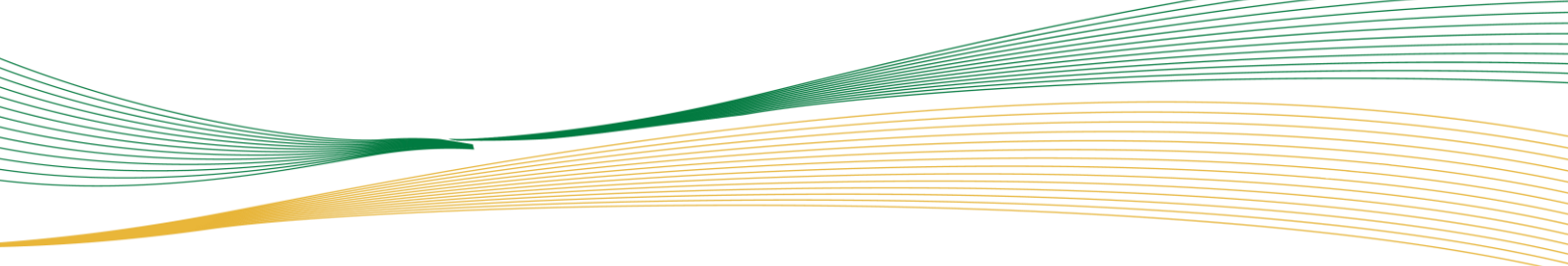




Sunnybank
STATE HIGH SCHOOL

International Student Handbook

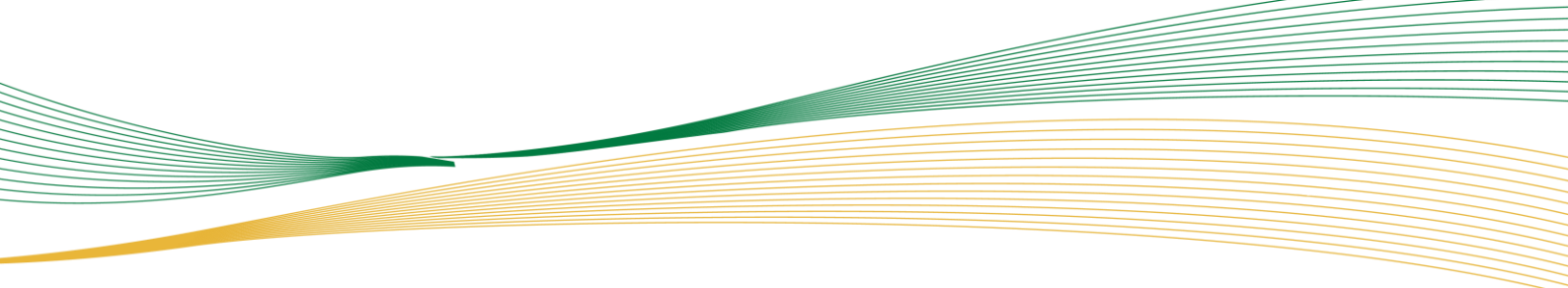
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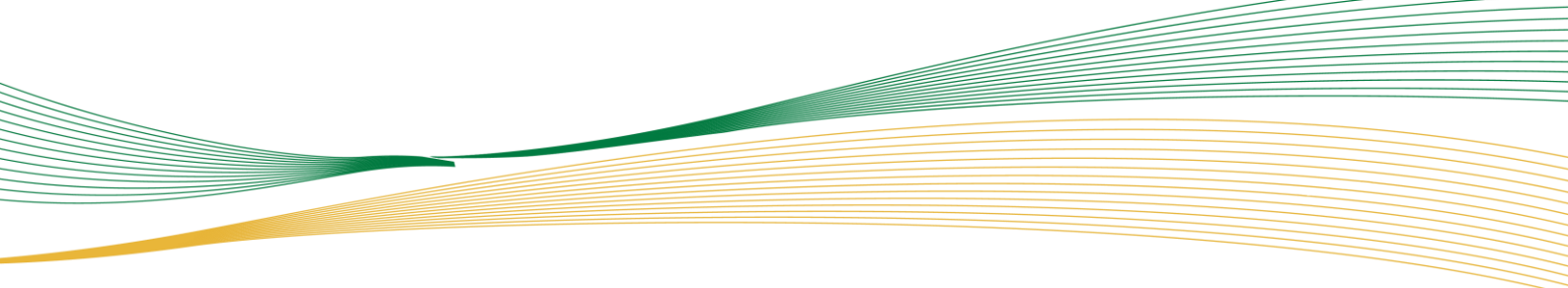
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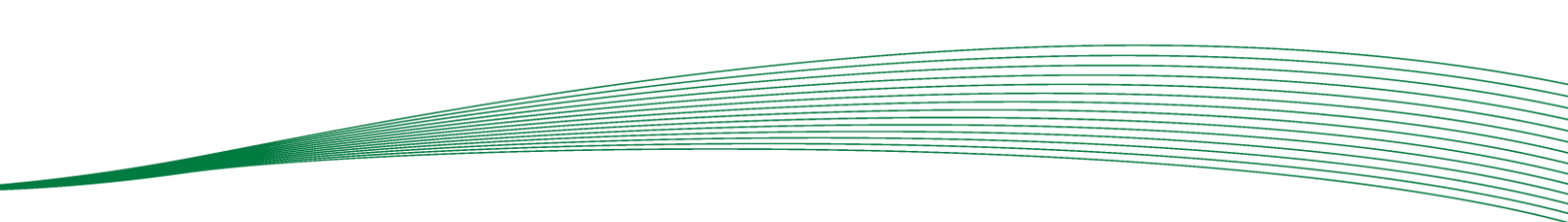
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1. Principal Welcome

I take this opportunity to welcome you to Sunnybank State High School for the 2025 school year.

Our school has been operating since 1963. It is a vibrant, high-achieving, coeducational school, catering to a wide range of student abilities and has enjoyed an outstanding history of success in academic, vocational and sporting programs.

Our comprehensive curriculum supports students who are tertiary bound or who wish to follow a vocational pathway. Our school vision of 'many ways to excellence' is underpinned by strong values and the strengths of the diverse talents of students and staff across all fields of endeavour. Our values focus on respect, responsibility and readiness for all in our school community. Student achievement is based on the principles of 'knowing yourself', 'linking with others' and 'making a difference in our world'.

Sunnybank State High School offers a unique, safe and enriching learning environment for all of our students. Students are constantly surrounded by possibility and opportunity designed to empower each student to thrive and achieve across a range of academic, cultural, vocational and sporting pursuits. We are a high achieving and vibrant school rich in tradition with an outstanding reputation for success. Our motto, "Many ways to excellence" reflects our commitment to quality education by ensuring that every child is striving for success. We are part of a global learning community and value our international partnerships. The school has been welcoming students from other countries along with offering international home-stays for more than 20 years.

Carmon Anderson

Carmon Anderson

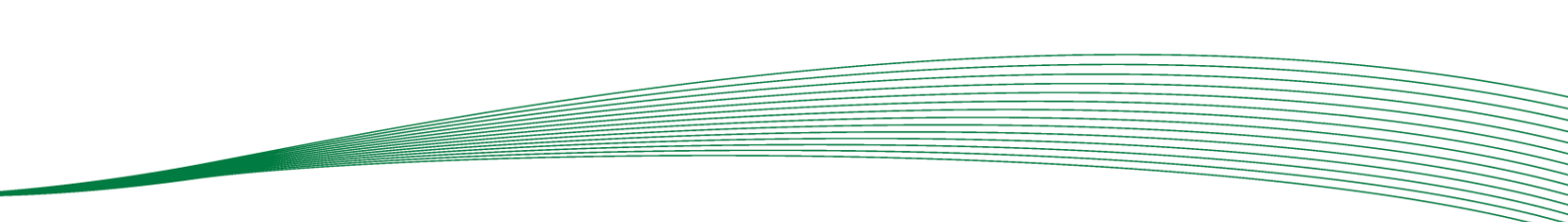
Principal

2. School details

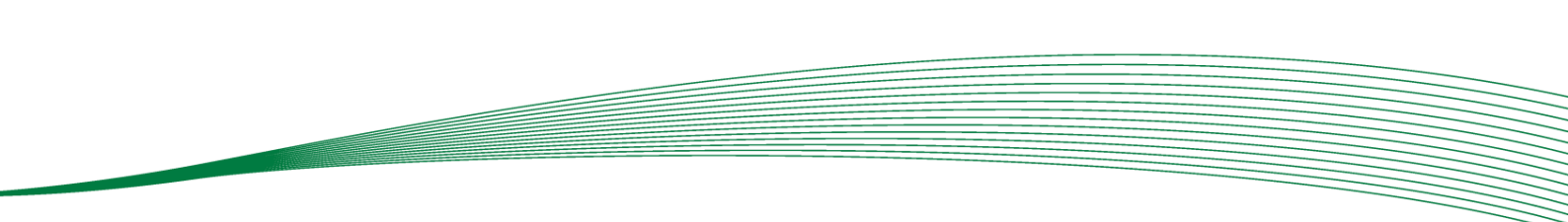
Street address	Boorman Street, Sunnybank
Office hours	Monday – Friday 8:00 am – 3.30 pm
Telephone:	07 3323 8111
Absence line:	07 3323 8160
Administration Email:	office@sunnybankshs.eq.edu.au
Website:	https://sunnybankshs.eq.edu.au
Facebook	http://www.facebook.com/sunnybankshs

3. Administration

Administration	Name	Telephone/contact
School phone number		07 3323 8111
Principal	Carmen Anderson	Principal@sunnybankshs.eq.edu.au
Deputy Principals		
Year 8 & 9 & 11	Sharon Tessmann	stess2@eq.edu.au
Year 7 & 10 & 12	David Becker	dbeck5@eq.edu.au
Financial matters		
Business Service	Jennifer Townshend	jtown7@eq.edu.au
Finance Manager	Susie Luo	sluo0@eq.edu.au
Student attendance	Alice Ramsay	studentabsences@sunnybankshs.eq.edu.au
		07 3323 8160 0427 127 544
Heads of Department		
Arts & HPE	Annette Rostron	arost1@eq.edu.au
English & Humanities	Jessica Truong	jtruo39@eq.edu.au
Engagement	Jessica Maxwell	jamax0@eq.edu.au
Mathematics	Debbie Cooper	dcoop102@eq.edu.au
Technologies	David Magoffin	dmago1@eq.edu.au



Science	Deirdre Aldridge	daldr1@eq.edu.au
T & L & Languages	Cathy Seto Payne	cseto1@eq.edu.au
SunnyFutures (Year 13)	Robyn Pedler	rpel3@eq.edu.au
Inclusion	Tess Wise	twise31@eq.edu.au
Head of House		
Arinya	Erin Garbutt	egar1@eq.edu.au
Balcara	Shannon Luke	sluke0@eq.edu.au
Coolaroo	Hannah Wilson	hwils264@eq.edu.au
Doolamai	Julie Drury	jdrur15@eq.edu.au
The Crew Support		
Guidance Officer	Naomi Dowden	nrdow0@eq.edu.au
Psychologist	Kasey Shearman	kmshe4@eq.edu.au
Nurse	Melanie Sullivan	nurse.sunnybank@health.qld.gov.au
Chaplain	Ben Archbold	barch52@eq.edu.au
Com Liaison Officer	Samiro Hussein	snuur0@eq.edu.au
Student Services		
	Alice Ramsey	arams51@eq.edu.au



4. School Vision

Our Vision

As a community we will Aspire, Grow and Achieve through a Culture of Excellence, Teaching and Learning Excellence and Building Excellence.

