



Coolum

State High School

International Student Information Handbook



Department of Education, trading as, Education Queensland International (EQI)
CROSCOS Registration Number: 00608A



CONTENTS

*This handbook contains information and procedures about our school.
For most up-to-date information, parents and families should refer to the
Coolum State High School website - <https://coolumshs.eq.edu.au/>*

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A Message from our Principal



Dear International Student,

Welcome and thank you for your interest in Coolum State High School.

Our school is on the way to becoming one of the greatest schools on the Sunshine Coast and that is exciting for both our students and the wider community.

The strength and growth of our school can be attributed to three special groups of people. We are proud of the achievements of our students, the fine young men and women who graduate from this school are filled with potential. They are ably supported by family and friends who value the inclusive practices which public education nurtures. Our professional teachers and staff are committed to preparing our students by inspiring them to strive for and achieve excellence, whilst preparing them for a bright future beyond school in gainful employment and higher education.

At Coolum State High School, we offer a range of academic, cultural, sporting and technical educational programs delivered by dedicated and professional staff. In addition, our Academy Programs which include Australian Football League (AFL), Basketball, Cheerleading, Dance, Instrumental Music, Robotics and Surfing, have all achieved amazing results and continue to provide our students with further opportunities to excel.

I trust you will find Coolum State High School's International Student Handbook informative. If you would like to find out more about the diverse range of academic and vocational courses of study, about the focus we place on care, respect and excellence or about our creative arts, sporting and Academy programs, please do not hesitate to follow up your initial enquiry with a campus visit. You will be suitably impressed with what Coolum State High School has to offer.

I look forward to meeting you and your family.

Warm regards,

Troy Ascott
Executive Principal

School Details

Street address	Havana Road East, Coolum Beach, Queensland, 4573, Australia
Office hours	Monday – Friday 8:00 am – 4:00pm
Telephone	+ 61 7 5471 5333
Absence email	StudentAbsence@coolumshs.eq.edu.au
Administration email	admin@coolumshs.eq.edu.au
Website	www.coolumshs.eq.edu.au
Facebook	http://www.facebook.com/coolumstatehighschool

School Year 2026

Term 1

Monday 26 January..... Australia Day Public Holiday
Tuesday 27 January Start of Term 1
Thursday 2 AprilEnd Term 1

Term 2

Monday 20 AprilStart Term 2
Monday 4 May..... Labour Day Public Holiday
Friday 12 June Nambour Show Public Holiday
Friday 27 June End Term 2

Term 3

Monday 13 July..... Start Term 3
Friday 4 September Student Free Day ((staff only)
Friday 18 SeptemberEnd Term 3

Term 4

Monday 5 October.... King's Birthday Public Holiday
Tuesday 6 OctoberStart Term 4
Friday 20 November Final Day Year 12
Friday 27 NovemberFinal Day Years 10/11
Friday 11 December Final Day Years 7/8/9

School Day

MONDAY TO FRIDAY	
Home Group	8:35 - 8:45
Period 1	8:45 - 9:55
Period 2	9:55 - 11:05
Morning Tea / First Break	11:05 - 11:45
Period 3	11:45 - 12:55
Lunch / Second Break	12:55 - 1:25
Period 4	1:35 - 2:35

Items Banned from Our School

- Jewellery or clothing outside the Student Dress Code requirements.
- Aerosol/spray cans (deodorant, spray paint etc).
- Cigarette lighters and matches.
- Chewing/bubble gum.
- Permanent 'texta' marker pens.
- Super glue.
- Items prohibited by law (e.g. drugs, alcohol, vapes, cigarettes, pornographic material etc) and any potentially dangerous items banned by the school. Possession of illegal substances or illegal items will likely result in criminal proceedings.

Staff Administration

Executive Staff	Name	Telephone/contact – All Executive Staff
Principal	Troy Ascott	Tel: + 61 7 5471 5333 Email: admin@coolum.eq.edu.au
Deputy Principals - Year 12 - Year 10 and 11 - Year 7 - Year 8, 9 and International Students	Emma Curnow Terry Proctor Bec McCann Steven Griffin	Tel: + 61 7 5471 5333 Email: admin@coolum.eq.edu.au
Financial matters	Sharyn O'Brien	Tel: +61 7 5471 5333 Email: admin@coolum.eq.edu.au
Student attendance	Kelly Walters	E: StudentAbsence@coolumshs.eq.edu.au

Staff	Name	Executive Staff
Head of Department International Students & Languages	Niah Taylor	Tel: + 61 7 5471 5333 Email: ntayl165@eq.edu.au
Heads of Department - Arts - English - HPE Sport - Humanities - Head of Senior Secondary - Head of Junior Secondary - Technology - Mathematics - Science - Teaching and Learning - Vocational Education - Diverse Learners	Lauren Davis Brianna Newton Renee Dennion Tamika Megawatt Glenn Blair Sean Sweeney Els Dadswell Ryan Stewart Casey Gray Tracey Ford Paul Olsen Belinda Lohmann Matt Winning Jeanette Samson	Email: ldavi367@eq.edu.au Email: blnew0@eq.edu.au Email: rmden1@eq.edu.au Email: tmega303@eq.edu.au Email: gblai6@eq.edu.au Email: sswee18@eq.edu.au Email: edads1@eq.edu.au Email: rstew165@eq.edu.au Email: cjgra0@eq.edu.au Email: tford42@eq.edu.au Email: polse3@eq.edu.au Email: blohm6@eq.edu.au Email: mxw2@eq.edu.au Email: jsams1@eq.edu.au
Year Level Coordinators - Year 7 - Year 8 - Year 9 - Year 10 - Year 11/12	Gemma Taylor Shaun Hon Poppy Benaud Lyell Reck Scott Musson	Email: gtayl1710@eq.edu.au Email: sbhon0@eq.edu.au Email: pbena0@eq.edu.au Email: ltrec0@eq.edu.au Email: smuss14@eq.edu.au
Student Wellbeing / Support - HOD Student Services - School Based Nurse - Guidance Officers - Psychologist	Robbie Koch Tara Gundry Bek Sayers Liz Mortimer (Years 8 / 10 / 12) Pam Hulsman (Years 7 / 9 / 11) Geraldine Sanders-Westerhof	Email: rkoch5@eq.edu.au Email: txtra2@eq.edu.au Email: rsaye10@eq.edu.au Email: emort13@eq.edu.au Email: pbhul0@eq.edu.au Email: gsand72@eq.edu.au



Vision Statement

At Coolum State High School, we are dedicated to every student succeeding in a culture of unconditional care, respect and excellence.

We are committed to:

Teaching and Learning

- An ongoing desire for knowledge, skills and learning
- A curriculum that offers a challenging, rich and diverse range of learning experiences
- A positive and constructive work ethic
- Academic, vocational, cultural and sporting success

Relationships and Wellbeing

- Care and respect for ourselves and each other
- Building strong relationships within a Restorative Practices framework
- Encouraging responsibility, tolerance and understanding
- Developing integrity, trustworthiness and self-discipline

Community

- Continual development of a strong and supportive school community
- Instilling the courage to act as moral and responsible members of society
- Building and maintaining meaningful partnerships with the local and global community
- Caring for our environment and contributing to a sustainable future
- Developing learning partnerships between teachers, students, parents, experts, industry and community

Individual Development and Success

- Fostering a desire for continual improvement, individual success and personal fulfilment
- Supporting the development of a positive self-image
- Providing individualised pathways for future success
- Promoting healthy and safe choices

OUTCOMES

- Effective teaching and learning in a calm and ordered environment and in a culture of high expectations and high support
- A culture of unconditional Care, Respect and Excellence
- All students graduating with qualifications

International Team

The International Team are here to guide you with your studies and support you during your time at Coolum State High School. The International Student Office is located in the Building Labelled "Admin". Refer to the School Map and Facilities pages of this Handbook..

Troy Ascott Principal  Tel: + 61 7 5471 5333 Email: admin@coolum.eq.edu.au	Steven Griffin Deputy Principal - International Students  Tel: + 61 7 5471 5321 Email: sgif118@eq.edu.au
Els Dadswell Head of Department International Students & Languages  Tel: + 61 7 5471 5392 Email: ntayl165@eq.edu.au	Ruth Walsh Homestay Coordinator  Tel: + 61 7 5471 5303 Email: tshin0@eq.edu.au

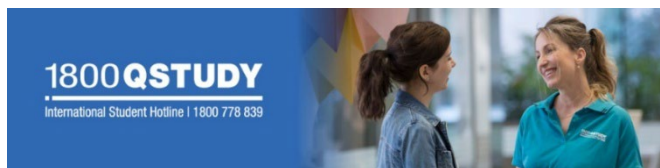
Emergency contacts (during school hours)

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
Terri Shine	ISP Homestay Coordinator	Tel: + 61 7 5471 5303 / Mob: +61 418 185 809 Email: tshin0@eq.edu.au
Niah Taylor	Head of Department - International Students	Tel: + 61 7 5471 5392 Email: ntayl165@eq.edu.au
Robbie Koch	Head of Department - Student Services	Tel: + 61 7 5471 5374 Email: rkoch5@eq.edu.au

Emergency contacts (after school hours and on the weekends)

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



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

You can call 1800 QSTUDY before **9.00am** and after **3.00pm** on school days, and **24 hours** a day during weekends, public holidays and school vacations. For more information read the [1800 QSTUDY brochure for international students](#).

