



**Merrimac**  
State High School  
Gold Coast, Australia

**Pride in Excellence**

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**INTERNATIONAL  
STUDENT HANDBOOK**

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## WELCOME TO AUSTRALIA



## 1. Principal welcome



In choosing to study in the International Program at Merrimac State High School you are joining a school community preparing all young people for their roles in an expanding global community.

Imagine studying and graduating on the beautiful Gold Coast from a school within walking distance to the world's most beautiful beaches. This is now your dream realised.

We understand the enormous undertaking you've made to study on the Gold Coast, and we want it to be a happy, safe, and successful time for you. The relationships and contacts built through programs such as this provide many opportunities for friendship, tertiary study, and business well into the future.

School spirit and traditions are centred on the symbol of the Phoenix. Our aspirational school motto, "Pride in Excellence" serves as a reminder to our students to strive each day in pursuit of realising their outstanding abilities.

## 2. School details

3 Dunlop Court, Mermaid Waters, Queensland, 4218 Australia

Office hours	Monday – Friday 8:00 am – 3:30pm
Telephone:	07 5595 8666 or +61 7 5595 8666
Fax:	07 5595 8600
Absence line:	07 5595 8666 (option 1) or 07 5595 8626
Administration Email:	<a href="mailto:office@merrimacshs.eq.edu.au">office@merrimacshs.eq.edu.au</a>
Website:	<a href="http://www.merrimacshs.eq.edu.au">www.merrimacshs.eq.edu.au</a>
Facebook	<a href="http://www.facebook.com/merrimacshs">http://www.facebook.com/merrimacshs</a>

## 3. Administration

Administration	Name	Telephone/contact
Principal	Mrs Rachel Cutajar	07 5595 8666
Deputy Principals <ul style="list-style-type: none"><li>Year 11-12</li><li>Year 9 – 10</li><li>Year 7-8</li><li>International</li></ul>	Mr Jason Gibbs Mrs Nyree Hawley Mrs Rachel Deere Mrs Celia Norling	07 5595 8666
<b>Financial matters</b>		
Business Manager	Mrs Rachael Bullock	07 5595 8666

<b>Student attendance</b>	Mrs Mel Eyres	07 5595 8626
<b>Heads of Department</b> <ul style="list-style-type: none"> <li>English</li> <li>HPE</li> <li>Humanities</li> <li>Inclusion</li> <li>Junior Secondary</li> <li>Mathematics</li> <li>Science</li> <li>Senior Secondary</li> <li>Technologies</li> <li>The Arts</li> <li>Student Support &amp; Engagement</li> </ul>	Jenna Moore Chris Eisenhuth Kay Simpson Sarah Du Kamp Chris Wood Paul Gray Ben Cramp Samantha Blake Tom Wakely Cara McLennan Andrew McMahon	(07) 5595 8681 (07) 5595 8645 (07) 5595 8675 (07) 5595 8618 (07) 5595 8700 (07) 5595 8668 (07) 5595 8664 (07) 5595 8686 (07) 5595 8651 (07) 5595 8693 (07) 5595 8606
<b>Year Level Coordinators (Deans)</b> <ul style="list-style-type: none"> <li>Year 7</li> <li>Year 8</li> <li>Year 9</li> <li>Year 10</li> <li>Year 11</li> <li>Year 12</li> </ul>	Matt Borg Derek Du Kamp George Sosangelis Asha Cameron Anna Flynn Zoe Snooks	(07) 5595 8616 (07) 5595 8703 (07) 5595 8679 (07) 5595 8646 (07) 5595 8680 (07) 5595 8648
<b>Student Wellbeing and Support</b> <ul style="list-style-type: none"> <li>Student Support &amp; Engagement</li> <li>School Based Nurse</li> <li>Guidance Officer</li> <li>Guidance Officer</li> <li>Mission Australia</li> <li>Lives lived well</li> <li>General Practitioner</li> <li>Psychologist</li> </ul>	Andrew McMahon  Roxy Murphy Amber White Shannon McKinley Chris Coutlis Epati Fale Sarah Oxley Emily Prowse	(07) 5595 8606  (07) 5595 8696 (07) 5595 8605 (07) 5595 8698 (07) 5595 8690 (07) 5595 8690 (07) 5595 8701 (07) 5595 8684
<b>Student Support</b> <ul style="list-style-type: none"> <li>Deputy's PA</li> <li>Student Services/Sick Bay</li> <li>Industry Liaison Officer</li> <li>Librarian</li> <li>International Student Co-Ord</li> <li>Uniform Shop</li> <li>IT Support</li> <li>Canteen</li> </ul>	Tracey Matthews Mel Eyres Rachel Skrabanich  Tammie Moss Nicola Granville Luke McMahon Maryanne Cherry	(07) 5595 8685 (07) 5595 8626 (07) 5595 8689 (07) 5595 8687 (07) 5595 8609 (07) 5595 8625 (07) 5595 8699 (07) 5595 8656

#### 4. School Philosophy and Values

Our school motto "Pride in Excellence." School spirit and traditions are centred on the symbol of the Phoenix, a mythical and majestic bird of hope and endurance.

##### PHILOSOPHY

Merrimac State High School's community strives to build positive relationships, value differences, encourage life-long learning and contribute to the school, family and wider community.

We believe that education is a shared responsibility. We promote a spirit of co-operation and belonging amongst students, staff, parents, carers and the community. We aim to prepare our students for life as literate, informed, skilled, happy, responsible and caring individuals who are encouraged through their endeavours to take “Pride in Excellence”.

We are committed to motivate students to continue learning, contribute positively to their families and communities and gain fulfilment in their lives by embracing to all the challenges life presents.

## **VALUES**

We stand for **Respect, Responsibility and Reliability**.

There is a strong belief that everyone has the right to be respected and the responsibility to respect themselves, others and property. It is expected that all members of the Merrimac community are reliable in their commitment to ensuring that their actions have only a positive influence on all.

To ensure students and staff can achieve their best within a safe and caring environment; school values have been developed and are exemplified by all members of our school community. The 3 R's of: **Respect, Responsibility and Reliability** are embedded in our whole school approach to managing student behaviour.

## **RIGHTS AND RESPONSIBILITIES**

Our school operates on the foundations of core rights and responsibilities incorporating the whole school.

### **RIGHTS**

- To be respected and appreciated as an individual in an environment where recognition and success are valued.
- To express and share ideas, to ask questions in an appropriate manner at the correct time and place.
- To be treated without prejudice, intimidation or harassment in a just and consistent environment.
- To be in a physically, socially and emotionally secure environment with facilities appropriate for learning/teaching.
- To teach and learn in a supportive environment filled with opportunities enabling individuals to accept responsibility

### **RESPONSIBILITIES OF THE SCHOOL**

- To develop each individual pupil's talent as fully as possible.
- To teach effectively and to set the highest standards in work and behaviour.
- To care for each child when at school as a good parent of a large family.
- To help pupils to leave school able and anxious to make the best possible contribution to the community at large.
- To encourage regular communication with parents as a basis for close cooperation between home and school.

## RESPONSIBILITIES OF STUDENTS

- To attend school regularly, on time, ready to learn and take part in school activities.
- To aim at the highest standards in all aspects of school life.
- To cooperate with the staff and to accept the authority and rules of conduct of the school.
- To consider and respect the feelings and property of other people both in school and in the wider community.

### 5. International Team

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

For the time you are in Australia the following people will have a big impact on your life. These people form a team whose job is to ensure that you have an enjoyable experience in Australia and at Merrimac.

Name	Role	Contact
Mrs Rachel Cutajar	Principal	(07) 5595 8666
Mrs Celia Norling	International Student Program – Line Manager	(07) 5595 8666
Tammie Moss	International Student Coordinator	(07) 5595 8609 (M) 0475 806 650
Amber White	Guidance Officer	(07) 5595 8666



**Mrs Cutajar**  
Principal



**Mrs Norling**  
Deputy Principal



**Ms Tammie Moss**  
International Student Co-  
Ordinator



**Ms Paula Crilley**  
International Homestay  
Co-Ordinator

**The international office is located in O Block**





## 6. Emergency contacts (during school hours)

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

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

Name	Role	Contact
Mrs Rachel Cutajar	Principal	(07) 5595 8666
Mrs Celia Norling	International Student Program – Line Manager	(07) 5595 8666
Tammie Moss	International Student Coordinator	(07) 5595 8609 (M) 0475 806 650
Paula Crilley	Homestay Coordinator	(M) 0412 556 586
Amber White	Guidance Officer	(07) 5595 8666
Mel Eyres	Student HUB/Sick Bay	(07) 5595 8626

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



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

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

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

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

### What is the free call 1800 QSTUDY? 1800 QSTUDY

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

## When should I use the 1800 QSTUDY service?

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

At these times:

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

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

A critical or life-threatening situation includes:

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

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

## 9. School emergency and lock down procedure

### INTENT

If the need arises for an emergency evacuation of the school, through a fire or some other cause, all school personnel must be fully aware of the correct procedures to minimise the risk of danger or injury.

