



CAIRNS

State High
The best we can be.

International Student Program

Student Manual

**The Queensland Department of Education trading as: Education Queensland
International (EQI) CRICOS Registration Number 00608A**

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1. Principal welcome

Whether you are a teacher, a student or even the Principal, being part of the Cairns State High School community is something special. It's not just because it has long traditions of excellent student achievement or innovative programs which extend students academically, culturally, on the sports field and personally. It's special because Cairns High sets the five star standard in education. It is a place where students feel valued, strive to achieve their best and are acknowledged for meeting our high expectations.

I'm delighted to have been appointed the Principal of Cairns State High School in 2016 with over 17 years experience in school executive leadership. I strive to achieve continuing improvement which means that our school's mission is to take 'good to great' in all areas of school life. Cairns State High School offers one of the most comprehensive academic programs in Australia. The opportunities for students to develop their talents, specialise and excel are abundant. Our curriculum is world quality. The sporting and cultural programs are exceptional thanks to dedicated teachers and supportive families.

Visiting the website is your first step on a journey with us to personal excellence. I invite you to take the next step and contact us and allow one of our friendly staff answer your questions and provide even more information about our remarkable school. And of course, I look forward to meeting you too!

Curriculum Leadership | T 4050 3001 | E fbrun1@eq.edu.au

Mr Frank Brunetto, Executive Principal

Established in 1917, Cairns State High School has a proud tradition of academic and sporting excellence. Today Cairns' oldest public secondary school provides the highest quality teaching supported by the latest technologies to deliver a complete learning experience.

In 2005 and 2016 Cairns State High School successfully completed the process for International Accreditation through the Council of International Schools in partnership with the Council of Internationally Accredited Schools Australia.

More than 1600 students from the Cairns area and internationally study both academic and vocational education subjects in the spacious school facilities, spread across five hectares of buildings, sporting fields and tropical gardens.

Cairns State High School is located within walking distance of the Cairns Central Business District and the world renowned Cairns Esplanade and is serviced by both school and city bus lines.

Since 1993 Cairns State High School has offered a number of International Student Programs. These include:

- Junior Secondary (Years 7, 8 and 9)

- Senior Secondary (Year 10, 11 & 12) leading to Queensland Senior Certificate

- International Baccalaureate Diploma

- Study Abroad (3, 6 and 12 months, all year levels)

- Study Tours (1/2 days to 3 week programs for up to 150 students)

The school's Enrolment Management Plan designates up to 100 places for international students.

The International Student Program aims to:

- Allow international students an opportunity to experience an Australian School
- Internationalize our curriculum
- Allow our students & families contact and experiences with the global world

International Student Program Team

Cairns State High School

2. School details

Street address:	Cnr Sheridan and Upward St Cairns, QLD
Office hours:	Monday – Friday 8:00 am – 3:30
Telephone:	07 4050 3033
Absence line:	07 4050 3066
Administration email:	info@cairnsshs.eq.edu.au
Website:	https://cairnsshs.eq.edu.au/
Facebook (if applicable)	https://www.facebook.com/CairnsStateHigh/

3. Administration

Administration	Name	Telephone/contact
Executive Principal	Frank Brunetto	40503001
Deputy Principal Strategic Operation and HR	Kate Coates	40503005
Deputy Principal Engagement	Anthony Easton	40503005
Deputy Principal Senior School 11-12 & International	Brendan Begley	40503041
Deputy Principal Senior School Intermediate 9 – 10	Clio Carney	40503002

Deputy Principal Senior School Junior Secondary 7 – 8	Agata Evans	40503003
Business Manager	Donna-Leah McDonald	40503012
Student attendance	School Staff	studentabsences@cairnsshs.eq.edu.au 0740503066
Heads of Department <ul style="list-style-type: none"> • Arts • Music • English • HPE Sport • Humanities • Design and Technologies • Mathematics • Science 	David Marsden Maureen Cameron Patrice Honnef Martin Fehlberg Sarah Moss Stephen Camilleri Gary Solomon Kim Wilson	
Year Level Coordinators <ul style="list-style-type: none"> • Year 7 • Year 8 • Year 9 • Year 10 • Year 11 • Year 12 	Stephanie Grenning Alisha Powers Maddy Duncan Kieran Morley Holly Schultz Dominique Swain (Y12) Josh Whitehouse (Y12)	
Student Wellbeing and Support <ul style="list-style-type: none"> • School Based Nurse • Chaplain • Guidance Officer (7-8) • Guidance Officer (9-10) • Guidance Officer (11-12) 	Shari PINFIELD Tia Campbell Nicole Starr Laryssa Bernyk Kiri Clark	spinff5@eq.edu.au 40503055 tcamp346@eq.edu.au niodi1@eq.edu.au 40503058 lxber5@eq.edu.au 40503006 lclar68@eq.edu.au 4050090

4. School values

Cairns State High School, established in 1917, is a school that values its long traditions yet also looks forward with energy to the future.

What sets Cairns State High apart from every other school is that we have used educational research to determine our focus for the future and kept it as simple as possible so we can achieve our objectives. It seems almost too obvious to declare 'Teaching' as the number one priority, yet focusing on our core business and working together to improve the quality of the classroom experience is so critical to us that we are doing just that.

Teachers are working in teams to develop a consistent, quality approach to instruction that also values their personal pedagogical gifts: that x-factor that teachers bring to the classroom. Cairns State High teachers are recruited because of their qualifications, diverse experience and enthusiasm for young people. Every one of us here in the school values being part of this school community and the development of strong professional teams where practice is shared, planning is done and feedback is sought and given, shows how committed our staff are to being 'the best we can be'. We use a range of information (data) to evaluate student progress at every step of learning.

Our equally important yet innovative focus on 'Wellbeing' means that we are building the right opportunities for students to develop into full participants in our fast-paced world. The great classroom experience hand-in-hand with developing resilience is the only way forward in a modern educational setting and Cairns High is leading the way. We are spending time and resources on developing new ways to develop 'the whole person' and engaging with students along the way ensures that we listen to their views about what they need from their school.

The school is highly desired as a school of first choice in Cairns with high demand for the limited places for enrolment year after year. The history of Cairns is tied to the history of its first and oldest High School - and the future of our city will continue to be linked closely with the city.

That's why our work is so important. Cairns State High School plays an active role in the community as part of Advance Cairns, representing on consultative groups and promoting student voice. Within the school, the learning and wellbeing programs 'future proof' our students with the skills, confidence and qualifications to flourish and be valued citizens of the world.

Our long term view is to create the best opportunities for our students internationally - after all, we are not only the Gateway to the Great Barrier Reef, we are also the Gateway to Asia and the world.

