

Urangan State High School



International Student Handbook

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1. Principal welcome

Urangan High is a friendly, happy and busy community where our school vision “Pursuit of Excellence...every minute, every day” and motto “Working Together to Learn” is enacted on a day to day basis. Our school operates on a philosophy of setting high standards and expecting students to strive to be the best they can be, in all facets of their lives.

We provide many opportunities, both inside and outside the classroom, for students to develop to their full potential. This is done in an orderly, friendly and supportive environment.

Urangan State High School is dedicated to discovering the best within all students through high quality educational and social experiences that expose them to new ideas, new ways and new possibilities for future success.

We believe in creating a school, which is based upon mutual respect and empowerment, where:

- ▯ Students feel safe and able to achieve to their full potential,
- ▯ Parent involvement is valued,
- ▯ Staff are enthusiastic and supportive, and
- ▯ Teamwork, confidence and communication are the basis of success and happiness.

Parents are always welcome in our school, as you play a very important role in our school community and students benefit from you taking an active interest in their high school activities. We look forward to meeting you.

Yours sincerely
Tony McCormack

2. Principal School details

Street address	120 Robert Street, Urangan Q 4655
Officer hours	Monday – Friday 8:15am – 3:15pm
Telephone:	61 07 4197 0111
Student Absence line:	07 4197 0166
Administration Email:	principal@uranganshs.eq.edu.au
International Email:	InternationalStudiesProgramUSHS@uranganshs.eq.edu.au
Website:	www.uranganshs.eq.edu.au
Facebook (if applicable)	http://www.facebook.com/Urangan State High School

3. Administration

Administration	Name	Telephone/contact
Principal	Mr Tony McCormack	Principal@uranganshs.eq.edu.au
Deputy Principals	Junior Schooling: - Mrs Reschelle Cathcard - Ms Shannon Potgieter	Phone: 61 07 4197 0111

	Senior Schooling: - Mrs Kelly Dorries - Mr Nick McMorrow	Located in the main office / student services
Year Level Managers	Year 7 – Ms Kara Eckert Year 8 – Ms Charlene McQuilty Year 9 – Mr Dave Parry Year 10 – Mr Chris Molen Year 11 – Ms Shari Harrington Year 12 – Ms Victoria Chapman	Phone: 07 4197 0111 7-9 Located in the Junior Hub (GB block) 10-12 Located in the Resource centre
Heads of Department	Science – Mr Anthony Clancy Creative Futures – Mrs Liza Young Technology – Mrs Stephanie Whitehead Mathematics – Mr Michael McLaren English – Ms Gemma Guttridge HPE/Sport – Mr Nathan Spencer Humanities/Languages – Mrs Andrea Powell & Mrs Michelle Pipe Head of Special Education Services – Miss Shannon Potgieter	Phone: 07 41970111 Staffroom 1 Staffroom 2 Staffroom 3 Staffroom 4 Staffroom 5 Staffroom 6 Staffroom 7 Staffroom 8
Student Wellbeing and Support	Youth Support Co-ordinator: - Taleah Hughes Guidance Officers: - Emily Grimsley - Lisa Bayfield - Dee Burrell Social Worker: - Sarah Neisler School Based Nurse: - Emma McCarthy	Phone: 41970111 Wellbeing Hub (SE Block)

4. School values

Pursuit of Excellence, Every Minute, Every Day

- Respect Others
- Respect Myself
- Respect the Environment

5. International Team

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

Name	Role	Contact
Mr Tony McCormack	Principal	InternationalStudiesProgramUSHS@uranganshs.eq.edu.au
Mrs Stephanie Cobb	Homestay Coordinator & Student Coordinator	

Ms Shannon Potgieter	International Deputy	
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The international office is located in the Resource Centre.

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
Stephanie Cobb	International Homestay & Student Co-ordinator	Ext# 201, Located in SE05 International Mobile: 0466 725 191
Shannon Potgieter	International Deputy	Main office/ student services
Trisha Houguet	International	Resource centre

7. Emergency contacts (after school hours and on the weekends)



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

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

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

For more information on 1800 QStudy please go to the following link [1800QStudy](#)

What is the free call 1800 QSTUDY? 1800 QSTUDY

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

manages incidents for Overseas students participating in the International Student Program, Exchanges and Study Tours.

When should I use the 1800 QSTUDY service?

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

At these times:

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

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

A critical or life threatening situation includes:

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

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

9. School emergency and lock down procedure

Building Evacuation Procedure

During any evacuation, students should:

- (a) Act responsibly. Don't hide or fool around. Look after each other's safety.
- (b) Not collect personal items from bags or lockers. Getting away from the buildings is more important.
- (c) Move quickly but do not run.

During evacuation, everyone should:

- (d) Follow all instructions given by facility staff.
- (e) If smoke is present:
 - a. Get down low below the smoke if possible.
 - b. Cover your mouth and nose to protect your breathing.
 - c. Move away from thick smoke even if it may take longer to get to the assembly area.
- (f) Notify someone immediately if you are aware of people trapped in buildings.
- (g) Only attempt to extinguish the fire if:
 - a. It is safe to do so (fire is small enough with no excessive smoke).
 - b. You have been instructed in using the relevant firefighting equipment.
 - c. You have a means of escape to your back and can safely exit if necessary.
 - d. Evacuation of other occupants has commenced.