Teachers are required to read the detailed policy on this matter and explain in full to students the evacuation procedures for lesson and lunch times before signing the Logbook of Fire Drill and Emergency Evacuation Procedures.

Full details of the Policy can be found on the school's website:

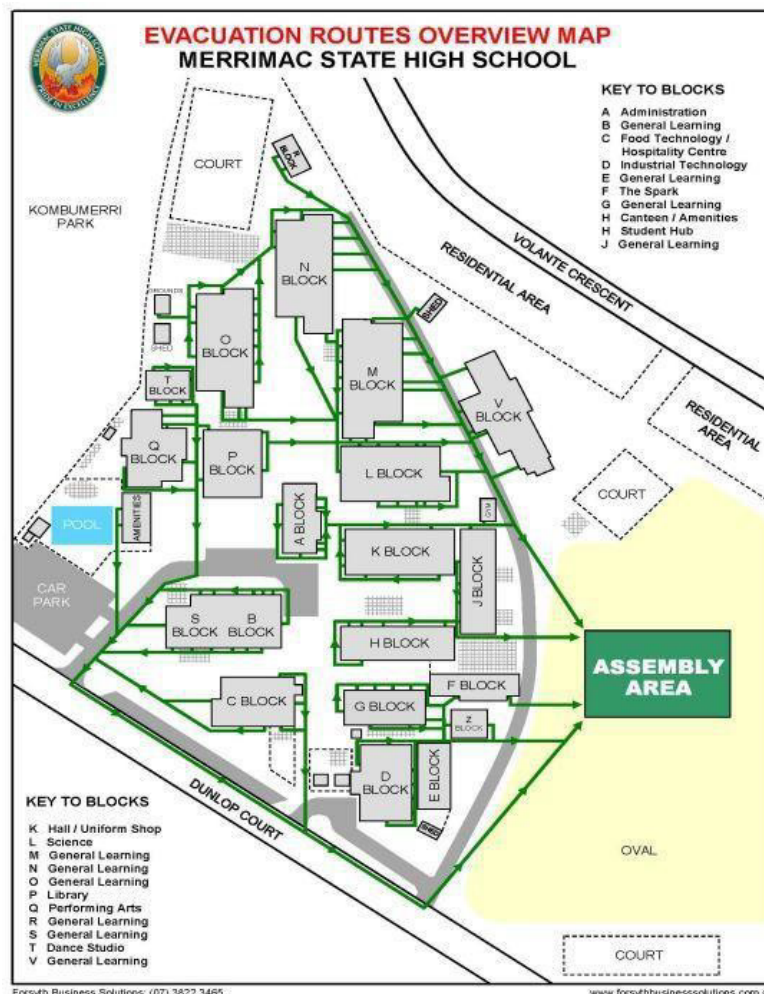
[www.merrimacshs.eq.edu.au](http://www.merrimacshs.eq.edu.au)

### PROCEDURE

- Should a fire or any other emergency situation be noticed in any block, evacuate and make immediate contact with the Administration Block using the SOS button or 777 on the phone
- The signal to stop work for an emergency evacuation is a sound of the school siren that rises in pitch. (The repetitive rising pitch indicates students are to rise and evacuate)
- Classes exit rooms safely **WALK not RUN**, without bags and books, but wallets and valuables must be in pockets at all times

- Under class teacher supervision and control, students are taken to Main Oval for assembly
- Please refer to the Evacuation Map near exit door for route from classroom/block to oval
- Classes assemble in their allocated Year Level area behind a marker. Students sit in a single line, supervised by the current class teacher
- Student absences must be recorded on the roll and given to the Year Level Dean who reports to Duty Deputy Principal (in charge of Fire Drill) (Red Cap) at the front of the assembly area
- **Teachers** report to the DP located under the shade sails near the basketball courts, to have their name marked off
- **Duty Deputy Principal** directs a staff member to Principal/Chief Warden (White Cap), located at the Emergency Evacuation point on the oval, to indicate all personnel have been evacuated
- **Duty Deputy Principal** dismisses students by Year Level to return to their classrooms to either collect books left in the classroom or to continue with timetabled lessons. The **Classroom Teacher** will be responsible for the supervision of the students.

## 10. School map and facilities



Overview School/Campus Map Legend

Distance to off-site assembly point:	5 Minutes	
Approach time to reach off-site assembly point:		
Primary assembly point	★	Emergency services access points
Route to Primary assembly point	→	Solar Panel installations
Off-site assembly point	★	Solar Panel Installer Locations
Route to off-site assembly point	→	School Gates

## EMERGENCY EVACUATION DURING RECESS & LUNCH

- Teaching Staff move students away from buildings to the Main Oval as quickly as possible, using the shortest and safest routes possible
- HODs check all buildings to ensure that no students are left behind
- All teachers are requested to assist by checking all classrooms in their building. Staff located in Area 4 for PGD are to ensure that all students have been cleared from K Block and the Amenities in H Block
- Last timetabled classes assemble in their allocated Year Level area. Students sit in a single line, supervised by the class teacher from their last timetabled class.

## IN CONCLUSION

To ensure the safety of all students, the priority of any emergency evacuation drill must be to make sure that:

- all students and staff are evacuated quickly and safely,
- all buildings are checked to make sure that no students are left behind,
- The total school community assembles on the Main Oval as quickly as possible as indicated in the instructions above,
- Security, particularly to computer equipment, needs to be undertaken – HODs/ADMIN to attend to this.
- Whilst closing windows/doors may retard the fire/emergency – It is not always possible to carry out on exiting a building.

## LOCKDOWN OF SCHOOL

### PROCEDURES

- If there is a potential threat of harm or injury to staff, students, visitors or contractors, it is imperative that all persons are secure within a building on the school campus until the threat has passed. Threats may come from a dangerous person, a toxic spill (chemical truck accident in vicinity of school), livestock running loose or severe weather
- **Administration staff** activate the lockdown alarm (alarm is a continuous emergency services siren, similar to ambulance; help is on the way, stay where you are). All personnel will remain in a secure place out of sight until the emergency has passed. In the event of a drill, Student Hub will send an SMS to parents advising that a lockdown drill is in progress
- **Administration staff** will immediately contact Police/Emergency Services providing information regarding: Time of incident, Nature of incident, Details of offender, and whether the person is armed, Type of weapon
- **Students, staff, visitors and contractors** will be kept in a safe place out of sight until Police/Emergency Services have dealt with the emergency and have declared the school safe for the return to normal activities.

## STAFF ACTION (FOR LESSON TIME)

- Teaching staff are to take control of their students ensuring all windows and doors are locked. Students and teachers must keep a low profile and remain out of sight of the windows - e.g., under desks, until the all clear is given. Mobile phones are to be switched off.
- Teaching staff and students who are outside must return to their respective classrooms in a calm and orderly manner
- Staff and students on oval, proceed to nearest building and participate in the containment procedure for that building
- Students or staff in the toilet, are to remain there, sitting on the toilet with feet up and the door locked
- Staff and students engaged in an activity in another area e.g., library, pool, gymnasium, are to participate in the containment procedure for that building.
- Staff are expected to scan for students who are out of class and not being actively supervised by a teacher, e.g., photography or returning from the lake. These students should be included in the containment procedure for the nearest building
- All other Staff Members must secure themselves inside, out of sight with doors and windows locked
- Staff members are required to include and take charge of any visitors/contractors who are in their vicinity at the time of the alarm activation.

## STAFF ACTION (FOR NON-LESSON TIME)

- If there is a potential threat of harm or injury to staff, students, visitors or contractors during non-lesson time, **staff or staff on playground** duty are to notify the Administration that a containment procedure is required
- **Administration staff** activate the lockdown alarm (alarm is a continuous emergency services siren, similar to ambulance; help is on the way, stay where you are). All personnel will remain in a secure place out of sight until the emergency has passed
- **Students** who are inside using the Library, Music, Performing Arts and Computer Rooms will remain where they are, under the supervision of HODs and staff and follow normal containment procedures
- **Teachers** on Playground Duty will be responsible for directing students to the nearest building in their area. Students will assemble, in the nearest building, staff/student are to secure all windows/doors and go to a low-profile position under teacher direction. Normal containment is then to be followed.