School Calendar 2025 and 2026

2026 Queensland term dates

Term 1	Tuesday 27 January to Friday 2 April	10 weeks
Term 2	Tuesday 20 April to Friday 26 June	10 weeks
Term 3	Monday 13 July to Friday 18 September	10 weeks
Term 4	Tuesday 6 October to Friday 11 December	10 weeks

FINAL DATES FOR STUDENT ATTENDANCE

20 November is the final date for Year 12 attendance for receipt of a Senior Statement.

27 November is the final date for student attendance in Years 10 and 11

2027 Queensland term dates

Term 1	Tuesday 27 January to Thursday 25 March	9 weeks
Term 2	Monday 12 April to Friday 25 June	11 weeks
Term 3	Monday 12 July to Friday 17 September	10 weeks
Term 4	Tuesday 5 October to Friday 10 December	10 weeks

5. International Team

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

Name	Role	Contact
Frank Brunetto	Principal	40503001
Brendan Begley	International Student Programs – Line Manager	40503041
Rachel Wearmouth	International Student Coordinator	40503062
Kumiko Brighthouse	Homestay Coordinator	40503067
Kiri Clark	Guidance Officer	40503090
Crystie Disher	Study Tour Coordinator	40503009



Brendan Begley
Principal –Senior Schooling/
International
Program Manager
A14
40503041

international@cairnsshs.eq.edu.au

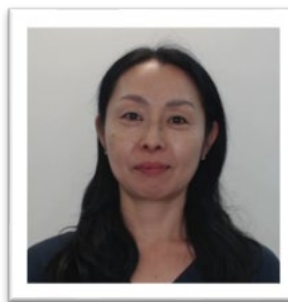


Crystie Disher
Study Tour Coordinator
R26
40503009

International@cairnsshs.eq.edu.au



Rachel Wearmouth
HOD Technology for Learning (IT and Qlearn) /
International Student Program Coordinator
R026
40503062
international@cairnsshs.eq.edu.au



Kumiko Brighthouse
Homestay Coordinator/Engagement Officer
R26
40503067
homestay@cairnsshs.eq.edu.au
international@cairnsshs.eq.edu.au

Brendan Begley/ Deputy Principal International 40503041 bbegl4@eq.edu.au	Kumiko Brighthouse Homestay Coordinator 40503067 kbrig85@eq.edu.au	Rachel Wearmouth International Student Coordinator 40503062 rstir14@eq.edu.au
<ul style="list-style-type: none"> - Agents contact - Debt management - Dispute resolution - Emergency contact - Enquiries - EQI liaison - EQI Course fees – monitoring of payment - Homestay payments - Overall management of the program <p>Overall monitoring of student progress & attendance/ academic monitoring</p> <p>Behaviour Management Breaches</p>	<ul style="list-style-type: none"> - Airport reception - Community services/facilities – advice & assistance - Homestay advertising - Homestay payments - Homestay issues - Homestay monitoring & support - Homestay orientation – students and homestay family - Homestay registration - Homestay placements - Pastoral care - Referral for counselling - Travel/ Overnight - ISMS – input and update - Overseas Health Cover Information - Maintain register of Blue Card and Risk Management information - ISMS - Database entry - International student files - Filing of student information - Photocopying - General admin duties - Departure and farewell functions - Gifts/certificates 	<ul style="list-style-type: none"> - Welcome & Farewell - Orientation Program - Academic Reports - agents - Information updates (Learning Place) - Coordinating initial Swimming Tests - Orientation Program - Personal details (changes to) - Leaving procedures, travel plans - Program evaluation EQI surveys – end of stay - Progress (academic) monitoring - School Photos - Pastoral Care - Student profiles for staff - Liaise with EAL/D teacher - Referral for counselling - Testimonials - Tutorials - Travel & Activities - Temporary suspensions for compassionate or compelling circumstances - Newsletter articles (Bulldog)

The international office is located at R026. Mr Brendan Begley and Ms Kiri Clark can be located 1st floor of A block near the school office.

6. Emergency contacts

6.1. During school hours

An emergency is a situation that may 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
Rachel Wearmouth	International Student Coordinator	40503062
Kumiko Brighthouse	Homestay Coordinator	40503067
Crystie Disher	International Team / Study Tour Coordinator	40503009
Brendan Begley	International Student Programs – Line Manager	405035041

6.2. After school hours and on the weekends



Your personal safety is our number one priority.

What is 1800 QSTUDY?

1800 QSTUDY (1800 778 839) is a service that ensures you have consistent 24/7 support, including urgent after-hours service and a process for managing incidents.

To call the service from overseas, you **must** dial +61 1800 778 839.

This hotline helps to keep you safe and supported.

When can I call 1800 QSTUDY?

The hotline is available to you to use outside of school hours.

This means you can call 1800 QSTUDY (1800 778 839) **before 8.30am** and **after 3.30pm** on school days, and 24 hours during weekends, public holidays and school vacations.

How do I find out more about 1800 QSTUDY?

For more information read the [1800 QSTUDY brochure for international students \(PDF, 2.1MB\)](#).

Find out more about the service by emailing EQInternational@qed.qld.gov.au or phoning 1800 316 540.

Who can use 1800 QSTUDY?

International students in all International School Program (ISP) schools can use the 1800 QSTUDY support service. Members of your family, your legal guardian, agent, homestay provider or other persons may also call the service regarding issues that concern you if they are listed as one of your authorised contacts.

Your school will answer any questions you have about the student support hotline. If you are a new student, this will be part of your school orientation.

Different arrangements are in place for study tour students. Your chaperone will explain the support process that is available for you. For further information please phone us on +61 7 3513 5708 or email StudyTours.EOI@qed.qld.gov.au.

6.3. 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.

7. School emergency and lock down procedure

Emergency Procedures

Evacuation and Lockdown drills are performed on a regular basis throughout the school year to ensure students are familiar with and follow correct emergency procedures.

During an Evacuation/Lockdown Emergency an Electronic Voice Recorded Warning Signal will advise staff members of the Emergency situation. Students **must obey** and follow staff directions at all times.

Lockdown Procedure:

Students will be directed by teachers to remain within the classroom and will be advised to hide under desks. Students must keep silent and unseen until notified by teacher – the use of mobile phones during Emergency Lockdowns is strictly not allowed.

Evacuation Procedure:

Students will be directed by teacher/staff to evacuate to the Evacuation Assembly Area (School Oval) via the nearest school exit – Staff and students are not permitted to walk through the school during an emergency evacuation. Students must stay with the class group and move in a sensible and timely manner to the Assembly Area (see map below).