Our Values

- **Respect:** We demonstrate respect when we behave in a considerate and well- mannered way.
- **Responsibility:** We demonstrate responsibility when we are accountable for ourselves, our belongings and our environment.
- **Readiness:** We demonstrate readiness when we are willing and prepared to participate in our schooling.

Our Motto

Many Ways to Excellence

"Many ways to excellence" means that:

We value ALL kinds of excellence. All students, whatever their backgrounds and abilities, are enabled to aspire to their maximum potential. We support, encourage and value effort.

We work to foster productive relationships. We all strive to build high standards and we are not satisfied with mediocrity. Our values, underpinning our vision: *A community where we Aspire, Grow and Achieve*, have been developed through ongoing consultation with students, staff, parents and our wider local community.

Underpinning our vision, this is what we, as a school community value, model and focus on:

- Achievement
- Commitment, diversity and tolerance of difference
- Behavioural accountability
- Creativity
- Life-long learning
- Respect for ourselves, our school and our community

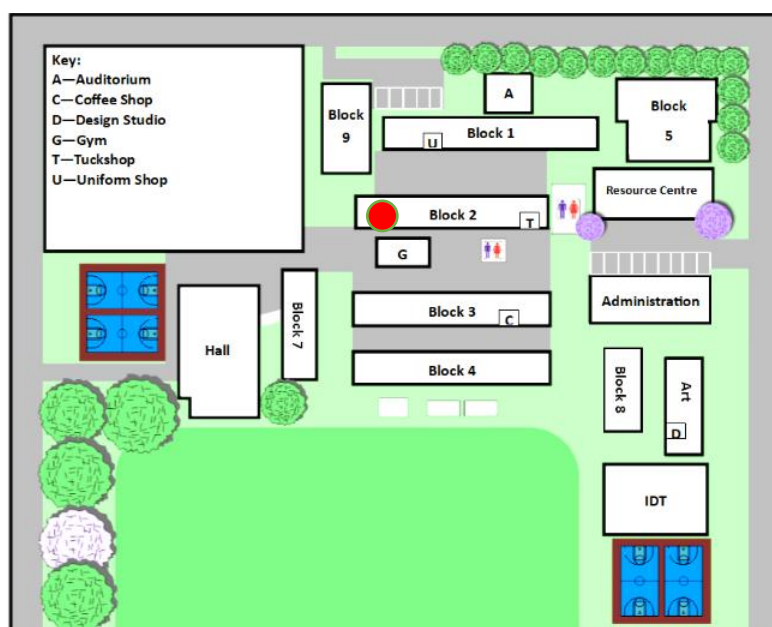
5. International Team

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

Name	Role	Contact
David Becker	International Student Program – Deputy Principal	dbeck5@eq.edu.au
Mia Luo	International Student Coordinator	mluo9@eq.edu.au
Ramona Moodley	ISP Student Academic Support Teacher	rmood1@eq.edu.au
Aki Blakley	Homestay Coordinator	ablak120@eq.edu.au

The international office is located at the end of Block 2 – Room 217 (ISP HUB).

Turton Street



International Student Program and ISP HUB

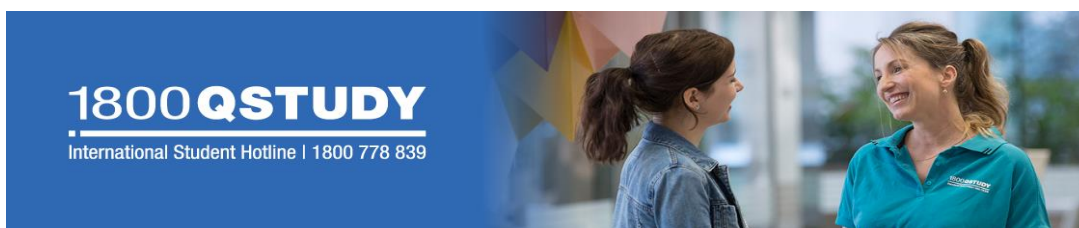
6. Emergency contacts (during school hours)

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
Ms Luo	Student Coordinator	07 3323 8119/ 0409 768 525
Aki Blakley	Homestay Coordinator	07 3323 8182
Mrs Moodley	Academic Support Teacher	07 3323 8129
Mrs Ramsey	Student Services	07 323 8130

7. Emergency contacts (after school hours and weekends)



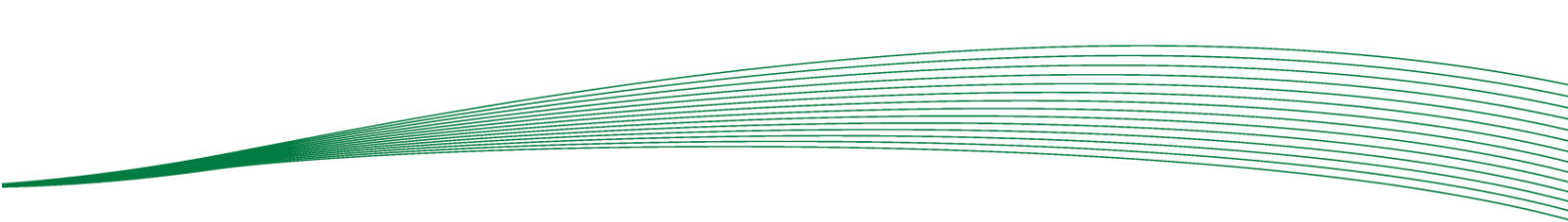
Your safety is our number one priority. Because of this, we work with our partners to ensure you enjoy a safe and high-quality study experience. All Overseas students studying an international program at an accredited International Student Program (ISP) school can use our student support service called **1800 QSTUDY (1800 778 839)**.

The 1800QSTUDY service provides support for you, your authorised contacts and Education Queensland International (EQI) homestay hosts, and responds to incidents that involve Overseas students outside school hours.

You can call 1800 QSTUDY before 9.00am and after 3.00pm on school days, and 24 hours a day during weekends, public holidays and school vacations.

For more information on 1800 QSTUDY international students follow the link:

<https://eqi.com.au/student-support/hotline>



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 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)

What is a critical or life-threatening situation?

When you:

- are in immediate danger
- experience a physical or sexual assault
- have serious injury or illness
- are 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 Response

Evacuation and lock-down procedures

The school has Evacuation and Lock-Down procedures in place.

Signal - Evacuation

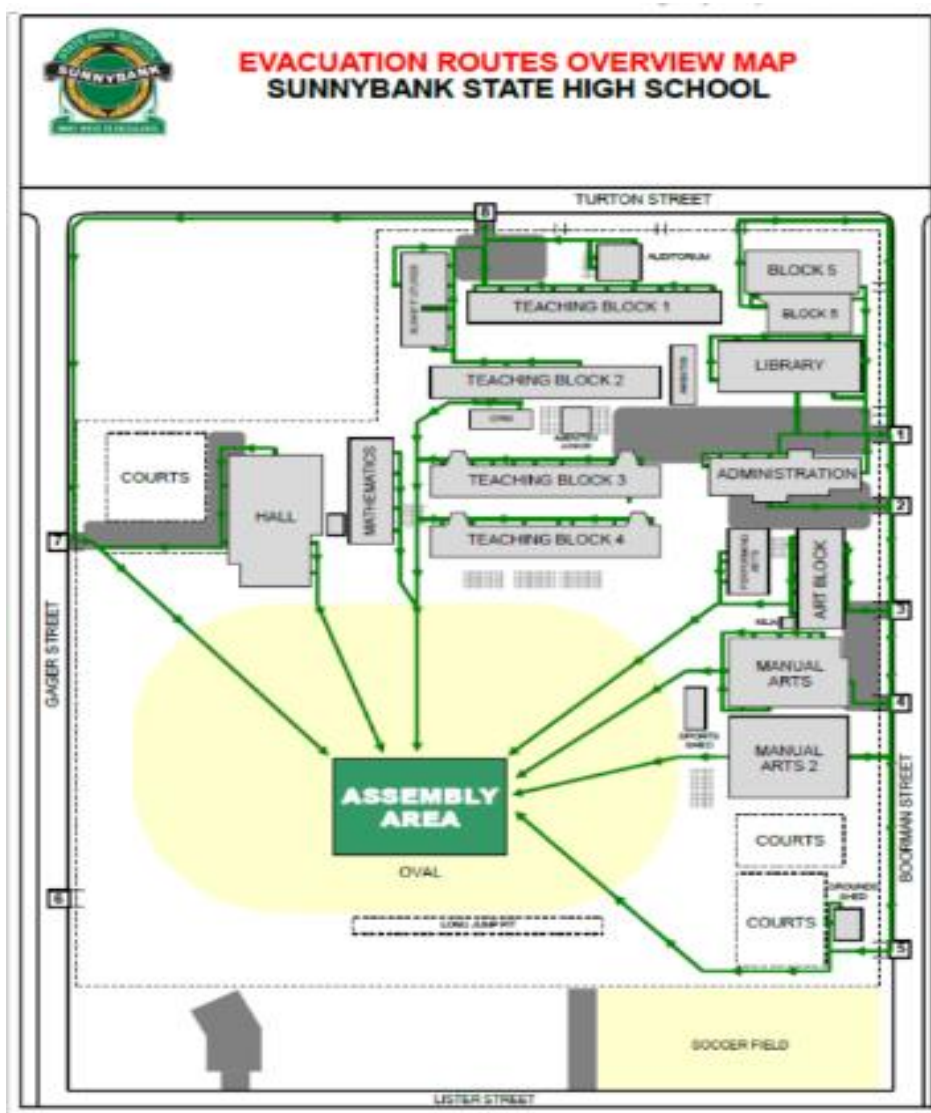
A rising high pitched signal is sounded 3 times before an announcement of **“Evacuate, Evacuate, Evacuate as directed”**

Students must follow the directions of the teacher. Teachers will move their classes via the closet route that does not involve walking under other buildings to the oval. Students to leave behind all the bags, book, equipment etc. Walk away swiftly in an orderly fashion as directed by the teachers.