## ARRIVAL OF EMERGENCY SERVICES AND ALL CLEAR

Police/Emergency Services are to be directed to the principal to establish an emergency response room. Administration staff are to provide a brief of the situation and relinquish control of the critical incident to Police/Emergency Service Personnel.

When the threat is over, the Principal or a Senior Staff member acting on behalf of the principal (known by staff) will announce the **ALL CLEAR** by walking around the school wearing a 'High Visibility Vest' and calling out All Clear.

Normal activity will resume once the all clear has been given.

## 11. Orientation

The Merrimac State High School [Overseas student orientation](#) has been designed to:

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

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

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

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



## Daily timetable

8:55am	Warning Bell
9:00am	Period 1
10:10am	Transition
10:15am	Period 2
11:25	Morning Tea
12:00pm	Warning Bell
12:05pm	Period 3
1:15pm	Lunch
1:40pm	Warning Bell
1:45pm	Period 4
2:55pm	Home

## **12. What to do when**

### **12.1. Late for school or class**

All students who arrive after the 9.00am bell must report directly to the Student Hub and present their student ID card to the Attendance Officer to be marked present on the roll.

### **12.2. Leaving school during the day**

Students will not be permitted to leave the school grounds at any time during the school day unless prior written permission has been sought by parents, a Leave Pass issued and the student is collected from The Student Hub by a parent/guardian.

A Leave Pass must be shown by each student, if asked, at the shopping centre, on public transport etc.

Parents are asked to arrange appointments outside of school time, minimising interference with the student's academic, sporting and extra-curricular activities.

### **12.3. Feeling sick or unwell**

During School time please go to the international office. If there is no one there, please go straight to the Student HUB in H Block.

If you are sick prior to school please inform your host family and they will notify the international department of your absence. If you are going to be away for more than two days, you **must** go to the Doctor and obtain a Medical Certificate. Please bring that to the international office upon your return to school.

### **12.4. Wanting to change subjects**

All subjects need to be selected prior to arrival. Your timetable will be ready for you when you start school. All students are to follow that timetable for the first week. If you are having difficulty in a subject your teacher may suggest you change classes.

You get **one chance** to change subjects. By the end of the second week, we cannot change your timetable.

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

If you change your mobile phone number you **MUST** notify the international department immediately.

There may be unforeseen circumstances where you may need to move homes. This will be organised through the international department.

## **12.6. Wanting to see someone for support**

We have many services available to you at school.

- Guidance Officer
- GP in Schools
- Chaplain
- Youth health nurse

If you need to make an appointment, please see the staff at the international office or the student HUB. We will help you find the right service and make appointments.

You can also download these free Apps for your phone.

- [Emotional Health and Well Being Apps](#)
- [Lifeline](#)
- [Kids help line](#)
- [Headspace](#)

## **12.7. Lost property**

All property found is taken to the student HUB. If there is a name on it we will return it to you. If you lose something at school please go to the student HUB at break times and have a look. Most of the time the cleaners find it at the end of the day so it may not be there until the next day.

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

You **MUST** ask your teacher for permission to go to the bathroom during class time. They will give you a leave pass to leave the room and return. Please make sure you go to the bathroom during break times.

## **13. Accommodation and welfare Care arrangements**

While studying you must live with:

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

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

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

If you live a Department of Homes Affairs approved guardian to provide for your accommodation and welfare, we will communicate with that guardian on all matters to do with your enrolment and schooling (including welfare matters) as if



the guardian is your parent. You can read more about EQI's Welfare and accommodation in the following documents:

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

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

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

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

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

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

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

When living in a homestay you must:

- respect members of the family, their property and the home environment;
- participate actively as a member of the household;
- take responsibility for your own behaviour;
- comply with the household rules;

- comply with the homestay provider's decisions about your actions and welfare, including outings and curfews. Curfew is set by the school and host families are **NOT** permitted to negotiate your curfews.
- have a mobile telephone and carry it on your person when traveling; this may also mean you need an external battery, so your phone won't go flat while you are out
- keep the homestay provider informed of your whereabouts, and **remain contactable** by them, **at all times**.

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

If you want to live with a different homestay provider, you should talk to the Homestay Coordinator and the school Guidance Officer. We will not approve new homestay arrangements within the first four weeks of your stay unless there are exceptional circumstances.

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

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

### **Curfews**

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

Before you leave the house, you **MUST** inform your homestay where you are going and who you will be with. You must be contactable at all times. Make sure your phone is charged.

You **MUST** always ask for permission from your homestay to go out.

Students are required to comply with standard EQI curfew times while staying with an EQI homestay host.

If there is a specific situation, the School's International Coordinator may allow a later curfew. An example of this would be if you joined a sporting team and needed to train and play outside of the curfew times. You **MUST** fill out a Non-Routine Travel and Activities Form.

### **Places to hang out**

You are **NOT** permitted to be in **public parks** on **beaches** at **Surfers Paradise** or at **Tallebudgera** after 6pm. All International students **MUST** be out of these places during the **night-time**. No international student is permitted South of Burleigh after 6pm.

Surfers Paradise, Tallebudgera, Parks, and beaches are very well-known **DANGER** spots for International Students.

Another well-known danger spot is Miami Hill and Burleigh Beach / Surf Club.

During your time in Australia if you are hanging out with friends after dark, we would expect you to be indoors at a restaurant, a shopping centre or a friend's home.

There is **NO** need for you to be in any other place.

	Sunday to Thursday	Friday and Saturday	School Holidays
Years 7 to 10	6pm	9:30pm	9:30pm Mon - Sun
Years 11 and 12	7pm	10:30pm	10:30pm Mon – Sun
All years	9.00pm Thurs		9.00pm Thurs

**ANY EXCEPTIONS TO THESE CURFEWS MUST BE APPROVED BY  
MRS CUTAJAR IN ADVANCE.**

Your host family are **NOT** your legal guardians and **CANNOT** change the curfew under any circumstances. Please **DON'T** ask them.

Your host family are required to report to **us immediately** if you miss curfew for whatever excuse you come up with.

## Are you in Year 11 or 12?

Monday – Wednesday your curfew is 7.00pm.

Friday & Saturday your curfew is 10.30pm.

## Are you in Year 9 or 10?

Monday – Wednesday your curfew is 6.00pm.

Friday & Saturday your curfew is 9.30pm.

## All years

You may be out till 9.00pm on a Thursday night if you are shopping /working or playing sport however your homestay must know exactly where you are. If you are at a shopping centre you must not be in school uniform.

Please note: Curfews are in place for your safety. Homestays do not have the authority to change these times. Any changes must be approved by the principal.

### Sunrise

We appreciate that watching the sunrise over the beaches of the Gold Coast is a spectacular view, however we also cannot guarantee your safety. Students **are not** permitted to leave the house before 6:30am in Summer and 7:00am in Winter.

You may like to ask your homestay if they would accompany you to watch the sunrise. The only way you are permitted to attend the sunrise is with your homestay.

### **Schoolies**

In Australia **Year 12** students who finish school have a weeklong celebration in Surfers Paradise. This will be from 18 November to 24 November.

The following week 24 November to 1 December is Schoolies for Victoria and NSW.

International Students are **NOT** permitted to be in Surfers Paradise for the whole two weeks. Due to Schoolies, there will be **NO** travel approved during this time. There will be **NO** sleepovers approved during this time.

This is the same rule across all Gold Coast Schools.

If you need to go shopping for souvenirs for family prior to leaving Australia and you need to get them from Surfers PLEASE do so before 15 November. The same souvenir shops are at Broadbeach and Burleigh so there is no need to be in surfers at all.

### **Staying over**

Sometimes you may be invited to stay at someone's house overnight. If you want to do this, discuss it with your homestay parents and provide them with the details. For the first time, you are required to get permission from the school; subsequently your homestay may be able to phone the other homestay direct. You must stay with an adult approved by the school.

When staying over at a friend's house make sure that you respect the rules of that household. As this is an extra, it is assumed that you will provide your own transport to and from your friend's house. This is not the responsibility of host families.

### **Breakages**

We understand that accidents happen however please be aware you are in someone else's house and using their property. In the event something gets broken please tell your homestay immediately. Students are responsible for the cost of fixing or replacing the item.