Once at the Assembly Area (School Oval) students must immediately find their Form class, sit in alphabetical order and remain seated until advised otherwise.

Facilities include:

- 13 buildings (37 General Classrooms, 8 Science Laboratories, 14 Computer Laboratories, 2 Multi-media laboratories, 5 Dedicated Art Rooms, 11 Practical Area Classrooms, Air-conditioned School (Crosswell Hall), Orchestra Practice Room, Dance Studio, Extensive Library, Sports Complex with weights room, Science & Technology Centre, Year 7 Complex-R Block)
- Bou-wa Centennial Hall (Three indoor multi-courts, stage, change rooms and toilets, ticket booth)
- 25m Swimming Pool
- Tennis and Volleyball Courts
- Sports Oval: Main Oval including a 300m running track, rugby league field, rugby union field, soccer field, hockey field and 2 touch football fields, an International standard Long Jump track and pit which has been donated to the school from the 2018 Commonwealth Games (From January 2019).
- Sports Complex (including a competition standard court with markings for Basketball, Netball, Volleyball, 3 games of Badminton, Indoor Soccer; 2 classrooms; a weights room; male and female toilets, showers and change rooms; a large storage facility and a staffroom)
- Performing Arts Complex (including drama rooms, music practice rooms & Orchestra & Choir practice area)
- Internet and intranet access for all students
- Air-conditioned classrooms

Specialist facilities at Cairns State High School include:

- 2 mobile suites of laptops for classroom use
- 2 Multi-Media Laboratories
- 5 Dedicated Art rooms including a photo developing darkroom and recording studio
- 11 Practical Arts rooms for furnishing, engineering, hospitality / catering practices and textile studies
- A dance studio
- A community hall which is used for year level assemblies, formal parades, official ceremonies as well as being extensively accessed by the community

Library

- Library opening hours are from **8.00am until 4.00pm, Monday to Thursday** and **8.00am to 3.00pm on Friday** access to a range of print, audiovisual and electronic resources (laptops)
- Assistance to use the extended collection offered by the City Libraries through the online collection
- Word processing, printing and photocopying facilities
- An electronic journal database which gives full text access to several hundred magazines

8. Orientation

The Cairns State High School international student [Orientation](#) has been designed to:

- support your wellbeing
- help you adjust to study life in Australia
- support your academic success.

8.1. Your Passport to Queensland App

Before you arrived in Queensland you would have been provided with a pin code to download [Your Passport to Queensland app](#).

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 [Your Passport to Queensland Download Instructions](#). Alternatively, you can email any questions about the app by emailing yourpassport@qed.qld.gov.au.



8.2. Daily timetable

Timetable structure

The timetable is structured so that students receive 3 x 70 minute lessons for each of the subjects that they select.

Weekly timetable - the table below shows the overall school week structure:

<i>Monday, Tuesday, Thursday and Friday</i>		<i>Thursday</i>	
Time	Details	Time	Details
8:40am	Warning Bell	9:15am	Warning Bell
8:45am – 8:55am	Form Class	9:20am – 9:30am	Form Class
8:55am – 10:05am	Period 1	9:30am – 10:05am	Period 1
10:05am – 10:10am	Transition Time	10:05am – 10:10am	Transition Time
10:10am – 11:20am	Period 2	10:10am – 11:20am	Period 2
11:20am – 11:55pm	Morning Tea	11:20am – 11:55pm	Morning Tea
11:55am – 12:00pm	Warning Bell	11:55am – 12:00pm	Warning Bell
12:00pm – 1:10pm	Period 3	12:00pm – 1:10pm	Period 3
1:10pm – 1:45pm	Lunch	1:10pm – 1:45pm	Lunch
1:45pm – 1:50pm	Warning Bell	1:45pm – 1:50pm	Warning Bell
1:50pm – 3:00pm	Period 4	1:50pm – 3:00pm	Period 4

	Monday	Tuesday	Wednesday	Thursday	Friday
8.45	Assembly Crosswell Hall /Form class	Assembly Crosswell Hall / Form class	Assembly Crosswell Hall &/ Form Class	Assembly Crosswell Hall / Form Class	Assembly Crosswell Hall / Form Class
8.55	Lesson 1	Lesson 1	Lesson 1	Lesson 1	Lesson 1
10.10	Lesson 2	Lesson 2	Lesson 2	Lesson 2	Lesson 2
11.20	Morning Tea				
12:00	Lesson 3	Lesson 3	Lesson 3	Lesson 3	Lesson 3
1.10	Lunch				
1.50	Lesson 4	Lesson 4	Lesson 4	Lesson 4	Lesson 4
3:00					

You will receive information about the times of your assembly and form classes in your welcome pack and on your school timetable.

Students will be allocated tutorials if they achieve below a C for the Term / Semester. The International student program staff will advise if your attendance is required.

8.3. Orientation timetable

This is a **general overview of activities** that support International students in the first week. Student will be provided a timetable for the program, when they arrive that will give them information on the sessions and support available as they settle in to Cairns State High School.

Day 1		
Time	Details	Staff
8:30 - 8:55	Arrival at Cairns SHS, meet in main entrance foyer then (R026)	R026 ISP Staff
Period 1	Welcome and introductions	
08.55- 10:05	Introductions: ISP Team <ul style="list-style-type: none"> Deputy Principal: Senior & International Program Manager International Student Coordinator Homestay Coordinator EAL/D Support Orientation Program Introduction School routines, procedures & transition, timetables, strategies for success, support contacts, Assessment & school reports <ul style="list-style-type: none"> Transition and cultural adjustment Student Manual Policies and Procedures (CSHS website) Meet other students, opportunity to ask questions Student profiles (when time permits in program) 	N01 Mr Begley ISP Staff ISP Staff
Period 2	School tour/uniforms	
10:10 – 11:20	Uniforms and School tour <ul style="list-style-type: none"> School Tour with ISP Staff Students are able to purchase and get changed in to the school uniform Safety in the Tropics Presentation	School Shop and Tour ISP Staff School Based Nurse
11:20 – 11.55	Lunch	
Period 3 12:00 - 1:10	Homestay Information Session and Guidance Information about Homestay / Travel and Sleepovers <ul style="list-style-type: none"> Homestay adjustment and transition Expectations while living in homestay 	Mrs Kumiko Brighthouse

	<ul style="list-style-type: none"> ▪ Sleepovers ▪ Homestay monitoring ▪ OSHC 	
1:10 - 1:45	Lunch	
Period 4 1:50 - 3:00	Lessons as per timetables	