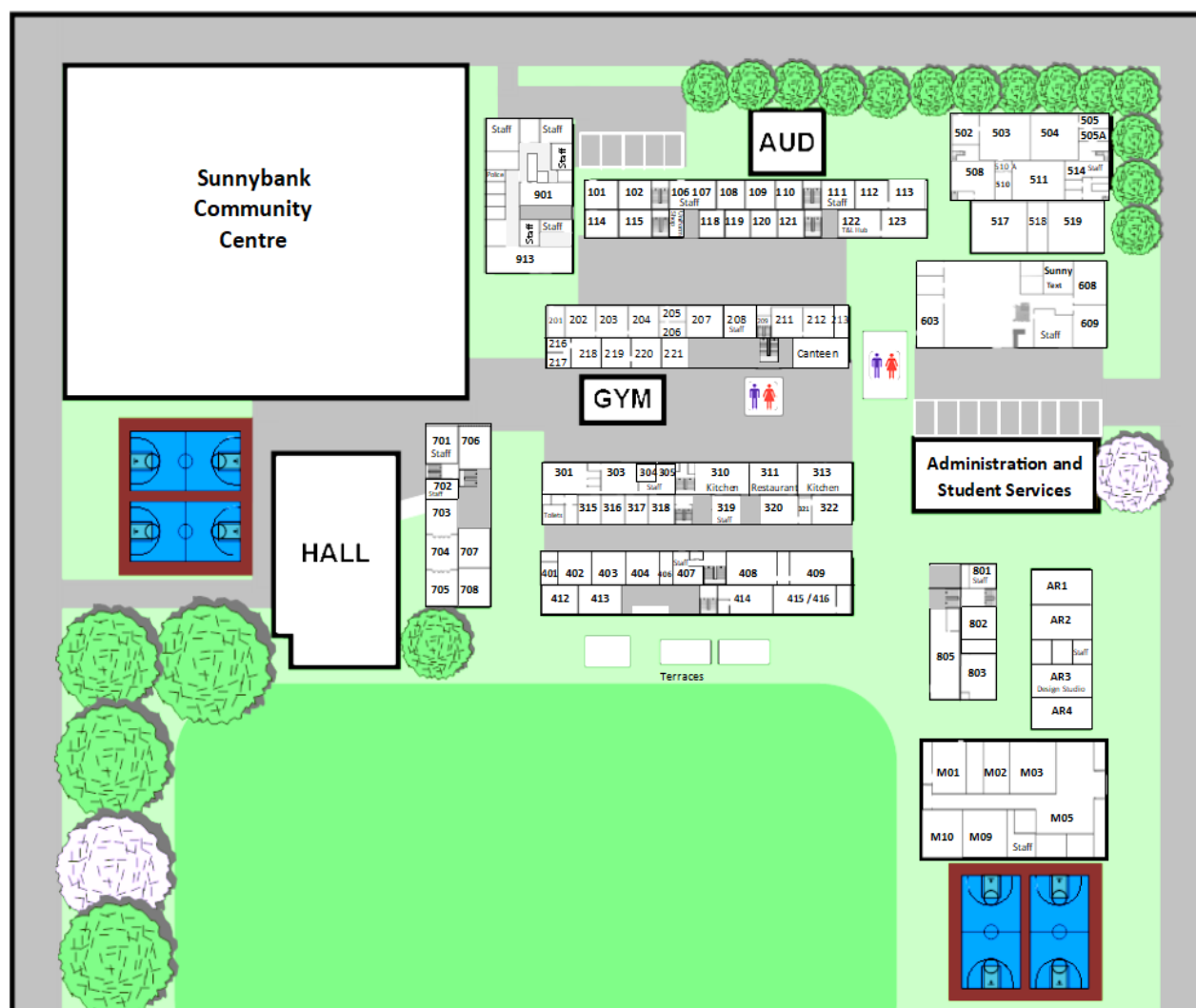
Signal - Lockdown

An Alternating bell sounded twice before an announcement of **“Lockdown, Lockdown”**.

During a Lockdown classroom doors and windows are closed and locked. Lights are turned off. Students are to stay in the room with their classroom teacher. Students and teachers will get down on the floor preferably under desks and remain calm and silent. Students are not to use their mobile phones. All outside activities stop and students are taken to the nearest classroom. The “all clear signal is a bell ringing 3 times before an announcement of “Attention the Emergency condition has been clear, resume normal conditions”.

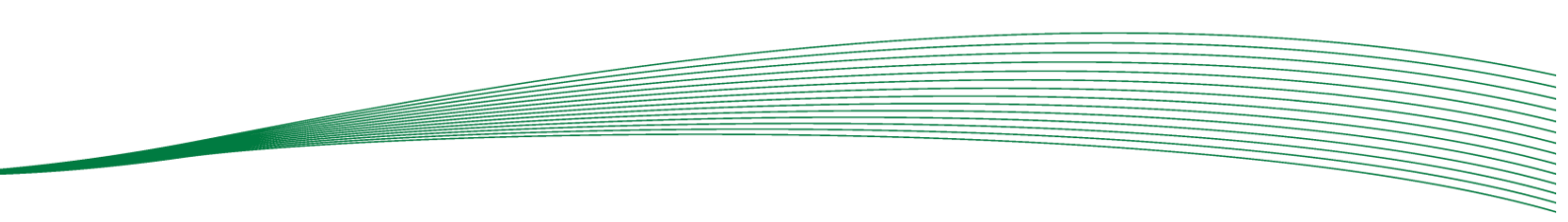


10. School map and facilities



Staff Room Locations

English	Block 1
Humanities	Block 2
International ISP Hub	Block 2
Inclusion	Block 3 Downstairs
Home Economics	Block 3 Upstairs
HPE	Block 4
Science	Block 5
Resource Centre	Block 6



Maths	Block 7
The Arts	Block 8
Sunny Futures	Block 9
Industrial Technology	Block M

The Resource Centre

The Resource Centre houses a range of fiction and non-fiction books for loan, as well as reference books. School textbooks and class set books are also borrowed via the SUNNYTEXT which is located in the Resource Centre.

The Resource Centre opening hours are:

- 8am on school days.
- On Tuesday and Thursday, the library closes at 3 pm.

Homework Club

Homework Club operates from the Resource Centre. Students are encouraged to come along and engage in learning amongst friends:

- Monday, Wednesday and Friday: 2:45 pm to 4:00 pm

Breeze Way - Coffee Shop

Sunnybank State High School as a coffee shop which serves coffee, iced cold drinks, slices etc. Please see coffee shop menu for full details.

Tuckshop

Sunnybank State High School operates a Tuckshop 5 days a week during the school term. The Tuckshop will be open each day during the lunch times and before school as required. Students making purchases at the Tuckshop must form orderly queues. Loitering is not permitted in this area and students should move away immediately after making purchases.

A wide variety of healthy food options are available to students including salads, fruit, muesli bars, biscuits, hamburgers, various wraps, and many more with the addition of fruit juices and milk drinks. Check specials board to see daily food items available.

The Tuckshop menu and price list can be viewed here:

<https://sunnybankshs.eq.edu.au/SupportAndResources/FormsAndDocuments/Documents/Tuckshop%20PriceList%202022.pdf>

11. Orientation

Sunnybank 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 the [Frequently Asked Questions](#) page. Alternatively, you can email any questions about the app by emailing yourpassport@qed.qld.gov.au.



Orientation handouts

- International Student Handbook
- Emergency contact details (1800 QSTUDY brochure)
- ISP standard terms and conditions
- Enrolment Forms
- Student diary
- School calendar

Orientation Timetable Day 1

Date	Time	Venue	Orientation Topic
Day 1	8:15 AM	Main Office and Uniform Shop	• Arrive at school - Organise uniforms (if necessary) • Meet ISP Student Coordinator • Tour to ISP Hub (International Room) to show refrigerator, microwaves and lockers
	8:30 AM	ISP Hub	Welcome & Introduction Students receive Welcome pack (includes: Student Handbook, Student Diary, Timetable, Bell Times, School Map, 1800 QStudy Flyer, EQI Standard Terms and Conditions, Daymap Flyer) • Enrolment Interview • Go through PowerPoint presentation
	9:15 AM	ISP Hub	Collect – Student forms: Visa, Passport, OSHC, Enrolment Pack, Enrolment Agreement, Subject Selection
	9:30 AM	Various locations around school	• School Tour: Administration, library, Finance Office, Sick Bay, where to sign in late, Tuckshop, Sunnybucks Shop, Hall, Auditorium, Toilets) • Meet with Deputy Principal, Student Service Officer, Guidance Officer
	9:45 AM	Main Office	• Deputy Principal to check subject selection, place students in class, print Timetable
	10:00 AM	Classroom	Period 2 • Meet with buddy student • Attend Period 2 class • Buddy to take student to Period 2 class and introduce student to the teacher. Buddy collects student at the end of the lesson.
	11:15 AM	ISP Hub	First Break Back to ISP Hub for lunch
	11:45 AM	Classroom	Period 3 Attend Period 3 Class
	12:55 PM	ISP Hub	Second Break ISC take student to the library for student ID photo and textbooks
	1:25 PM	Classroom	Period 4 Attend Period 4 Class
	2:35 PM		Travel home

Orientation Timetable Day 2

Date	Time	Venue	Orientation Topic
Day 2	8:30 AM	ISP Hub	Meet with ISC to check in
	8:45 AM	Classroom	
			See ISC at breaks and after school to check in

Orientation Timetable Day 3

Date	Time	Venue	Orientation Topic
Day 3	8:30 AM	ISP Hub	Meet with ISC to check in
	8:45 AM	ISP Hub	
	12:55 PM	ISP Hub	Second Break See ISC to go through Student Handbook including: Money and Banking, personal safety Collect Student ID from Finance Office

12. Student Timetable and Bell times

	Monday	Tuesday	Wednesday	Thursday	Friday
Roll	Roll Mark 8:45-8:55	Roll Mark 8:45-8:55	Roll Mark 8:45-8:55	Roll Mark 8:45-8:55	Roll Mark 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 1	11:15-11:45	11:15-11:45	11:15-11:45	11:15-11:45	11:15-11:45
Period 3	11:45-12:55	11:45-12:55	11:45-12:55	11:45-12:55	11:45-12:55
Lunch 2	12:55-1:25	12:55-1:25	12:55-1:25	12:55-1:25	12:55-1:25
Period 4	1:25-2:35	1:25-2:35	1:25-2:35	1:25-2:35	1:25-2:35

International Student Meetings

International Student Meetings are held every second week – Friday 2nd break in the ISP 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 Student Coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

Subjects

Learning Program Information Guides for junior and senior studies detail information on each subject and are available on the school website under the curriculum tab. These provide you with the information you need when choosing your subjects. Subjects are selected in readiness for the start of the school year.