Please take a photo of it and let the international staff know so we can facilitate the payment and make sure no one is being over charged.

### **Water shortage**

Australia is a dry country so you will need to understand that your Homestay family will ask you to be sensible in the use of water; this means that they may well limit the time you spend in the shower.

### **Bedtime**

Some Australian families go to bed earlier than you may be used to. Please be mindful of this during your stay with your host family and keep noise levels down if your family have gone to bed or have younger children who may be trying to sleep.

## **Your Room**

This is your own space and very important to you. However, when you leave, this room will once again belong to your host family, so it is important that you care for it and do not damage anything in it.

Your host family will probably tell you what is ok and not ok to do in your room but in general:

- Eating and drinking is done in the dining areas of the home
- Washing is hung to dry outside
- Headphones are used for iPods, mobile phones, laptops etc if you wish to listen to music at a raised level.
- Turn off lights when not in use or when going to sleep

In Australia it is customary to sleep between two sheets, with blankets on top of that if necessary. This makes it easy to keep clean as the sheets and pillowcases can be washed weekly.

## **Toilet**

Australian toilets are maintained in a clean state (even public toilets at school) and it is unnecessary to put toilet paper on the seat before sitting down.

You should **NEVER** squat above the toilet or stand on it.

Boys need to lift the toilet seat and lid before urinating.

## **Personal hygiene**

Australia's climate can be more humid than other countries, so the regular use of deodorant is important. Boys and girls should put on deodorant each morning before dressing and many Australian students will carry roll-on deodorant for use at school, especially if they have engaged in physical activity like sports.

### **Personal hygiene for girls**

Sanitary Pads and tampons need to be changed 3-4 hourly or sooner if required, so you may need to be aware of disposal methods at home and at school (of course tampons **MUST** be removed at night-time and sanitary pads used due to a rare disease called Toxic Shock Syndrome).

**At School:** Sanitary pads and tampons need to be wrapped in toilet paper and disposed of in the sanitary dispenser found in the toilet cubicle. Never try to flush a pad down the toilet – they are too big and will cause a toilet blockage. Do not flush tampons in the toilet unless it says it is OK on the tampon box.

**At Home:** Each family may have individual requirements regarding the disposal of pads/tampons and you may want to ask your host mother about what to do. As a general rule, if you are in doubt, wrap the tampon or pad in toilet paper and put in a plastic bag which you then can put in the council garbage bin (green lid).

## 15. Doctors and dentists

The Student Coordinator will be able to advise you on medical personnel. Sometimes it may be possible to attend a professional person who will speak your preferred language. If you would like her to accompany you to the doctor or dentist she may be able to do this. One surgery that processes your overseas medical insurance automatically is;

Mermaid Beach Medical Centre 5572 1668 After hours house call 137 425 (free)

## 16. Going out - your social life

Everyone hopes that you make lots of friends and have a great time while you are in Australia. However, it is important that you be sensible in what you do and be considerate of others.

If you are going out, **always ask permission from your host family**. If there is a dispute as to what is acceptable or not, you **must** do as your host parents say, but you may wish to consult with Merrimac staff on your return to school. Make sure your host parents know where you are going and you must be contactable at all times.

Make sure that you always check on the prices of entertainment (movies, theatre etc.) so you can pay your own admission charges. You will lose friends quickly if you expect them to pay for you.

As a general rule, you should be home and doing homework on Monday, Tuesday, Wednesday, Thursday and Sunday nights. Friday and Saturday nights are suitable for socialising. Make sure you have suitable transport arrangements as your host families are not expected to drive you to meet your friends etc. If you come home late, make sure that you do not make unnecessary noise as you enter the house. You should be careful to not be walking home in the dark alone. You may need to order a taxi to get home (Taxi No: 131 008). Please note EQI do permit students to travel with Uber.

You should be aware that it is illegal to drink alcohol in Australia and all non-doctor prescribed drugs (e.g. marijuana, synthetic marijuana speed, ecstasy etc.) are illegal. It is not OK to do these things, just because others are doing them. You are a guest in this country and if you get caught, you will be returned to your country immediately. You have already agreed to this as a condition by EQI.

### 9. Behaviour

Have you ever been suspended, excluded, expelled or asked to leave a school? Yes ☐ No ☐ Dates

If Yes, please provide details

**IMPORTANT:** Students are not permitted to smoke, consume alcohol, misuse prescription medication or use illicit drugs while enrolled in an EQI program. Students must comply with all Australian laws and the conditions of their student visa.

Do you agree to abide by these conditions? Yes ☐ Failure to abide by these conditions may result in cancellation of enrolment. Refer to EQI website: <https://eqi.com.au/apply-now/terms-and-conditions>

**Even if you are 18 or over, you have signed an agreement with EQI to not drink alcohol, smoke or use drugs for the duration of the contract.**

## **17. 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 disorientating. Although culture shock can be positive in some ways, it's important for students to understand what culture shock is, what causes it, and how to manage its effects.

Some of the signs of culture shock include:

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

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

### **1. Honeymoon phase**

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

### **2. Frustration/ Distress phase**

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

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

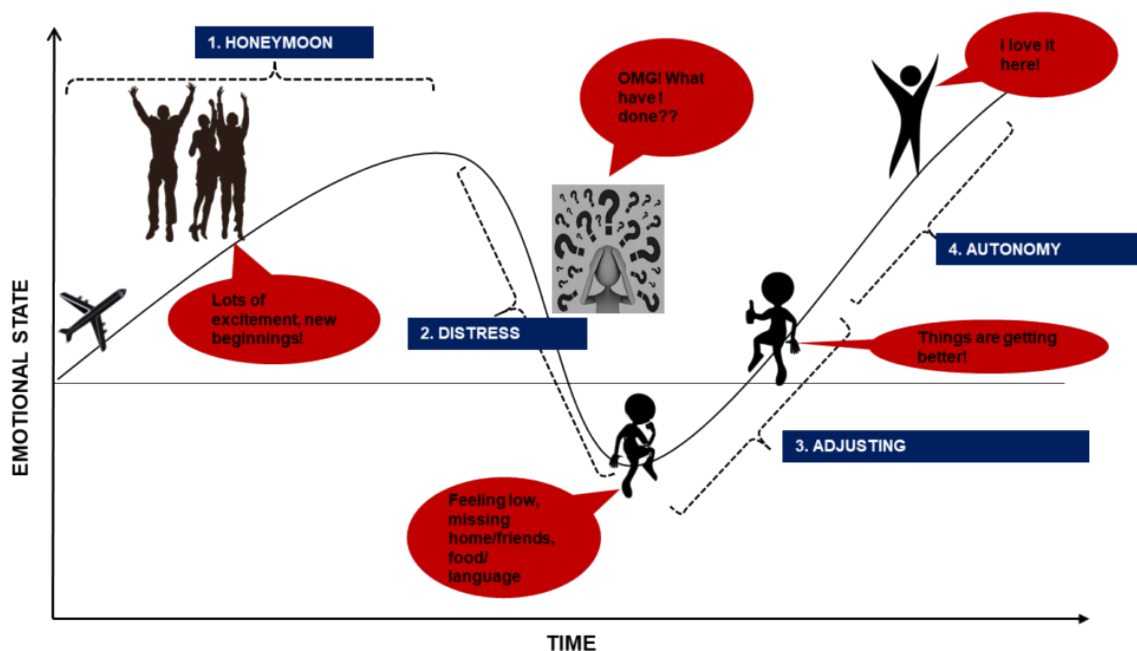
### **3. Adjusting phase**

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

accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

#### 4. Acceptance/ Autonomy phase

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



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

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

## **18. 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.

## **19. EQI Standard Terms and Conditions**

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

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

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

## **20. Visa Conditions Attendance**

Merrimac State High School's attendance policy is on **page 25** of the [Student Code of Conduct](#) 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 Merrimac State High School it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8:55am.

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

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 SMS or email to 0475 806 650 or [tmoss65@eq.edu.au](mailto:tmoss65@eq.edu.au) 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.

If you are too unwell to come to school, you are **not permitted** to go out and socialise after school or during school hours. It would be expected the only reason to leave the house would be to visit a doctor.