Day 2		
Time	Details	Staff
8:30 - 8:55	Check in with International Student Coordinator in R026 (International Student Staffroom)	ISP Staff
Period 1 08.55-- 10:05	Student Photo and ID	Library ID Photo: GO: Kiri Clark Home Stay Coordinator
	Student Profile Students to fill in student profile while waiting.	
	Guidance Officer - Kiri Clark Senior Homestay Information Session and Guidance Information about Homestay / Travel and Sleepovers <ul style="list-style-type: none">▪ Homestay adjustment and transition▪ Expectations while living in homestay▪ Sleepovers▪ Homestay monitoring▪ OSHC	
	Student to fill in student profiles this session	
Period 2 10:10 - 11:20	Lessons as per timetable	
11:20 – 11.55	Morning Tea	
Period 3 12:00 - 1:10	Lessons as per timetable	
1:10 - 1:45	Lunch	
Period 4 1:50 - 3:00	Lessons as per timetable	

Guidance Officers

Ms Clark (11,12)



Mrs Starr (9,10)

Ms Bernyk (7,8)

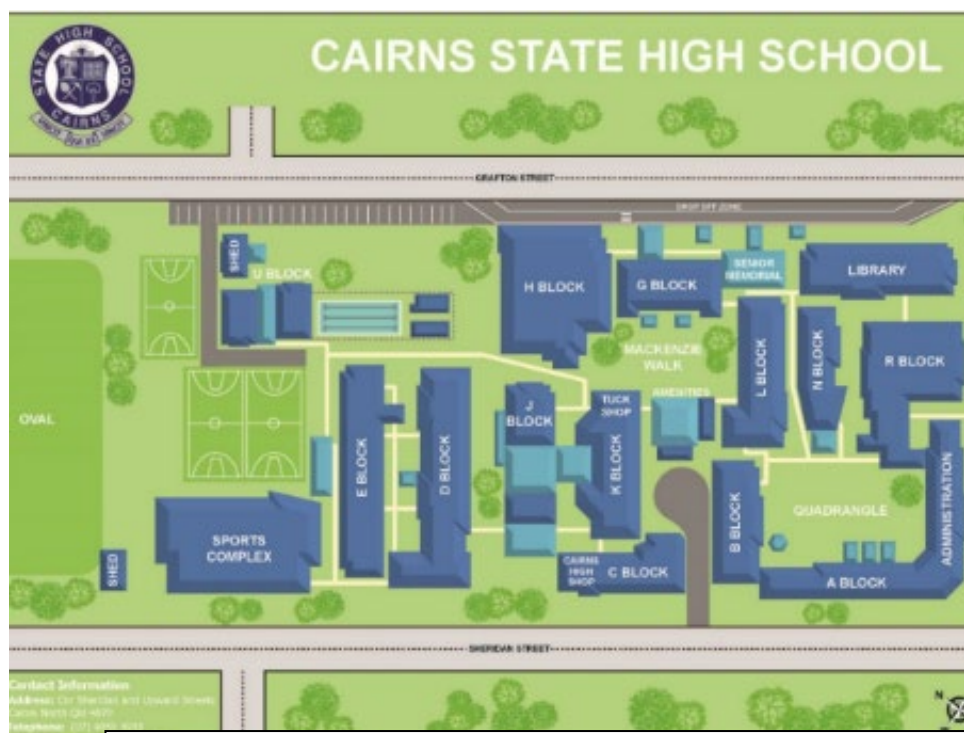


The Queensland Department of Education trading as:
Education Queensland International (EQI) CRICOS Registration
Number 00608A.

Day 3


Time	Details	Staff
Before School 08.15 to 9.15 You will be notified if the time changes to 2 nd lunch. Come dressed in your swimming clothes and you will be able to get changed into your uniform ready for period 3.	Water Proficiency skill test (may run into P4) entry and exit floating and underwater survival skills Signalling for help Swimmers need to bring: wet bag, long sleeve swim shirt and towel required for this activity Ms Cindy Rohan Cairns High Swimming Pool near Boa-Wa Hall	
Period 1 / 2 9.15 to 11.20 Bring your laptop to school for support to set up your login and programs used for school. If you do not have a device, you can borrow one from the school, you will receive this from the library.	Student Photo and ID Student Profile Students to fill in student profile while waiting. 10.15- 11.20 Library resources and ICT Connection <ul style="list-style-type: none"> • use of Library/connecting to school systems ByoX • how to access services and support • digital resources/online research tools • Turn It In • QLearn access • ClickView 	Library IT and Library Staff 

	<ul style="list-style-type: none"> Library catalogue and Accessing Resources. 	
11:20 – 11.55	Lunch	
Period 3 12:00 - 1:10	Lessons as per timetable	
Lunch Break 1:10-1:45	Lunch	
Period 4 1:50 – 3:00	Lessons as per timetable	



 International kitchen **open MORNING TEA (LUNCH 1)** for ISP students (access to fridges /microwaves). Level 2 R Block

Contacts and Locations

 International Student Support office R026 Phone 0740 503 062

Come and see us about

- Travel forms, sleepovers
- School Excursions /Permissions
- Help with Medical appointments / Healthcare Cover
- Any questions to support your study program at Cairns SHS

COMPLETED TRAVEL FORMS DUE THURSDAY MORNINGS

Contact

international@cairnsshs.eq.edu.au

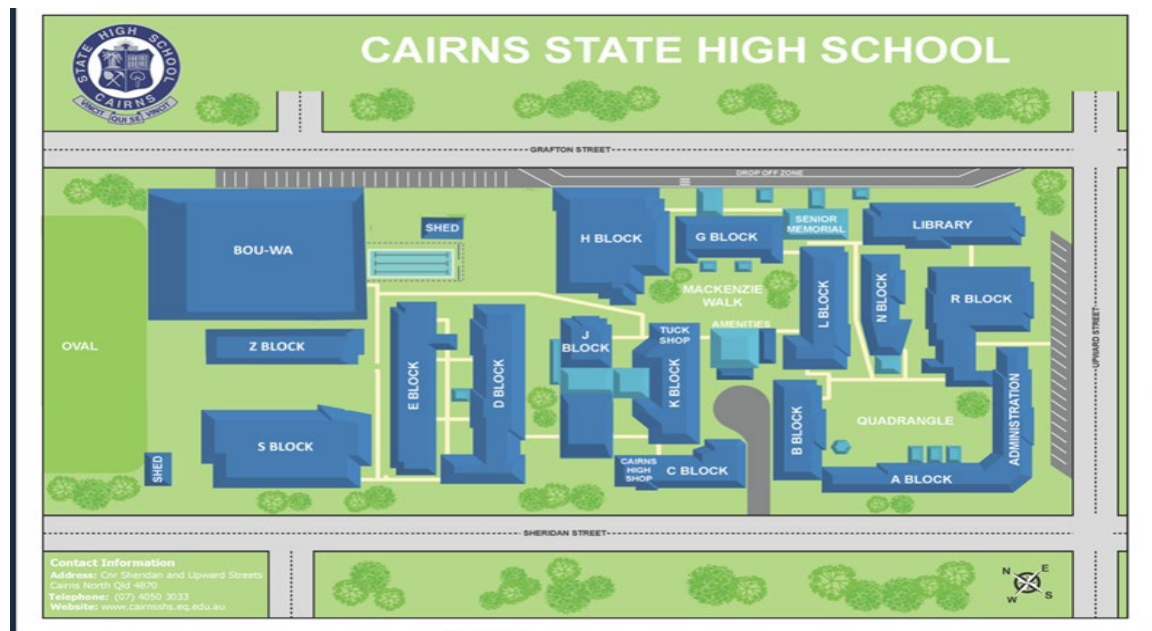
- Host family to contact about any absence at school