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.

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.

School emergency and lockdown procedure

Coolum State High School has an Emergency Response Plan. The purpose of this plan is to provide details of how our school will prepare for and respond to a disaster or emergency situations. This includes weather, geological, biological or human events that pose risks to life, property or the environment. School holds emergency and lockdown drills (practices) during the school day, periodically throughout the year. Special alarm bells are sounded in the drills (practice) and also in the real situations. Staff are trained in these procedures and students follow the instructions from teachers and school staff.

For more information view <https://ppr.qed.qld.gov.au/pp/disaster-and-emergency-management-procedure>

School map and facilities

Refer to the following page for the school map. Facilities at the school include the following:

Block	Building Name	Rooms	Subjects	Map Reference
Administration	International Office, Student Support/ Sick Bay, Visitors, Guidance Officers, Psychologists Administration Team.			Administration
Resource Library, computers, printers and photocopiers			RL (includes classrooms)	
Student Services Centre/Hub			C (includes staffroom for Head of Year Levels)	
International Student Office			Admin	
Student Administration Office – visitors, parents and students			Admin	
Principal, Deputy Principals, Guidance Officers & School Health Nurse			Admin	
Canteen / Tuck-shop			Canteen	
Multipurpose Hall – Indoor Sports, School Functions & PE Staffroom			Multipurpose Hall	
Sporting Fields			Oval 1 and Oval 2	
IT Technical Support (open 8am to 12 noon daily for students)			L	
Language Classrooms (Japanese)			L1 & L2	
Conference Centre - Brahminy Kite Conference and Project Rooms			G - Smart Futures Building	
Junior Secondary Classrooms (Year 7 and 8)			JS	
Art Classrooms & Teacher Staff Room			A	
Business, Information, Communication and Technology			DBA and DBB	
Diverse Learners (Specialist Classroom Assistance for Students)			DBB	
Wandama Centre (classrooms) and HOD for International students			E	
Humanities Subjects Classrooms & English Teachers Staffroom			F	
Mathematics (including Teacher Staffroom)			G	
Graphics Classrooms			GR	
Food, Design & Technology Subjects Classrooms & Kitchens			H	
Industrial Technology Manual Arts Workshops and Classrooms			M	
Creative Industries Subjects Classrooms (Music, Drama)			PA (Performing Arts)	
Science Subjects Classrooms & Laboratories			S	

School map and facilities



Orientation

The Coolum State High School Overseas Student Orientation Program has been designed to:

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

For information on high school orientation programs, visit <https://eqi.com.au/student-support/starting-school>

Day 1 - Subject to change

Time	Venue	Activity – Orientation Topic
8.30am	School Resource Library	Welcome and Introductions – International Student Program Team/Staff
8.45am	Brahminy Kite Conference Room	General introduction to School (school day schedule, rules, uniforms, school buses) School Values and Expectations Culture Shock Information Get to know your peers activity.
10.25am	School Grounds	Toilet break and school tour
11.05am	Brahminy Kite Conference Room	First break – meet and greet existing international students– introduction of existing international students
11.45am	Brahminy Kite Conference Room	Subject Selections / timetables Sport and recreation activities ABOUT ME SHEETS FOR STUDENTS TO COMPLETE Timetable Explanation – using your own
12.30pm	Brahminy Kite Conference Room	Beach safety and sun safety Surfing lessons
12.55pm	Brahminy Kite Conference Room	Second lunch break
1.15pm	Brahminy Kite Conference Room	Homestay guidelines Curfews and Travel Guidelines EQI School Holidays Trips School Excursions (including water safety skills assessment session)
2.20pm	School Admin	ID photos taken (for temporary ID cards)
2.35pm		Students depart

Day 2

Time	Venue	Activity
8.30am	School Resource Library	Daily Check-in, meet and greet the students. Questions answered.
8.45am	School Resource Library	Review of information from yesterday – I.T Department for onboarding of laptops. Any adjustments to timetables.
9.00am - 11.05am	Coolum Aquatic Centre	Water Safety Assessment Session – students will walk with school staff to the venue.
11.05am	Lunch	End of Orientation Program

Coolum State High School

Student Timetable - 2023 T2 V5

Surname, First Name (0123456789), Year Level, Home Group class (Home Group teacher)

	Monday	Tuesday	Wednesday	Thursday	Friday
Period EX		7:30-8:35		7:30-8:35	7:30-8:35
Home Group	8:35-8:45 12Z1 SURNFI ZZ01	8:35-8:45 HG Class TEACHER LOCATION	8:35-8:45 HG Class TEACHER LOCATION	8:35-8:45 HG Class TEACHER LOCATION	8:35-8:45 HG Class TEACHER LOCATION
Period 1	8:45-9:55 MAT1222 SURNFI YY01	8:45-9:55 Class Code TEACHER LOCATION	8:45-9:55 Class Code TEACHER LOCATION	8:45-9:55 Class Code TEACHER LOCATION	8:45-9:55 Class Code TEACHER LOCATION
Period 2	9:55-11:05 ENG1223 SURNFI XX01	9:55-11:05 Class Code TEACHER LOCATION	9:55-11:05 Class Code TEACHER LOCATION	9:55-11:05 Class Code TEACHER LOCATION	9:55-11:05 Class Code TEACHER LOCATION
MT1	11:05-11:25	11:05-11:25	11:05-11:25	11:05-11:25	11:05-11:25
MT2	11:25-11:45	11:25-11:45	11:25-11:45	11:25-11:45	11:25-11:45
Period 3	11:45-12:55 SCI1224 SURNFI WW01	11:45-12:55 Class Code TEACHER LOCATION	11:45-12:55 Class Code TEACHER LOCATION	11:45-12:55 Class Code TEACHER LOCATION	11:45-12:55 Class Code TEACHER LOCATION
L1	12:55-1:10	12:55-1:10	12:55-1:10	12:55-1:10	12:55-1:10
L2	1:10-1:25	1:10-1:25	1:10-1:25	1:10-1:25	1:10-1:25
Period 4	1:25-2:35 TEC1225 SURNFI VV01	1:25-2:35 Class Code TEACHER LOCATION	1:25-2:35 Class Code TEACHER LOCATION	1:25-2:35 Class Code TEACHER LOCATION	1:25-2:35 Class Code TEACHER LOCATION

Coolum SHS Student Timetable:

- Student Details
- Day
- Classes
- Teacher
- Time
- Location
- Lunch Periods

What to do when

Late for school or class

You will need to go to the Student admin at the front office and explain why you are late for school.

If you are late for class you need to go to Student Services as soon as possible, and explain to the School's Attendance Officer, the reason why you are late to your class. The reason is recorded into the School's Attendance Electronic System, and you will be given a 'late pass' (printed out paper).

Give this paper to the teacher of your Home Group or the class that you will be late for.

School attendance records are checked regularly and any ongoing lateness will be discussed with you.

If you have an appointment during the school day that is not able to be scheduled for outside school hours, and you will be late for school (for example a medical appointment) your host parent/s will either:

- need to write a note to the school, advising them of this appointment and you can hand that in the day before the appointment, at the Administration Office (Student Services Counter), OR
- email StudentAbsence@coolumshs.eq.edu.au

Leaving school during the day

You are not permitted to leave the school grounds during the school day, unless you have obtained permission by the school. Some examples that would generally be permitted, include if you have an excursion with a teacher, or are working with an ISP Staff Member or a pre-arranged appointment that cannot be made outside school hours. Your host parents are required to come to the school office and collect/ meet you.

If you have an appointment during the school day that is not able to be scheduled for outside school hours, and you will need to leave early for school, for example for a medical appointment, your host parents will need to either:

- need to write a note to the school, advising them of this appointment and you can hand that in the day before the appointment, at the Administration Office (Student Services Counter), OR
- call the school's main office and report it (5471 5333).

When you leave the school, it is recorded on the school's electronic attendance system and you will be given a 'Sign out' pass/ paper. This is a standard workplace, health and safety procedure, to identify at any given point of time, which students are on the school grounds in the case of an emergency or evacuation.

Feeling sick or unwell

It is very important to tell us if you are not feeling well, sick with physical symptoms or generally are not feeling well emotionally. There is a lot of support here available for you and different options available, depending on your situation.

If you are feeling unwell during the school day, tell a teacher as soon as possible. This could be during classes or in the playground or lunch time areas, as teachers are patrolling those on 'playground duty'. The teacher will be able to assist you and if required, direct you to Student Services Counter or Main School Administration Office. It may be appropriate that you will need either a teacher or another student to walk with you to the School Office. If injured, a trained staff member will perform basic first aid procedures (with your permission).

You are not permitted to leave the school grounds during the school day, unless you have obtained permission by the school. The School Administration Staff who are trained in First Aid procedures will assist you and either call an Ambulance or your host parent/s and/or nominated guardian and ask them if they can come to the school and pick you up. **Your host parents are required to come to the school office and collect/ meet you. If they are unable to come to the school, you can lie down in the School's First Aid/Sick Bay room and School Staff will monitor you.**

The School is not able to provide you with any medication (unless there is a special arrangement made for you, for pre-existing conditions). We are not able to give you headache tablets or other general forms of medication. It is not advisable for you to bring medication to school on a regular basis, and to avoid giving your own medication to any other students.