### ***Important information about attendance***

- |                                       |                          |
|---------------------------------------|--------------------------|
| • Start and finish times              | 8:55am to 2:55pm         |
| • Late arrival process                | Sign in at the HUB       |
| • School absence telephone number     | (07) 5595 8626           |
| • Serious, injury or incident process | <a href="#">Policies</a> |

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

#### **Full day absences**

Class rolls will be marked at the start of each class. This is recorded in Compass and will roll over into OneSchool at the end of each day.

#### **Part day absences**

Pre-arranged absences by parent/host family will already be entered into Compass. The teacher marking the roll will see the student is absent.

Further information can be found in the [Roll marking in state schools](#) procedure.

### ***At risk of failing to meet attendance requirements***

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

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

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

If your attendance falls to 90% of your course contact hours in any term, we will give you and your parents/legal custodians, and your Department of Home Affairs approved guardian (DHA approved guardian) a written warning.

### ***Unsatisfactory attendance***

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- [Managing student absences and enforcing attendance at state schools](#)

### **Course progress**

You must maintain satisfactory course progress for each study period as required in the EQI [International Student Programs Entry and course requirements standard](#) and the [EQI Course progress – subclass 500 \(schools\) visa procedure](#). 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 Merrimac State High School, we provide written reports to you and your parents or legal custodians every semester as per the [P-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website.

You must complete your course within the time set out in the Confirmation of Enrolment that EQI sent you.

EQI may extend the time to complete your course only if:

- there are compassionate or compelling circumstances;

- your course load is reduced because you are having difficulty making satisfactory course progress; or
- a deferral or suspension of study is approved (see the [Deferral, Suspension and Cancellation Policy](#) section of the [EQI Standard Terms and Conditions](#)).

Where there is an adjustment to course length you must contact the Department of Home Affairs to seek advice about any potential impacts on your visa, including the need to obtain a new visa.

### ***Unsatisfactory course progress***

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

### ***Formal intervention***

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools\) visa procedure](#)
- Merrimac State High School [Academic Policy](#)

## **Behaviour**

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

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

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

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

At all times you must:

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

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

The English is an additional language or dialect (EAL/D) unit provides a supportive educational environment for students who have English as their second language and/or dialect who intend to live permanently in Australia. This course gives these students the necessary English language skills to participate fully in mainstream schooling in reading, writing and speaking.

The ESL unit boasts excellent education standards as well as experienced staff who are accustomed to welcoming ESL students and integrating them into the school community. The ESL course ranges from language acquisition of the basic English conversational skills to total immersion of the school curriculum. ESL students comprise about 4% of the total student population.

## **22. Additional study support programs**

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

<b>Activity</b>	<b>Time and Location</b>
MSHS Tutorial Support	3:15 – 4:15 pm in the library Mon & Wed

## **23. Homework expectation**

Students and parents can expect that every student will have learning activities to do at home. Homework engages students in independent learning to complement work undertaken in class through:

- Revision and reflection to consolidate learning
- Application of knowledge and skills in new contexts
- Pursuit of knowledge individually and imaginatively
- Preparation for forthcoming classroom learning

Homework provides students with opportunities to pattern behaviour for senior studies and lifelong learning beyond the classroom and to involve family members in their learning. The setting of homework takes into account the need for students to have a balanced lifestyle, including sufficient time for family, sport, culture, recreation, and possible part-time employment. The amount of time devoted to homework and independent study will vary according to the student's learning needs and individual program of learning, determined through their Senior Education and Training (SET) Plan

#### **24. Academic policy**

Please see the Assessment Policy on the school website; [Assessment Policy](#)

#### **25. Legal services**

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

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

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

#### **Emergency and health services**

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

#### ***Overseas student Health Cover (OSHC)***

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

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

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

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

- Common advice and support OSHC providers may provide include:
- medical assistance
- referral to a doctor for medical treatment

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

OSHC providers in Australia include:

Australian Health Management AHM)	<a href="http://www.ahmoshc.com.au">www.ahmoshc.com.au</a>
Allianz	<a href="http://www.allianzassistancehealth.com.au">www.allianzassistancehealth.com.au</a>
BUPA Australia	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
Medibank Private	<a href="http://www.medibank.com.au/overseas-health-insurance/oshc">www.medibank.com.au/overseas-health-insurance/oshc</a>
NIB Health Funds Limited	<a href="http://www.nib.com.au/overseas-students">www.nib.com.au/overseas-students</a>

## **26. Medical matters**

### ***Health information***

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

### ***Visiting a doctor***

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

### ***Medication***

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

## **27. 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](#)

## **28. Fees**

### **Tuition**

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

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

### **Non-tuition fees**

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

During your time at Merrimac State High School, you may incur some extra expenses;

- Uniforms
- BYOD – Students MUST have their own laptop
- Some excursions
- External sporting clubs
- External sporting facilities
- After school activities
- Gym Membership

### **Overseas student Health Cover (OHSCH)**

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

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

- [Fees](#)

## **29. Transfer policy**

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

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

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

For more detailed information please see the following documents.

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



### 30. Complaints

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

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

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

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

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

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

### 31. Appeals

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

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

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

#### External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to

[ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au) or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

EQI will comply with any decision the Ombudsman makes.

## **32. Travel and activities**

### **32.1. Routine activities for homestay students**

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

### **32.2. Non-routine activities for homestay students**

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

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

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

## **Related documents**

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

### **32.3. No high-risk activities**

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

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

## **33. Refund policy**

### **Your rights**

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

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

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

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

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- [Refund request form](#)

## **34. School policy and procedures**

- 34.1. Anti-bullying policy/Code of Conduct/Responsible Behaviour Plan**  
[Student Code of Conduct](#)
- 34.2. Bring your own device**  
[Online Learning Etiquette Policy](#)
- 34.3. School network and internet policy**  
[Online Learning Etiquette Policy](#)
- 34.4. Use of mobile phones**  
[Mobile Phones Policy](#)
- 34.5. Make up and jewellery policy**  
[Dress Standards Policy](#)
- 34.6. Uniform requirements**  
[Dress Standards Policy](#)

## **35. Uniforms**

### **2025:**

All students will wear the formal school uniform 5 days a week.

Exception being school sport uniform on Inter-School sport dates.

### **General Opening Hours**

- Thursday 8.00am – 12.00pm

The uniform shop / classroom resources are located in K block.

Junior Sport Uniform



Senior Sport Uniform



Formal Uniform



Formal Uniform



All students **MUST** wear Black Leather Shoes

Acceptable Shoes

*Shoes must be BLACK leather or imitation leather only – polishable.*



Un-acceptable Shoes



Shop uniforms online [Flexischools](#)

**Jewellery** - No jewellery is to be worn, except for one watch, one pair of small sleepers or studs in the ear and small religious or cultural items on a long chain under the school uniform (**not visible**). No other jewellery or piercings are to be worn to school.

**Make up** - visible make-up or coloured nail polish is not permitted.

**Hair** - Must be clean, of a natural colour, and kept in a neat and tidy manner. It should be worn in a non-extreme style.

### **Tattoo's and Body Piecing's**

While you are under the EQI agreement you are not permitted to have a Tattoo or any body piercings done. It is against school rules to have a tattoo or body piercing. You must also be over 18 years old or it is against the law. You will be reported to EQI if you go ahead with either or both of these.

### **36. Banking**

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

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

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

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

Once your account is opened you will receive in the mail a card and a pin code Personal Identification Number code (PIN Code). You should **NEVER** disclose your PIN code to anyone.

For your parents to transfer funds into your account you will need to provide them with the local branch identification number, your account number, bank contact details and swift code. Check with your bank as to their process and requirements).

Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.

Check with your bank as to opening hours during the week and on weekends.

Do not carry large sums of money at school or when out in public.

### **37. Transport**

- [Kinetic Buses](#)
- [G Link](#)

- [TransLink Train](#)
- [Go Card](#)

### 38. Driving

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

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

**Study Aboard Students **do not** have permission to be a passenger or driver of a car displaying L (Learner Plates) or P (Provisional Plates)**



### 39. House Structure

The house system is designed to reflect and enhance the values of Merrimac State High School. With staff members and students participating enthusiastically in the various house challenges, the school's values are given concrete meaning as all house members prepare for the future, respect community, value differences, participate and succeed while striving for pride in excellence.

#### 39.1. House Groups





### **39.2. Purpose of the House Structure**

The house system aims to give students an identity and sense of pride in a supportive, secure environment. The houses provide for positive competition and a closer rapport between students and teachers. Each house boasts their distinctive colour and mascot.

The house system is an integral and vibrant part of the school culture. Houses compete in a number of sporting, academic and cultural activities. Each term the houses accumulate points for the various activities they participate in and the winning house receives the house shield at the annual sports award ceremony.

