcome to Kirwan State High School – a great school and a good place to be. Kirwan High welcomed its first group of students (Year 8) in January 1979. It was officially opened by Deputy Premier, Sir Llew Edwards.

Since then Kirwan High has become a school of choice for young people from all over Townsville and its student population has grown to more than 2200 students and 140 teaching staff.

We are proud to be a large, diverse school community. We are “A School for Everybody” and we celebrate our strong tradition of inclusivity and diversity. We aim to provide every student with a world class education that will match their career aspirations. We believe this is best achieved by parents, teachers and students working together through positive, respectful and supportive relationships to develop a mindful, caring and compassionate school community.

We describe ourselves as “A School of Excellence”. Our mission is to provide educational excellence for tomorrow’s citizens. We believe that every student is capable of achieving personal excellence through a passion for learning coupled with hard work. Personal excellence is about being the best person you can be and achieving your best outcomes.

In preparing students to be tomorrow’s citizens, in our rapidly changing globalised world, our curricula and co-curricula programs are infused with the concepts of international mindedness and intercultural understanding. Our teachers are committed to excellence in teaching practice. Kirwan High is at the cutting edge of research and evidence-based teaching that encourages deep thinking and develops self-regulated, resilient and motivated learners.

As a result of this commitment to the concept of excellence, we aim to ensure all students graduate as scholars who are confident and caring citizens, well prepared to thrive in their future environment.

The staff at Kirwan High look forward to working with our school community to bring our mission to life, ensuring that every student achieves their personal best and leaves our school ready to make a difference in the world. This is what it means to be a Kirwan High Scholar!

Stephen Baskerville

**Head of Campus** B.Sci., Grad Dip. Ed

## 2. School details

### Kirwan State High School

Street Address	Hudson Street, Kirwan 4817
Office hours	Monday – Friday 8:00 am – 4.00pm
Telephone:	07 4773 8111
Fax:	07 4773 8100
Absence Phone:	07 4773 8108
Email Absence :	<a href="mailto:absences@kirwanshs.eq.edu.au">absences@kirwanshs.eq.edu.au</a>
Administration Email:	<a href="mailto:admin@kirwanshs.eq.edu.au">admin@kirwanshs.eq.edu.au</a>
Facebook	<a href="http://www.facebook.com/kirwanshs">http://www.facebook.com/kirwanshs</a>

### 3. Administration

## Executive team

Role	Name	Email	Phone
Principal	Heather Murry	<a href="mailto:Hmurr31@eq.edu.au">Hmurr31@eq.edu.au</a>	(07) 4773 8133
Head of Campus	Stephen Baskerville	<a href="mailto:sbask3@eq.edu.au">sbask3@eq.edu.au</a>	(07) 4773 8144
Deputy Principal	Karen Anderson	<a href="mailto:kande306@eq.edu.au">kande306@eq.edu.au</a>	(07) 4773 8122
Deputy Principal	Liz Hennig	<a href="mailto:ehenn9@eq.edu.au">ehenn9@eq.edu.au</a>	(07) 4773 8140
Deputy Principal	David Ackers	<a href="mailto:dacke3@eq.edu.au">dacke3@eq.edu.au</a>	(07) 4773 8155
Deputy Principal	Vicki James	<a href="mailto:vjame7@eq.edu.au">vjame7@eq.edu.au</a>	(07) 4773 8198
Deputy Principal Inclusive Education	Dimity Barnes	<a href="mailto:dbarn346@eq.edu.au">dbarn346@eq.edu.au</a>	(07) 4773 8169
Business Manager	Mandy Blackford	<a href="mailto:bsm@kirwanshs.eq.edu.au">bsm@kirwanshs.eq.edu.au</a>	(07) 4773 8110

## Heads of Department

Department	Name	Email	Phone
Creative Arts	Dana Schiefelbein	<a href="mailto:dxsch9@eq.edu.au">dxsch9@eq.edu.au</a>	(07) 4773 8159
Business and Industry	Christian Beattie	<a href="mailto:csbea0@eq.edu.au">csbea0@eq.edu.au</a>	(07) 4773 8176
Data Analysis and School Improvement	Peter Spillsbury	<a href="mailto:pspil1@eq.edu.au">pspil1@eq.edu.au</a>	(07) 4773 8103
English	Glynnis Dobson	<a href="mailto:gdots4@eq.edu.au">gdots4@eq.edu.au</a>	(07) 4773 8118
HPE and Sport	Todd Wilson	<a href="mailto:twils128@eq.edu.au">twils128@eq.edu.au</a>	(07) 4773 8132
Humanities and LOTE	Lewis Fuller	<a href="mailto:lfull88@eq.edu.au">lfull88@eq.edu.au</a>	(07) 4773 8116
Information Technology	Tim Villalba	<a href="mailto:tvill4@eq.edu.au">tvill4@eq.edu.au</a>	(07) 4773 8174
International and Library Services	Elena Hawkins	<a href="mailto:ehawk19@eq.edu.au">ehawk19@eq.edu.au</a>	(07) 4773 8189
Mathematics	Evan Sgroi	<a href="mailto:esgro3@eq.edu.au">esgro3@eq.edu.au</a>	(07) 4773 8128
Science	Paddy MacLeod	<a href="mailto:pmacl5@eq.edu.au">pmacl5@eq.edu.au</a>	(07) 4773 8125
Teaching and Learning – Global Education	Joanne Thomson	<a href="mailto:jthom297@eq.edu.au">jthom297@eq.edu.au</a>	(07) 4773 8126
Teaching and Learning – Senior Secondary	Karen Watson	<a href="mailto:kwats52@eq.edu.au">kwats52@eq.edu.au</a>	(07) 4773 8164
Vocational Education	Shane Myers	<a href="mailto:smyer24@eq.edu.au">smyer24@eq.edu.au</a>	(07) 4773 8139