If you are feeling unwell and are not at school (in your homestay or elsewhere), and it is of a serious nature or you are injured and require urgent medical attention (life threatening), call 000 (and ask to speak with the ambulance service). If your sickness or injury is not life threatening, please tell your host parent/nominated legal guardian, or another adult who is close by. If you require medical assistance, your host parent, nominated legal guardian, or another adult will provide assistance (including to call an Ambulance or another medical service if required).

Alternatively, you can also call EQI's Qstudy After Hours Support Line 1800 778 839. The staff answering the call, will also confirm if you need an ambulance or provide you with some general information to obtain medical services.

If you are sick and you are not able to come to school, please discuss this with your host parent/s or nominated legal guardian immediately. If you require the day off school as you are sick, your host parent or nominated legal guardian will contact the school and inform them of your absence. If you have two or more days off school in a row, you will be required to obtain a medical certificate from a doctor or medical service. Your host parent/s or nominated legal guardian, or the ISP School Staff will provide you with more information.

Wanting to change subjects

It is recommended that you complete the first two weeks of study in your selected subjects before deciding to change them. This will allow you to attend at least three classes of the same subject, and if the subject is not right for you, you can discuss the possibility of changing subjects with the Deputy Principal / Head of International Students, Steven Griffin.

Subject changes are approved according to existing class sizes and it might not be possible for you to change to other subjects that you wish to because the classes are already at maximum capacity of 28 students per class. Each subject change request is reviewed on a 'case by case' basis. The School has strict class sizes, to ensure that workplace health and safety guidelines for specific subjects, and best practice teaching is maintained. There are lower class sizes for subjects that have a practical component and use equipment (for example, woodworking, cooking/hospitality and food and nutrition subjects).

The request for subject changes 'closes' in Week 3 of each school term. No additional subject changes after that are permitted. This is due to subject coursework and assessment commencing, and changing subjects after Week 3 could mean that it will be difficult to 'catch up' on the missed work from Weeks 1-2.

There is a 'Subject Change Form' that you will need to complete and the teachers and School Administration Office can provide you with that. The form requires a number of signatures from different teachers and the Head of International Students, Ms Niah Taylor. **It is very important that you continue going to your timetabled classes, until you receive a new timetable that shows your changed subjects.**

Changing address or contact details

It is important that you keep your contact details updated with the School. This information includes the following:

- home address (during your study program),
- your mobile phone number, and
- your email address.

If any of the above details change, please contact Ms Terri Shine (ISP Homestay Coordinator) or Ms Niah Taylor (Head of Department, International Students). Ms Shine or Ms Taylor will ensure that your contact details are updated on the School System and also on the EQI System.

Wanting to see a Guidance Officer

There are two Guidance Officers located at the school and there is no cost to the students for appointments.

You can talk with Guidance Officers about any problems you are having with any of the following:

- subjects
- classroom activities
- friendship and relationship problems or questions
- host family members
- career choices and requirements to enter into any Australian University or education after high school.

The Guidance Officers might also suggest that you make an appointment with the School Health Nurse or another organisation or counselling service that is based outside of school. If you would like to see a Guidance Officer, you will need to book an appointment.

Appointments can be made by visiting the Student Counter in the main School Administration Office before school, in the lunch breaks and after school. You will be given an Appointment Card with the date and time of your appointment. This might be during class times and the Guidance Officer's Rooms provide privacy for conversations.

Due to demand, and availabilities of the Guidance Officers, your appointment might not be on the same day. If you are feeling sad or upset during the school day and need some urgent support, please see a teacher, Ms Terri Shine ISP Homestay Coordinator) or Ms Niah Taylor (Head of Department, International Students).

Guidance Officers and Nurse – located in Administration Office

Liz Mortimer Guidance Officer	Pamela Hulsman Guidance Officer	Rebekah Sayers Youth Health Nurse
		
Years 8, 10, 12	Years 7, 9, 11	

Lost Property, Bicycles, Scooters and Skateboards

Students are responsible for their own personal property and it is recommended that items brought to school are labelled with their name on it. This includes laptop computers and any other electronic devices, pencil cases, books, lunch boxes and school uniforms (including school jumpers). If the item is lost and handed in at school and it has your name on it, the staff are able to hand it back to you.

Teachers and staff are often checking classrooms and playground areas at the end of classes and lunch breaks. There is a 'Lost Property' storage box located in the Student Services Centre and if you lose an item, you can visit the Centre and tell the School Staff there, what you have lost.

There are no school lockers available, and it is recommended that students have a school bag that has a zipper or secure sections/pockets. It is also advisable that students do not bring valuables to school and only minimal amounts of cash, taking care to secure all items in their school bag in zipped or closed sections on their school bag.

Students are advised that there is no storage specifically allocated for surfboards, skateboards and scooters. If they leave those items at school, it is at their own risk during the school day.

There are outdoor bicycle rack/storage on the school grounds (not under any cover). It is strongly recommended that students use bicycle lockable chains to secure their bicycle or scooter, and not leave it at school overnight or for any longer periods of time. It is locked by staff at 8.30am and opened again at 2.35pm.

No e-bikes or electronic scooters are permitted at school and they are not recommended for international students. The Queensland Government have introduced e-bike laws <https://streetsmarts.initiatives.qld.gov.au/e-bikes-e-scooters/>

Toilet Access during class time

Students are encouraged to use the toilet facilities/restrooms in their break times as much as possible. If you need to go to the toilet during class times, please ask your teacher for permission to do this. The teachers give students an 'Out of Class' pass card to go to the toilet during class time. This is limited to 5 minutes and only two students are permitted to go any one time.

There are different toilet facilities/restrooms for males and female students, and for Junior and Senior students to use, and these have signs on them. Junior students are those in Years 7-9 and Senior students are those in Years 10-12. School staff have their own toilets/restroom facilities.

Accommodation and welfare

Care arrangements

While studying you must live with:

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

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

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

If you live with a Department of Home Affairs approved guardian to provide for your accommodation and welfare, we will communicate with that guardian on all matters to do with your enrolment and schooling (including welfare matters) as if the guardian is your parent. You can read more about EQI's Welfare and accommodation in the following documents:

- [Standard terms and conditions](https://eqi.com.au/apply-now/terms-and-conditions)
<https://eqi.com.au/apply-now/terms-and-conditions>
<https://eqi.com.au/apply-now/policies-and-procedures>

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 chores would you like 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?
- Can I invite friends around?
- 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?
- 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 Ms Terri Shine (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 have any concerns regarding your homestay arrangement, please contact Ms Terri Shine (Homestay Coordinator) at school. For any emergencies or urgent concerns after school hours, the International student can contact the Education Queensland International (EQI) Q Study telephone line 1800 778 839.

If you want to live with a different homestay provider, you should talk to Ms Terri Shine (Homestay Coordinator) or one of the school Guidance Officers. 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 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.

What is provided?

In addition to a safe, welcoming and friendly home, your homestay host will provide you with:

- three nutritious meals a day, seven days a week
- a private bedroom with a bed, storage space and a desk for study
- assistance to access transport to and from school and to school activities.

For more information on the homestay experience refer to <https://eqi.com.au/for-students/homestay>

Requests for Homestay Changes

International students may find some challenges in their homestay experience. In the first instance, International students are encouraged to openly discuss their issues with their host parent/s. Ms Terri Shine (School's Homestay Coordinator) can also facilitate this discussion and offer mediation. Often there can be a misunderstanding or miscommunication that can be clarified between the student and the host family.

Students wishing to change host families, are required to provide a written (or typed up) document, to Ms Terri Shine (Homestay Coordinator), that outlines the reasons why they wish to change. Invalid reasons for a homestay change include wanting a better location or house, living closer to their friend's homes, or a small number of minor incidences with a host family member.

Unless there is a critical issue or incident, students are required to wait for up to two weeks for a change in host family. This is in accordance with the EQI Homestay Terms and Conditions. It is noted that the school must inform the host family of the reasons why there has been a request for a homestay change. This discussion is handled in a fair and just way, respecting (where possible) both the student's and host family's feelings.

Curfews (home time) information

You are required to comply with curfew times set by our school (and supported by EQI) while living in your homestay. The School has set the following 'home times' (referred to as curfews) for international students. These take into consideration the guidelines recommended by Education Queensland International (EQI). Failure to follow the set curfews can result in consequences such as 'EQI Warning Letter' and/or school imposed earlier curfews for a specific period.

Sunday - Thursday

All international students are required to be home - no later than 6:00 pm (Year 7-10), no later than 7:00pm (Year 11 & 12) unless for a school approved extra-curricular activity. Host parents are required to contact Ms Terri Shine (Homestay Coordinator), to discuss any extra-curricular activity.

Friday/Saturday night

International students Year 7 -10 - no later than 9:30 pm unless for a school approved extra-curricular activity. International students Year 11 & 12 - no later than 10:30 pm, unless for a school approved extra-curricular activity.

School holidays

International students Year 7-10 - no later than 9:30 pm unless for a school approved extra-curricular activity. International students Year 11 & 12 - no later than 10:30 pm, unless for a school approved extra-curricular activity.