Lockdown Procedure

Signal – 4x tones, 3 x words ‘lock down’

Procedure:

1. Administration doors are locked by office personnel.
2. Classroom doors are locked by staff.
3. Access to any and all persons denied.
4. All outside activities and lessons stop immediately and students are taken to the nearest classroom.
5. If a class or group are not on the school site the teacher should keep the students off-site until an all clear signal is given to return.
6. Staff not in their own classroom will remain in the building and/or room they are currently in until told it is safe to move.
7. Class lists/rolls are checked.
8. Report all students/persons unaccounted for to the Principal (or delegate).
9. Students are to remain calm and silent inside classrooms out of line of sight ie under desks or against walls.
10. Toilet block checked by executive staff or principal (if safe to do so). To ensure all students are safely in their rooms.
11. Names of missing students should be provided to executive and front office as soon as possible.

Staff and students remain in their rooms until told that the school is safe.

Lockdown cancellation: Staff and students remain in their rooms until advised that the lockdown procedure is cancelled by : Leadership team member at the door.

Map to evacuation assembly point.



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

The Passport to Queensland is a mobile app exclusively developed for you as an Overseas student studying an EQI high school program. This unique app contains lots of fun games, videos, activities and information designed to help you settle into your new life and school in Queensland, so you can focus on enjoying your study experience. It also includes modules showing you how to stay safe at the beach, in the bush and in the city.

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



Daily timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
8:55 – 9:05		Form	Form	Form	
9:07 – 9:52	Pastoral Care – Personal and Social Capability Program				Pastoral Care – Personal and Social Capability Program
9:07 – 10:17		Line 1	Line 5	Line 3	
10:20 – 11:30	Line 4	Line 2	Line 6	Line 4	Line 1
11:30 – 12:10	Break (40 minutes)				
12:10 – 1:20	Line 5	Line 3	Line 2	Line 6	Line 2
1:20 – 1:50	Break (30 minutes)				
1:50 – 3:00	Line 6	Line 4	Line 1	Line 5	Line 3

12. What to do when

12.1. Late for school or class

All students must attend SELF at 9:50am (Mon & Fri) and Form Class at 8.50am (Tues-Thurs). If you arrive after form class, you must report to Student Services on arrival. An attendance note in Compass or telephone call from parent / carer MUST be provided to explain the reason for lateness. If no notification is received, it will be recorded as an unexplained absence. Student Services staff will issue you with a late pass which you give to the teacher of your scheduled class.

12.2. Leaving school during the day

Leave will only be granted for early departure for: medical/dental appointments or specialised instruction. No lunch passes can be issued as per the guidelines in the Education Act. If a student needs to leave school early the parent/guardian must either:

- call the school at least 30mins prior to departure on 4197 0159 so that a leave pass can be created for your child to collect then present to their class teacher at the time of departure, or
- enter an Attendance Note in Compass providing the time and reason for the departure, or
- provide your child with a note which they can bring to Student Services at any time before the class to receive their leave pass to present to their class teacher at the time of departure.

Students are not permitted to leave their class without a valid office issued pass. All students leaving the school early must be signed out through Student Services so that we have an accurate record of the students currently at the school in case of an emergency.

12.3. Feeling sick or unwell

If in class, ask your teacher for a pink slip and report to Student Services. During lunch breaks, go to Student Services. *Do not contact your parents directly.* Student Services will call the parent/carer if a student wishes to leave school due to their illness. Exit from the school must be via Student Services.

12.4. Wanting to change subjects

Access applicable Year level subject change form from students' services. Complete form and return to applicable Head of Year.

12.5. Changing address or contact details

All notifications of changes to address, parent/guardian details or emergency contact details must be notified to the school via the Change of Details form.

12.6. Wanting to see a Guidance Officer

Appointments for any of the wellbeing staff can be made through Student Services.

12.7. Lost property

Report any losses to Student Services. Take any lost property to Student Services.

12.8. School Absences

Attendance at school is compulsory by law if you are under 16 years old. From 16 – 17 years old, students must be in attendance in Senior School, post-secondary education or training or employment. If you are sick or unable to attend school, please ask your parent / carer to enter an attendance note in Compass, use of the School's Absence options, phone 4197 0166 or absences@uranganshs.eq.edu.au .

If a student is going to be away for more than 10 consecutive school days, an exemption application form needs to be completed and returned to the school for approval from the Principal.

Parents of students not marked as present at school or students late without an excuse will be messaged via sms at approximately 10:30 each day. Parents may respond to this sms with reasons for the absence.

13. Accommodation and welfare

Care arrangements

While studying you must live with:

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

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

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

If you live 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](#)
- [EQI Policy and procedures](#)

14. Living with a homestay family

Your homestay family plays an important part in your time in Australia. They have been carefully selected and will be eager to welcome you into their home. It may take some time

for both yourself and your homestay family to settle in, so please take the time to develop this relationship as it will play a very important part in your happiness and success.

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

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

- What would you like me to call you?
- What do you expect me to do daily?
- Where do I put my clothes that need washing?
- Can I use the washing machine or iron at any time?
- Can I help myself to food and drink at any time?
- Can I move my bedroom furniture around if I wish?
- Is there a special getting up time on weekends?
- Is there a bedtime?
- Can I invite friends around?
- What are the rules for using the telephone?
- What are the rules for using the internet?
- What time am I expected home on the weekends?
- Can I use household appliances when I wish?
- When and how loud can I play music?
- What are the general procedures in the household?

The way of life in Australia may be different from how you live in your country. Expectations and the degree of independence may differ and your homestay family will try to understand these differences. You also need to try and understand the differences so that you all have a good homestay experience. If you feel you are being asked to do too much or that rules are unreasonable in your homestay, talk to the International Student Coordinator, who will discuss your concerns with the family.