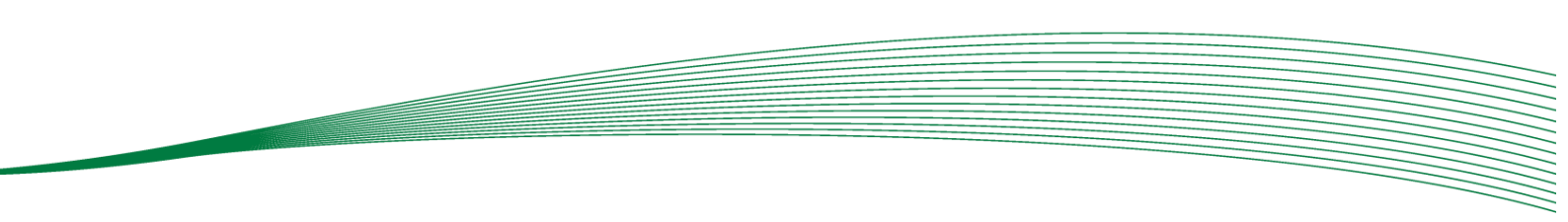
The two types of senior subjects are:

- General Subjects are Year 11 and 12 subjects that contribute to entry into university.
- Applied Subjects are Year 11 and 12 subjects that do not contribute to entry into university.

13. What to do when:

I arrive late	Report to Student Services with a signed note from your parent/caregiver or homestay provider. You will be issued with a Late Slip. Late arrivals must always present a Late Slip to the teacher before being admitted to the classroom.
I need to leave school early	You must get a leave pass from Student Services before you leave the school grounds. A note from your homestay parent/guardian must be presented and include a reason, time of departure, time of return (if applicable). At the time of departure, you must report to Student Services. Leave Request Slip will be issued. This slip must be shown to your teacher at the beginning of your lesson. If returning to school you must report to Student Services to record your presence before returning to class.
I will be absent for 1 day	It is the responsibility of parents/guardians/homestay parents to notify the school as early as possible if the child is absent. To report a student's absence or late arrival: • PHONE: 3323 8160 (the student absence line) or, • TEXT: 0427 217 544 or, • EMAIL: studentabsences@sunnybankshs.eq.edu.au or, • Use Daymap App (preferred method)
I will be absent for more than 3 consecutive days	Contact to the International Student Coordinator by email or phone(0409 768 525), they will need to follow up your absence with EQI.
I have lost/misplaced something at school	Check with Student Services where lost property is handed in. Also check with the teachers and notify the International Department.
I cannot submit my assignment on time	An extension form must be filled in with the Guidance Officers before your assessment is due. Extensions will not be granted on due date.
I am hurt or feel unwell/sick	If you are in class, inform your teacher, receive a student movement note in your diary. Go to Student Services who will then direct you to Sick Bay. No student is to go to sick bay without official approval. If you are injured you must report to Student Services. In case of a more serious injury, have someone notify Student Services immediately.
I change my address/ contact details	You must 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.

I need to contact my parents urgently	Go to the International Office and speak to either the International Co-Ordinator or the Homestay Co-Ordinator. Or you can also go to the Student Service and speak to the staff there. DO NOT USE YOUR PHONE ANYWHERE ELSE AT SCHOOL.
I feel threatened or 'bullied'	Tell one of your teachers/administration staff/Guidance Officer or International staff immediately . Sunnybank State High School does not tolerate bullying.
I cannot wear my formal uniform to school	Have a note written by your parents or Homestay, present it before school to International Student Coordinator. You will be issued with a Uniform Pass for that day ONLY . You will be issued with the correct uniform for the day from the International Office. This must be returned before you leave school on the day.
I am unhappy or have a personal problem	Make an appointment to speak to one of the Guidance Officers. You can also speak to one of your teachers or the International Staff in the ISP Hub.
I am having problems with homestay	Go to the International Office and speak to either the International Co-Ordinator or the Homestay Co-Ordinator.
I need to speak to a teacher	Go to their staffroom, knock on the door, and then politely ask to speak to your teacher. Please wait patiently and quietly.
I want to change subjects	Speak to your International Student Coordinator first. Students in Yr 11 & 12 need see a Guidance Officer or their Deputy Principal.
I want to see a Guidance Officer	You need to make an appointment via student services
I need to go to the toilet during class	Make sure you go to the toilet during break times. If you need to go during class time: Raise your hand in class and ask your teacher if you can go to the toilet. Your teacher needs to sign a Movement Pass in your Study Diary. Take your Student Diary with you when you go to the toilet.
I need to pay money/put in printing credit	All payments must be made at Student Services at the Finance Counter. Any movement from class requires a note from your teacher in your diary.



14. School policy and procedures

Uniform and Dress Standards

Wearing the correct school uniform is essential for the development of school tone, tradition, spirit and pride. It is an indication of the value the community places on the education offered by the school and the partnership the school develops in supporting that community focus. All students are therefore expected to wear the uniform in an appropriate fashion. It is expected that the formal uniform should be worn every Monday and on excursions as deemed necessary.

- Formal uniform is to be worn every Monday.
- Sports uniform is to be worn only on Wednesdays and days in which students have HPE on their timetable (with the exception of Monday).
- A school hat must be worn at all times (Y7 to Y12) when outside the classroom.

Procedures for Non-Wearing of Uniform

Uniform pass in exceptional circumstances only when students are unable to wear their complete uniform for a particular day, the process is as follows:

- Bring a note for that day explaining why they are unable to wear the uniform.
- This note is given to their Roll Mark teacher or Student Services before school.
- A Uniform Pass will be issued.

Not following this procedure will receive consequences in accordance with the School Responsible Behaviour Plan for Students.

Compliance

With the uniform code is expected AT ALL TIMES. Attendance at Sunnybank means that students wear the uniform as it is intended and with pride. Students should not at any time wear items which are not part of either the full sports or formal uniform. No underclothing (except for cultural reasons as per the uniform policy) should be seen under or above parts of the uniform, such as showing below hemlines, sleeve ends, or above pants waistline or blouse neckline. Boys are not to wear T shirts or undershirts visible at the neckline. All items should be permanently labelled with the student's name.

If you wish to contact the uniform shop please call (07) 3323 8111 or (07) 3323 8125.



UNIFORM AND DRESS CODE	
BOYS FORMAL UNIFORM	
Items indicated with an * need to be purchased from the school uniform shop	
SHIRT*	White school shirt with school logo. Available in long and short sleeves
TIE*	School tie
SHORTS*	Black tailored shorts with school name
LONG PANTS*	Black tailored school pants with school name
SOCKS	White socks long enough to be seen. No ankle socks
SHOES	Black leather shoes or sneakers with black laces. Must comply with WHS Standards
ZIPPERED JACKET*	School zippered jacket with school logo
UNDER SHIRT	Plain white shirt. Must not be visible at collar or sleeves
GIRLS FORMAL UNIFORM	
Items indicated with an * need to be purchased from the school uniform shop	
BLOUSE*	White school blouse with school logo. Available in long and short sleeves
TIE*	School tie
SHORTS*	Black tailored shorts with school name
LONG PANTS*	Black tailored school pants with school name
SKIRT*	Jade green school skirt worn on the waist and hang below the knee
SOCKS / STOCKINGS	White socks long enough to be seen or Black stockings. No ankle socks or leggings
SHOES	Black leather shoes or sneakers with black laces. Must comply with WHS Standards
ZIPPERED JACKET*	School zippered jacket with school logo
UNDER SHIRT	Plain white shirt. Must not be visible at collar or sleeves
ACCESSORIES	Head scarves, hijab and hair accessories must be black or white with no decorations
SPORTS UNIFORM UNISEX	
Items indicated with an * need to be purchased from the school uniform shop	
SHIRT*	Jade green school polo shirt with school logo. Available in long and short sleeves
SHORTS*	Plain black shorts with school name
SOCKS	White socks long enough to be seen. No ankle socks
SHOES	Predominantly black or white, low cut lace up sports shoes. Must comply with WHS Standards
ZIPPERED JACKET*	School zippered jacket with school logo
TRACK PANTS*	Plain black school track pants with school name
UNDER SHIRT	Plain white or black shirt. Must not be visible at collar or sleeves

Uniform Descriptions

General requirements for all Students

- Shoes – no ballet shoes, slip on, open or backless, canvas. High tops or contemporary streetwear.
- Hat – Black school bucket hat or cap can be purchased from the school Uniform Shop. Plain black hats are an acceptable alternative. All students are expected to wear the school hat or plain black hat for all outdoor activities.
- Cultural Considerations – Female student may wear long black skirts (with black tights underneath) with sports uniform for cultural considerations. All other cultural considerations have been catered for in the school uniform and are required to be purchased at the Uniform Shop.
- Jewellery/Hair and Makeup – No facial piercings, Visible jewellery must be subtle and comply with WHS standards. Rings, necklaces and bracelets are not acceptable. No extremes of hair colour, style or ornamentations. Long hair must be tied back and comply with WHS standards. Head scarves must be plain black with no tassels or embellishments. Make-up is not permitted. No nail polish, except clear nail polish.
- Unacceptable items – leggings, jeans, visible undershirts, bandannas, beanies

All uniform prices are can be found in our Uniform Shop Pricelist (As of April 2025)

Trading hours:

Tuesday from 7:45 am – 9:30 am

Thursday from 2:15 pm – 3:15 pm

Item	Price
Formal Blouse	\$45
Formal Skirt	\$45
Formal Short	\$45
Formal Pant	\$45
Formal Shirt	\$45
Formal Short	\$45
Formal Trouser	\$48
Sport Polo	\$40
Sport Short	\$35
Soft-shell Jacket	\$62
Track Pant	\$38
Bucket Hat / Gap	\$20
Tie (Female / Male)	\$20
Leather Belt	\$20

Scan me
<https://www.sshsuniformshop.com.au/>

The Sunnybank State High School Uniform Shop is proudly managed by P&C Uniforms.