You **MUST** discuss your curfews with your host parents and be mindful of your host family's regular commitments. Host parents have the responsibility of ensuring your safety, and will take that into account with the setting of curfews. These may vary accordingly to the specific activity or travel request/circumstance, and may involve contacting Ms Terri Shine, Ms Niah Taylor or Mr Steven Griffin (International Student Staff).

Culture shock

Culture shock refers to the emotional and psychological reactions to an unfamiliar culture and environment. For Overseas students, culture shock is often uncomfortable and disorienting. Although culture shock can be positive in some ways, it's important for students to understand what culture shock is, what causes it, and how to manage its effects.

Some of the signs of culture shock include:

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

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

Honeymoon phase

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

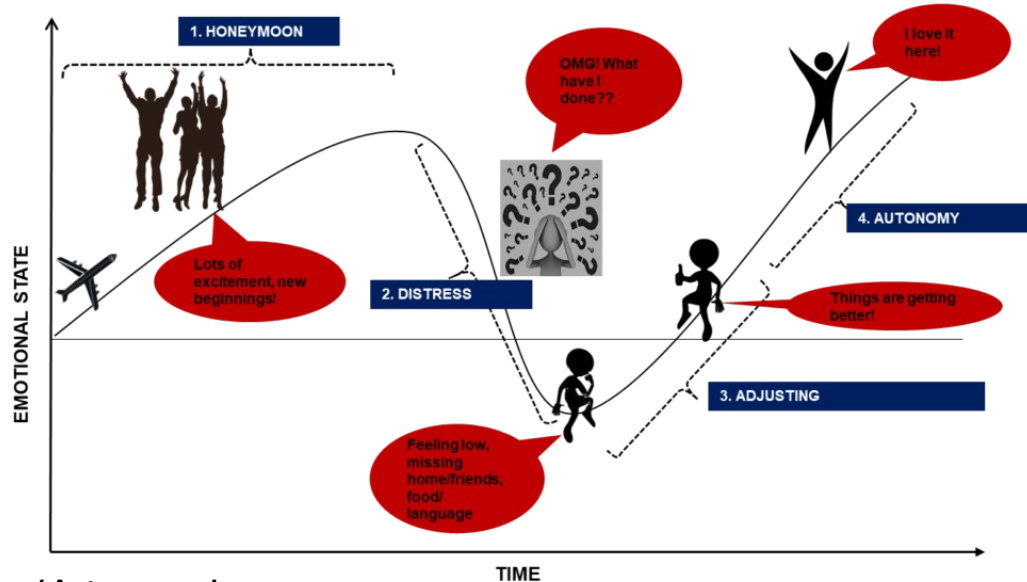
Frustration/ Distress phase

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience 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.

Adjusting phase

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



Acceptance/ Autonomy phase

Individuals in the acceptance phase are able to participate fully and comfortably in the host culture.

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.
- Socialize 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 Coolum State High School.

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.

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. [EQI Standard Terms and Conditions](#).

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](#)

Visa Conditions

Attendance

Coolum State High School's [Attendance Policy](#) aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at Coolum 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 8.35am.

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

In the event that you are going to be absent from school ask your homestay parent to notify the school on the day of the absence via the absentee line 5471 5360 stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

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

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

Important information about attendance

- Start and finish times 8.35am – 2.35pm
- Late arrival process Go to the admin desk
- School absence telephone number 5471 5360

State Government Information on School Attendance:

- <https://education.qld.gov.au/initiatives-and-strategies/initiatives/every-day-counts>
- <https://ppr.qed.qld.gov.au/pp/managing-student-absences-and-enforcing-enrolment-and-attendance-at-state-schools-procedure>
- <https://ppr.qed.qld.gov.au/pp/roll-marking-in-state-schools-procedure>

At risk of failing to meet attendance requirements

In the [EQI Standard Terms and Conditions](#) you are considered to be at risk of failing to meet attendance requirements if:

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

Your International School Team (staff members) 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](#)
- <https://ppr.qed.qld.gov.au/pp/international-student-programs-subclass-500-schools-visa-policy>
- [Coolum State High School Attendance Policy](#)

Course progress

- You must maintain satisfactory course progress for each study period as required by us and outlined in the [EQI Standard Terms and Conditions](#). 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 Coolum 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, refer to 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

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

Formal intervention

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

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

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

Behaviour

Coolum 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.

[Coolum Code of Conduct](#) 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.

We are committed to creating a high quality, disciplined and supportive learning environment in which students, staff, parents and carers each play important and clearly defined roles.

- Care: Look after yourself, others and the environment.
- Respect: Be mindful of everyone's feelings, wishes and rights
- Excellence: Be the best you can be in all you do.

[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 [Coolum 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.

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

International students in Years 10-12 are offered weekly EAL/D lessons as part of their school timetable. These intensive English lessons are 140 minutes in duration and English Language teachers (sometimes bi-lingual) supervise the lessons. There is no assessment set for these lessons.

In these lessons, International students receive:

- practice in reading, writing and speaking English
- homework and class assessment assistance (one on one individual help)

EAL/D class of 2024



Additional study support program

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

Activity	Time and Location
Academic Tutorials	Wednesday 2:45 -3:45pm School Library

Subject Selection and Academic policy

There are different academic requirements for each year level. These are detailed in the following:

Year Level	Requirements Listed
Years 7-8 (Junior Secondary)	Junior Secondary For a current subject list please email admin@coolumshs@eq.edu.au
Years 9 (Junior Secondary)	Year 9 Subject Selection Handbook
Year 10 (Senior Secondary)	Year 10 Subject Selection Handbook
Year 11 (Senior Secondary)	Senior Subject Selection Handbook
Year 12 (Senior Secondary)	Senior Subject Selections Handbook

The updated subjects for each year level are listed on the school website. There is a Subject Handbook for Year Levels 9 and 10 as well as the Senior Subject Handbook, which includes subjects available for both Years 11 and 12.

It is noted that the subjects may change from year to year and a separate Subject Selection Form for International students is emailed to each new International student the school term prior to scheduled commencement of their enrolled study period.

Additional information

- All students are required to study the 'core subjects' of Mathematics and English
- Each year level has also a different number of other core subjects (for example, Science for Years 7, 8, and 9)
- Students in Years 9-12 have the options for 'elective subjects'. These subjects vary according to the different year levels. These subjects are listed on the International Student Subject Forms.
- Please note that the availability of elective subjects is based on student demand and class sizes will fluctuate throughout the year. It is recommended that new students choose a number of electives in the circumstance that their first preferences have classes that are full (no spaces/seats available)

Policy

At Coolum State High School, assessment instruments are designed by teachers and Heads of Department. Tasks are administered to students in a timely manner with the relevant information regarding draft date and submission date appearing on task sheet, along with the assessment criteria and standards descriptors drawn from current syllabus or curriculum documents administered by the Queensland Curriculum & Assessment Authority (QCAA), Australian Quality Training Reference Framework (AQTRF) and Australian Curriculum, Assessment and Reporting Authority (ACARA).

It is the policy of Coolum State High School that all assessment tasks be properly attempted and submitted before a student advances to the next year level. Any students who have not completed tests or assessment items at the end of the school year, will be required to complete such assessment items or tests prior to commencing the next year level.

Schedule

Throughout the year there will be ongoing in-class assessment. In addition, the following are formalised assessment periods:

Term	Years	Assessment Period
1	7-12	Ongoing in-class assessment with most assessments due in Week 9.
2	7-12	Exams for all students in the second last week of the semester.
3	11 and 12	The second last week of the term.
4	7, 8 and 9	The second last week before the students finish school.
4	10 and 11	The last two weeks of their school year.
4	12	The last three weeks of their school year.

Additional details regarding missed or late assessment, or medical issues, please refer to the full assessment policy on the school website – <https://coolumshs.eq.edu.au/our-school/rules-and-policies>.

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 Team (school staff).

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

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

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.

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 include:

- medical assistance

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

OSHC providers in Australia include:

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

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. Alternatively speak to Ms Terri Shine (Homestay Coordinator)

Medication

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

Medical treatment

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

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

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

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

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

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

Some school activities and physical education, particularly contact sports, carry inherent risks of injury.

Parents/carers and host parents are advised the Department of Education does not have student accident insurance cover for students. If the International student is injured at school as a result of an accident or incident, all costs associated with the injury, including medical costs, are the responsibility of the International student, parent or carer.

Fees (including school excursions)

Tuition

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

- all curriculum schooling and teaching costs excluding some of the certificate courses
- curriculum-related excursions

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 (for example, Allianz).

Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms, hire of school laptops and non-curriculum activities. Please check with Ms. Ruth Walsh for details (school's ISP Homestay Coordinator).

School excursions and camps

These trips enhance a student's learning by providing opportunities for the student to participate in activities, both curriculum-related and recreational, outside the normal school routine. All planned school excursions are approved by the Principal and endorsed by the Parents and Citizens Association.

School excursions and camps that are compulsory for International students to attend (in order to complete subject assessment), automatically have their costs covered by the school fees already paid to Education Queensland International (EQI). Non-compulsory school activities are available and International students are required to pay personally for any subsequent expenses.

School fees for excursions and camps are calculated on a cost recovery only basis (cost neutral), according to the number of students who have indicated their attendance. Participation of students in an excursion or camp is indicated through payment of the excursion or camp fee and provision of an Excursion Consent Form completed by the host parent. There may be exceptional circumstances whereby the student's biological parents are required to complete the school excursion permission form.