## Heads of Wellbeing and House Masters

Department / House	Name	Email	Phone
Student Wellbeing – Junior Secondary	Kate Holznagel	khenn36@eq.edu.au	(07) 4773 8149
Student Wellbeing – Senior Secondary	Raelene Frantz	rfran37@eq.edu.au	(07) 4773 8150
House Master – Castle Saints	Errin Reilly	ereil14@eq.edu.au	(07) 4773 8148
House Master – Cook Crocodiles	Hayden Hall	hlhal0@eq.edu.au	(07) 4773 8184
House Master – Elliot Eagles	Caitlin Cornish	ccorn57@eq.edu.au	(07) 4773 8113
House Master – Louisa Lions	Lisa Murray	lmurr76@eq.edu.au	(07) 4773 8194
House Master – Magnetic Marlins	Stephanie Slowman	sslom0@eq.edu.au	(07) 4773 8102
House Master – Stuart Sharks	Gemma Tucker	gtuck25@eq.edu.au	(07) 4773 8199

## Guidance officers


Year Level	Name	Email	Phone
Years 11, 10, 8, 7	Carole Ogilvie	cogil9@eq.edu.au	(07) 4773 8170
Years 12, 9, 7 & Out of Home Care	Debbie Quirk	dquir5@eq.edu.au	(07) 4773 8109
Years 10, 7 & International Students	Melissa Spilsbury	mospil13@eq.edu.au	(07) 4773 8171
Years 11, 8, 7	Kym Clay	kclay12@eq.edu.au	(07) 4773 8181

## Learning and student support

Title	Name	Email	Phone
Community Education Counsellors	Casey Ross Julie Thaiday	EngagementTeam@kirwanshs.eq.edu.au	(07) 4773 8170
School Based Youth Health Nurse	Debbie Downie	ddown18@eq.edu.au	(07) 4773 8170
Defence Transition Mentor	Lisa Hill	dtm@kirwanshs.eq.edu.au	(07) 4773 8191
Youth Support Coordinators	Kym Schrank Lindsey Cullison	EngagementTeam@kirwanshs.eq.edu.au	(07) 4773 8188
Chaplain	Joshua Lane	Chaplain@kirwanshs.eq.edu.au	(07) 4773 8407

#### 4. School values

# Statement of Intent



**Our mission is to provide educational excellence for tomorrow's citizens.**

**Our philosophy is to enable greatness through an inclusive culture underpinned by a mindful school community built on professionalism, continuous improvement and accountability.**

**We have respectful and supportive relationships with our whole school community, underpinned by the tenets of the United Nations Universal Declaration of Human Rights.**

**Our core beliefs about student learning are:**

- All students can learn.
- All students can achieve at a high level.
- All students are part of a world wide community of learners.
- All teachers have high expectations of all students.
- All teachers are responsible for student learning.

**Our core beliefs about student wellbeing are:**

- We all accept responsibility for the wellbeing of others.
- We all deserve to feel safe, valued and respected.
- All students are citizens of the world.
- We must demand "greatness" from everyone.
- "Something is Right" in every person.

#### 5. International Team

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

Name	Role	Contact
Stephen Baskerville	Head of Campus	0417077965
Dave Ackers	Deputy Principal International Student Program – Line Manager	0401543043
Elena Hawkins	International Student Head of Department	4773 8189
TBA	International Homestay Coordinator	0476 804 403
Melissa Spilsbury	Guidance Officer	4773 8171
Sarah Potts	English as a Second Language or Dialect (EAL/D) Coordinator	4773 8141

The international office is located in the Library.

#### 6. Emergency contacts (during school hours)

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

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

Name	Role	Contact
Elena Hawkins	International Student Head of Department	4773 8189
TBA	International Homestay Coordinator	4773 8165 0476 804 403

## 7. 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.

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

A critical or life threatening situation includes:

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

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



## 9. School emergency and lock down procedure

### LOCKDOWN PROCEDURE

2 x Doorbell Tone followed by  
 "Lockdown, Lockdown, Lockdown"  
 (repeats)

Use in the event of an emergency situation that may prevent the safe evacuation of a school building and may require isolating the students and staff from danger.