P&C
UNIFORMS

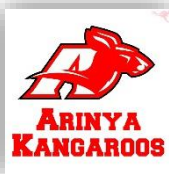
15. School Sporting House Structure

Upon enrolment all students are allocated to a sporting house for the school interhouse competitions in swimming, cross country and track and field.

Students who are successful in these competitions progress to represent the school at the district, regional, state and national levels.

Interscholar sport, is conducted on Wednesday afternoons and is arranged around a summer and winter season. Sunnybank State High School competes in the Karawatha sports district.

The school sports houses are:

House Name	ARINYA	BALCARA	COOLAROO	DOOLAMAI
House Colours	Red	Blue	Yellow	Green
				

16. Student Reward

Student Rewards Trip

To recognise the achievement of all students Sunnybank State High School rewards students who attain the levels below:

Term Reward

Attendance 92% and above, no suspensions

Limited unreasonable late to school

End of Semester

Attendance 92% and above, no suspensions

Achieving Satisfactory or above in Effort or Behaviour on report.

Many Ways to Excellence Awards

ACADEMIC

Term1 based on Semester 2 report
from previous year

Term 3 based on Semester 1 report
of the current year

GOLD

Semester achievement results: all A's

SILVER

Semester achievement results: 3 A's remaining B's

BRONZE

Semester achievement results: minimum of B's.

VET subjects will be counted using effort guide

ENDEAVOUR

Term1 based on Semester 2 report
from previous year

Term 3 based on Semester 1 report
of the current year

GOLD

Semester effort results: all EX's

SILVER

Semester effort results: 3 EX's and remaining VG's

BRONZE

Semester effort results: minimum of VG's

17. Student Leadership Opportunities

The school has a number of leadership positions that students can apply for in both the Senior and Junior School.

18. Accommodation and welfare

Care arrangements

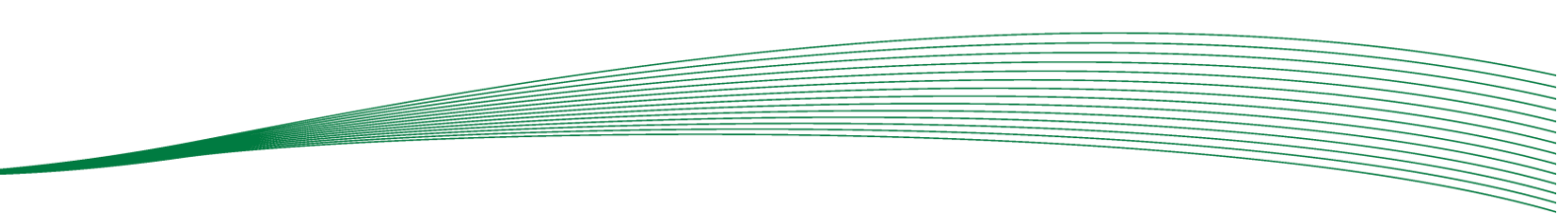
While studying you must live with:

- a parent, carer or approved guardian; or
- an approved homestay provider

You are not to change your approved homestay unless have written approval.

You must report any serious or urgent threat to your welfare to the ISP Staff 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](#)

19. 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 Staff and they can 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.

Curfews

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

Sunday-Thursday:

Junior High School (Years 7 to 10) - no later than 6:00 pm, unless for a school-approved extra-curricular activity

Senior High School (Years 11 & 12) - no later than 7:00 pm, unless for a school-approved extra-curricular activity

Friday/Saturday night (and school holidays):

Junior High School (Years 7 to 10) - no later than 9:30 pm unless for a school-approved extra-curricular activity

Senior High School (Years 11 & 12) - no later than 10:30 pm, unless for a school-approved extra-curricular activity

Change of Homestay Procedures

If you have problems or issues with your current homestay or if you want to live with a different homestay provider, you should talk to the International Staff and the school Guidance Officer. We will try to solve the problem when it is possible.

We will not approve new homestay arrangements within the first four weeks of your stay unless there are exceptional circumstances and a change of homestay will not happen during the holiday periods unless there are extenuating 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.

Please notify the homestay coordinator of your intention to change homestay. You will need to be able to give your host family two weeks' notice.

- The Homestay Coordinator will look for alternative living places.

- The Homestay Coordinator will inform homestay parents.
- Students pay all money owing and move out at a time agreed by both parties.

A homestay change fee of two weeks will also be charged unless there are very good reasons for the move. The school will try to ensure that you are happy in your homestay. We recognise that your living arrangements are a very important part of your study life in Australia and we will consider your wishes wherever possible. However, you will be most likely to succeed if you consult with the school BEFORE doing anything. If students try to make arrangements without consultation, your application for a change of homestay is unlikely to be approved by the school.

20. 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.

21. 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:

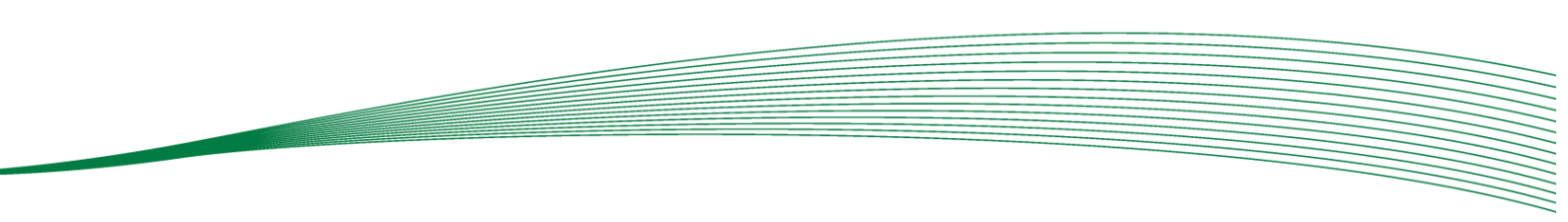
- [Simplified Chinese](#)
- [German](#)
- [Italian](#)
- [Japanese](#)
- [Vietnamese](#)

22. Visa Conditions

Attendance

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. School attendance percentages for Overseas students are calculated using One School on a term basis rather than 'year to date'.

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 your homestay parent is to notify the school on the day of the absence via the absentee line 07 3323 8160 stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

All absences are recorded on your school report. An SMS message will be sent to your homestay parents/carers of an unexplained full day absence.

You will need to provide evidence explaining your absences (such as medical certificates).

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 times	8:45 am
Finish times	2:35 pm
Late arrival process	Report to Student Services
School absence telephone number	07 3323 8160
Serious, injury or incident process	Report to Student Service

At risk of failing to meet attendance requirements

You are considered to be at risk of failing to meet attendance requirements if:

- you are absent for three consecutive days or more and a temporary suspension of study has not been approved by us prior;
- your attendance falls to 95% - 90% of your course contact hours in any school Semester; or
- we have other 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.

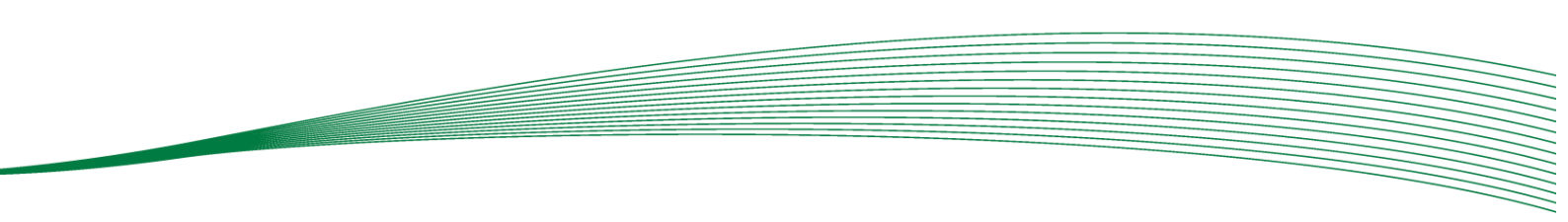
If your attendance falls to 90% - 85% of your course contact hours in any semester, we will give you and your parents/legal custodians and your DHA approved guardian a written attendance risk notification.

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;
- your attendance record is at least 70% and there are compassionate or compelling circumstances (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:

- [ISP Standard Terms and Conditions](#)
- [Attendance – Subclass 500 \(schools\) visa procedure](#)

Course progress

You must maintain satisfactory course progress. If your progress is not satisfactory, your student visa may be cancelled.

At Sunnybank 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

Sunnybank 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.

At Sunnybank State High School, we have support to assist you if you are having difficulties. Mrs Moodley is available for help and support at lunch time every day and after school with prior arrangement.

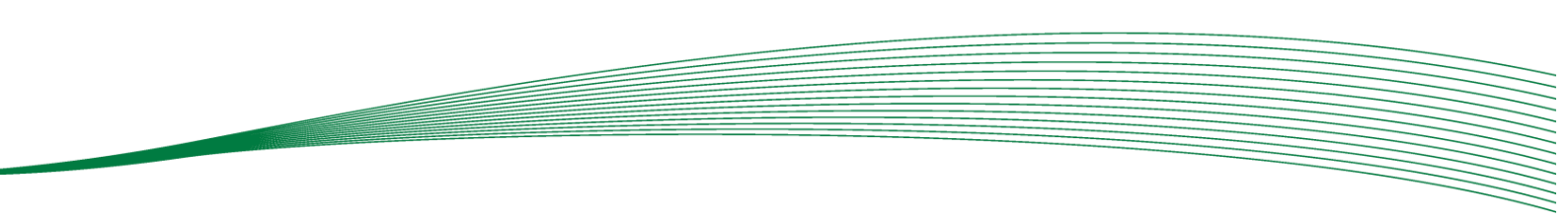
Homework Club is open on Monday, Wednesday and a Thursday from 3.00 pm to 4.00 pm.