As the school budget cannot meet any shortfalls in funding for an excursion or camp due to the non-participation of a student who had previously indicated attendance to the activity, fees already paid for an excursion or school camp may be refunded in full or in part or not at all, having regard to the associated expenses incurred and the circumstances of the non-participation.

If a student wishes to apply for a refund due to their non-participation in an excursion or camp activity, they may do so by completing a Request for Refund form available from the Administration Office. Where possible, the request should include the original receipt relating to the payment for which a refund is being sought. A Request for Refund must be made within 20 working days of date of activity.

Here are some photographs of International Student Excursions (Overnight camps and day trips):



K'Gari / Fraser Island
(Fraser Coast, Queensland)



Australia Zoo Theme Park
(Sunshine Coast)



Tangalooma
(Moreton Island, Queensland)

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 Team (school staff) and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please refer to EQI's [Standard Terms and conditions](#)

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 Team (school staff).

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

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

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

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

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

Appeals

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

- to report you to authorities - refer to <https://eqi.com.au/apply-now/policies-and-procedures>
- not to defer or suspend your enrolment, as requested by you – refer to <https://eqi.com.au/apply-now/policies-and-procedures>
- to suspend or cancel your enrolment, as initiated by us – refer to <https://eqi.com.au/apply-now/policies-and-procedures>
- to refuse your request for a transfer – refer to <https://eqi.com.au/apply-now/policies-and-procedures>
- as a result of your complaint to us – refer to <https://ppr.qed.qld.gov.au/pp/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.

Travel and activities

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 include 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.

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 Ms. Terri Shine (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 document

- <https://eqi.com.au/apply-now/policies-and-procedures>
- <https://ppr.qed.qld.gov.au/pp/non-routine-travel-and-activities-for-homestay-students-subclass-500-schools-visa-procedure>
- <https://ppr.qed.qld.gov.au/attachment/ISP-travel-and-activities-request-form.pdf>

Travel outside school hours

International students are required to follow the Education Queensland Internationals' procedure for International student travel. These guidelines ensure that all International students engage in safe travel and are listed on <https://ppr.qed.qld.gov.au/pp/non-routine-travel-and-activities-for-homestay-students-subclass-500-schools-visa-procedure>

International students **MUST** discuss their travel plans (including the use of public transport) with their host parents. The host parents have local knowledge of the public transport system and also have the role of making sure that all travel is safe for people aged 18 years and under.

Any plans to stay overnight or longer at another person's home requires the International student to complete an EQI Travel Request Form. The forms are available from the host parents or from the school. **These forms are to be submitted with the school two weeks prior (to travel that is more than one night), and 5 days' notice for any time that is one night away from home.**

Travel with Relatives or Natural Parents/Own Families

International students are required to complete and submit an EQI travel form to the school, if they wish to stay with or travel at any time with their natural parents/family or relatives. The travel forms need to be submitted as soon as the travel is proposed. Travel requests that are submitted within two weeks of the proposed travel may not be approved. The proposed travel is not to occur on school days.

The link to the EQI Travel form is <https://ppr.qed.qld.gov.au/attachment/ISP-travel-and-activities-request-form.pdf>

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.

EQI 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 act under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- <https://eqi.com.au/apply-now/policies-and-procedures>

School policies and procedures

The School policies are regularly updated and displayed on the [Coolum State High School website](#). Key policies and procedures are listed below.

Anti-bullying policy/ Code of Conduct

Coolum State High School strives to create positive, predictable environments for all students at all times of the day. The disciplined and teaching environment that we are creating is essential to:

- achieving overall school improvement, including the effectiveness and efficiency of our student support procedures
- raising achievement and attendance
- promoting equality and diversity and
- ensuring the safety and well-being of all members of the school community.

There is no place for bullying in Coolum State High School. Those who are bullied and those who bully are at risk for behavioural, emotional and academic problems. These outcomes are in direct contradiction to our school community's goals and efforts for supporting all students. For more information, view Coolum State High School's Preventing and Responding to Incidents of Bullying Policy.

Anti-litter policy

Coolum State High School have several rubbish bins located throughout the campus and all staff and students are required to dispose of their rubbish responsibly. Chewing and bubble gum are strictly prohibited. It is recommended that students store their lunches in secure packaging, lunchboxes or in school bags, to prevent any wildlife accessing their food.

Bring your own device

International students are encouraged to bring their own laptop to school and use them to complete their classwork. Overseas IPADS prove to be problematic and their software is not always compatible with the school's systems. Computers require a Microsoft Office application (to be available in English). The School has IT Technicians to assist International students in accessing school electronic networks and complimentary WIFI connections for their laptop computer.

Where you bring your own laptop, you are responsible for the safety and security of the device and the school provides access to a number of resources including, but not limited to:

- Ability to use your laptop at school
- Support in connecting the device to the school wireless network
- Access to the Internet through the school wireless network for educational purposes only
- Access to Microsoft Office 365, at no cost. This is provided by Education Queensland (EQ) and is subject to EQ Conditions of Use.
- Access to school provided software in cases where the software license (e.g. Adobe Suite) allows installation on BYO devices
- Access to centralized shared files
- Printing services

The school does not assess technical issues or repair BYO devices. In such cases the issues or repair should be discussed with the vendor. To make some services or software available on BYO devices, school technicians may need to install software.

No liability will be accepted by the school in the event of loss, theft or damage to any device (e.g. phone, laptop, iPad, tablet), and the school encourages families to arrange for personal insurance of such devices. Where possible, the school recommends families seek to include the electronic device on personal insurance policies, e.g. home and contents insurance.

Refer to the [Coolum State High School Information on Bring Your Own Device](#).

School network and internet policy

[Coolum State High School's Student Network and Internet Policy](#) places the importance on students displaying courtesy, consideration and respect for others whenever they are using personal technology devices. Teachers will instruct students if any electronic devices (phone, laptop, iPad, tablet) are required for the lesson.

Internet Use

Students who use the Internet at school must be responsible in the choice of material they access.

Sites which will not be accessed at this school are those that:

- display erotic, pornographic or sexually suggestive material
- display violent material
- display pictures or script that promotes racist actions or thoughts
- display or instruct people in the use of harmful materials (e.g. Drugs, weapons, explosives, etc)
- allow students to download viruses or materials containing viruses

2025 – BYOD Specifications – Windows and Mac Devices

	Minimum	Recommended	Graphics	Apple MacBook
Operating System	Windows 11 (Windows S mode is not supported , Windows Home or Pro is required)			Mac OS 13+ (Ventura or newer)
Processor	Intel i3 Processor or better AMD Ryzen 3 or better	Intel i5 Processor or better AMD Ryzen 5 or better	Intel i7 Processor or better AMD Ryzen 6 or better	Apple M1 or newer meet all the hardware requirements of the school
Memory	8GB RAM or more	8GB RAM or more	16GB RAM or more	
Storage Capacity	256GB SSD or higher	512GB SSD or higher	512GB SSD or higher	256GB SSD or higher
Screen Size	12" display or higher (1920x1080 resolution required)	13" display or higher	13" display or higher	
Graphics		1GB minimum	4GB minimum	
Wireless Connectivity	802.1x compatible 5GHz radio capabilities required as we no longer run 2.4GHz.			
Battery Life	Please ensure that the battery is large enough to last a full day at school. Laptops are not to be charged at school. Students must ensure they charge their laptops every night.			
Protection / Accidental Damage Plan	Device protection plans (both extended warranty and accidental damage insurance) are strongly recommended with all laptops and should be discussed at time of purchase. Accidental damage insurance covers most of the cost to repair a laptop that has been physically damaged, eg broken screen or water damage. It is highly recommended to take out accidental damage insurance at time of purchase.			
Important Note:	In order to connect your child's device to our network and install necessary software, students must have administrator access on the device. This means that all restrictions or parental controls must be removed prior to the network connection workshop typically within the first two weeks of Term 1. Once they have completed this workshop any restrictions and parental controls can be reinstated.			

Inappropriate Use of the Internet will incur serious consequences, such as:

- Parents will be contacted.
- Students may be denied access to the Internet for a period as determined by school
- Students may be placed on a behaviour contract for that class.
- A repeat offence may lead to a suspension.
- Students found deliberately putting viruses on or damaging school computers will be charged the costs incurred in cleaning and repairing the computers and may be suspended, with the possibility of exclusion depending on the seriousness of the offence.
- It is inappropriate to use any electronic device (e.g. to up- or download images of school personnel, students, facilities or activities, messaging/communicating/chatting to any electronic site/device that can be perceived as portraying the school, facilities, individuals or activities in a negative light).

Special Circumstances Arrangement

Students who require the use of a personal technology device in circumstances that would contravene this policy (for example to assist with a medical condition, disability or for a special project) should negotiate a special circumstances arrangement with the Deputy Principal or Principal. *Personal Technology Devices* includes, but is not limited to, games devices (such as Portable gaming devices, Tamagotchis®, laptop computers, PDAs, Blackberrys®, cameras and/or voice recording devices (whether or not integrated with a mobile phone or MP3 player), mobile telephones, iPods® and devices of a similar nature.