When living in a homestay you must:

- respect members of the family, their property and the home environment;
- participate actively as a member of the household;
- take responsibility for your own behaviour;
- comply with the household rules;
- comply with the homestay provider's decisions about your actions and welfare, including outings and curfews;
- have a mobile telephone and carry it on your person when traveling; and
- keep the homestay provider informed of your whereabouts, and remain contactable by them, at all times.

If you fail to meet these standards, we may consider your conduct to be unsatisfactory behaviour and may cancel or suspend your enrolment, or we may withdraw approval of your welfare arrangements. This may affect your student visa.

If you want to live with a different homestay provider, you should talk to the Homestay Coordinator and the school Guidance Officer. We will not approve new homestay

arrangements within the first four weeks of your stay unless there are exceptional circumstances.

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

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

Curfews

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

15. Culture shock

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

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

Some of the signs of culture shock include:

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

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

1. Honeymoon phase

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

2. Frustration/ Distress phase

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

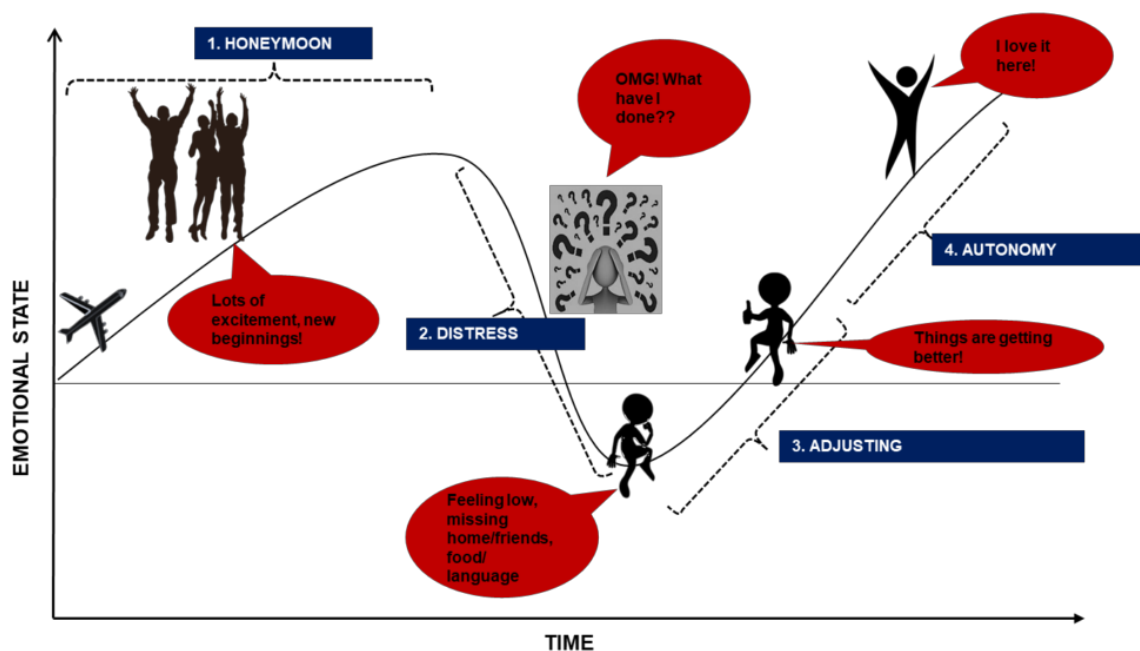
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

3. Adjusting phase

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

4. Acceptance/ Autonomy phase

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



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

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

It is important to remember the following:

- Culture shock is a perfectly normal part of the study abroad experience.

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

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

16. 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.

17. EQI Standard Terms and Conditions

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

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

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

18. Visa Conditions

Attendance

Urangan State High School 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 Urangan State High School it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8.55am.

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

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

At risk of failing to meet attendance requirements

In the [EQI Standard Terms and Conditions](#) and [the EQI Attendance – subclass 500 \(schools\) visa procedure](#) you are considered to be at risk of failing to meet attendance requirements if:

- you are absent for five consecutive days or more;
- your attendance falls to 90% of your course contact hours in any [school term](#); or
- if the school has concerns about your attendance record.

Your International Student Coordinator will require you to meet with them about your attendance record and provide evidence explaining your absences (such as medical certificates) if they are concerned.

If your attendance falls to 85% of your course contact hours in any term, we will give you and your parents/legal custodians and your Department of Home Affairs approved guardian (DHA approved guardian) a written warning.

Unsatisfactory attendance

If you do not attend at least 80% of your course contact hours, EQI will notify you in writing of their intention to report you to authorities for not achieving satisfactory attendance. EQI may exercise discretion not to report you if:

- you provide evidence of compassionate or compelling circumstances explaining your absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report you; and
- your attendance record is at least 70% (if your attendance falls below 70%, EQI is required to report you).

If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the Appeals Policy section of the [EQI Standard Terms and Conditions](#).

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- [Student Code of Conduct 2021 – 2023 \(includes information about attendance\)](#)
- [Managing student absences and enforcing attendance at state schools](#)

Course progress

You must maintain satisfactory course progress for each study period as required in the [EQI International Student Programs Entry and course requirements standard](#) and the [EQI Course progress – subclass 500 \(schools\) visa procedures](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI report it to authorities and your student visa may be cancelled.

At Urangan 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

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

Formal intervention

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools\) visa procedure](#)
- [Student Handbook \(including Student Code of Conduct](#)

Behaviour

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

[EQI Standard Terms and Conditions](#) state that at school you must:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with Urangan State High School's rules – [student code of conduct](#) and school policy and procedures.

At all times you must:

- comply with Australian laws and with the conditions of your student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers your safety or the safety of other people; and
- not do anything that may bring your school or the International Student Program into disrepute.