Day 4		
Time	Details	Staff
Period 1 9.20- 10:05	Further support for BYOx set up ***** Only required if account was not able to be accessed on Thursday. Students to attend normal classes as per timetable if the school laptop has been set up.	Library IT and Library Staff
Period 2 10:10 - 11:20	Lessons as per timetable	
Morning Tea 11:20 – 11.55	<p>Come and join us for Morning Tea on Friday at N01. There will be food provided and we would love to welcome our new international students to Cairns SHS.</p> <p>All Study Abroad students are welcome to join us and be a friendly face for new students at the school and we can celebrate their first week.</p> <p>Date: 31 January Friday Week 1 Term 1 2025</p> <p>Time: 11:20 - 11:55am</p> <p>Location: N01</p> <p>We would love to see everyone there !!</p>	
Period 3 12:00 - 1:10	Lessons as per timetable	
1:10-1:45	Lunch Break	
Period 4 1:50 - 3:00	Lessons as per timetable	Contacts and Locations

8.4. Orientation handouts

- International Student Handbook
- Orientation Checklist
- Homestay booklet
- Diaries/Student planner
- Email and phone list
- Overseas Student Health Cover cards/details
- Emergency contact details (18cC00 QSTUDY cards)

8.5. Site map



8.6. Assembly

Information as of 2025

Year Level	Parades
7	Monday: Bou-Wa
8	Wednesday: Crosswell
9	Friday: Bou-Wa
10	Monday: Crosswell
11	Tuesday: Bou-Wa
12	Wednesday: Bou-Wa
Main Office: Mon-Thu 8:00am-4:00pm Fri: closes 3:30pm	
Uniform shop: Mon, Wed & Fri 8:00am - 12:00pm	
Library: Mon-Thu 7:30am-4:00pm Fri: closes 3:00pm	

Assembly is where the students at Cairns State High School come together to receive important announcements, updates and information from the school Principal, school staff and students.


English as an Additional Language or Dialect (EAL/D)

EAL/D support is available to International Students who require this.

Students generally have access to teachers who assist in:

- *deconstructing assessment task sheets*
- *guiding/assisting in location of information*
- *reading drafts/giving feedback and at times*
- *liaising between the student and their subject teacher*

Study Hub in A29

 <h3>Study Hub A28</h3> <div>Homework help Assignment support Quiet space for study</div>				
Monday	Tuesday	Wednesday	Thursday	Friday
8 am-8.40am	8 am-8.40am	8 am-8.40am	8 am-8.40am	8 am-8.40am
Second break (lunch)	Second break (lunch)	Second break (lunch)	Second break (lunch)	Second break (lunch)
3pm to 3:45pm	3pm to 3:45pm	3pm to 3:45pm	3pm to 3:45pm	

International students may access additional support individually if they require assistance in completing assignments. Students should discuss this with the International Student Coordinator.

However, senior Mathematics support is available every first lunch. See Mrs Gammie

Questions? Email daboo0@eq.edu.au Ms Gammie HoD Curriculum Support

9. What to do when

9.1. Late for school or class

When you are late for school, you will need to report to student services and sign-in and collect a late slip before arriving at your class.

9.2. Leaving school during the day

During the school day you may only leave school grounds if you have permission from the International Student Program Manager or International Student Co-ordinator; and a leave pass obtained from Student Services.

Leaving without permission is classed as truanting and incurs consequences such as after school detentions.

9.3. Feeling sick or unwell

- Sick students are to report to the Sick Bay with a note from their teacher.
- The Homestay Coordinator will be contacted to make arrangements for you to be collected or see a doctor.

9.4. Wanting to change subjects

Subject Selection forms and information is provided prior to arrival. During first day orientation program students receive their timetables. The International Student Coordinator provides an explanation of the timetable.

Students are encouraged to stay with their original selections for at least one week. If subjects prove to be unsuitable:

- students must discuss changes with International Student Coordinator
- subject changes can be made but this will be dependent on availability. For example, class numbers.

At arrival, students are asked to go by the timetable that is provided in the first few weeks. If there are preferred changes after this time by the students they are able to discuss this with staff.

9.5. Changing address or contact details

All addresses for accommodation details for host family or family members need to be communicated to the school.

9.6. Wanting to see a Guidance Officer

Students are encouraged to discuss any concerns with the International Student Program Staff. If they require further support or would like to talk to support from the school, a referral can be arranged.

9.7. Lost property

Lost property is located near the school office and students are welcome to check this if items have been misplaced.

9.8. Toilet access during class time

Teachers will be monitoring student attendance – being on time and missing class. Students are encouraged to go and get drinks and go to the toilet before school and during break times.

10. Accommodation and welfare

10.1. 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 DHA approved guardian, 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](#)

10.2. 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?
- Are there any general rules or expectations in the household that I should know?

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

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

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

10.3. Curfews

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

	Sunday-Thursday:	Friday/Saturday night (and school holidays):
Junior High School (Years 7 to 10)	no later than 6:00pm, unless for a school-approved extra-curricular activity	no later than 9:30pm, unless for a school-approved extra-curricular activity
Senior High School (Years 11 & 12)	no later than 7:00pm, unless for a school-approved extra-curricular activity	no later than 10:30pm, unless for a school-approved extra-curricular activity

Communication is key between students and homestay families. If you have a pre-organised event (Soccer game ect), discuss the activity and travel required to attend.

If you or your homestay family require approval for adjustments or additional information on implementing these curfews, please contact the Cairns SHS International Student Office.