Use of mobile phones

Coolum State High School has moved to an off and out of sight policy for mobile phones. A system called Yondr is used to help the implementation of this new policy. Yondr has been used across the world in over 1,000 schools, as well as at concerts, comedy shows, and special events of all kinds. The goal is to encourage students to engage with each other and their surroundings.

The Yondr Program employs a simple, lockable pouch that stores a cell phone. Every student would secure their phone in a personally assigned Yondr pouch when they arrive at school. Students will maintain possession of their phones and will not be able to use them until their pouches are opened at the end of the school day. Students would be required to bring their Yondr pouch to and from school each day, regardless if they do not own a phone, and are responsible for their pouch at all times. The pouches can be unlocked at a designated docking station that will be installed across the school grounds.

Students bring mobile phones and any other expensive electronic devices to school at their own risk – the school and school staff will not accept any responsibility for any loss or damage to mobile phones or for investigating loss or damage. At no time should students leave phones or other expensive items unattended.

Mobile phones and accessories (e.g. earphones) can only be used before or after school unless these devices are being used in a teacher directed activity to enhance learning. During class time, mobile phones and accessories should be off and out of sight.

The [Mobile Phone Policy](#) lists the guidelines for acceptance use, unacceptable use and consequences of unacceptable use.

Make up and jewellery

Students attending Coolum State High School must be clean and well groomed. A light foundation is acceptable. Excessive makeup will be required to be removed. Students must not have visible tattoos. Any tattoo on exposed skin must be covered.

Students may wear a watch and small, plain coloured, matching studs or sleepers. Any other items around the wrist, ankles or neck (e.g. bracelets and necklaces) or on fingers (e.g. rings) are not permitted. For certain activities and to address safety, students will be directed by staff to remove jewellery.

More information is provided in [Dress code](#).

Uniform requirements

All school students are required to wear the official school uniforms (school logos are depicted on all uniforms). Junior school students (Years 7, 8 and 9) have different uniforms to the senior school students (Years 10, 11 and 12). Refer to the following pages for a display of the uniforms.

There are two types of uniforms for all students (refer to Page 7 for a display):

- Formal uniform (worn every day for students in Years 10, 11 and 12, and only certain days for Junior students)
- Sports uniform (worn for only sports related subjects – students can change into it for those classes only)

School jackets are unisex and available in a variety of sizes. Students purchase their uniforms from a specialized school uniform retail outlet (shop) called 'The School Locker'. Host parents will transport the students to visit The School Locker. Students will need approximately \$ 250-\$300 in total for a complete set of school uniforms. It is recommended that students take cash for these purchases as some International credit cards may not be accepted at the payment terminals.

It is highly recommended that the students 'try on' uniforms, in order to obtain the correct size. Orders are not available online for International students. Host parents will take their International students to the retail shop (located externally to school) to purchase their school uniforms.

Prices are on display on The School Locker website:

<https://theschoollocker.com.au/schools/coolum-state-high-school/uniforms>

All students will be in the correct uniform at all times. Any student who arrives at school in incorrect uniform will be directed to Student Services where they will be required to change into the correct item of clothing using an exchange system.

For students who have been given an exchange item of uniform, the student's own article of clothing will be held until the exchange article is returned at 2.45pm. Students who arrive at school in incorrect socks will be given appropriate white socks.

Footwear

Students are required to wear black leather, fully enclosed, all-purpose, lace-up shoes below the ankle (as per attached illustration). Shoelaces must be black. No other design is acceptable.



Winter Uniform Options

- Jacket: Ink navy with polo collar as available from The School Locker.
- Girls: May wear ink navy or black stockings with formal skirt/shorts or navy slacks.
- Boys: May wear navy slacks as per the Representative Uniform.

Grooming

- Students attending Coolum State High School must be clean and well groomed
- Students are required to tie back long hair
- A light foundation is acceptable. Excessive makeup will be required to be removed
- Students must not have visible tattoos. Any tattoo on exposed skin must be covered
- Hairstyles and colours should be natural, as appropriate for the workplace

A detailed description of each uniforms (including the differences between Junior and Secondary) are listed on the [Dress Code](#). Refer to the next page for photographs of the school uniforms.

STUDENT UNIFORMS

School Uniform	Winter Uniform
 Ink navy skirt/shorts and white blouse/shirt (piping on sleeve) with school emblem, as available from The School Locker. Skirts are not to be rolled at the waist or re-hemmed or altered in any way. White ankle socks (no coloured tops or logos) above the ankle with black leather, fully enclosed, all-purpose, lace-up shoes below the ankle (as per attached illustration). No other design is acceptable. A correctly worn school tie.	 Girls - May wear ink navy/black stockings with formal skirt/shorts/navy slacks. Ink navy Jacket with polo collar, or knit jumper, as available from The School Locker. Boys - May wear navy slacks. Ink navy Jacket with polo collar, or knit jumper, as available from The School Locker

Student classroom supplies

Text books are supplied to international students, through a loan system with the School Library. There is no hire cost and the international students are required to return the text books to the library when they have finished studying with them. Any text books are not returned, will incur a replacement fee charged to the international student.

The following items will need to be supplied by the international student:

- Paper on which to write e.g. notebooks
- Pencil case (including pens, pencils, a ruler, eraser, calculator, scissors, a glue stick and a USB memory stick.
- Protective clothing where required.
- Materials required for student home assignment work.
- Cost of school camps, excursions and activities (non-compulsory).

Preparation for class

At the start of every lesson students are required to have all their equipment and line up ready for the upcoming lesson.

Equipment for every lesson should include:

- Textbook (where issued)
- Notebook (single subject use only)
- Pencil case (including pens, pencils, a ruler, eraser, calculator, scissors, a glue stick and a USB memory stick)
- Other specific requirements as directed by the classroom teacher.

Consent form – copyright and image use

Upon enrolment, you will complete a State School Consent Form (emailed to your parents) which authorises the Department and the State to use your personal information and copyright material, together with information about your participation in Departmental and State initiatives, for any use by the Department and the State associated with the purposes identified in Section 6 of the Consent Form. The consent covers the entire or partial use of your personal information and copyright material in conjunction with other words and images. The Coolum State School Consent Form is also emailed to new International students' agents/organisations and/or natural parents, prior to arriving.

It is the school's usual practice to take photographs or record images of students and occasionally to publish limited personal information and student materials for the purpose of celebrating student achievement and promoting the school and more broadly celebrating Queensland education. To achieve this, the school may use newsletters, its website, traditional media, social media or other new media as listed in the 'Media Sources' section below.

The State School Consent Form may, at your discretion, provide consent for personal information and a licence for the student materials to be published online or in other public forums. It also allows your personal information and student materials to be presented in part or alongside other achievements of yours. The school needs to receive consent in writing before it uses or discloses your personal information or student materials in a public forum. It should be noted that in some instances the school may be required by the Education (General Provisions) Act 2006 (Qld) or by law to record, use or disclose your personal information or materials without consent (e.g. assessment of student materials does not require further consent).

School refund policy

If a student wishes to apply for a refund due to their non-participation in an excursion or camp activity, they may do so by completing a Request for Refund form available from the Administration Office. Where possible, the request should include the original receipt relating to the payment for which a refund is being sought. A Request for Refund must be made within 20 working days of date of activity. In the event that an activity is cancelled, all payments under \$20.00 will be automatically credited to a student's school account to be used against outstanding fees or a credit balance applied to your school account for future use.

For payments over \$20.00, the students will be given the option:

- to have monies transferred to outstanding debt or
- if no outstanding debts exist, have a credit balance applied to their account for future use, or a refund.

Banking

To open and operate bank accounts, the following information is offered as a guideline as practice may vary from bank to bank. If you are experiencing difficulties, please see Ms. Ruth Walsh (Homestay Coordinator).

Here are some general notes:

- 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 regarding their processes and requirements
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia
- Check with your bank for opening hours during the week and on weekends
- Do not carry large sums of money at school or when out in public.

Transport

The main form of transport on the Sunshine Coast is public buses. There are limited train stations and often, students will choose that form of public transport to travel to and from Brisbane City (approximately 150kms from Coolumb).

International students are required to pay for school travel and public transport. 'GO' Card (public transport transit cards) can be purchased at specific Sunshine Coast outlets for a minimal cost. Students receive a special discount and they can easily 'top up' their credit on the GO cards using internet payments. It is advised that students always keep a minimum of \$20 credit on their GO Cards at all times. Host parents will provide assistance and information on the GO Cards and transport options. Alternatively students can now use their bank cards or phone payments.

Students travelling on public and school transport are expected to be considerate and respectful of the safety of themselves and others. Students are expected to wait in allocated areas and must wait for instructions from the transport staff. Unacceptable behaviour will result in the removal from school and public transport, of the student responsible, for a set period. Depending upon the behaviour, other disciplinary action may be applied by the school.

Timetables for buses, train (and ferry services in Brisbane) are updated online

<https://jp.translink.com.au/plan-your-journey/journey-planner> or by contacting Translink on 13 12 30.

Driving

You must refer to the Standard terms and conditions and contact the School's International Student Program Staff for further advice and approvals when considering:

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

House structure – grouping students across year levels

Students are grouped in 28 or less and this is called a 'Home Group'. The students meet with their home groups each morning at the start of each day (8.30-8.45am). The same teacher is there to supervise the students, check on their welfare and uniforms, mark the school attendance roll and

provide essential school information. The home groups are numbered and displayed on the students' own timetables.