If your behaviour is unsatisfactory, EQI may cancel or suspend your enrolment. This may affect your student visa.

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

EAL/D students can access some literacy support and intervention. Through standardised tests, we can identify gaps and recommend support options.

20. Additional study support programs

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

Students can expect to receive regular homework. Therefore, parents can expect that their children will normally have homework to do. Homework will be set, not for its own sake, but to reinforce and extend student learning beyond the classroom. Teachers will use work completed at home to provide an on-going evaluation of student understanding. In general terms, junior students

should complete 1½ -2 hours and senior students 2-3 hours of homework five times per week. This may be from any of the following three types of work:

1. Specific set tasks (e.g. Questions 1, 6, 8 on Page 238).
2. Preparation for a major assign (Reading, Research).
3. Regular revision of each subject studied (¼-½hr/subject/week).

The Homework flowchart on the following page identifies the options available to students if no specific homework tasks are provided by the teacher. Good learning goes on forever, and as student of this school you need to take the initiative to ensure that your learning continues outside the immediate environment of the classroom. Doing homework has major positive benefits. Homework builds progress and confidence in subjects, personal success, self-discipline for study and work in the future, and the motivation to build self-esteem. Whatever homework you do, it should NEVER be the case that you don't have any.

Homework can mean:

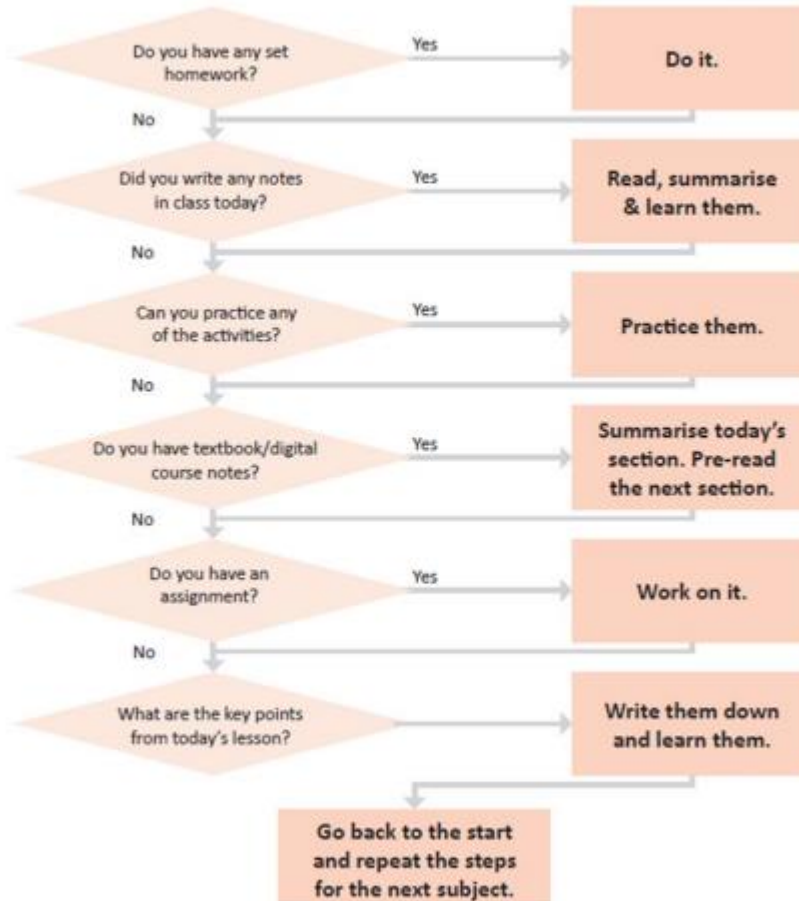
- the completion of set work that was unfinished in class, or
- completing specific extra exercises set by the teacher as part of your course of study.
- going over the day's work, making notes on things that you have learned that day or week
- setting yourself tasks to practice areas where you may have a weakness or need
- re-reading texts, reading ahead, or revising in preparation for assessment There can be no set limit on how long to spend on homework, simply because people's needs and abilities differ. However, the use of time is particularly important. The time spent on homework should be productive, purposeful and spent in an environment that is comfortable and as free as possible from distraction. Balance of all activities is vital for your success and well-being. Just as school timetable strives for balance, your time outside of school should also have balance. While outside sporting interests, family responsibilities and part-time employment are a legitimate part of your life, as a student, they should all be balanced against study requirements.

Homework

Homework is an integral part of any study program. It is expected and indeed essential, that students do some form of home study if they wish to succeed in their secondary education. Frequent reading of class notes, books, articles and other source materials is necessary throughout the year.

HOMEWORK = Set homework + Assignment work + Study

If you follow the flow chart below you will find that you will always have HOMEWORK to do in every class.



You will rarely get to the end without finding some homework you can do. Thinking about each day's lesson is part of your homework.

Students achieve success at varying rates, however a suggested homework and study time allocation is:

- JUNIOR SCHOOL (Years 7, 8 & 9): 1 – 1½ hours per night
- SENIOR SCHOOL (Years 10–12): 2 – 3 hours per night

21. Academic policy

Urangan State High School promotes academic integrity by developing students' skills and modelling appropriate academic practices. The following whole-school procedures support this endeavour.

LOCATION AND COMMUNICATION OF POLICY

The school assessment policy is located on the school website at [Junior School Assessment Policy](#) and [Senior School Assessment Policy](#) and in the school prospectus. All questions regarding this policy should be directed to Mr Ben Austin (HOD Senior Schooling & VET). To ensure the assessment policy is consistently applied, it will be revisited at the beginning of each unit in subject classes. Students will receive an electronic copy, emailed to their school email address.