If you are not making satisfactory course progress you will get a written warning. If this continues in the next study period you will be breaching your visa requirements.

Formal intervention

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

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



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

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

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

Behaviour

EQI Standard Terms and Conditions states 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 school property;
- cooperate with staff and others in authority; and
- comply with Sunnybank State High School rules – student code of conduct and school policy and procedures.

You must follow 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.

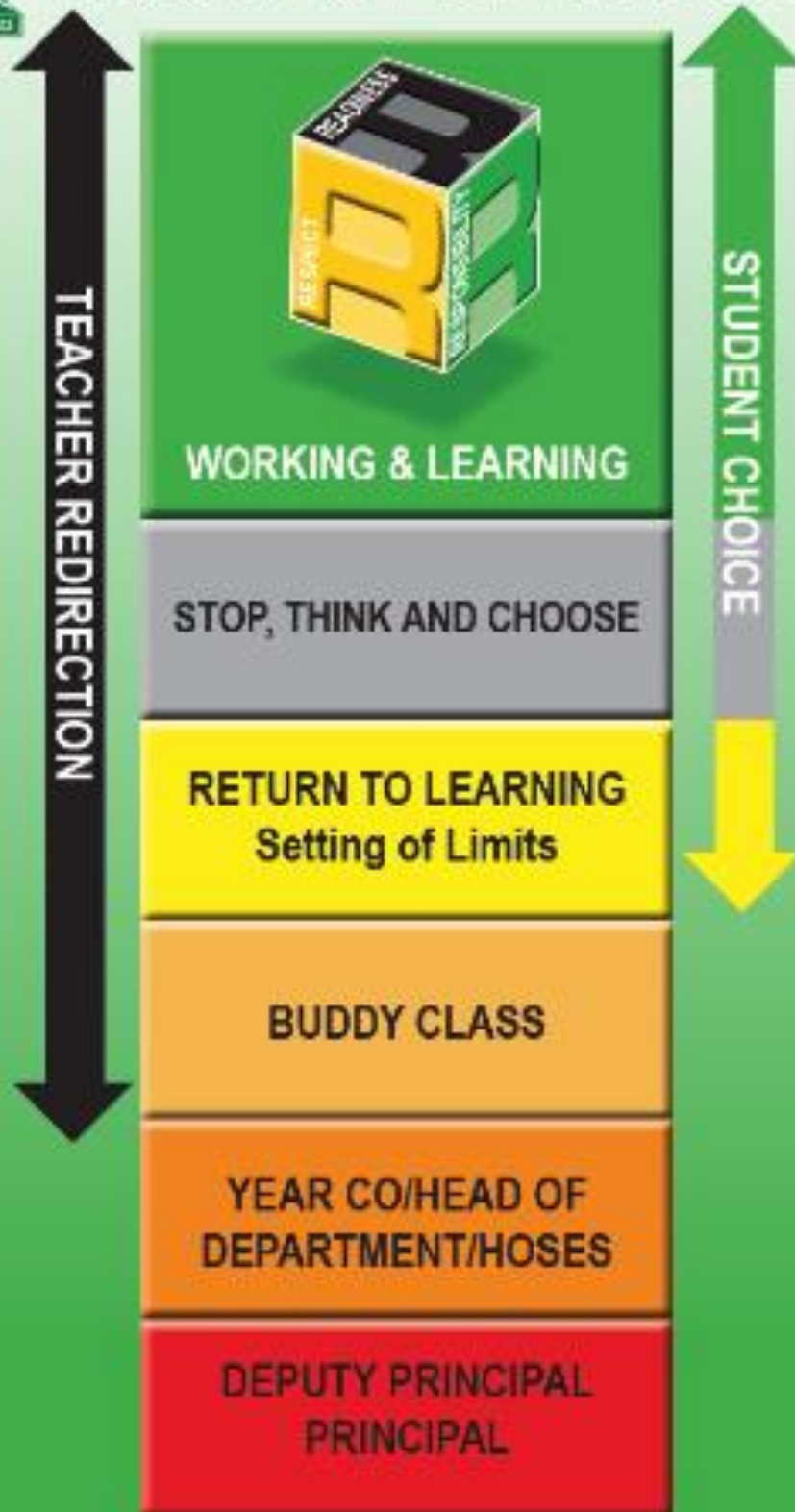
Sunnybank State High School is committed to providing a safe, respectful and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire support of their lifelong wellbeing.

[The Student Code of Conduct document](#) is available on the school website. It 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.

At Sunnybank State High School, we follow the Zones of behaviour and the Responsible Behaviour Plan students so that students can participate positively within our school community.



ZONES OF BEHAVIOUR





SUNNYBANK STATE HIGH SCHOOL HIGH EXPECTATIONS MATRIX



Time or Place		RESPECT	RESPONSIBILITY	READINESS
HIGH EXPECTATIONS	ALL SETTINGS	- Follow all staff instructions immediately - Respect yourself and others - Act/speak politely and respectfully to others at all times - Respect the personal space and privacy of others - Respect the privacy of others. Keep hands, feet and other objects to yourself, including respecting others' equipment and belongings – 'hands off' - Treat all property with respect - Respect your school environment - Leave your area tidy and clean - Respect boundary areas - Value the diversity and culture within our community	- Behave in a manner that upholds and promotes the positive reputation of the school - Be honest and take responsibility for your words and actions - Follow all school policies and procedures - Report behaviours, accidents or safety concerns to staff immediately - Maintain an environment that is safe and non-threatening - Stairwells and verandas to be used for transitions only	- Be kind to everyone - Attend school every day - Be in the right place at the right time - Wear your uniform correctly and with pride - Ready to try to improve on your personal best - Be ready for your learning by attending, actively participating and engaging in all school activities - Discourage inappropriate behaviour - Return required forms and payments on time
	LEARNING SPACES	- Respect the rights of others to learn and teach - Raise hand when your need to speak - Hats off in school buildings - Obtain teacher's permission to leave the classroom, note in diary and return promptly - Use all equipment correctly - Food and drink (water excepted) are to remain in school bags	- Allow others to participate without interruption - Be on time and prepared for all classes – bring necessary equipment - Follow set classroom routines - All mobile phones and personal electronic devices to be switched off and out of sight (unless directed by a teacher for educational purposes) - Take pride in my learning by attempting all work to the best of my ability	- Lined up outside of classroom by second bell - Be prepared for learning with your diary, workbook and pen - Be ready for class by removing your hat, headphones and placing your phone out of sight - Meet all assessment, draft and completion, timelines - To be open to constructive feedback
	TRANSITIONS (movement to and from classes)	- Respectfully move throughout the school with minimal disturbances - Keep to the left when using pathways/stairwells		Move toward class on the first bell
	NON CLASSROOM			
	ASSEMBLY	- Sit quietly in designated area and listen attentively - Show respect for peers and staff by applauding appropriately	- Turn off and put away all electronic devices - Remove hat	Be on time and seated ready for the start of the assembly
	CANTEEN	- Pay for all items you select - Line up in a sensible manner and wait your turn	Only be in the area if you are buying food	- Be ready to pay when required - Move toward class on the first bell
	TOILETS/BATHROOMS	- Respect the privacy of others - Treat facilities with respect; use toilets and wash basins appropriately	- Report vandalism/damage immediately to Student Services - Practice good hygiene by washing your hands	- Report to detentions - Wait quietly and in line for your turn
	OFF CAMPUS			
	GROUND/S/OVALS	Eat food in appropriate area and place rubbish in bins	- Share equipment/space and allow others to participate in activities - Ball games played only on ovals/courts - Non-contact games/sport only to be played - Follow sign in and sign out process	
	OFFICE & STAFFROOMS	Show courtesy and respect to others through words and actions		
	DETENTION			
	In community/Excursions/ To and From School	- Always wear correct school uniform unless otherwise stated - Respect the community by following all traffic laws and make sage choices using designated pathways and crossings	- Uphold school positive reputation by displaying the school's 3R's in the community - Follow school procedures signing in and out - Follow transport Code of Conduct – pay fares	- Return permission forms and make payments on time - Come on time and prepared for excursion
	Cyberspace & Social Media	- Report any unsafe online behaviour to Year Coordinators or DP's - View and send only appropriate messages and information - Only post images and words that will enhance yours and the school community's digital footprint	- Protect your identity and be safe with those you interact with - Follow Social and Digital Media User Agreement signed on enrolment - Keep your password secret	- Label, save and back up work - Stay on task when using technology - Follow laws and site policies



CLASSROOM EXPECTATIONS



ENTRY

WHAT IT LOOKS LIKE

- Arrive on time to class
- Wait quietly in 2 straight lines with required equipment including your diary, workbook and pen
- Hats removed and put away
- Enter room as directed by the teacher and take designated seat
- Ensure mobile phones and headphones are turned off and out of sight

IF YOU ARE LATE...

- Get your equipment out, knock and then wait at the door
- Provide a late slip if you are coming from Student Services

CLASS

WHAT IT LOOKS LIKE

- Follow teacher directions
- Write the learning goal into your workbook
- Use polite and respectful language
- Stay on tasks and do your best work all lesson
- Raise your hand to ask and answer questions
- Remain seated unless discussed with your teacher
- Gain permission and an out of class pass in your diary/movement log to exit the classroom

EXIT

WHAT IT LOOKS LIKE

- Ensure all homework is written into your diary
- Pack up all materials
- Return all furniture and equipment
- Leave the floor clean and free of rubbish
- Wait quietly for teacher direction to leave the classroom

23. Assessments

At Sunnybank State High School, we believe that learning, assessment and reporting are inextricably linked. Learning at Sunnybank challenges students to become critical, creative and reflective people of character, equipped to contribute to their communities. [Our Assessment policy](#) is outlined on the school website. We recognize that assessment occurs in many forms, and include a range of conditions and assessment types. It is essential to keep pace of assessment, use your Assessment Planner and complete assessment on time in accordance with this policy.

We value learning as a shared responsibility and believe that the best possible outcomes for our students occur when each member of the school community works as part of a team. We also recognise the importance of consistently applying procedures across the student body to achieve equitable outcomes.

It is important to be familiar with the [Access Arrangements and Reasonable Adjustments \(AARA\)](#) provisions in the case that an assessment date is not able to be met. Ensure all assessments are handed in on due date. Please be mindful of plagiarism.

24. 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 Staff.