At Coolum State High School there are four different 'school houses' – each with Aboriginal names and their own colours (for students to dress in, for school sporting events):

- Binyama = red
- Carcoola = green
- Warringa = blue
- Yuroka = yellow

School Leadership Opportunities

Each year, Year 12 students are selected to be School Captains (one male and one female), Vice Captains (one male and one female), Sports Captains (females and males for each of the four school houses), Student Council (one male and one female) and an Indigenous Leader. Each student is voted in by their year level peers (in Term 4 of Year 11) and school staff. The School Leaders represent the school at community events, and perform master of ceremonies, deliver speeches at school assemblies and events.

To enable greater involvement of the school community and other stakeholders, such as industry, in setting the strategic direction for the school, Coolum State High School developed a School Council in 2014. Members are entrusted with the long-term integrity and viability of the school. Official members consist of the Principal and the P&C President and elected members; two parents, two staff members, two community members and two students, who normally hold office for two years. The School Council will establish and monitor the strategic direction and priorities for the school and develop relationships between the school and the community and between the school and community organisations. It will also approve plans and policies of the school of a strategic nature, including annual estimates of revenue and expenditure of the school.

Australian families

In Australia, there is no typical family and families differ widely from each other in many ways. This is in part due to Australia being a multicultural society i.e. many cultures from all over the world choose to settle in Australia.

Australian families usually have a mother and a father, children and pets. It is also common to find single parent families with either the mother or father responsible for keeping the home and caring for children.

It is expected in most Australian homes that people living in the home help with household tasks. These tasks may include helping with food preparation and cleaning up, keeping their own bedroom clean, washing and ironing their own clothes.

Australian teenagers

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

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

Mealtimes

Breakfast

You will be expected to make your own breakfast with food provided by the homestay family. In Australia, the typical breakfast can include:

- **Cereal** (a carbohydrate consisting of grains such as wheat, oats or corn) served with milk
- **Toast** (sliced bread that is heated in an electrical appliance called a toaster) with toppings such as peanut butter spread, Vegemite or cheese
- **Eggs** that are cooked and served with toast

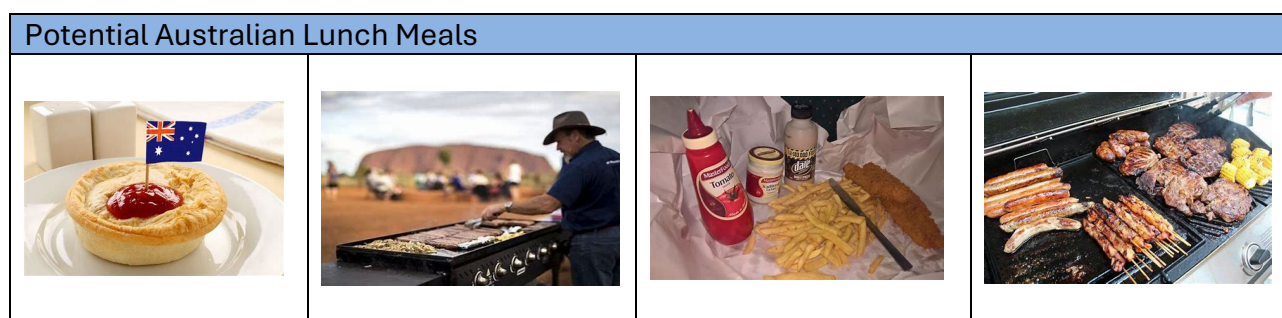


Ask your homestay family what food is available for breakfast and ask them to show you how to prepare it. Let your homestay know if there are certain foods that you like or dislike so that they know what to buy when shopping. Please wake up early enough to allow yourself time to prepare a nutritious breakfast before leaving for school, and remember to clean up afterwards.

Lunch

It is most likely that you will also be required to *make and pack* your own school lunch using food provided by the homestay. In Australia, it is common for lunches to consist of sandwiches (two slices of bread with fillings such as spreads, cooked meats or salads), something sweet like biscuits or cake, a piece of fruit and a cold drink.

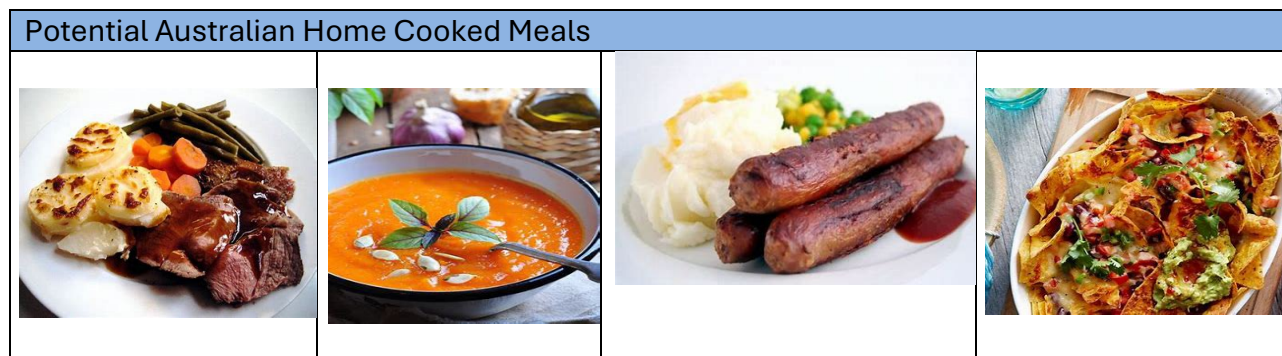
Talk to your homestay family about the choice of foods available for lunches, and if you have any problems, please see Ms. Ruth Walsh (Homestay Coordinator).



Dinner

Dinner time varies depending on the age of the children living in the home and the hours the parents 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.

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.

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).

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 Ms. Ruth Walsh (Homestay Coordinator) for some advice and guidance.

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.

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.

Students' bikes are to be kept in the bike racks during school hours. Students are not permitted to borrow other students' bikes nor are they permitted to be around the school during the day. Students are expected to know and use Bike Safety rules when coming to and going from school. Bicycle helmets must be worn by all students riding bikes. Students are responsible for locking their own bikes. Students who bring items of value to school do so at their own risk. The school will not be held responsible for theft or damage.

Buses

There are school buses, and also public buses that International students use, to travel to and from school. The school buses drop off and pick up stops are directly at the front of the school. There are set school timetables (same time each day) to ensure that students arrive at school before the classes start each day, and leave within 30 minutes of school finishing each day.

The public buses have also set schedules and the bus stops are located at the end of the street that the school is located on. There is a 5 minute walk to/from the school. There are public buses that arrive before school and also after school (usually every 30 minutes). Students need to arrive at that bus stop by 8.25am at the very latest, to ensure that they arrive at school by the first bell at 8.30am. Host parents will be aware of the school buses stops and times, and will help the International students to learn this information.

Students travelling on buses are expected to be considerate and respectful of the safety of themselves and others. Students are expected to wait in allocated areas and must wait for instructions from the teacher on duty before entering the bus. Unacceptable behaviour will result in the removal from bus transport of the student responsible for a set period of time. Depending upon

the behaviour, other disciplinary actions may be applied by the school. Refer also to Page 32 for further details.

Coolum Coaches

Coolum Coaches provides Government subsidised school bus travel from the following areas to Coolum State High School:

North Arm	Mount Ninderry	Peregian Springs
Yandina	Valdora	Cooloolabin
Parklands	Coolum Chase	Wappa Falls
Lake Weyba	Coolum Hinterland	Kulangoor
Yandina Creek		Kiamba

Timetables, forms and information regarding bus passes and bus routes may be obtained by contacting the Coolum Coaches office on 5351 1165 (telephone and facsimile) or please visit [Coolum Coaches website](#)

International students are not eligible to obtain a 'school bus pass' as per Australian students.

[CDC Queensland](#)

CDC provides Government subsidised school bus travel from the following areas to Coolum State High School:

Bli Bli	}	CDC Queensland
Pacific Paradise		11 Page Street
Mudjimba		Kunda Park, QLD, 4558
Marcoola		Telephone +61 7 5476 6622
Mount Coolum (Lumeah Drive)		Facsimile +61 7 5476 6577
		Email info.sunshinecoast@cdcbus.com.au
Yaroomba	}	CDC Queensland
Marcoola		13 Bartlett Road
Mount Coolum		Kunda Park, Qld, 4568
Coolum Beach		Telephone +61 7 5476 6622
Marcus Beach		Facsimile +61 7 5446 6577
Peregian Beach		Email info.sunshinecoast@cdcbus.com.au

For information in relation to bus routes, fares, timetables, application forms and bus passes, please go to the [CDC Queensland](#) website or [Translink website](#).

Paying for Buses (school and public)

International students will need to pay for their school buses using a public transport payment system, called the 'Translink GO Card'. The payment system is cashless on the buses. This card is the size of a credit card and works in a similar way to a credit card. International students need to transfer money onto the GO Card (using the internet or doing it manually at a nominated retail shops

It is recommended that that students' keep their GO Card 'topped up' with at least \$20 on it as at any given time. It is the student's responsibility to keep this card topped up and there are government fines or 'bans' in place for students who do not pay for their school bus travel. For more information regarding the GO Card system, please visit: <https://translink.com.au/tickets-and-fares/go-card>

Swimming

Before engaging in water sports (for example swimming and surfing) all International students are required to complete a water skills assessment. This session is offered at no cost to the students (cost covered by the school), and the session is held in the first week of school as part of the School Orientation Session. Students who do not achieve competency will not be permitted to participate in any water-based activities (including school activities as well as outside of school).