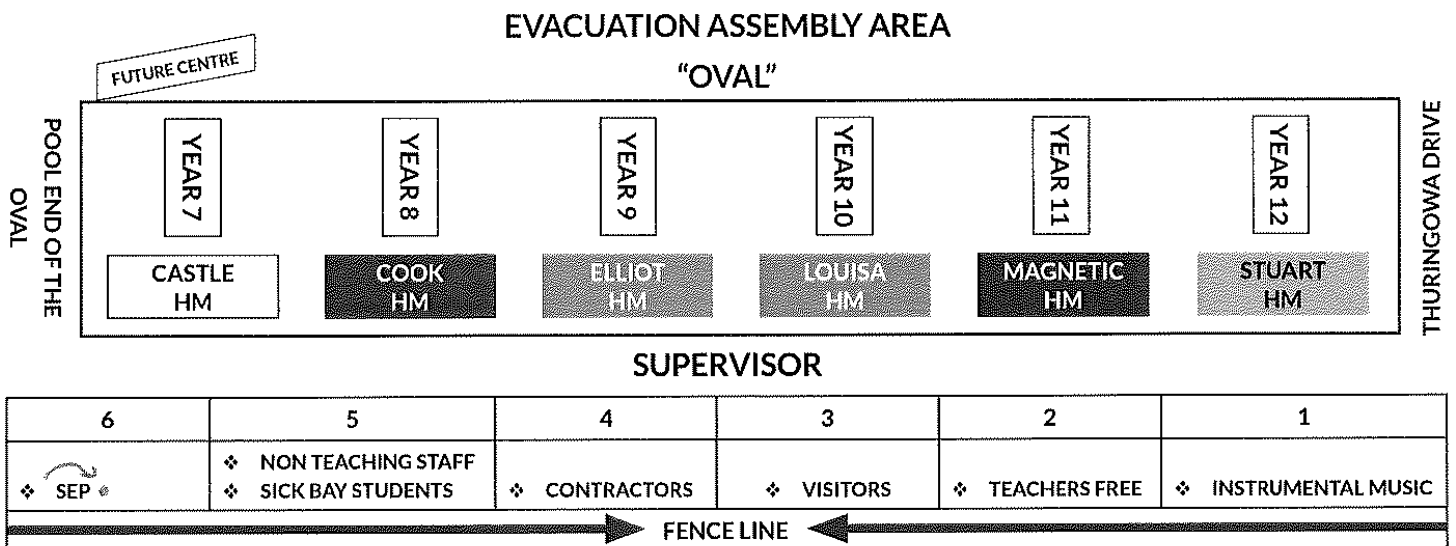
- A **BEFORE SCHOOL OR DURING BREAKS** - GO TO NEAREST ROOM OR YOUR HGR CLASS
- B **DURING CLASS** - REMAIN IN YOUR CLASSROOM
- 1 **LOCK** - ALL WINDOWS AND EXTERNAL DOORS
- 2 **TURN** - OFF THE LIGHTS
- 3 **SIT QUIETLY** - ON THE FLOOR, UNDER DESKS, AWAY FROM DOORS AND WINDOWS
- 4 **REMAIN CALM** - DO NOT MOVE UNTIL THE ALL CLEAR IS SOUNDED

### EVACUATION PROCEDURE

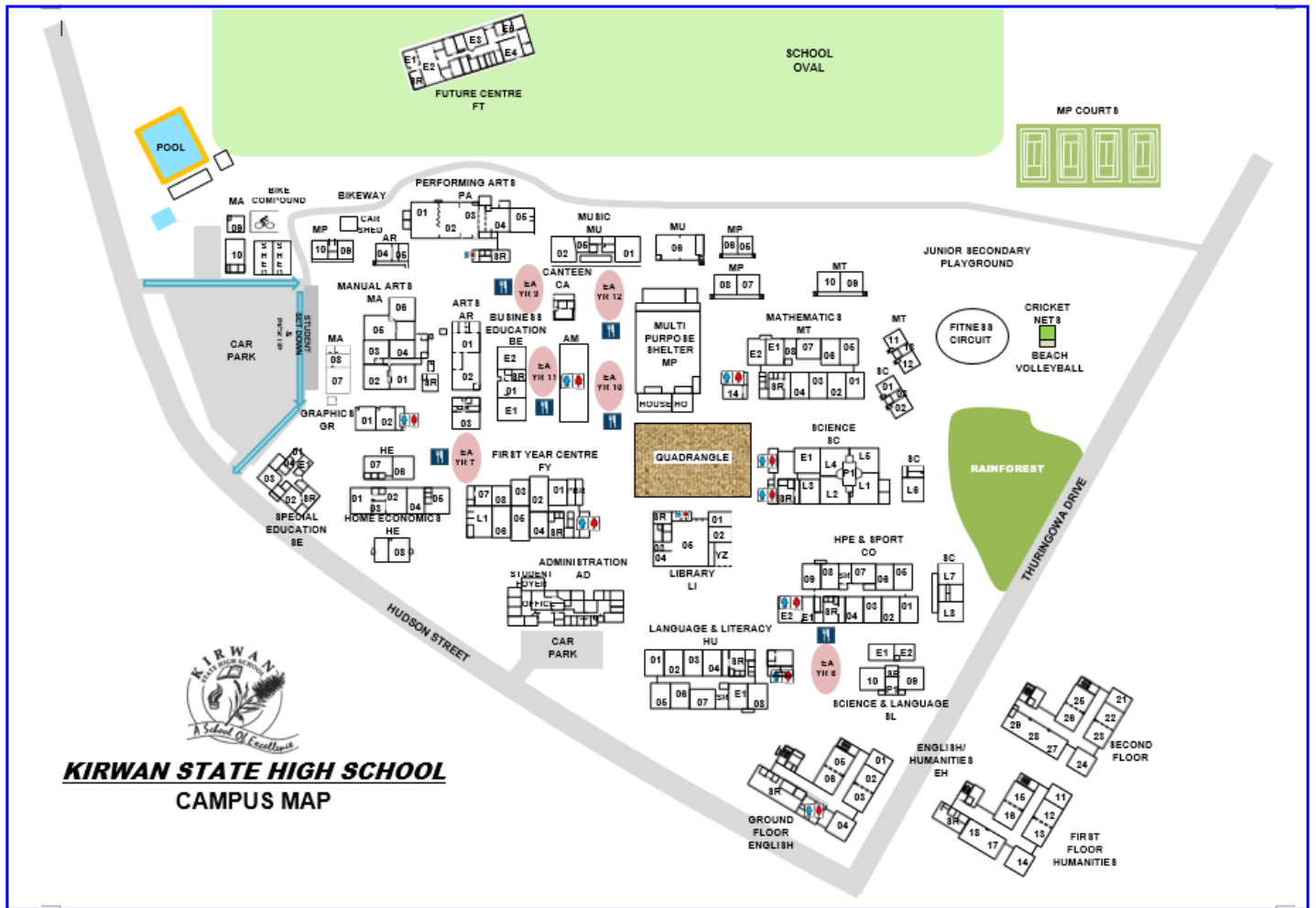
3 x Ascending Sirens followed by  
 "Evacuate, Evacuate, Evacuate as directed"  
 (repeats)

In the event of a fire or emergency the most important consideration is the safety of the students and staff. This is most effectively accomplished by immediately evacuating building in an organised manner; and by then maintaining supervision of students outside the buildings.