The 4 Houses at Merrimac State High School are Pigin, Mibunn, Bowai and Ngurun to reflect our Indigenous heritage.

Each House has a staff member as a house leader and 2 students as house captains.

### **40. School Leadership Opportunities**

Varied opportunities exist for students to develop leadership skills and responsibilities. Students are able to nominate for Phoenix Captain each year and play a role in assisting their Phoenix teacher and year coordinator.

House captains and team captains are also selected to inspire participation in the various annual carnivals. Students are also encouraged to represent the school in various district competitions such as debating, chess, representative sport, Mooting and language competitions, Tournament of the Minds and other inter-school academic challenges.

Student clubs such as The Leos Club, Duke of Edinburgh's International Award, The Honours Club and Academic List, Student Council and Merrimac Cares also foster responsibility and leadership qualities in our students.

School prefects and captains play a vital role in guiding the students of the school and in organising school celebrations such as Presentation Evening and Multi-cultural night. Student input is sought when important decisions on values, philosophy and management are being made.

The Honour Board in our school foyer displays the Dux, Sportsman, Sportswoman and Caltex All Rounder, named at the annual Presentation Night, for each year.

### **41. 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.

#### **42. Australian teenagers**

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

It is also polite to tell homestay parents in advance if you will not be home for dinner. Please inform your host family **no later than 4pm**. Most parents set a time by which their children must return home, and 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, weekend sport, using the computer, visiting friends and shopping.

#### **43. 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.

Most families will only cook breakfast on a weekend.

##### **Lunch**

It is most likely that you will also be required to *make and pack* your own school lunch using food provided by the homestay. In Australia, it is common for lunches to consist of sandwiches (two slices of bread with fillings such as spreads, cooked meats or salads), something sweet like biscuits or cake, a piece of fruit and a cold drink. Sometimes families give students leftover food from dinner, please be aware there is nowhere to heat up food at school. Talk to your homestay family about the



choice of foods available for lunches, and if you have any problems, please see the Homestay Coordinator.

### **Dinner**

Dinner time varies depending on the age of the children living in the home and the hours the parent/s work until, but generally dinner is served anywhere between 5.30pm and 7.30pm. Food that is served for dinner varies greatly, however dinner usually consists of a kind of meat (such as chicken, fish, beef, lamb or pork), a variety of vegetables (potato, beans, peas, broccoli, carrots) and a serve of a carbohydrate (rice, pasta, potato, couscous or bread).

Food is usually served on an individual plate, rather than shared dishes in the centre of the table. People eat off their own plate. Generally, all members of the family sit to eat the meal together and talk about the day's events. It is important to participate in *table conversation* as this is an excellent chance for you to improve your conversational English and get to know your homestay family better.

**You MUST notify your host by 4pm if you will not be home for dinner!**

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.

### **44. 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. You must be home by curfew.

As a general rule, socialising should be limited to weekends, as weeknights 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.**

Sleep overs can **only** take place on **Friday** and **Saturday** nights.

#### 45. 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).

#### 46. Communication

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

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

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

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

#### 47. 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.

#### 48. 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). **Scooters** and **skateboards** are **banned** from school, they will be confiscated if you bring them to school.

Before you ride a bike to school, first ask your homestay parent to show you the *best way to go* 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. Use your GO Card.

#### 49. Swimming

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

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

#### 50. Surf and Beach safety

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

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

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





To make sure you are safe when swimming at the beach: **Always swim between the red and yellow flags on patrolled beaches.** Look for signs at the entrance to the beach for local information. Never swim alone, always swim with someone else.

#### Useful links

- [Queensland Surf Lifesaving](https://www.queensland.gov.au/department/transport-and-infrastructure/roads-and-transport/surf-lifesaving)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.



There's an international standard for this with black and white checked flags used throughout the world, including here in Australia. Swimmers stay within the red and yellow flags and surf craft users stay outside the black and white flags and never the two shall meet.



## **Sun safe**

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

- avoid direct sun when possible
- drink plenty of water
- wear a long-sleeve shirt, wide brim hat and sunglasses
- regularly apply an SPF 30+ high protection sunscreen.

## **51. 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.**

## **52. Important People in our school**



**Celia Norling**  
Deputy Principal  
International



**Nyree Hawley**  
Deputy Principal  
9 & 10



**Rachel Deere**  
Deputy Principal  
7 & 8



**Jason Gibbs**  
Deputy Principal  
Year 11 & 12



**Amber White**  
Guidance Officer  
Senior School



**Shannon McKinley**  
Guidance officer  
Junior School



**Paula Crilley**  
International Homestay  
Co-Ordinator



**Tammie Moss**  
International Student  
Co-Ordinator



## DEANS



**Andrew McMahon**  
Student Support &  
Engagement



**Mat Borg**  
Year 7



**Derek Du Kamp**  
Year 8



**George  
Sosangelis**  
Year 9



**Asha Cameron**  
Year 10



**Anna Flynn**  
Year 11



**Zoe Snooks**  
Year 12



**Jenna Moore**  
HOD English



**Chris Eisenhuth**  
HOD HPE / Tech



**Kay Simpson**  
HOD Humanities



**Sarah Du Kamp**  
HOD Inclusion



**Paul Gray**  
HOD Math's



**Ben Cramp**  
HOD Science



**Chris Wood**  
HOD Junior  
Secondary



**Samantha Blake**  
HOD Senior  
Secondary



**Cara McLennan**  
HOD The Arts



**Mel Eyres**  
Student Services



**Tracey Matthews**  
Deputies PA



**Luke McMahon**  
IT



**Maryanne Cherry**  
Canteen



**Rachel Skrabanich**  
Industry Liaison  
Officer



**Annie Zhan**  
DEANS Admin



**Sophy Politakis**  
Library



**Daniel Ashcroft**  
International  
Teacher

## Permission to Travel

All students **MUST** fill out and submit a **Travel and Activities form** this form can be collected from the international office, or downloaded from the EQI website at

[ISP Travel and Activities Request Form](#)

### 53. Permission to stay away from your homestay 4 days' notice

If you are not sleeping at your homestay, you must always have permission. This is a requirement of the contract you have with EQI and is also a regulation of the Department of Immigration and Border Protection DIBP.

The process of gaining permission varies depending upon the exact situation. The table below sets out guidelines ranging from a simple situation (Level One) to a complex request (Level Four).

If you intend to sleep over at someone's house (who is a student at our school and in our homestay program) on a Friday night your completed form **MUST** be in on or before the Monday of that week. Travel will be denied if handed in after Monday.

### 54. Traveling with your natural parents

During your time in Australia your family may come and visit you. You may wish to travel during this time. Even though they are your family, we are the legal guardian, so you still need to seek permission.

You must complete a EQI Non-Routine activities form. This is available at the international office or on your Orientation USB. This is considered a complex travel arrangement.

The form must be handed in not less than two weeks prior to your family arriving. During the application process there will be certain documents required by your family

We also require certain documents for this to be approved. Your family will need to provide;

1. Their passports
2. A written letter including dates that they will be responsible for your welfare
3. Itinerary including the name of the accommodation
4. If more than a 7-night block over the Christmas period you may be entitled to a refund of homestay fee. This form **MUST** be lodged with the application to travel
5. Itinerary of any flights

This must accompany the form for lodgement. The International Coordinator will help get these documents.

The process of applying for Travel;

1. Students collect a travel form from the box at the International Office
2. Student fill out the form with **ALL** information
3. The homestay family **MUST** sign section G



4. Student returns form to the in box at the international office
5. The Student Coordinator will assess the application and contact supervisor at the destination to confirm this travel is approved by them
6. Student coordinator signs form and send to Principal for approval
7. Principal approves or denies
8. Student Coordinator contacts homestay and student to advise if approved

As you can see this process takes a long time there for it is important that forms are filled out correctly and in on time. Please note if forms are not filled out correctly or late handed in travel will automatically be denied.

## 55. Travel during school term

A requirement to maintaining a student visa is attendance. For this reason, travel during the school term will be denied. Failure to meet your requirements could result in your visa being cancelled. It is law for us to report breach of visa requirements to EQI who will report this to the immigration department. You **MUST** attend school on school days.

It is best to plan your travel arrangements during school holidays to avoid disappointment.