Please also see the EQI website for further information <https://eqi.com.au/student-support/your-safety-and-wellbeing/water-safety>

Surf, beach and sun safety

Water and Surf/Ocean 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.

There are many ‘safe’ swimming beaches and lakes on the Sunshine Coast. Students are advised to swim only between the red and yellow surf lifesaving flags (flagged areas) at beaches. Beach and lake safety signage is erected and for more information, visit: <https://lifesaving.com.au/safetyinfo> International students are also encouraged to participate in school arranged Water Safety Sessions.

Surfing

International students are offered some complimentary ‘Learn to Surf’ lessons at the beginning of their study abroad program.

These are usually held on the weekends, at Coolum Beach. Each lesson is two hours long, and they are conducted by accredited surfing instructors. Surfboards, wetsuits and sun safety t-shirts are provided for the lessons. The lessons are available for International students who have passed their school arranged water safety assessment, and they can be tailored to meet the water skills and/or surfing skills of the international students.

Surf Life Saving Australia’s 10 Surf Safety Hints

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

Useful links

- [Queensland Surf Lifesaving](https://www.qslifesaving.com.au/)
- <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 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:

- avoiding direct sun when possible
- drinking plenty of water
- wearing a long-sleeve shirt, wide brim hat and sunglasses
- regularly applying an (at least) SPF 30+ high protection sunscreen.

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.**

Tourist experiences

International students can visit the unique tourist attractions in the local area (Sunshine Coast) and also during holiday experiences to tourist destinations in Australia (through specially organised and fully supervised holidays and weekend trips). Host families often can also provide tourist information to you and may also offer to take you to local tourist attractions as per availability.

School holiday trips

Education Queensland International (EQI) offer International students pre-approved and approved adult supervision trips in the school holidays. Fees apply and require school approval during the application / booking process. Trips that include water activities will require all international students to have passed their water safety assessment. You will be required to obtain your own general travel insurance for these trips. For more information refer to <https://eqi.com.au/why-queensland/holiday-adventure-programs>

Things to do on the Sunshine Coast

The [Sunshine Coast](#) has a broad range of attractions. Highlights include:

- A variety of safe swimming and surfing beaches (including Coolool Beach)
- Australia Zoo
- Sunshine Plaza (Shopping Centre and cinemas)
- Mt Coolool, Mt Emu and other safe and easy bushwalking tracks and trails
- Sealife Mooloolaba
- Eumundi Markets

The Cooloom and surrounding local areas (Peregian Beach, Peregian Springs, Mount Cooloom, Yaroomba, Marcoola, and Point Arkwright), have a variety of unique shops, restaurants and cafes as well as a full range of services including doctors, chemists, dentists, post office, newsagents and more.

There are a variety of sporting and recreation activities available in Cooloom. For more information you can use google or internet searches (simply International students are required to discuss their after school and weekend activities with their host parents. Education Queensland International (EQI) request that International students complete a 'Travel and Activities Form' for certain types of activities. The school approval process includes a review of proposed activities to ensure the International student's safety. Activities that are considered to be of a high risk, unsafe or do not include approved adult supervision will not be approved by the school.

The School encourages International students to regularly maintain mobile phone contact with their host parents when they are not at home and to take relevant and safe public transport to arrive home by their nominated curfew time.

International students are required to follow the Education Queensland International's procedure for International student travel. These guidelines ensure that all International students engage in safe travel and are listed on <https://ppr.qed.qld.gov.au/pp/non-routine-travel-and-activities-for-homestay-students-subclass-500-schools-visa-procedure>

Additional school information

Included below is additional information on the school and useful for you to know. Other general school information is updated regularly and available on the [Cooloom State High School website](#).

Academy programs & School Lunchtime Provided Activities

Cooloom State High School has a range of Academy Programs for students that are delivered after school. The students are required to submit an application form as places are limited. Additional fees apply. International Students who enroll for a period of one year (Terms 1- 4), may apply for these school programs (prior to and/or at the start of Term 1 each year).

School Academy Programs include:

Australian Rules Football	Basketball	Cheerleading	Instrumental Music
Netball	Robotics	Surfing	Chess Development

The training sessions are led at school outside of normal school hours, by expertly trained teachers in each field. Every program will provide students with opportunities to experience events, competitions and excursions designed to enhance their skills base, extend their natural talent and inspire them to further success.

Every participating student must be an exemplar to the entire schooling body in regards to their very high attendance record, exceptional behaviour, commitment to academic success and our values of Care, Respect and Excellence.

International students who enrol for a one-year period (Terms 1- 4) are able to apply for additional school programs. Additional program fees apply. For more information visit the [Academy Program information](#) on the School website.

School Houses – free lunchtime activities

Each week, on designated school days, the teachers run the Cooloom State High School House Cup. These activities are usually ball sports or special physical education challenges that are supervised by school staff, and include collecting points for their 'House'.

School sport

Each year level incorporates a variety of sports into Physical Education classes. Summer sports are generally played from November through to April, and Winter sports are generally played from May through to October. Some school sport teams are created for different age groups, and involve some additional training and competition outside school hours. There may be additional costs for participating in these activities.

Current sports included in classes or school events during the normal school timetabled classes:

- Swimming carnival (February each year)
- Athletics (track and field, School Athletics carnival in August each year)
- Cross country running
- Orienteering
- Fitness
- Volleyball
- Basketball
- Badminton
- Touch football
- Netball
- Softball

The school sports program changes from year to year and for updated information refer to the [International Student section on Coolum State High School's website](#)

School excursions and outings

The following are additional notes regarding school arranged excursions and outings:

- Normal school rules apply on excursions and as a representative of our school, behaviour must be exemplary.
- Dress should be appropriate to the activity. Students will be advised in advance.
- Students must wear the school uniform.
- Students not in school uniform will need to change or not participate in the activity.
- An Excursion Consent Form must be completed. For overnight camps, an additional medical form is required.
- Parents will be advised if unavoidable delays or changes occur.
- Students who withdraw without sufficient notice will not receive refunds.

School library

Library Resource Centre

Hours: 8.00am – 3.00pm

Students are to behave in a quiet, considerate and responsible manner while using the resources. A photocopier for student use is available in the Library. The cost is 5 cents per black and white A4 page, 10 cents per colour A4 page.

School canteen

International students are offered school lunches by their Host Parent/s (including healthy options). Host parents will discuss the school lunch options with their students, and some students may wish to prepare their own school lunches from the food purchased by the Host Parents. There is also a School Canteen and it is open Monday to Friday (8.00am – 8.30am), Morning Tea (11.05am – 11.45am) and Lunch (12.55pm – 1.35pm). You can only use cash or card for the canteen, you will not be allowed use your phone for payment.

School identification cards

International Students are issued with ID Cards and are valid for the study period. Student Re-issue occurs in February/March of each year. Replacement ID cards must be paid for (cost \$10.00). ID cards should be kept until new cards are issued.

Skateboards and surfboards

Students are able to store their skateboards or surfboards in the bicycle enclosure. The enclosure is locked at 8.30am to 2.30pm on school days. Students who bring items of value to school do so at their own risk. The school will not be held responsible for theft or damage.

Student support services centre

Coolum State High School offers an extensive support network to students and families through the Student Services Faculty which is located in C Block. Students can access the Student Counter in C Block daily from 8.00am – 2.35pm.

The Student Services team works together with students, parents and staff for the health and wellbeing of students, enabling them to have healthy, happy and productive lives.

To enable students to reach their full potential, a range of structures are in place to support the social, emotional, cognitive, physical and behavioural wellbeing of students. The school offers a range of services to support students in response to their needs. Essential to this are the Heads of Year (7 – 12) positions.

Heads of Year (HOY) work with year level cohorts to provide support to students around improving educational outcomes, tracking attendance and performance, uniform issues and individual student wellbeing and behaviour issues. HOYs facilitate pastoral care programs and conduct recognition and rewards-based activities for year level cohorts.

Student Services Faculty is supported by:

Guidance Officers - provide counselling and educational support to students and families in three main areas:

Educational Counselling	Study skills, goals development, Education Adjustment Profiles (EAP), psycho educational assessments, special considerations, subject consideration and decision making.
Career Counselling	Enhancing student knowledge of job descriptions, career information and vocational direction.
Personal Counselling	Conflict resolution, stress and time management, behavioural concerns, grief, mental health issues and personal development.

Students and parents/carers are welcome to access our Guidance Officers by appointment.

School based Nurse - provides information and education regarding personal and sexual health, as well as education regarding drug and alcohol use, diet and nutrition, healthy lifestyles and positive mental health.

School Chaplain - supports the spiritual and emotional health of students and families. The Chaplain works closely with the local community to support individuals and families during times of need, and is closely involved with school programs and activities throughout the year.

For further information:

Coolum State High School
Havana Road East
Coolum Beach Qld 4573

Telephone: (07) 5471 5333

admin@coolumshs.eq.edu.au
www.coolumshs.eq.ed.au