- 1 **BE CALM, FOLLOW DIRECTIONS**
- 2 **STAND AND PUT YOUR CHAIR IN**
- 3 **LEAVE YOUR BOOKS AND BAG**
- 4 **WALK QUICKLY, CALMLY AND QUIETLY TO THE OVAL (SEE MAP)**
- 5 **SIT IN SINGLE FILE WITH YOUR CLASS** ✓
- 6 **LISTEN FOR INSTRUCTIONS**



## 10. School map and facilities



## 11. Orientation

The Kirwan 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 Kirwan State High School					
	Monday	Tuesday	Wednesday	Thursday	Friday
HGR class	8.45- 8.55	8.45- 8.55	8.45- 8.55	8.45- 8.55	8.45- 8.55
Period 1	8.55-10.05	8.55-10.05	8.55-10.05	8.55-10.05	8.55-10.05
Period 2	10.05-11.15	10.05-11.15	10.05-11.15	10.05-11.15	10.05-11.15
Lunch	11.15-11.55				
Period 3	11.55-1.00	11.55-1.05	11.55-1.05	11.55-1.05	11.55-1.05
Recess		1.05-1.35			
Period 4	1.00-2.00	1.35-2.45	1.35-2.45	1.35-2.45	1.35-2.45
School finishes	2pm	2.45pm	2.45pm	2.45pm	2.45pm

## Orientation Timetable Day 1- Venue: Library

Students to bring to Orientation:

- **Passport**
- **Student Visa details**
- **KSHS Information pack – provided on arrival at airport**

Time	Orientation topic
8.40am-8:50	<b>Welcome &amp; Introductions:</b> <ul style="list-style-type: none"> <li>• International Student Coordinator</li> <li>• Homestay Coordinator</li> </ul>
9.00am	<b>Presentation by Guidance Officer</b> <ul style="list-style-type: none"> <li>• School values</li> <li>• Expectations and Concerns</li> <li>• Subject Selection</li> <li>• Change of subjects</li> <li>• Assessment</li> </ul> <b>Rotation</b> <ol style="list-style-type: none"> <li>Subject Selection: individual interviews with Guidance Officers</li> <li>EAL/D testing by ESL staff</li> <li>Look at ISP Handbook</li> </ol>
9.40am	<b>Collect – Students documentation - Visa, Passport (copy and return)</b> <b>Presentation by HOD International Student Programs</b> Go through Student Handbook /PowerPoint presentation EQI Visa conditions (Attendance, Course progress, Behaviour, Deferral, Suspension and cancellation of enrolment, Complaints and appeals)
11.30am	<b>LUNCH</b> hosted by Executive Principal, Head of Campus and Cultural Captains
12.00	1800QSTUDY (ISP HOD and Homestay Coordinator)
12.30pm	<b>ISP HOD - Student Handbook</b> continued including Code of Behaviour
1.30pm	<b>Tour of school campus</b> <b>Question Time &amp; Student Evaluation/ Checklist Day 1</b>
2:00pm	Home

## Orientation Timetable Day 2 Venue: Library. Students in Full school uniform

Time	Orientation topic
9.00am	<ul style="list-style-type: none"> <li>• <b>Welcome Back</b></li> <li>• Introduce – School Based Nurse</li> <li>• Introduce - Police Liaison Officer</li> </ul>
9.30am	<p><b>Homestay Presentation</b></p> <p>Homestay Code of Conduct</p> <p>Staying in a Homestay – PowerPoint</p> <ul style="list-style-type: none"> <li>• 1800QSTUDY revisited</li> <li>• Communication</li> <li>• Homestay adjustments</li> <li>• Local map and transport</li> <li>• Money and banking</li> <li>• Health and safety including Water Safety</li> <li>• Medication</li> <li>• Details of doctors and prescription</li> <li>• Emergency services</li> <li>• EQI travel policy and travel forms</li> <li>• Transfers</li> <li>• EQI Adventure holiday programs</li> <li>• International Student Camp</li> <li>• Local area and activities</li> <li>• Getting around</li> <li>• Banks</li> <li>• Legal services</li> <li>• Emergency services</li> <li>• Hospital</li> <li>• Medical services</li> <li>• Shopping</li> <li>• Community facilities</li> <li>• Events</li> <li>• Question Time</li> </ul>
10.30am	Distribute and explain timetables
11.00am	Student Evaluation/ Checklist Day 2
11.15	Lunch with Cultural Captains
11.55pm	<p>Formal Welcome Ceremony and badge presentation</p> <ul style="list-style-type: none"> <li>• Australian Anthem</li> <li>• Indigenous <i>Welcome to Country</i> and performance</li> <li>• Official school welcome by Executive team and Cultural Captains</li> <li>• Badge presentation</li> <li>• Formal photos</li> </ul>
1.05pm	School Recess
1.35pm	Commence Period 4 class
2.45pm	Home

## Orientation handouts

- International Student Handbook
- Homestay Booklet
- Diaries/ Student Planner
- Homestay ID and Information Card
- QSTUDY Emergency contact details
- Orientation evaluation

**Site map** see page 10

## Assembly

House Group Assemblies at Kirwan State High School are held on Mondays, Tuesdays, Thursdays and Fridays commencing at 8.45am-8.55am in the Quad and Performing Arts. Year Level Assemblies are held when required in the Quad. Full school assemblies are held in the Quad or Excelsior Centre.