An electronic copy is also saved on the local school network at the following pathway; G:\Curriculum\Urangan SHS Policy Documents\Assessment Policy. Relevant processes will be revisited:

- at enrolment interviews
- during SET planning
- at Parent\Teacher Interviews
- when the assessment schedule is published
- through class reminders leading up to and during an assessment phase
- in the school news feed and by email in response to phases of the assessment cycle.

22. Legal services

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

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

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

Emergency and health services

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

Overseas student Health Cover (OSHC)

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

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

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

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

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)
Allianz
BUPA Australia

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

Medibank Private

NIB Health Funds Limited

23. Medical matters

Health information

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

Visiting a doctor

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

Medication

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

24. Medical treatment

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

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

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

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

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

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

25. Fees Tuition

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

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

Non-tuition fees

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

Additional costs could include:

Uniforms

Ipad Program (Year 7 & 8 2023) – Apple iPad OS 14, protective case/cover and a bluetooth or integrated keyboard.

Overseas student Health Cover (OHSHC)

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

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

- [Fees](#)

26. Transfer policy

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

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

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

For more detailed information please see the following documents.

- [International Student Programs Entry and course requirements standard](#)
- [Standard Terms and conditions](#)

27. Complaints

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

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

Customer complaints are managed in accordance with the Department of Education's Customer [Complaints Management Framework](#) , [EQI Complaints and appeals – subclass 500 \(schools\) visa procedure](#) and the [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.

28. Appeals

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

- to report you to authorities (see the [Attendance – Subclass 500\(schools\) visa procedures](#) and [Course progress – Subclass 500 \(schools\) visa procedure](#);
- not to defer or suspend your enrolment, as requested by you – please see the [Enrolment – subclass 500 \(schools\) visa procedure](#).
- to suspend or cancel your enrolment, as initiated by us – please see the [Enrolment – subclass 500 \(schools\) visa procedure](#)
- to refuse your request for a transfer – please see [Transfer – Subclass 500 \(schools\) procedure](#); or
- as a result of your complaint to us – please see the [Complaints and appeals – Subclass 500 \(schools\) visa procedure](#).

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

External appeal

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

29. Travel and activities

29.1. Routine activities for homestay students

While living in homestay you must discuss routine activities with your homestay provider and comply with homestay provider decisions. Routine activities includes travel to and from school or off-site school activities, everyday travel with the homestay provider, and normal domestic activities such as shopping, entertainment, sports, visiting friends and health care consultations. It does not include overnight stays away from your homestay address.

29.2. Non-routine activities for homestay students

You must obtain our permission for all non-routine activities. This includes overnight travel away from your homestay provider's residence (with or without your homestay provider), activities where the Department of Education, trading as Education Queensland sports, leisure and recreation provider requests parental consent or activities that require supervision other than your homestay provider.

To request permission to participate in non-routine activities, please complete the Travel and activities request form (link below) and submit it to your International Student and/or Homestay Coordinator.

In assessing your request, will consideration will be given to all relevant circumstances including the nature of the activity, the arrangements for supervision, your welfare and your age and maturity. We may also consider the views of your parents, legal custodians and homestay provider but we will not necessarily grant permission even if they consent.

Related documents

- [Non-routine travel and activities for homestay students – Subclass 500 \(schools\) procedure](#)
- EQI sports leisure and recreation provider procedure – Subclass 500 (schools) procedure
- [Travel and activities request form](#)

29.3. No high-risk activities

You must not undertake high-risk activities, even if you have the permission of your parents, legal custodians or homestay provider, unless the activities are approved by EQI.

“High-risk activities” means any activity which inherently poses an increased risk of harm, illness or injury. Examples of high-risk activities are extreme sports, water activities and recreational activities with dangerous elements.

30. Refund policy

Your rights

If you do not complete your course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made to your Overseas student Health Insurance (OSHC) provider.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)

- [Refund request form](#)

31. School policy and procedures

31.1. Anti-bullying policy/Code of Conduct/Responsible Behaviour Plan

Urangan State High School uses the Australian Student Wellbeing Framework to promote positive relationships and the wellbeing of all students, staff and visitors at the school. Our staff know student learning is optimised when they feel connected to others and experience safe and trusting relationships. Students who feel secure are more likely to be active participants in their learning and to achieve better physical, emotional, social and educational outcomes. Teachers who feel valued and supported are more likely to engage positively with students and build stronger connections within the school community. Parents who are positively engaged with their child's education leads to improved student self-esteem, attendance and behaviour at school. Enhancing the wellbeing of students and their educators, delivers overall long-term social, health and economic benefits to the Australian community. Urangan State High School has a Student Council, with diverse representatives from each year level meeting regularly with the school leadership team to promote strategies to improve student wellbeing, safety and learning outcomes. The focus of the Student Council relates to the core elements of the Australian Student Wellbeing Framework:



1. Leadership Principals and school leaders playing an active role in building a positive learning environment where the whole school community feels included, connected, safe and respected.
2. Inclusion All members of the school community actively participating in building a welcoming school culture that values diversity, and fosters positive, respectful relationships.
3. Student voice Students actively participate in their own learning and wellbeing, feel connected and use their social and emotional skills to be respectful, resilient and safe.

4. Partnerships Families and communities collaborating as partners with the school to support student learning, safety and wellbeing.
5. Support School staff, students and families sharing and cultivating an understanding of wellbeing and positive behaviour and how this supports effective teaching and learning. A priority for the Student Council is contributing to the implementation of strategies that enhance wellbeing, promote safety and counter violence, bullying and abuse in all online and physical spaces. At Urangan State High School, we believe students should be at the forefront of advising staff, parents and the broader community about emerging issues and practical solutions suitable to different contexts.