## 56. Complex travel and overnight stay applications 2-week notice

This is used for out of area and more complex requests. It does need your natural parent's signature so **two weeks' notice** is required. This Application form must be handed in **two weeks before travel**, please ensure that all dates, flights etc. are clearly legible. If you do not fill in the information, then no permission will be granted. It is compulsory for both the school and parents to know basic information about your trip.

Please note: participation in extreme sports and high-risk activities will not be approved. High risk activities include but are not limited to: abseiling, bungee jumping, caving, rock pools, cannoning, hang gliding, jet skiing, motorcycling, mountain climbing, parachuting, parasailing, racing (other than on foot), rock and/or mountain climbing, shark-cage diving, sky diving, white water rafting and ocean yachting.

**International Student Programs travel and activities request form**

This form is to be used by [parents/guardians](#) participating in the Education Queensland International (EQI) International Student Program (ISIP) to request permission for their child to travel overseas for non-educational travel and activities as specified in the ISIP Standard Terms and Conditions.

**Parental Declaration**

EQI is collecting the information on this form to assess your request for approval to undertake non-educational travel and activities. The information collected on this form may be provided to your parents, homestay provider, school and EQI. The information will be recorded, used and disclosed for the purposes of the principal or delegates on behalf of EQI considering and approving or declining to authorize your request. This information may be used for subsequent management and to ensure your student is safe provide false or misleading information, or fail to provide relevant information. Your personal information may otherwise be used or disclosed where authorized or required by law.

**How to complete this form**

1. Complete Section A: Student details.
2. Complete Section B: Type of travel or activity.
3. Complete Section C: **TRIP** depending on the type of travel or activity selected in Section B.
4. Sign Section D: Student's agreement.
5. Give the form to your homestay provider and ask them to complete Section E: Homestay provider acknowledgement.
6. Follow your school's instructions about parent/legal custodian agreement (Section F).
7. Give the form to your international student coordinator to give to the school principal (or delegate) with all required supporting documents attached.

**Important:**

- Follow your school's instructions on submitting this form (e.g. email/online) - please see your international student coordinator if you have any questions.
- Students **must** have travel, accommodation and/or activities well approved has been provided.
- Students **must** participate in high-risk activities, unless approved by EQI.
- You must keep your international student and/or homestay coordinator and homestay family informed of any changes to your emergency contact details.

**Section A: Student details**

Student name: \_\_\_\_\_ School: \_\_\_\_\_

Date of birth: \_\_\_\_\_ EQI student ID: \_\_\_\_\_ Year level: \_\_\_\_\_

Insurance provider: \_\_\_\_\_ Insurance policy number: \_\_\_\_\_

**Section B: Type of travel or activity**

☐ Return to my home country during my course of study with EQI. Please complete Section D.

☐ Stay overnight at a friend's house. Please complete Section E.

☐ Travel with parent/legal custodian. Please complete Section F.

☐ Other. Please complete Section C.

**Section C: Travel with parent/legal custodian or other activity**

Date & time of departure: \_\_\_\_\_ Date & time of return: \_\_\_\_\_

With this travel or activity is recurring? ☐ Yes ☐ No

Mode of transport: ☐ Airplane ☐ Train ☐ Other (provide details) \_\_\_\_\_

Accommodation: Please provide address details, including name of accommodation and full street address, if staying overnight. \_\_\_\_\_

Details: Please provide as much detail as possible or attach details (e.g. brochure, activity program, tour document). \_\_\_\_\_

Prepared by Education Australia in Queensland (Education Queensland International) (EQI) (Provider Code 000000).  
Travel and activities request form, version 1.1, August 2020.  
International page. Refer to the Department of Education Policy and Procedures Register at [http://www.eq.edu.au/policies-procedures-travel-and-activities-for-international-students.aspx](#) to ensure you have the most current version of this document.  
Page 1

**Merrimac State High School**  
Gold Coast, Australia

Sunday, 12 February 2023

Dear Homestay, Student and Agent

**Re: Notification of Travel**

Authorization to travel, as outlined in the application received from «Student\_NAME» on «Date\_From\_Joining\_In» has been granted.

«Student\_NAME» will travel to «Destination» and be supervised by «Supervisor» PH «Office».

Travel will take place from «Date\_Leaving» to «Date\_Returning».

If any part of this itinerary changes (e.g., flight daytimes, airline, accommodation) the school must be informed and I reserve the right to vary this permission.

Please make sure «Student\_NAME» carries the schools emergency contact card and Allianz insurance details.

Yours faithfully  
Mrs Rachel **Catala**  
Principal

Cc: Student, Homestay, Student file, Agent

EQI is a business  
Education Australia  
1800 244 122 (toll free)  
Dunlop Court, Merrimac, QLD 4215  
2/240 Kennedy, Toowoomba, QLD 4360  
P 07 3366 4444 F 07 3366 4444  
www.educationaustralia.com.au

Non-Routine Travel and Activities Form.  
This is on your USB stick or use this link  
[Travel Form](#)

A formal letter will be issued to the Student,  
Agent and host family either approved or  
denied.

### **57. Graduate students and students who wish to return home during the holidays**

**DO NOT** book your flight until you have spoken to the International Student Coordinator. You **MUST** first complete an EQI Non-Routine Activity's Form. Travel will **ONLY** be granted to travel in holiday periods. **NO** school days off will be approved to return home.

#### **Holding fee**

Graduate students will need to pay the **EQI holding fee of \$56** per week to hold their place in the program over the Christmas break. This **MUST** be paid prior to travel.

We cannot refund for the homestay for the period of the student's course plus 1 week at each of the start and finish of your course.

If students return home during the Christmas holidays homestay fee can **NOT** be claimed for refund even if the student is not staying with the homestay.

### **58. Invoice Payments**

You will receive an invoice from the school for any money that needs to be paid.

This will be emailed to you. There are a few ways you can make payment.

- Pay with cash or card at the uniform shop open; Tues, and Thurs between 8.00 and 12.30
- Bank Transfer Internet banking details –
  - Account Name: Merrimac State High School
  - Bank: Commonwealth Bank
  - BSB: 064 445
  - Account No: 00090051

## How to pay an invoice

Merrimac State High School - (2147)  
Q Supercentre  
PO Box 5610  
QLD 4218  
ABN 29 878 213 884  
Phone 07 5595 8666  
Fax 07 5595 8600



### TAX INVOICE

Tammie Moss 3 DUNLOP COURT  MERMAID WATERS QLD 4218	<b>INVOICE NUMBER:</b> 94889 <b>INVOICE DATE:</b> 08-Feb-2023 <b>INVOICE REF:</b> 2023Law270223 <b>DUE DATE:</b> 21-Feb-2023  <b>DEBTOR ID:</b> 5748523 <b>ORDER NUMBER:</b> 7542539 <b>EMAIL:</b> tmoss65@eq.edu.au
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**Tammie Moss** EQ id: 0000000000T  
School Roll Class: 12E

Item Description	Quantity	Item Price	Inv. Amount
Brisbane Law Courts Bus Hire	1.00	25.00	25.00
<b>GST TOTAL:</b>			<b>0.00</b>
<b>INVOICE TOTAL:</b>			<b>25.00</b>

\* Indicates Invoice Amount on Item row includes GST

Payment by BPOINT link on invoice

**B POINT**  
B2B Payment

**Online Card Payment**

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**CRN:** 21471

**Online Card Payment**

Invoice No: 94889

This invoice can be paid by card via BPOINT

<https://www.bpoint.com.au/payments/dete>

- The web address to the left provides a direct hyperlink to BPOINT. Your CRN, Invoice and Student Name will pre-populate into the BPOINT payment screen.
- Phone payment using credit/debit card via BPOINT 1300 631 073. Please quote CRN and invoice number from the BPOINT box on the left.
- Centrepay Deduction - Payment by Centrepay deduction can be arranged through the school office.
- In person at "Merrimac State High School - (2147)" via EFTPOS.
- Cheque or Money Order payable to "Merrimac State High School - (2147)"
- Other payment options are available. Please contact the school office.

## 59. Concerts and Events

During your time in Australia certain bands, singers or shows may be on. We **DO NOT** permit students to attend these events as most are in licenced venues and they are generally not on the Gold Coast. Therefore, we cannot guarantee your safety traveling during these events.

**DO NOT** book flights or purchase tickets as you will not be permitted to attend these events.

#### **60. Travel to and from the Gold Coast**

If you are going to Brisbane for the day, You **MUST** be back on the Gold Coast by 6:00pm. It is too dangerous to travel on public transport after this time. You must also touch base with your homestay to make them aware you are back on the Gold Coast by 6:00pm. This is for your own safety.