11. Culture shock

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

For international 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 may 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.

11.1. Culture shock

Culture shock can be described as consisting of at least one of four distinct periods: **Error! Not a valid bookmark self-reference.**, [Frustration/Distress period](#), [Adjusting period](#), and [Acceptance/Autonomy p.](#)

11.1.1. Honeymoon period

The first stage of culture shock is usually positive. During the honeymoon period 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.

11.1.2. Frustration/Distress period

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.

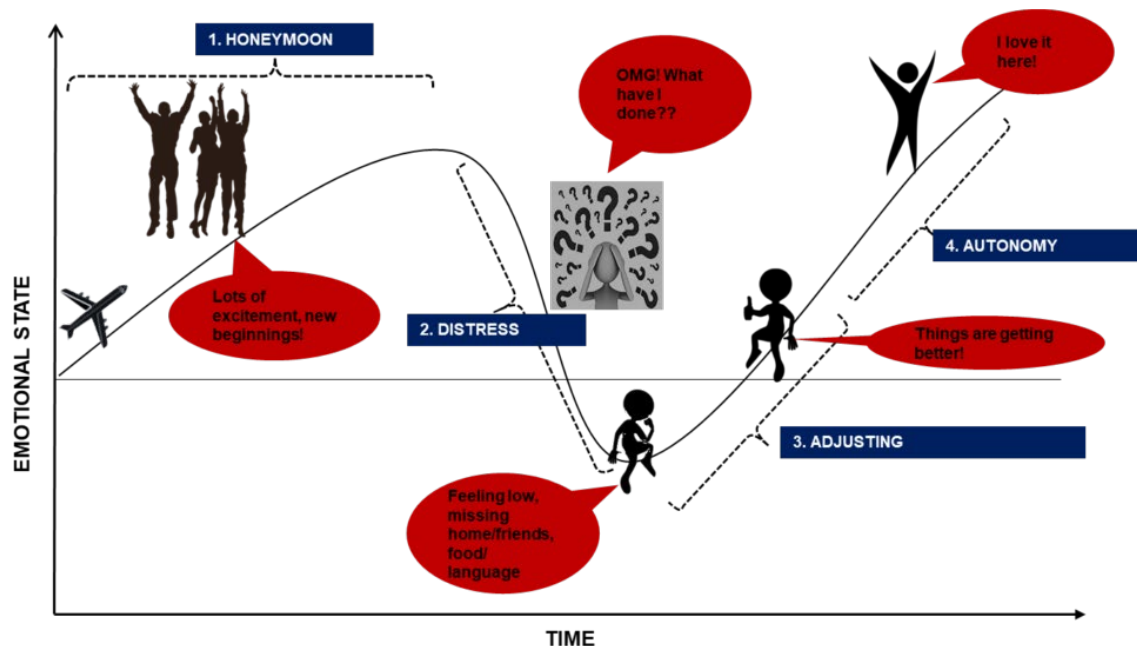
During this period students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

11.1.3. Adjusting period

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this period a person knows what to expect in most situations and the host country no longer feels very new. You will also develop problem-solving skills for dealing with the culture and begin 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.

11.1.4. Acceptance/Autonomy period

Individuals in the acceptance period are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; you may keep many traits from your 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.

11.2. 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).

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.

11.3. 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.

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 Cairns State High School.

12. 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.

13. ISP Standard Terms and Conditions

Before you arrived in Australia you were provided with a copy of the [ISP standard terms and conditions](#). The standard terms and conditions 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](#)

14. Visa Conditions

14.1. Attendance

Cairns State High School's attendance policy [Policies/cshs-student-attendance-policy](#) aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at Cairns 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 08:40am.

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.

If 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 0740503066** stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

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

Satisfactory attendance is a [student visa condition](#) for overseas students enrolled in an EQI course, studying on a subclass 500 (schools) visa for the duration of your study. Commonwealth law requires EQI to be proactive in notifying and counselling students who are at risk of failing to meet these attendance requirements. EQI is required by law to report international students who have breached attendance requirements.

Important information about attendance

- Start and finish times 08:40am - 03:00pm
- Late arrival process Sign into Student Services

- School absence telephone number 40503066
- Serious, injury or incident process Discuss with ISP or Teachers.

14.1.1. 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 a study period (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 requested.

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 an *Attendance risk notification letter*.

14.1.2. 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 maintaining 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 remains above 70% and there are compassionate or compelling circumstances (if your attendance falls below 70%, EQI is required to report you to authorities and your student visa may be impacted).

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 [ISP 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](#)
- [Policies/cshs-student-attendance-policy](#)

Absences

A **Medical Certificate** is required for all absences.

- Absences that cannot be covered by a Medical Certificate will be marked as unauthorised.
- Homestay parents are required to contact the school on the Student Absence Line on **40503066** or via email studentabsences@cairnsshs.eq.edu.au and should indicate the student is an international student.
- Students are expected to be on time to school.

- Students late to school must report to Student Services on arrival at school.
- Student Services will issue students with a late slip which they must show their teacher in order to be admitted to class.

14.2. 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 will report you to authorities and your student visa may be impacted.

At Cairns 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 [ISP 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.

14.2.1. Unsatisfactory course progress

Cairns State High School will monitor your workload and your results to ensure you complete the course on time and to assist you if you are having difficulties. The school will implement suitable intervention strategies to identify if you are at risk of not meeting course progress requirements and to notify and assist you in sufficient time for you to achieve satisfactory course progress.

14.2.2. Formal intervention

If you are not making satisfactory course progress, the school Principal will give you and your parents or legal custodians a *Course progress at risk notification letter*. 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.

At any point during your enrolment, where your course progress is impacted to the point that your academic outcome or pathway is no longer available, EQI will notify 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 [ISP standard terms and conditions](#).

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

- [ISP standard terms and conditions](#)
- [Course progress - subclass 500 \(schools\) visa procedure](#)
- [Assessment Policy – Cairns State High School](#)

14.3. Assessment and Exams

It is mandatory at Cairns State High School, that students complete and submit all assessment items to be eligible for credit of any semester unit for each subject being studied (as determined by Head of Department).

Completion of assessment items (both formative and summative) means that students must do all the work as set out in the work program for a subject.

The quantity of work submitted must indicate every attempt has been made by the students to satisfy the specific assessment criteria and thereby meet course requirements.

Subsequent results will form part of the student's assessment for the subjects and semester units being studied leading to overall levels of achievement being awarded for certification.