Bullying

The agreed national definition for Australian schools describes bullying as

- ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm;
- involving an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening;
- happening in person or online, via various digital platforms and devices and it can be obvious (overt) or hidden (covert). Bullying behaviour is repeated, or has the potential to be repeated, over time (for example, through sharing of digital records);
- having immediate, medium and long-term effects on those involved, including bystanders. Single incidents and conflict or fights between equals, whether in person or online, are not defined as bullying. Behaviours that do not constitute bullying include:
 - mutual arguments and disagreements (where there are no power imbalance)
 - not liking someone or a single act of social rejection
 - one-off acts of meanness or spite

• isolated incidents of aggression, intimidation or violence. However, these conflicts are still considered serious and need to be addressed and resolved. At Urangan State High School our staff will work to quickly respond to any matters raised of this nature in collaboration with students and parents. The following flowchart explains the actions Urangan State High School teachers will take when they receive a report about student bullying, including bullying which may have occurred online or outside of the school setting. Please note that the indicative timeframes will vary depending on the professional judgment of teachers who receive the bullying complaint and their assessment of immediate risk to student/s. Urangan State High School - Bullying response flowchart for teachers Please note these timelines may be adjusted depending on the unique circumstances and risk associated with each situation. This is at the professional judgment of the staff involved. Timeframes should be clearly discussed and agreed with student and family.

Further information about our anti-bullying policy can be accessed [online](#).

31.2. Bring your own device

BYO iPad

A Urangan State High School, we aim to develop lifelong learners who are innovative and confident users of technology in an ever-changing digital world. BYO iPads are used daily to enhance student learning, they are also used as their digital textbook storage device with the ability to download resources.



The 'Bring Your Own' iPad Program is supporting the delivery of 21st Century learning. It is a term used to describe a digital device ownership model where students use their personally owned device to access the department's information and (ICT) communication network, as well as the software, applications, connectivity and carriage service associated with the device.

Students must abide by the standards in the school's Student Code of Conduct and Acceptable Use of ICT agreement.

MINIMUM REQUIREMENTS

- Apple iPad, iPad Air or iPad Pro
- Minimum screen size of 10"
- Minimum 64GB storage capacity or larger
- iPad OS 15
- Protective Case/Cover and a Bluetooth keyboard or
- Protective Case/Cover with an integrated keyboard.

Optional

- Screen protector
- Apple Pencil or Logitech Crayon.

INSURANCE

We strongly recommend that all personal electronic devices are insured against accidental damage, loss and theft. You can either:

- Include the iPad on your home and contents insurance policy
- Purchase Apple Care Plus or Accidental Damage Protection at time of purchase
- Contact an insurer that offers specific student device cover products.



FORMS TO FILL IN?

Please complete the BYO iPad Agreement.



WHO CAN I CONTACT IF I HAVE A QUESTION?

ipadsupport@uranganshs.eq.edu.au



31.3. Use of mobile phones and other devices

Digital literacy refers to the skills needed to live, learn and work in a society where communication and access to information is dominated by digital technologies like mobile phones. However, the benefits brought about through these diverse technologies can be easily overshadowed by deliberate misuse which harms others or disrupts learning. Urangan State High School has determined that explicit teaching of responsible use of mobile phones and other devices is a critical component of digital literacy. The knowledge and confidence to navigate and use these technologies safely while developing digital literacy is a responsibility shared between parents, school staff and students. It is also agreed that there are times and places at school where technology is not permitted, and students are encouraged to engage in other social learning and development activities. Responsibilities The responsibilities for students using mobile phones or other devices at school or during school activities, are outlined below. It is acceptable for students at Urangan State High School to:

- Use mobile phones or other devices as directed by staff for assigned class work and assignments set by teachers or developing appropriate literacy, communication and information skills or authoring text, artwork, audio and visual material for publication on the intranet or internet for educational purposes as supervised and approved by the school or conducting general research for school activities and projects or communicating or collaborating with other students, teachers, parents or experts in relation to school work or accessing online references such as dictionaries, encyclopaedias, etc. for researching and learning through the department's eLearning environment
- be courteous, considerate and respectful of others when using a mobile device
- switch off and place the mobile device out of sight between 8:55 and 3:00pm, unless the device is being used in a staff directed activity to enhance learning
- seek teacher's approval where they wish to use a mobile device under special circumstances. It is unacceptable for students at Urangan State High School to:
 - use a mobile phone or other devices in an unlawful manner
 - use a mobile phone between 8:55am and 3:00pm without staff approval
 - download, distribute or publish offensive messages or pictures
 - use obscene, inflammatory, racist, discriminatory or derogatory language
 - record and/or distribute recordings of other students, including conflicts such as fights.
 - use language and/or threats of violence that may amount to bullying and/or harassment, or even stalking
 - insult, harass or attack others or use obscene or abusive language
 - deliberately waste printing and internet resources
 - damage computers, computer accessories (e.g. keyboards, mouse), printers and/or network equipment
 - commit plagiarism or violate copyright laws
 - ignore teacher directions for the use of social media, online email and internet chat