## Overseas student Meeting

Overseas students meet each week in the Library at 8:30-8:45 each Wednesday in the international room. The purpose of the short meeting is check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your *International HOD* and *International Homestay Coordinator* will also provide updates on issues relevant to your studies, school events and upcoming items of interest. Revision of Student Handbook.

## 12. What to do when

A comprehensive list located in your Student Planner on page 11 and 12.

### Late for school or class

- Late to School/Class – If students arrive after 8:55am, they must go immediately to the Rolls Office. If they do not have a note, the teacher taking the class will apply consequences for this late arrival if there is no legitimate reason for the lateness.
  - Wherever possible, students are asked to bring a note of explanation for late arrivals from their parent/guardian. Teachers will take into consideration the reason for late arrival when they apply consequences for their lateness. NB – excuses such as “slept in” or “I missed the bus” are not acceptable.
  - If a student is regularly late for class, the teacher should address this problem. If the planned strategy does not solve the problem, continued lateness should be reported to the relevant House Master.  
When the respective reports are given they should include not only the issue of “lateness” but also the strategies attempted, both successful and unsuccessful.

### A. Leaving school during the day

- Leaving School for Some Reason During the Day – Present a note from your parent to the Student Counter requesting a pass, before school or in the breaks. Once approved, you will receive a temporary pass which you must take with you. Students should never leave the school grounds without permission from the Administration.

### B. Feeling sick or unwell

- Feeling Sick – If in class, inform your teacher who will issue you with a note to report to the office. Outside of class you are to report to the Student Counter. **NO STUDENT IS TO ENTER THE SICK BAY WITHOUT PERMISSION FROM THE OFFICE STAFF.** If you are injured at school in class, report your injury to your teacher and get a note to report to the Student counter. In case of a more serious injury, have someone notify the office immediately.
- Injuries and Sickness – Serious injuries require professional help. Parents will be contacted as quickly as possible in the event that you need further treatment. Minor injuries will be treated at Sick Bay in the administration building.

### C. Wanting to change subjects

- Subject Change Timeline – In order to minimise disruption to classes and maximise student learning, there are deadlines for subject changes. Students must collect a subject change form from the Student Counter and follow all the steps. No students should be accepted into a class without a current timetable. Senior students must realise that any subject changes could impact on ATAR eligibility and prerequisites for tertiary or TAFE entrance and therefore must check these changes with a Guidance Officer.

#### **D. Changing address or contact details**

- Change of Address/Phone Number – A change of details form is available at the Administration office or alternatively details can be updated on QParents. It is necessary that the school has emergency contact numbers for each student at all times in case of accidents.

#### **E. Wanting to see a Guidance Officer**

- To See a Guidance Counsellor – they are located in the Administration Block. You should make an appointment at the Student Counter during breaks. The date and time will be recorded on the slip provided. You will need to ask your teacher to sign it before attending the interview. If you must urgently see any of these people, but have no appointment, ask your teacher for a note and report to the Office.

#### **F. Lost property**

- Lost Property – If you have lost some property, or if you find property, check with the Student Counter.

#### **G. Toilet access during class time**

- Going to the Toilet During Class Time – Request a toilet pass from your teacher. After using the toilet, return to class immediately and recommence work. Return the pass to your teacher.

### **13. Accommodation and welfare**

#### ***Care arrangements***

While studying you must live with:

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

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

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

If you live with a Department of 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 Welfare and accommodation in the following documents:

- [Standard terms and conditions](#)
- [Accommodation and welfare](#)

### **14. Living with a homestay family**

Your homestay family plays an important part in your time in Australia. They have been carefully selected and will be eager to welcome you into their home. It may take some time for both yourself and your homestay family to settle in, so please take the time to develop this relationship as it will play a very important part in your happiness and success.

It is important to establish clear expectations from the beginning. If you are unsure about how things are done or what to do, make sure you ask. Your homestay family is there to give you the opportunity to learn about Australian culture and assist you in any way that they can.

Following are some suggestions on what to ask your homestay family.

- What would you like me to call you?
- What do you expect me to do daily?
- Where do I put my clothes that need washing?
- Can I use the washing machine or iron at any time?
- Can I help myself to food and drink at any time?
- Can I move my bedroom furniture around if I wish?
- Is there a special getting up time on weekends?
- Is there a bedtime?
- Can I invite friends around?
- What are the rules for using the telephone?

- What are the rules for using the internet?
- What time am I expected home on the weekends?
- Can I use household appliances when I wish?
- When and how loud can I play music?
- What are the general procedures in the household?

The way of life in Australia may be different from how you live in your country. Expectations and the degree of independence may differ and your homestay family will try to understand these differences. You also need to try and understand the differences so that you all have a good homestay experience. If you feel you are being asked to do too much or that rules are unreasonable in your homestay, talk to your Homestay 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 your Homestay Coordinator and the school Guidance Officer. We will not approve new homestay arrangements within the first four weeks of your stay unless there are exceptional circumstances.

If we are required to move you to a different homestay, we will generally give you at least two weeks' written notice. In exceptional circumstances (for example, if we are concerned about your safety), we may move you immediately.

If your homestay provider is temporarily unable to provide homestay for you, we will arrange for you to be temporarily placed with another homestay provider.

### **Curfews**

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

## **15. Culture shock**

Culture shock refers to the emotional and psychological reactions to an unfamiliar culture and environment.