Academic Reports

- Progress Reports are issued at the end of *Term 1*
- These are progress reports and cover academic progress, practical skills development/attitude, participation, behaviour, attendance
- Academic Reports are issued at the end of *Semester 1 and 2* (June and December) and provide performance in each subject studied (A, B, C, D, or E). In addition, individual teacher comments to relation to attitude behaviour, homework, assignment submission.
- Reports are emailed to agents and/or parents.

14.3.1. Assessment Schedule

All due dates for assessment items will be communicated to students and parents at the beginning of each semester via the assessment schedule.

14.4. Behaviour

Cairns 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 Cairns State High School Responsible Behaviour Plan [Responsible Behaviour and Wellbeing 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.

[ISP 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 Cairns State High School's rules – student code of conduct and school policy and procedures [Cairns State High School - 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 your enrolment. This may affect your student visa.

Cairns State High School's reputation is enhanced when all members of the school community actively support policies and procedures.

Specifically students are to:

- Carry ID cards at all times
- Treat all members of the school and community with courtesy and respect
- Care for the environment
- Know that activities considered unacceptable or which will bring the school into disrepute will not be tolerated e.g. vandalism, spitting, littering, chewing gum and swearing
- Observe the "Hands Off" rule regarding other people and their property.

For legal, health and safety reasons student should:

- Not bring illegal or dangerous materials or substances to the school
- Not smoke or litter (including e-cigarettes)
- Only use sports equipment in designated areas
- Avoid potentially dangerous practices such as running around buildings, inappropriate behaviour near glass, throwing missiles, or sitting on port racks outside the classroom
- Follow the specific rules concerning covered areas and sports areas, libraries, workshops, laboratories, kitchens and the Library
- Respect designated Out of Bounds areas e.g. bike racks, behind some faculty buildings, car parking areas, construction areas and parts of the oval.
- Behave responsibly on school buses and at bus stops
- Obey the traffic rules such as crossing the road and wearing bike helmets.

Students must not bring the following items to school:

Chewing gum / bubble gum
 Cutters / Stanley knives / pen knives
 Skate Boards

Weapons (objects that could harm or threaten another person)

Laser pointers

Computer games

Alcohol/drugs

Cigarettes / lighters / matches / tobacco

Playing / trading cards

Aerosol cans e.g. deodorant

Any other item deemed by Administration to be dangerous

15. Legal services

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

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

For legal advice you can also contact a private solicitor or a Community Legal Centre.

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.

16. 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.

16.1. 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 are covered. Some countries [reciprocal health care arrangements](#) or are [OSHC exempt](#) which may mean OSHC may not be not required.

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

There are currently six OSHC providers in Australia, including:

OSHC Provider	Website
ahm OSHC (offered through Medibank Private)	https://www.ahmoshc.com.au/
Allianz Care Australia	https://www.allianzcare.com.au/en/visas/student-visa-oshc.html
Bupa Australia	https://www.bupa.com.au/health-insurance/oshc
CBHS International Health	https://www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	https://www.medibank.com.au/overseas-health-insurance/oshc/
nib	https://www.nib.com.au/overseas-students/

17. Medical matters

17.1. 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. If you are living with a homestay provider, will may need to 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.

17.2. Visiting a doctor

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

17.3. 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 parents/guardian 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.

17.4. 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 [ISP standard terms and conditions](#).

17.5. Mental Health:

Your mental health and well-being are a priority during your time in your new school. Adjusting to a new environment can be challenging, and it is normal to feel homesick, anxious, or stressed at times.

Our school offers a range of resources to support your emotional health, including access to our school Mental Health Resource Hub and school counsellors, who are available for confidential one-on-one sessions.

You can also reach out to local mental health services, such as Lifeline (13 11 14) or Beyond Blue (1300 22 4636), which provide support for managing stress, anxiety, or other mental health concerns.

For immediate help outside school hours, you can contact the 24/7 1800QSTUDY hotline (1800 778 839). There are also several online resources available that offer self-help tools and advice for emotional well-being.

17.5.1. Mental health telephone and online contacts

beyondblue support service

All ages:

Phone: 1300 22 46 36 (24 hours a day, 7 days a week)

[Online chat](#) (open 3pm to 12am daily)

[beyondblue website](#)

Kids Helpline

Age range: 5 years old to 25 years old:

Phone: 1800 55 1800 (24 hours a day, 7 days a week)

[WebChat Counselling](#) (open 7 days, 8am to 12am AEST)

Lifeline

All ages:

Phone: 13 11 14 (24 hours a day, 7 days a week)

[Online chat](#) (7pm to 4am AEST, 7 days a week)

[Lifeline](#) provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services, information, facts and resources.

18. Fees

18.1. Tuition

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

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

18.2. Non-tuition fees

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

Overseas student Health Cover (OSHC)

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 on [EQI website](#).

19. Change of school, year level, course or course duration (variation of enrolment)

You may apply to change between Queensland Government schools, change year level, course type or course duration (variation of enrolment).

Additional tuition, homestay or other non-tuition fees may apply.

Before applying for a variation of enrolment, 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:

- [Student management procedure](#)

- [ISP standard terms and conditions](#)
- [Variation of enrolment request form](#)

20. Transfer to a non-government school or another institution

Before applying for a transfer to a non-government school or another institution registered under Australian law to provide education to overseas students, 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.

- [Transfer procedure](#)
- [ISP standard terms and conditions](#)
- [ISP Transfer request form](#)

21. 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 and grievances management policy](#) and [Customer complaints management procedure](#), and the [ISP standard terms and conditions](#).

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.

22. Appeals

22.1. Internal appeal

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

- to report you for failing to maintain satisfactory attendance or course progress;
- to refuse your request to defer or suspend their enrolment;
- to suspend or cancel your enrolment (initiated by EQI);
- to refuse your request to transfer to another registered provider.
- to refuse your variation of enrolment request.

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

22.2. External appeal

If you are still not satisfied with the decision by EQI, 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.

For external appeals the Queensland Ombudsman will consider if the decisions made by the Director, EQI (or delegate) and the internal appeal review officer were made in accordance with the relevant policies and procedures and may not result in a change of the original decision. EQI will implement the decision or recommendation of the Queensland Ombudsman.

23. 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

- [Non-routine travel and activities for homestay students – subclass 500 \(schools\) visa procedure](#)
- [ISP travel and activities request form](#)

23.1. 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 [Non-routine travel and activities for homestay students – subclass 500 \(schools\) visa procedure](#).

23.2. 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.

23.2.1. 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.

23.2.2. Useful links

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

23.3. 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.