- send chain letters or spam email (junk mail)
- knowingly download viruses or any other programs capable of breaching the department's network security
- use in-phone cameras anywhere a normal camera would be considered inappropriate, such as in change rooms or toilets
- invade someone's privacy by recording personal conversations or daily activities and/or the further distribution (e.g. forwarding, texting, uploading, Bluetooth use etc.) of such material
- use a mobile phone (including those with Bluetooth functionality) to cheat during exams or assessments
- take into or use mobile devices at exams or during class assessment unless expressly permitted by school staff. At all times, students using ICT facilities and devices supplied by the school, will be required to act in line with the requirements of the Urangan State High School Student Code of Conduct. In addition, students and their parents should:
 - understand the responsibility and behaviour requirements (as outlined by the school) that come with accessing the department's ICT network facilities
 - ensure they have the skills to report and discontinue access to harmful information if presented via the internet or email
 - be aware that:
 - o access to ICT facilities and devices provides valuable learning experiences for students and supports the school's teaching and learning programs
 - o the school is not responsible for safeguarding information stored by students on departmentally-owned student computers or mobile devices
 - o schools may remotely access departmentally-owned student computers or mobile devices for management purposes
 - o students who use a school's ICT facilities and devices in a manner that is not appropriate may be subject to disciplinary action by the school, which could include restricting network access
 - o despite internal departmental controls to manage content on the internet, illegal, dangerous or offensive information may be accessed or accidentally displayed
 - o teachers will always exercise their duty of care, but avoiding or reducing access to harmful information also requires responsible use by the student.

31.4. Uniform requirements

The Urangan State High School Dress Code Policy has been developed in consultation with parents and caregivers, school staff, students and the Parents' and Citizens' Association. The Urangan State High School community endorses and expects students to be in uniform. A uniform is an important part of the development of our school as we agree it presents the first (and often lasting) impression people form about our school and its students. The P&C sell the uniform on our school grounds. The uniform shop is located behind the canteen.

Opening hours are: Monday to Friday 8:00 – 9:30am; Tuesday & Thursday 2:30 – 3:30pm

The Urangan State High School Dress Code assists our school community by:

- allowing for the easy identification of our students on school premises and during regional sporting and cultural events and excursions, critical incidents, safety drills or evacuations.
 - alerting our school staff to people who may not belong on our school grounds.
 - reducing the pressure of buying name brands and following the latest trends and fads, which minimises any visible economic or social differences between students.
 - promoting a sense of common purpose and belonging, consistency and unity in the daily activities of students.
 - reflecting the Urangan State High School's community expectations of student safety and is consistent with the Department of Education and Training's Occupational Health and Safety and Anti-discrimination Legislation and Sun Safe Strategy. Dress and Personal Appearance Expectations
- Students wearing items that do not comply with the requirements set out in the school dress code will be asked to remove the offending item and to store it out of sight for the remainder of the school day. For items that the school has an equivalent replacement, students will be asked to change into a school loan item for the day. In the case of non-uniform jumpers or tracksuit pants worn during autumn and winter, students will not be required to remove these items unless an equivalent replacement uniform item is available on that school day. Refusal to comply with dress code procedures will be dealt with by the Year Level Team in accordance with the disciplinary consequences available. All students must be in full school uniform when:
- attending or representing the school
 - travelling to and from school and
 - engaging in school activities out of school hours.

Students will be required to wear items related to safety, such as safe footwear and eye protection, in order to participate in certain school activities. The following table outlines the dress code requirements for all students to ensure they come to school with a clean and tidy appearance.

URANGAN STATE HIGH SCHOOL

JUNIOR

SENIOR

FORMAL

WINTER

Uniforms
 (07) 4197 0104
 uniformshop@uranganshs.eq.edu.au

Opening hours
 Daily 8 - 9:30am
 Tuesday/ Thursday 2:30 - 3:30pm

2024 BACK TO SCHOOL HOURS
 Tuesday 9, Thursday 11, Friday 12 January: 9.30am-2.30pm
 Wednesday 10 January: 11am-6pm
 Monday 15, Tuesday 16, Thursday 18 January: 9.30am-2.30pm
 Wednesday 17 January: 11am-6pm

P&C (Parents and Community) of USHS
 PO Box 5100 Torquay, 4655

WORKING TOGETHER TO LEARN

SHIRT	Junior - red polyester micromesh polo with white and grey inserts; Senior - grey polyester micromesh polo with red & white inserts; -with approved school logo embroidered on front left chest
SHORTS	All - Mid-grey micro fibre sports shorts -with approved school logo embroidered on front left hem
SKIRT	*Mid-grey polyester viscose knee length skirt with box pleats; -with approved school logo embroidered on front left hem *Tartan polyester viscose knee length skirt with box pleats; -with approved school logo embroidered on front left hem
FORMAL	Shirt - Blouse / Business Shirt: white poly-cotton; piping: corded, red; -with approved school logo embroidered on front left chest pocket Pants - long mid-grey; dress pants -with approved school logo embroidered on back right pocket Tie - Button Tie (red) (grey with red stripes) – junior/senior Long Tie (grey with red stripe)
WINTER	Fleece jumper / Pullover / Button-up Cardigan - mid-grey cotton acrylic; - with approved school logo embroidered on front left chest Tracksuit Jacket - red, grey & white micro fibre outer with white poly cotton interlock inner; -with approved school logo embroidered on front left chest; Pants - grey micro fibre with red piping down the side with white poly cotton interlock lining -with approved logo embroidered on front left upper leg
HAT	Style: Bucket; material: polyester micro mesh red; -with approved school logo embroidered on front
SHOES	Lace-up, Velcro or gusseted shoes must be worn at all times. Classes in workshops/labs/kitchens, regulations recommend leather shoes. Workplace Health & Safety requires that entire foot must be covered.
SOCKS	Short ankle socks plain white or black.
BAGS	(Optional) – ergonomic backpack / sports bag
JEWELLERY	Earrings - Small sleepers (no bigger than five cent piece); small studs (non-protruding items only); Other piercings that are not ordinarily covered by the school uniform (i.e. facial piercings) must be covered by tape/band-aid or removed during the school day. One small pendant (no bigger than twenty cent piece) on thin chain. (Due to Workplace Health and Safety requirements, necklace to be worn inside student's collar/ shirt - may need to be removed to enable participation in certain activities) Ring - a signet ring Medical alert bracelets and necklaces
MAKE-UP	Make-up is not to be worn Clear nail polish is permitted
HAIR	Hair styles are to be clean, neat and tidy (e.g. no shaved styles, no mohawks, no words / symbols shaved into the scalp etc). Hair colour is to be natural tones