For Overseas students, culture shock is often uncomfortable and disorienting. Although culture shock can be positive in some ways, it's important for students to understand what culture shock is, what causes it, and how to manage its effects.

Some of the signs of culture shock include:

- feeling isolated
- increasing frustration with your host country, the school and host family
- irregular sleep patterns
- spending a lot of time alone in your room
- you are easily upset and can't concentrate at school.

Culture shock can be described as consisting of at least one of four distinct phases: honeymoon, negotiation, adjustment and adaptation.

### 1. Honeymoon phase

The first stage of culture shock is usually positive. During the honeymoon phase the differences between the old and new culture are seen in a romantic light. For example, in moving to Australia to study, you might love the new food, the pace of life, and the locals' habits. During the first few weeks most students are fascinated by the new culture.

### 2. Frustration/ Distress phase

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

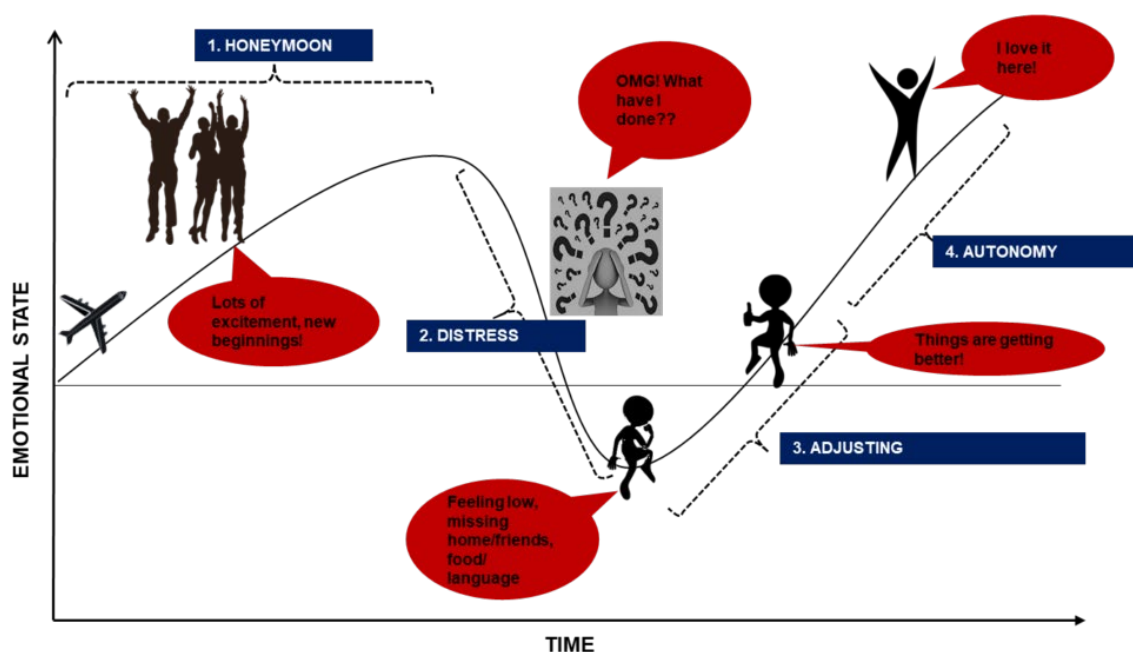
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

### 3. Adjusting phase

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels very new. During this phase people develop problem-solving skills for dealing with the culture and begins to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

### 4. Acceptance/ Autonomy phase

Individuals in the acceptance phase are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; people often keep many traits from their earlier culture, such as accents and languages.





If you think you are feeling culture shock, here are some things that you can do:

- Be patient with yourself as culture shock is a normal reaction to a changed environment.
- Talk about how you are feeling with your host family, friends or a member of the international team.
- Keep in contact with your loved ones back home.
- Socialise and make new friends.

It is important to remember the following:

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

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

## 16. Contact details

You must let your school know your residential address on enrolment at the school. 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.

## 17. 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](#)

## 18. Visa Conditions

### Attendance

Kirwan State High School's attendance policy [KSHS Attendance strategy](#) 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 Kirwan State High School it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at

8.45am. You are expected to maintain 100% attendance unless you are sick. You should always tell the school if you cannot attend for all or part of the day.

In the event that you are going to be absent from school ask your homestay parent to notify the school on the day of the absence via the absentee line 4773 8108 stating your name and HGR, 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 and in EVERY lesson. 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              | 8.45am to 2.45pm (Monday is 2pm finish)      |
| • Late arrival process                | Report to Rolls Office in FYC                |
| • School absence telephone number     | 4773 8108                                    |
| • Serious, injury or incident process | Contact Homestay Coordinator on 0476 804 403 |

### ***How attendance is recorded at Kirwan State High School***

#### **Full day absences**

During HGR, your attendance is recorded in Inschool. If you are absent, the Absence team contact your Homestay family to advise that you are not at school. If it is a legitimate absence e.g. sick, it is an explained absence. If there is not reason for you to be absent from school, it will be recorded as a UA (unexplained absence). This is then recorded on Oneschool in your student profile.

#### **Part day absences**

During all classes for the day, your attendance is recorded in Inschool. If you are absent, the Absence team check with the subject teacher, and if you are absent, this will be recorded as a part day absence. Your subject teacher will contact your Homestay family to advise that you were not in class.

If it is a legitimate absence you will need to sign out at the Admin office. They will record on your Oneschool profile that you went home early due to being sick, dental appointment etc.

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

Kirwan 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 \(schools visa procedure\)](#)
- Kirwan State High School Academic policy [KSHS Academic Policy](#)

## **Behaviour**

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

Detailed information can be found in your *Student Planner*.