#### **61. Departure of students at the airport**

During your time in Australia, you may have friends who depart Australia before you do. Please note travel to the airport for you when you are not the student leaving is **NOT** permitted.

You have plenty of time to farewell your friend prior to departure. Once they arrive at the airport they check in and leave the public area so there is nowhere for you to go with them nor is it necessary for you to be there.

Please say your farewells on the Gold Coast so the student can just concentrate on getting to the airport on time.

#### **62. Extracurricular activities**

If you wish to join a sporting team or take part in and activities out of school hours, please talk to your student coordinator first.

We must lodge a Sport and Leisure activity request (SLR) with EQI for approval. You are not permitted to take part in any activity without this approval. This includes Surf schools, dive centres, theme parks, chartered trips etc.

If you are unsure, please see the International Student Coordinator.

#### **63. School excursions/camps**

During your time in school, you will have many opportunities to attend various camp\excursions, not just with international students but with the whole school. Some of their camps will be funded for by the school and some you will be expected to pay.

Lots of excursions are limited to numbers we can take. So, for example the Heron Island trip is for the subject of Aquatic Practices but they can only take 50 students. Generally, it is the first to get their permission notes in and pay are the first ones to attend.

If you have been in trouble and have a behaviour warning you will not be allowed to attend these excursions. At the same time if you have an attendance issue you will not be included in these events.

#### **64. Student relationships**

While you are in Australia you may find yourself in love. There a few expectations in homestay family. **Safe sex is a MUST** and not up for discussion. If you need advice in this area, please see the student coordinator or the school nurse.

Be mindful of people around you. Having a sexual relationship in your homestay is **NOT** permitted.

Rules around your relationship;

- You cannot be in the homestay alone with your partner
- You must ask your homestay for permission for your partner to visit.
- You cannot be in the bedroom together, you must be visible at all times
- Sunday through Thursday you must be left your partners house by 5pm

## **65. Canteen**

The school canteen is open every day and also has EFTPOS facilities. When you have selected your food and drink, you must line up at the end of the queue to the cash registers. The staff are always very busy serving everyone at break time so they ask for your consideration and manners.

There is **NO CHEWING GUM** at the canteen and is **NOT** permitted on school grounds at all.

Student will **NOT** be able to buy **Coffee**. Please don't ask for it, it will not be supplied to students.

## **66. Lost property**

Students are held responsible for their own personal possessions. Do not leave valuable items such as electronic dictionaries, camera etc. in your bag. Your wallet or purse should always be on your person, never in your bag which is often left outside classrooms.

All personal property should be marked clearly with the owner's name. Named items are returned quickly to their owner.

## **67. Lockers**

Students are able to arrange for a locker through the school administration office. You can store schoolbooks and personal belongings. Locks should be the combination variety. The school cannot accept responsibility for goods stolen or lost. Valuable items should not be brought to school.

## **68. Communication**

### **Email**

Email contact is a reliable and often a timely manner in which to connect with staff. Each teacher has a school email address which they check regularly. Teacher emails are available on the website. From their school email, teachers are able to contact individual students, the whole class or a group of students.

The generic; is checked regularly and emails forwarded to the staff member best able to respond to the matter.

### **Facebook**

Like us on Facebook for regular updates about activities in our school.

### **Website**

The website is an important source for school dates, information about school activities and details on how to access support. Excursion permission notes, school policies and the Newsletter are all readily available here.

## Merrimac State High School

### **69. OneSchool**

One School is the 24/7 administration system for our school, and using their username and log in, your child is able to access their personal timetable, school reports, SET plans and individual semester course planners.

All students will be issued with a school email address. Please make sure you access it once a week even if to clean out unwanted items.

### **70. Health and safety**

#### **First aid and illness**

If a student becomes sick or is injured, all effort is made to quickly contact parents so students may be taken home.

As a safety precaution, sick or injured students must go to the student HUB or send someone to HUB to get help. International staff will be notified. **DO NOT** call your host to come and get you. We will arrange this.

Students must not leave the school until collected from the office by a parent or emergency contact.

### **71. Shopping Online**

A lot of the time students want to completely embrace the surfing life of the Gold Coast. Some students when arriving will go straight to the surf shop and buy a board. All surf shops will have 2<sup>nd</sup> hand boards as well as brand new ones.

Some students may even think it is a good idea to buy of Facebook Marketplace Place.

Please remember to get your surfboard home will be tricky. You will have excess baggage to pay for and It also depends on you are getting to the airport to return home.

Some host families may not have a car big enough for your luggage and a surfboard. Please be mindful of that when purchasing a board.

**Please DO NOT purchase items form Market Place (Facebook) where you need to meet the buyer and collect your item. This is very dangerous.**

### **72. GYM MEMBERSHIP**

I am aware that a lot of students want to register and become members of the local Gyms and obtained a membership.

Host families **SHOULD NOT** sign the student's application form for the Gym. The only person who holds legal guardianship is the principal and her delegate.

All students who have or are thinking of a gym membership should fill out a travel and activities request form, and their natural parents sign it as well, so they are aware their child is at a gym, and they approve.

Please be aware of curfew times. Students cannot leave the home prior to 6:30am in the summer and 7 am in the winter. Please make sure you visit the Gym within the curfew times.

### **73. Insurance arrangements and cover for students**

The school does not carry insurance policies against loss of property or injury to students. This is a parental responsibility. Appropriate Health Cover is highly recommended; particularly for those participating in contact sports.

### **74. Inter-School sport**

Inter-school sport, internal House competitions are held where house spirit and participation are emphasised; these include the Junior and Senior Swimming Carnivals, Cross-country and Athletic Carnival.

Interschool sport is held during semester 1 and includes Australian Rules Football, Basketball, Cricket, Hockey, Netball, Rugby League, Soccer, Softball, Touch, Tennis, and Volleyball.

Merrimac is a member of the Oceanic District, and students are able to participate in representative sport through selection trials at district and regional levels.

### **75. School term dates 2025**

**Term 1** 28/01/2025 to 04/04/2025

**Term 2** 22/04/2025 to 27/06/2025

**Term 3** 14/07/2025 to 19/09/2025

**Term 4** 07/10/2025 to 12/12/2025

**Year 12** last day of school is **21 November 2025**

**Year 10 & 11** last day of school is **28 November 2025**

### **76. School term dates 2025**

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**Term 4** 07/10/2025 to 12/12/2025



### **77. Frequently used terms**

Education Queensland (EQ)

Education Queensland International (EQI)

Merrimac State High School (MSHS / Merrimac SHS)

Principal (leader of the school)

Heads of Department (HOD)

Homestay Co-Ordinator (IHC)

International Student Co-Ordinator (ISC)

Department of Immigration and Boarder Protection (DIBP)

Non-Routine Travel and Activities Request Form (Travel)

International Student Program (ISP)

Student HUB (HUB)

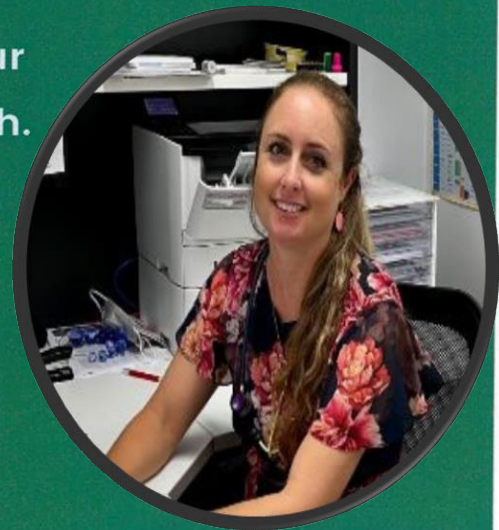


## 78. GP In Schools

# Would you like to see the School GP?

You can go to the GP for any physical or mental health concerns, including about your sexual and reproductive health.

Our school's GP clinic will be open every **Monday** during the school term between **8:30am – 3:30pm.**



Scan the QR code for more information and request an appointment.

You can also see the international staff in the international office, and they will help you.

One of the international staff members will also be available to attend with you if you need the support.



The best way to book an appointment is via email:

[GP@merrimacshs.eq.edu.au](mailto:GP@merrimacshs.eq.edu.au)

**You can even just copy and paste the statement below to request your appointment.**

**'I would like to make a booking with the GP please'**

Department of Education (DE) trading as Education Queensland International (EQI) CRICOS Provider Code: 00608A