24. 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 directly with 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:

- [ISP standard terms and conditions](#)
- [Refund request form](#)

25. School policy and procedures

25.1. Bring your own device

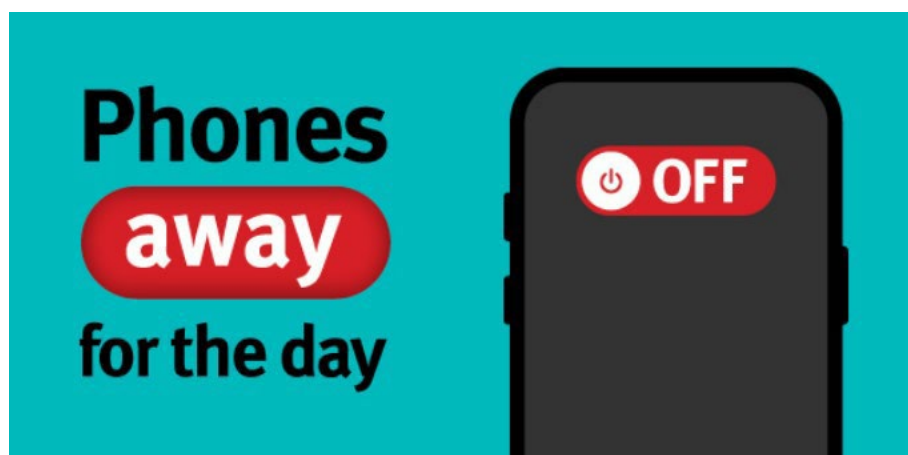
- All students are required to provide their own laptops/tablets.
- On enrolment students are allocated a username, log on and email address – the student address will be username@eq.edu.au.
- Education Queensland applies strict controls to Internet and Email usage in state schools:
- Sites are monitored and blocked if deemed unsuitable and email is filtered automatically and deleted if unsuitable words or phrases are detected. In addition, some Email providers are also blocked.
- There are limits on downloads from websites and students are advised that music and video downloads can only occur as part of a direct curriculum requirement e.g. Music or Multimedia.
- Streaming radio is not allowed. (Bandwidth issues and limited storage space are the reasons for these restrictions)

- All students **sign** the **BYOx Responsible Use Agreement** on enrolment at Cairns State High School and failure to abide by the conditions of the Agreement will result in loss of access or other disciplinary measures including exclusion or criminal charges.
- International students are advised that Hotmail is not accepted by Education Queensland and the school email address should be used if email is to be checked at school.

25.2. Use of mobile phones

As of 2024, the Queensland Government “Away for the Day” policy mandates that phones are off and away for the day in all schools, P-12. Cairns SHS has had this rule in place for several years now, and we find that it has been extremely effective in maximising teaching and learning, and minimising inappropriate (and often illegal) behaviours associated with phones and social media.


Once students leave the school grounds at the end of the school day, they can freely access their phones and devices. They are allowed to use them while waiting in line for the buses on Grafton St.



- Electronic devices must otherwise remain off and away in the student’s bag, or they can hand the device to the office to be kept safe throughout the day and collect it after school finishes.
- If a student is on school grounds and on their phone, it will be confiscated and stored safely at the office. A parent/carer will need to come to the school to collect it.

25.3. Make up and jewellery policy

SENIORS YEARS 11-12					
					
Senior Polo Shirt Unisex	Senior Polo Ladies Cut	School Jacket	Senior Boys Shirts	Senior Blouse	
					
Shorts Unisex	Shorts Ladies Cut	Bucket Hat	Boys Trousers	Girls Slacks	Skirt
					
Shoes: Black or white synthetic / leather joggers or casual shoe. Short plain white socks visible above the shoe			Shoes: Black leather lace up shoes, short plain white socks (with skirt) or black socks with trousers & slacks. Socks must be visible above the shoe.		

FOOTWEAR NOT PERMITTED	
<ul style="list-style-type: none"> • Mesh joggers • High top boots • Doc Marten style boots • Upper foot is exposed • Coloured shoes • Basketball shoes • No laces • Canvas style shoes 	

The uniform shop is located in C BLOCK (Sheridan Street).

Opening hours are: Monday, Wednesday, and Friday 8am to 12pm

Uniform routine

- Formal uniform is to be worn every assembly (Term 2 and 3), event and excursions.
- Sports uniform is to be worn everyday if the formal uniform is not required.
- A hat must be worn at all times when playing outside or going to excursions.

26. Banking

To open and operate a 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** share 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.

27. Transport

International students can travel on the bus to school and around Cairns. It is recommended that students communicate with their host family and arrange transport for their plans. Students should travel in groups and have a plan, when travelling back to homestay families at night.

- Transport to school – depending on the location of the host family, students may need to catch a regular bus, as the school bus is based on the area around the school.
- Bus information - <https://www.wearekinetic.com/au/cairns>
- Current cost of buses: \$0.50 / fare on TransLink / Kinetic buses

Transport to school

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the *designated bikeway* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you.

Driving

You must refer to the [ISP standard terms and conditions](#) and contact your International Student and/Homestay Coordinator for further advice and approvals required when considering:

driving a vehicle or **becoming a passenger in a vehicle** driven by a driver with a provisional (P plate) driver's license.

28. House Groups and Structure

Connect classes are organised in sport houses. T071, B071, O071, C071. Throughout the year students will participate in events (Sports Day, Swimming Carnival, Cross Country and informal school competitions between the sport houses). Students can earn points in classes from teachers for demonstrating behaviours that support academic learning, positive community behaviours and being “the best they can be”.

- Bruce
- Collins
- O’Keefe
- Tully

Current House Captains



29. School Leadership Opportunities

International students are able to join different groups of the school community including

- School council
- Language ambassadors
- School leaders
- Prefects
- School Captains

30. 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.

30.1. 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 you let your homestay parents know your plans. 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 including, parties, using the computer, visiting friends and shopping.

30.2. Mealtimes

Breakfast

You may 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 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 your Homestay Coordinator at school.

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.

31. 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.

32. Communication

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 or phone. 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.

33. Digital Safety and Cyberbullying

In today's connected world, it's essential to be aware of the potential risks that come with using the internet. As an international student, you may encounter unfamiliar online platforms, and understanding how to protect yourself online is vital. Always be cautious when sharing personal information online—avoid sharing your address, phone number, or financial details on public forums or with people you do not know. Be mindful of online scams and phishing attempts, where

fake websites or emails may try to steal your personal data. It's also important to use strong passwords and enable two-factor authentication where possible. Additionally, cyberbullying—any form of bullying or harassment that happens online—is taken seriously at our school. If you experience or witness cyberbullying, report it to a teacher or counsellor immediately. By staying informed and vigilant, you can help protect yourself and others in the digital world.

34. 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.**