Uniform Modifications and Exemptions Urangan State High School recognises that in some situations students may require modifications to the requirements of the school dress code. These modifications are designed to permit a student to attend the school with maximum compliance with the dress code, recognising that the student may not be able to fully comply (for example, if a student gets permission from the school to colour or shave their head in order to participate in a charitable activity or if a student with a disability finds the present uniform unsatisfactory for their disability).

32. Banking

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

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

- To open an Australian bank account you will need to present your passport and possibly additional information.

- The majority of banks and building societies have internet banking, telephone banking, Automatic Teller Machines (ATM's) and branch access.

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

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

33. Transport

Hervey Bay has access to bus transportation. Timetables can be accessed online.

- ✓ [Wide Bay Transit](#)
- ✓ [Goddards](#)

34. Driving

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

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

35. House Structure

There are three Sports houses at Urangan State High School:

Baler - Purple
Cowrie - Yellow
Triton - Green

All three are the names of shells. Students are grouped by house in form classes.

36. School Leadership Opportunities

There are both Junior and Senior Leadership opportunities.

The U Lead program is open to eligible students from semester 2, Year 7.

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.

38. Australian teenagers

Australian parents expect to be told where their teenagers are going, who they are going with, what they will be doing and the time they will be done. Homestay parents expect the same courtesy from their Overseas student. It is extremely important that international students let their homestay parents know these things also. This will avoid a lot of worry.

It is also polite to tell homestay parents in advance if you will not be home for dinner. Most parents set a time by which their children must return home, and also usually set a time for going to sleep. Some Overseas students find this difficult because they usually stay up very late. Australians generally get up early in the mornings. Australian teenagers participate in a wide range of parties, using the computer, visiting friends and shopping.

39. 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.

40. 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.

41. 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).

42. Communication

It is normal to feel nervous when you first meet your homestay family. You will begin to feel happier when you get to know the family better. Talking to your homestay family about any worries or questions you have when you first arrive will help you adjust to living in a new country.

If you do not speak English well, you can still communicate by using the following;

- Use Google Translate or an electronic dictionary
- Draw a picture of what you want to say
- Use hand gestures or mime
- Ask another student to interpret for you

Spend some time each day with your homestay family. You can do this by watching a TV show with them, helping with dinner preparation, asking questions about Australia or talking about your home country. Don't spend all of the time in your bedroom on the computer. It is very important to make the effort to get to know your family and build a friendship with them. If you have difficulty communicating with your family please see the Homestay Coordinator for some advice and guidance.

43. 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.

44. Transport to school

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the *designated bikeway* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. Overseas students are not eligible for a bus pass, so you will have to pay the bus fare to and from school.

45. Swimming

Before engaging in water sports (for example swimming and surfing) all international students are required to complete a water skills assessment. Please contact your International Student Coordinator to arrange a water skills assessment.

Please also see the EQI [Non-routine travel and activities for homestay students – Subclass 500 \(schools\) visa procedure](#)

46. 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.

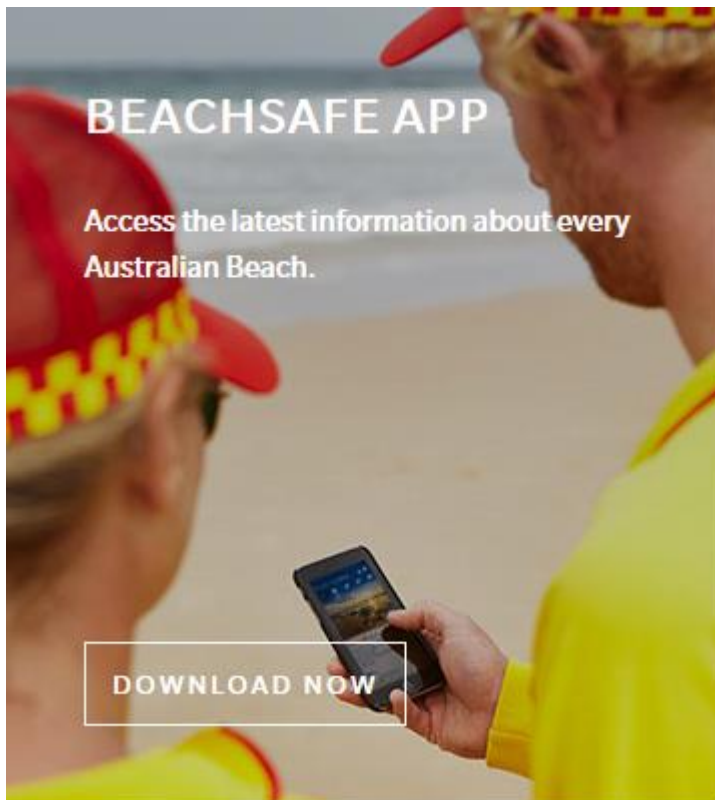
Surf Life Saving Australia's 10 Surf Safety Hints

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.

47. Road safety

Australian roads can be quite busy during peak time (mornings and afternoons are). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of

the road and as such, you will need to **look right, look left, and then look right again before crossing.**