[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 Kirwan State High School's rules – student code of conduct and school policy and procedures [KSHS Code of Conduct](#)

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.***

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

All international students are tested for EAL/D requirements during Orientation. All students attend an EAL/D lesson on Thursday period 1. Additional tutoring is available in subject departments at lunchtimes and after school. There is a Homework Club in the Library every Wednesday from 3pm-4pm.

## 20. Additional study support programs

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

Activity	Time and Location
Homework Club	Wednesday afternoon 3pm- 4pm in the Library
Department Tutorials	This varies according to the department but are usually Lunchtime tutorials or after school tutorials in the subject department buildings. Check with your subject teachers.

## 21. Academic policy

[Assessment policy](#) (PDF, 187KB)

## 22. 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.

## 23. 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)

## **24. 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.

## **25. 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](#)

## **26. 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 and class teachers. Sports Academy uniform fees apply.

## 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](#)

## 27. 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](#)

## 28. 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.

## 29. Appeals

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

- to report you to authorities (see the [Attendance – Subclass 500\(schools\) visa procedures](#) and [Course progress – Subclass 500 \(schools\) visa procedure](#)
- not to defer or suspend your enrolment, as requested by you – please see the [Deferral, Suspension and Cancellation procedure](#);

- to suspend or cancel your enrolment, as initiated by us – please see the [Deferral, Suspension and Cancellation procedure](#);
- to refuse your request for a transfer – please see [Transfer – Subclass 500 \(schools\) procedure](#); or
- as a result of your complaint to us – please see the [Complaints and appeals – Subclass 500 \(schools\) visa procedure](#).

EQI does not charge a fee for using the appeals process.

### External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to [ombudsman@ombudsman.qld.gov.au](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

### A. 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.

### B. 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 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](#)

### C. 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

These can be found in your *Student Planner* and cover many policies and procedures including:

- **Anti-bullying policy/ Code of Conduct/ Responsible Behaviour Plan**
- **Anti-litter policy**
- **Bring your own device**
- **School network and internet policy**
- **Use of mobile phones**
- **Make up and jewellery policy**
- **Uniform requirements**

Uniforms can be purchased at

**School Locker** Domain <https://theschoollocker.com.au/catalogsearch/result/?q=kirwan+state+high+school>

**Lowes** at the Willows Shoppingtown. <https://www.lowes.com.au/schools-online/kirwan-state-high-school>

### Uniform routine

- Formal uniform is to be worn every day.
- Sports uniform is to be worn only during the HPE/ Sports Academy lesson on your timetable.
- A hat must be worn at all times (Yr7 to 12) when outside the classroom

## 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

**Buses:** *Campbells Bus Service* and *Sunbus*.

Here is a link to the bus services and timetables:

[Townsville Local Bus Services and Timetables](#)

**Taxis** around Townsville,

**Uber:** By Queensland law and EQI guidelines, persons under the age of 18 years are not permitted to hold an Uber account, or travel with Uber unless they are accompanied by an adult.

**Ferry** to Magnetic Island.

## 35. Private transport

You must refer to the [Standard terms and conditions](#) and contact your International Student and/Homestay Coordinator for further advice and approvals, however:

- You must not be a passenger in a vehicle driven by an unlicensed driver. You must not be a passenger in a vehicle driven by a driver with a learner (L plate) driver's licence or a provisional (P plate) driver's licence unless you have the written permission of your parents or legal custodian and Kirwan SHS.

## 36. House Structure

House Masters are in charge of each House and they work closely with the House Captains, House Vice Captains and House Group Teachers to create House Spirit and a sense of community.

Each House is divided into House Groups. Every student is placed in a House Group on enrolment.

### A. House Groups

A House Group consists of students from each year level (Years 7–12). The House Group is led by a House Group Teacher and meets every day to build community across the school.

On Wednesday the House Group Meetings run for 30 minutes and 10 minutes on Monday, Tuesday, Thursday and Friday. During this time roll marking is completed. Student notices are read and focus lessons delivered.

Students and teachers will remain in the same House Group for their time at Kirwan High, where possible. Students will also be placed into the same House Group as their siblings, where possible.

## B. Purpose of the House Structure

For Students: The House Structure evolved as a means of providing better personal care, mentoring, leadership and service learning opportunities for all students at Kirwan State High School.

For Staff: It allows staff to develop a relationship with students across year levels over a number of years (staff will stay with their House Group for their time at KSHS). It also allows an ongoing relationship to form between staff and families.

For Parents: It provides an opportunity for families to develop a relationship with one staff member who will work daily with their child. It will provide a "go to" person for families who have any questions or concerns regarding their child.



## 37. School Leadership Opportunities

Our rich diversity of people and cultures enables each member of the Kirwan High community to grow as a learner and as a person, connecting them to a world filled with wonder and opportunity. At Kirwan High there are a number of formal leadership positions available for our Senior Secondary students. These include:

### Year 12 Senior Secondary Captains

- School Captains
- Vice School Captains
- Creative Arts Captains
- Sports Captains
- Indigenous Captains

### Year 12 Senior Secondary House Captains

- Castle
- Cook
- Elliot
- Louisa
- Magnetic
- Stuart

There are also a range of leadership opportunities available to all students. These include:

Leadership Opportunities including Service Learning			
Year 10, 11, 12	<ul style="list-style-type: none"> <li>• Interact</li> <li>• Indigenous Young Leaders</li> <li>• House Group Representatives</li> <li>• Green Frogs</li> <li>• Pink Shirts</li> <li>• Student Representative Council</li> </ul>	<ul style="list-style-type: none"> <li>• YWAM</li> <li>• The Cure Starts Now</li> <li>• LIVIN</li> <li>• RUOK Day</li> <li>• Relay For Life</li> <li>• Melanoma March</li> <li>• Duke of Edinburgh</li> <li>• Eisteddfod</li> <li>• NAIDOC Week</li> <li>• Defence Care Packages</li> </ul>	<ul style="list-style-type: none"> <li>• Musical</li> <li>• School Clubs</li> <li>• School Sports</li> <li>• Cultural Fest</li> <li>• Kirwan's Got Talent</li> <li>• Swimming Carnival</li> <li>• Athletics Carnival</li> <li>• Cross Country</li> <li>• Junior Secondary Camp</li> </ul>
			<ul style="list-style-type: none"> <li>• Anzac Day March</li> <li>• School Bunnings BBQ</li> <li>• Defence Journalist</li> <li>• Writing an article for the school newsletter or NIE section of The Bulletin</li> <li>• STEM Club</li> <li>• JCU Young Language Ambassadors</li> </ul>

## 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 task 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 activities, 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 see your Homestay Coordinator for the ***Approval to Ride a Bike form***. This approval must be given before you ride a bike.

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.

## 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 students – Subclass 500 \(schools\) visa 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.

### Marine stingers

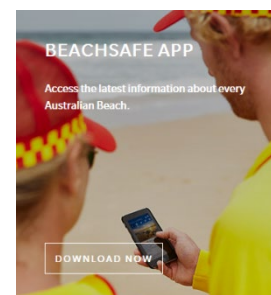
These are found in North Queensland waters between October and April. These stingers can cause death. Always swim inside the stinger nets provided.

### Surf Life Saving Australia's 10 Surf Safety Hints

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

### Useful links

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



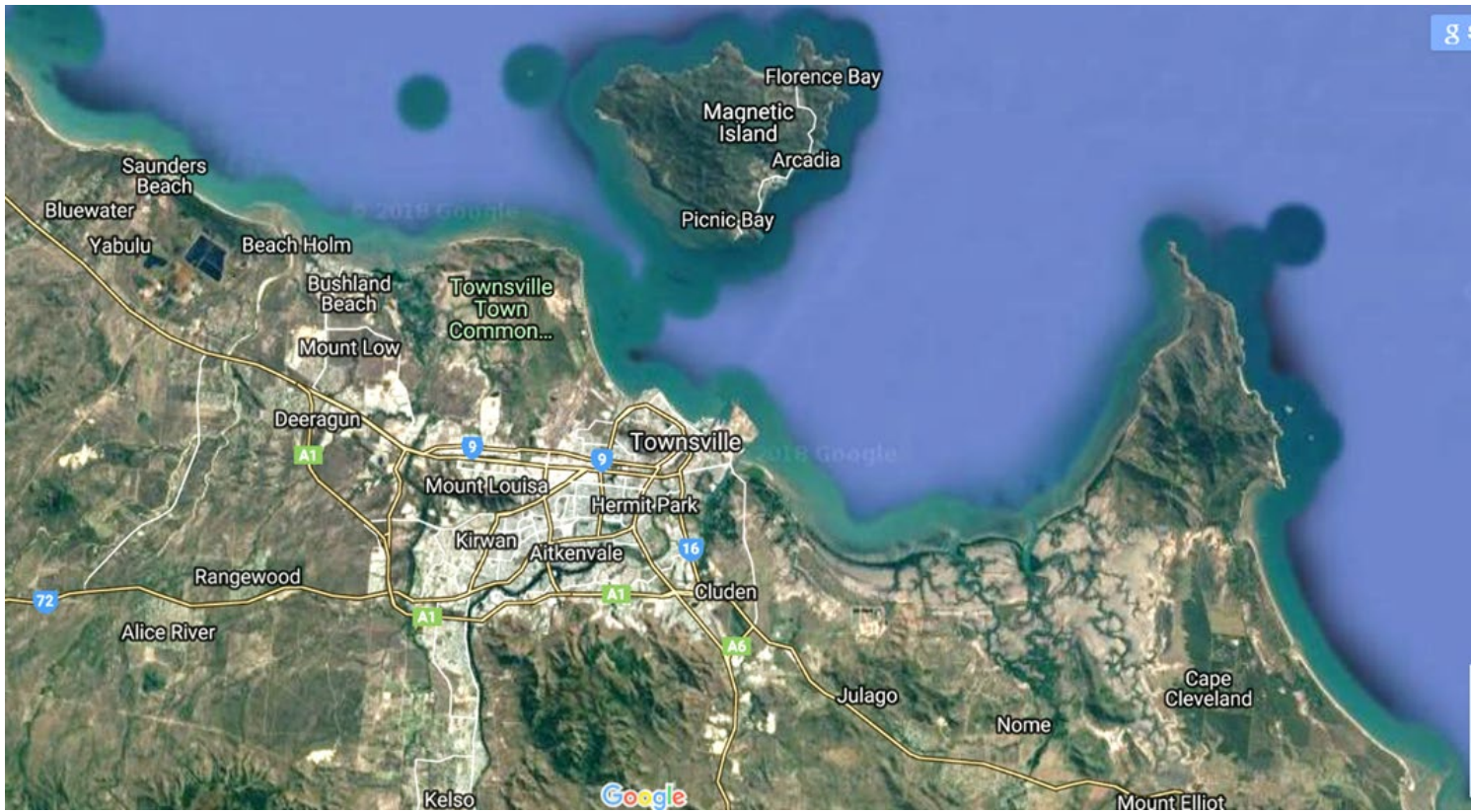
### Sun safe

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

- avoid direct sun when possible from 10am – 2pm
- 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.**



**Arial view of Townsville**