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

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

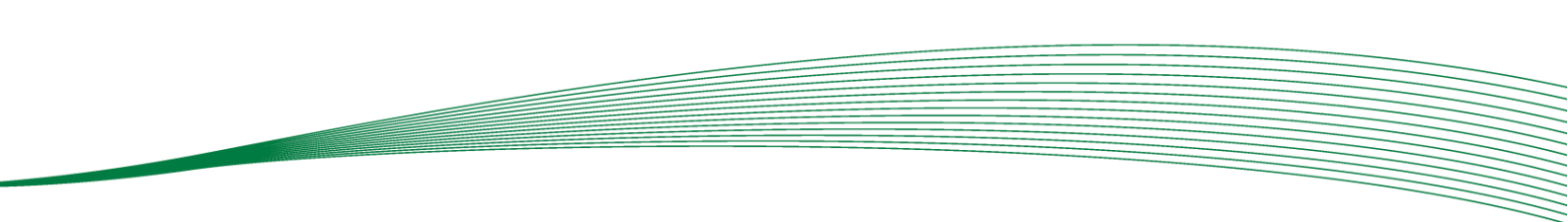
25. Emergency and health services

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

Overseas student Health Cover (OSHC)

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

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



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

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

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)	www.ahmoshc.com.au
Allianz	www.allianzassistancehealth.com.au
BUPA Australia	www.bupa.com.au/health-insurance/oshc
Medibank Private	www.medibank.com.au/overseas-health-insurance/oshc
NIB Health Funds Limited	www.nib.com.au/overseas-students

Overseas student Health Cover (OHSOC)

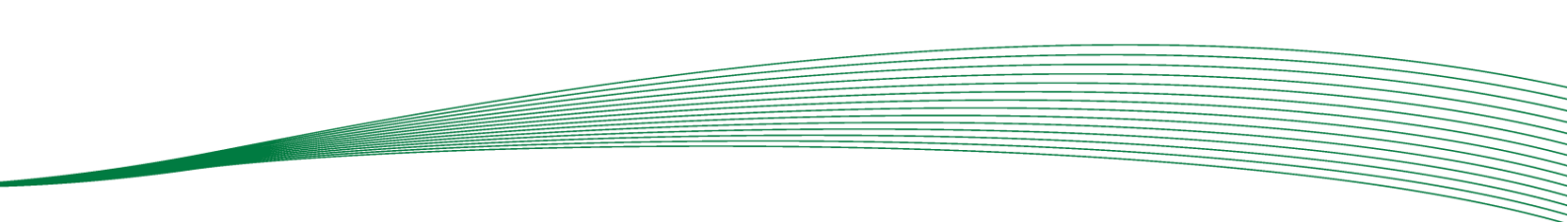
OSHC fees[±] are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider.

More information regarding fees can be found at the following link: [Fees](#)

26. 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 organize 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.

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 refer to the EQI Standard Terms and Conditions.

27. Travel and activities

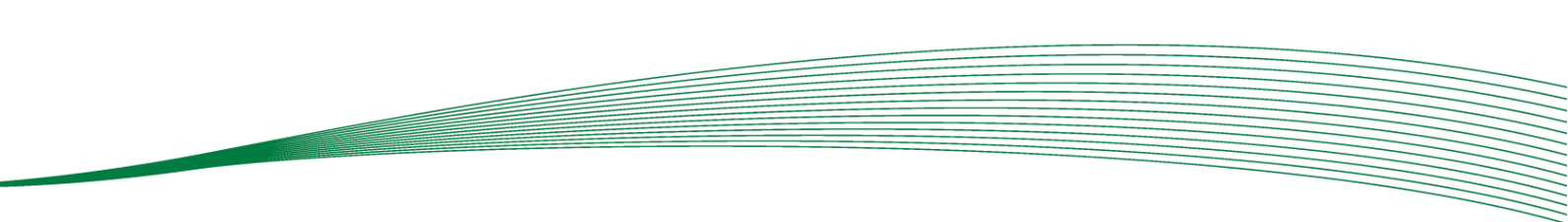
High-risk activities for homestay students

“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.

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. This includes overnight travel away from your homestay provider’s residence (with or without your homestay provider), activities where recreation provider requests parental consent or activities that require supervision other than your homestay provider.

To request permission to participate in high-risk 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, 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

- [Travel and activities for students under EQI welfare](#)
- [Travel and activities request form](#)

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 [Travel and activities for students under EQI welfare](#)

Surf and Beach safety

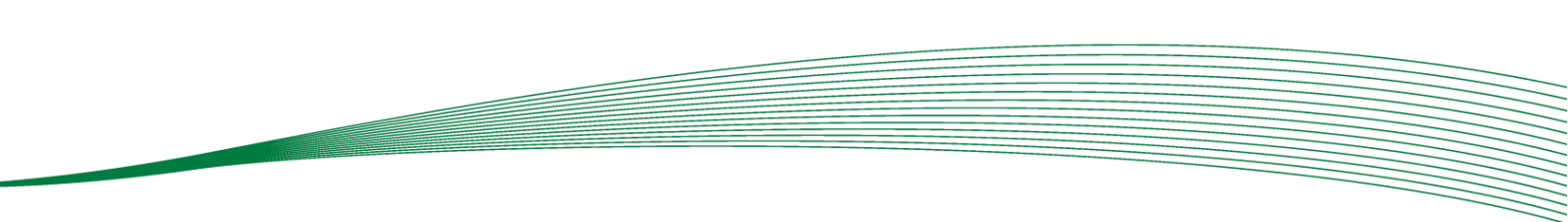
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself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

Surf Life Saving Australia's 10 Surf Safety Hints:

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

Useful links

- Queensland Surf Lifesaving
- <https://beachsafe.org.au/> 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.

28. Fees

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

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

Additional fees may be charged for non- curriculum excursions proposed by the school.

Note that some VET courses will entail additional fees. Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities.

29. 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.

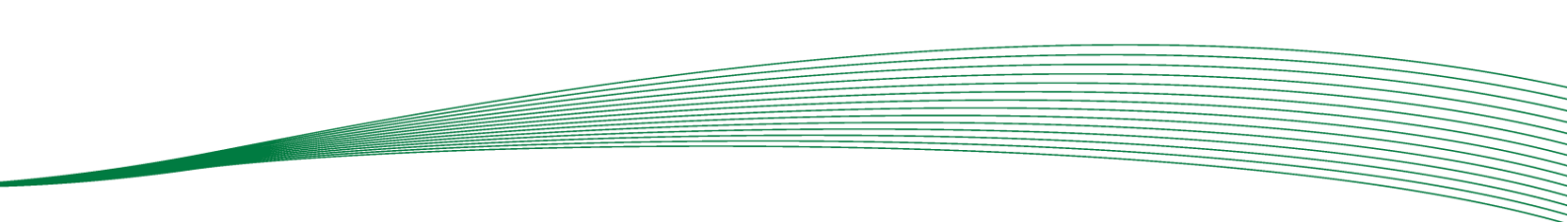
Before applying for a transfer, you should talk to the Deputy Principal in charge of the International Program and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [Student management procedure](#)
- [Standard Terms and conditions](#)
- [Variation of enrolment request form](#)

30. 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 the Deputy in charge of the International Program.



If you have an issue relating to a decision made by the Staff of the International Program, 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.

31. Appeals

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

- to report you to authorities
- not to defer or suspend your enrolment, as requested by you (see the Deferral, Suspension and Cancellation Policy);
- to suspend or cancel your enrolment, as initiated by us;
- to refuse your request for a transfer; or
- as a result of your complaint to us.

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

External appeal

If you are not satisfied with the decision, you can lodge a complaint (External Appeal) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

EQI will comply with any decision the Ombudsman makes.

32. 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 your rights 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

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 Staff.

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

Some banks are offer 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.

Banking Terms

ATM	Automatic Teller Machine – allows you to withdraw or deposit any money into your account. If you use an ATM that does not belong to your bank you will be charged a fee that will vary between \$2.00 - \$2.50 per transaction
B-Pay	Allows you to pay bills quickly through your online bank account
Cash Out	An easy way to withdraw money without having to go to an ATM. When paying using EFTPOS, you can specify the amount you want when the cashier asks “Any cash out?”
Direct Debit	If you choose to pay a bill by direct debit (you need to set this up in your online banking) the amount will automatically be taken out of your account each month.

	You must make sure you have enough money in your account to meet your payments otherwise the bank will charge you a fee of up to \$30 - \$50.
EFTPOS	Method of paying using your bank's card. Widely used and a minimum spend usually applies. Just swipe/insert/tap and go into the EFTPOS
PayWave and PayPass	The latest method of paying that allows you to "tap and go" for purchases under \$100. No PIN or signature is required.

34. Transport

Information on bus timetables can be found on the [school website](#).

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. Bicycles are to be parked in the racks provided and must not be ridden in the grounds.

If you live further away, you can catch a bus or your host parent may drive you. As a high school student you are entitled to a **Concession Go Card** to use on the bus, train and ferry services around Brisbane. For information on Go Cards click on the site: <https://jp.translink.com.au/plan-your-journey/journey-planner>

Travelling to and from school – Students are to ensure that their behaviour whilst travelling to and from school is such that the school's good reputation is preserved.

35. Driving

You must refer to the [Standard terms and conditions](#) and contact your International Programs Staff 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.

36. Road safety

Australian roads can be quite busy during peak time (mornings and afternoons). 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**.

37. 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.

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.

Mealtimes

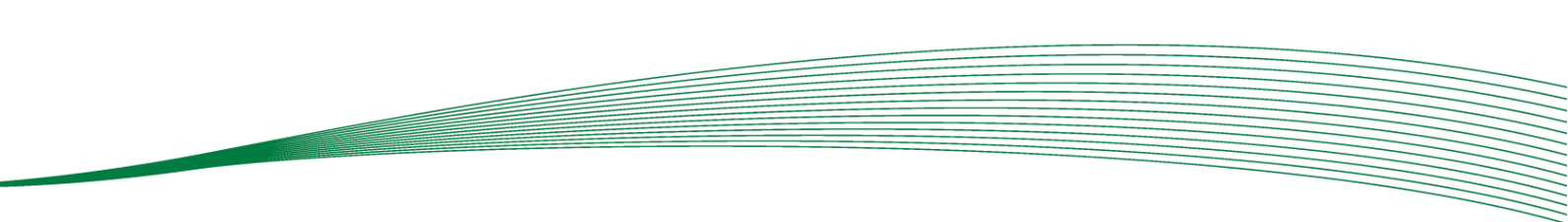
Breakfast

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:

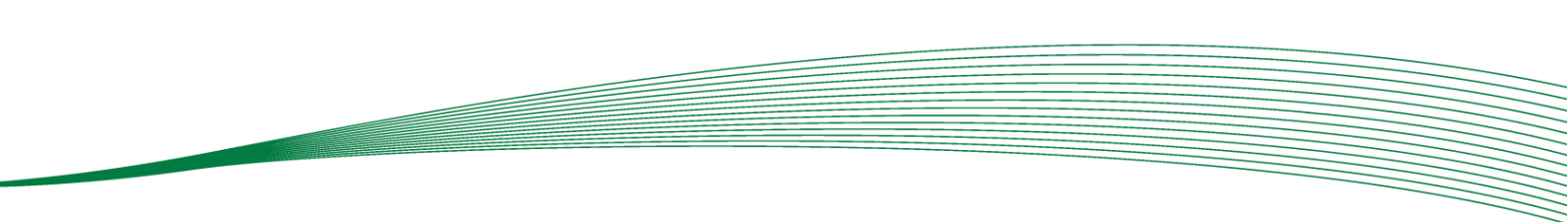
- Talk with your mouth full
- Eat noisily – Try not to slurp your food
- Leave the table without asking, or thanking the cook

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.

38. 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.



At Sunnybank we provide lots of opportunities to socialise and celebrate. We celebrate Birthdays, Multi-Cultural Day, Christmas in July, Graduations. Students are taken on excursions and invited on rewards trips.

39. 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).

40. 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 (International Programs Administration Officer) for some advice and guidance.

41. 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.

42. Culture shock

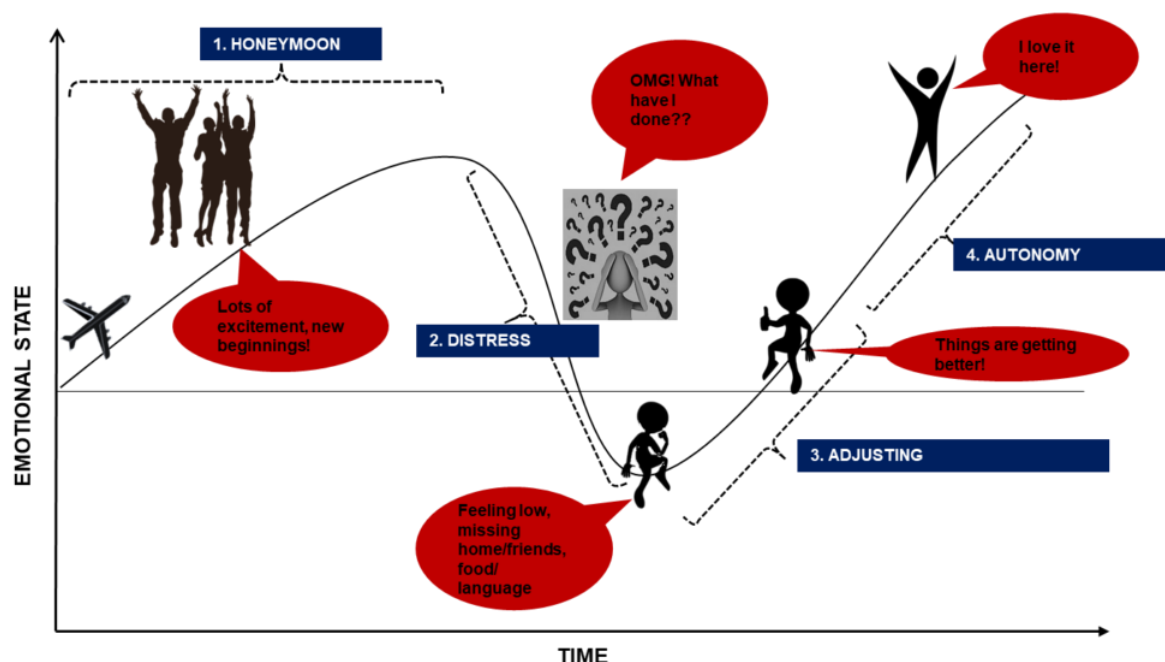
Culture shock refers to the emotional and psychological reactions to an unfamiliar culture and environment.

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.

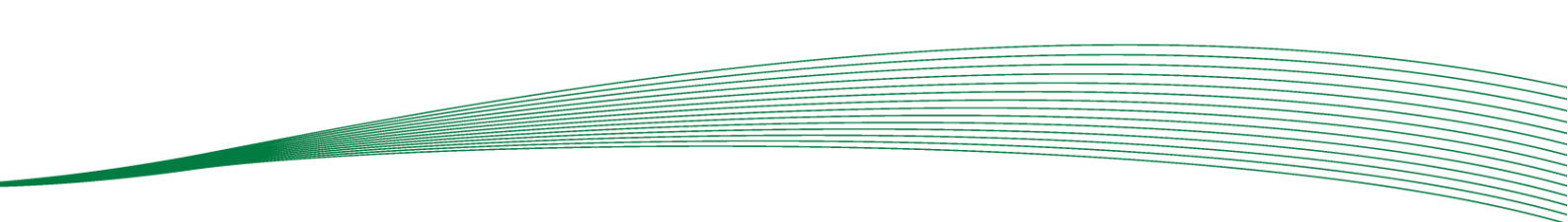


Honeymoon phase

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.

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 unfavourable 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.

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.

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 Sunnybank State High School.

43. SSHS Student Service Support Network

Sunnybank State High School is proud to have a comprehensive Student Support Network in place to help the social, emotional and physical wellbeing of every student. In addition to the assistance provided by class teachers, we have a team of professionals whose dedicated roles are to help ensure our school is an inclusive, nurturing environment. Students can approach any trusted school staff member at Sunnybank State High School to seek assistance or advice. If they are unable to assist, they will provide guidance and help ensure the student is connected to the appropriate representative of the Student Support Network.

Role	What they do
Aboriginal and Torres Strait Island Liaison Officer	• provides educational counselling and support services to Aboriginal and/or Torres Strait Islander students and communities.
Community Elder/s	• provides support and advice for students, staff and parents in order to enhance the educational experience for Indigenous and non-Indigenous students.
Deputy Principal	• leads Student Support Network to promote an inclusive, positive school culture. • monitors attendance, behaviour and academic data to identify areas of additional need.
Guidance Officer	• provides a comprehensive student support program within the school environment offering counselling with students on a one-on-one basis or in a group setting. • assists students with specific difficulties, acting as a mediator or providing information on other life skills. • liaises with parents, teachers, or other external health providers as needed as part of the counselling process.
Positive Behaviour for Learning Coach	• oversees and coordinates the ongoing implementation and management of Positive Behaviour for Learning (PBL) framework. • monitors student behaviour data and instigates whole-school intervention.
School-Based Youth Health Nurse	• provides individual health consultations with assessment, support, health information and referral options related to: - o healthy eating and exercise - o relationships - o personal and family problems - o feeling sad, worried and angry - o sexual health - o smoking, alcohol and other drugs.
Year Level Coordinators	• responsible for student welfare at each year level.

	• provide continuity of contact for students and their families throughout the six years of schooling. • ensures students feel safe and comfortable and want to come to school. • nurtures a sense of belonging to the year level and the school.
Youth Support Coordinator	• provides individual and, at times, group support to students to assist their engagement with education and training. • supports students to overcome barriers to education such as - o attendance at school - o drug and alcohol support needs - o QCE/learning support - o suspension/exclusion/referral for behaviour support - o relationships/social skills - o conflict with family/peers/teachers - o social/emotional/physical wellbeing.
Head of Department - Inclusion	• coordinates transition (student with disability) to secondary for students moving from Year 6 to Year 7 and transitioning after graduation. • monitors student attendance data, arranges intervention for verified students. • liaises with all stakeholders to support students who require additional support for learning and wellbeing. • coordinates with parents/carers, students, staff and external providers to support students with disability and EALD students
School Chaplain	• promotes student wellbeing, particularly through the provision of pastoral care. • has an educative role in the areas of beliefs, values, morals, and ethics. • works as part of the School Support Team to facilitate connection into the school network and wider community of students who are suffering from bereavement, family breakdown or other crisis and loss situations.
International Student Coordinator	• coordinates the International student program and promotes an inclusive, positive school culture. • monitors international student's attendance, behaviour and academic data to identify areas of additional need.

43. Want to Work While Studying?

It is important that student visa holders do not work more than 40 hours a fortnight when school is in session. Otherwise, they may be breaching a visa condition.

WORKING HOURS

Student Type	On a school day	On a non-school day	During a school week	During a non-school week
Domestic Students (Under 16 yrs)	4	8	12	38
Domestic Students (Over 16 yrs)	Unlimited	Unlimited	Unlimited	Unlimited
International Students (Under 16 yrs)	4	8	12	20
International Students (Over 16 yrs)	Unlimited	Unlimited	20	Unlimited

Tax File Number (TFN)

Anyone who works in Australia has to pay taxes and the amount is determined by how much you earn. A tax file number is not compulsory but if students **do not** provide a tax file number, their earnings will be taxed at the rate of 45%.

Some students get a job that pays cash only. However be careful with this option, as you will not be covered if something happens at work.

If you need help with applying your TFN, you can speak to your international student coordinator.

Superannuation

For persons aged between 18 and 70 years who are paid \$450 or more before tax per calendar month, employers should contribute to a superannuation fund on their behalf. If you're under 18 you need to work more than 30 hours in a week to receive a super contribution from your employer, which is not the case for international students (remember you cannot work over 20 hours a week).

Your rights and responsibilities in the workplace

Make sure you know your responsibilities and rights at the workplace. Visit the Fair Work Ombudsman website (fairwork.gov.au) or call 13 13 94 for more advice and/or information.

With regards to pay, you are entitled to at least the basic rate of pay for your age and job classification.

- You must be paid accordingly for the number of hours you work.
- You must be paid on a regular basis (either fortnightly or weekly).
- Your pay slip must include your employer's details (including ABN), number of hours for which you are being paid, amount of income tax you are paying, amount of the superannuation contribution and how much you have been paid.
- You should not have money taken out of your pay to cover things such as customers shoplifting
- You should be paid for "trial work"
- Working on a public holiday and weekends entitles you to a higher rate of pay.