



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

**Pride in Excellence**

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**INTERNATIONAL  
STUDENT HANDBOOK**

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## Principal's Greeting



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

## School History

The school has a proud history of producing informed, qualified and active citizens. I invite you to be a part of this positive and productive school community. You have made a big step in your life by deciding to come to Australia to complete your education. This decision will provide you with many extra benefits, but of course will also present you with some challenges. This booklet is designed to try to give you as much information as possible in order to minimise any difficulties or confusion that may occur.

Merrimac State High School is a large secondary school of 1300 students, from Year 7 to Year 12. It was opened in 1979 and is located in the central region of the Gold Coast, close to the beachside suburbs of Surfers Paradise, Broadbeach and Miami. Most of our students come from surrounding primary schools, however a significant number come from interstate, and overseas. Enrolment to Merrimac SHS is based on an Enrolment Management Plan which means students must either live in the local geographical area or be selected for entry based on academic, sporting or cultural abilities.

Families and students choose to attend our school for a variety of reasons. The community supports our school's endeavours to meet traditional values, attitudes, behaviours and standards. A comprehensive curriculum is offered to students consisting of a blend of traditional and innovative programs. This helps to increase students' access and participation to tertiary levels of education.

## 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.

## ESSENTIAL PEOPLE IN YOUR LIFE AT 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. They will be active in:

- making you feel welcome
- providing the liaison between you and your host family
- ensuring that you are keeping up with your school work
- assisting with any problems you may face

## INTERNATIONAL STAFF



Ms Joanna Filmer

Head of International Department

Ph: 5595 8614

Mb: 0412 556 586

E: [jvfil0@eq.edu.au](mailto:jvfil0@eq.edu.au)

Ms Tammie Moss

International Student / Homestay Coordinator

Ph: 5595 8609

M:0475 806 650

E: [tmoss65@eq.edu.au](mailto:tmoss65@eq.edu.au)



## DEPUTY PRINCIPALS



**Susan Bell**  
Deputy Principal  
Year 7 & 10



**Celia Norling**  
Deputy Principal  
Year 9 & 12



**Jason Gibbs**  
Deputy Principal  
Year 8 & 11



**Tracy McLachlan**  
Deputy Principal  
Inclusion

## Photos of Staff

At Merrimac you will also meet the following Administration Members:



HOD of Wellbeing  
Dahna Woods



Dean of Students  
Yr 9 and Yr 12  
Geetika Sodi



DEAN of Students  
Yr 7 and Yr 10  
Debbie McMenamin



Dean of Students  
Yr 8  
Chris Redler



Dean of Students  
Yr 11  
Jessica Clark



Guidance Officer  
Amber White



HOD of Behaviour  
Support  
Andrew McMharon



Behaviour Teacher  
Linder Carter





Student Services  
Mel Eyres



Uniform Shop  
Paula Crilley



I.T  
Kyle Davies



Deputies P.A  
Fiona Munro

## HOMESTAY

### 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.

### MEALS

Your host family will try to cook meals that you would like, but remember that whoever is cooking will want to cook just one meal, not lots of little ones for everyone. Tell your host family if there is any food you cannot eat (allergy, religious reasons etc.), or if there is something that you would really like (e.g. soy sauce, rice more often etc.), but try to eat what the family normally eats - remember you will be in Australia for a long time so if you can adjust to Australian food early in your homestay, you will have more fun.

Your host family might enjoy a meal from your country if you are able to cook it. There are lots of food shops close to your home where you can buy ingredients.

Typical Australian meals are:

**Breakfast:**

Most families do not eat breakfast together and often it is a simple meal of cereal and toast. Many times children will make their own breakfast.

A hot breakfast (such as bacon and eggs, hotcakes etc.) is normally for special occasions or perhaps on the weekend or holidays. As many parents work, it is expected that you will put away cereals after using and rinse plates and wipe down the bench at the end of your meal. Most homes have breakfast at about 6.00 - 7.30am.

**Lunch:**

Lunch is normally sandwiches, fruit and maybe a sweet cake. Again, because it is simple many children will make their own lunch to take to school. Instant noodles are popular in Australia and if you would like them for lunch ask your host family.

**Dinner:**

Dinner is more formal and families often use this as a time to catch up. It is normally a hot meal of meat and vegetables, although in summer (especially at weekends) a barbeque is popular with grilled meat and salad. Dinner is usually eaten between 6.00 and 7.00pm but every family is different. If your host family is involved in the hospitality industry, you may find some members are not around at night time.

While one of your host parents will probably cook the meal (don't forget that in Australia housework is shared by both mothers and fathers) children will often assist by setting the table, assisting to clear and washing up (or loading the dishwasher) - you should offer to do these things as they are often the type of chore that is expected of a homestay student (in Australia boys also help with such jobs, so don't feel embarrassed if your family expect you to help).

At mealtimes:

- thank the person who cooked the meal
- make sure that you eat with your mouth closed
- try not to make slurping noises while eating
- wash your hands before the meal
- place your knife and fork together on the plate when finished (in restaurants this is how the waiter knows to take your plate away)
- if you need to leave the table before everyone has finished excuse yourself by saying "May I leave the table"

If you will not be home for a meal, make sure that you tell your host family beforehand. They will appreciate this.

If you want to have a meal with your friends, then it is a good idea to meet at a cheap restaurant for lunch or dinner - it is not the responsibility of your host family to provide meals for your friends. The Q Supercentre, Pacific Fair and Broadbeach has many coffee shops and restaurants where you can meet your friends.

**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.

**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.

**TELEPHONE AND INTERNET USAGE**

Most International students now use Facebook or Skype or the like, as the best way to keep in contact with your family and friends whilst in Australia. Most host families worry about students' use of the telephone as it is easy to run up a big bill with phone calls and internet use. All long distance and overseas calls are listed on Australian phone bills.

However, if this is not possible the Homestay Coordinator (Paula Crilley) will arrange for you to buy debit phone cards. These have a secret number (called a PIN) so that only the purchasers can use it. This number is then used in any phone and allows you to make calls. Each time you make a call the cost of it is deducted from the phone card. You can buy and recharge these cards from convenience stores and some shops. This is a much better idea than trying to work out afterwards how much calls cost, how long you were on the phone and then pay your host family.

Your host family will not object if you want to make reverse charge (collect) calls to your parents. To do this you should phone 1800 881 860 and speak to the International operator.

**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.

**BEING RESPECTFUL**

We often have issues with students being disrespectful to their homestay or their homestay property. This is most times not intentional. Often homestays may feel like they are being spoken to disrespectfully but it is just how your culture would normally speak. This is part of the Australian experience in learning what we consider to be respectful. We will talk about this in depth during your orientation. We ask that you are mindful of the way you speak and think about people's reaction to how and what you say or do.

Please make sure you are looking after your bedroom. This is your space however this is also someone else's house. Generally homestays will ask you to keep your



room clean. They are not there to pick up after you and clean your room for you. This is a form of respect we value a lot in Australia.

## FOOD

Your homestay will provide you with 3 meals and snacks a day. We do however ask you to be mindful of a few things.

Homestays may only shop once a week so just remember what they bring home needs to last a week. If they bring home 8 bananas and you eat 4 on the first night there is not enough for everyone or to last the week.

We do not buy fresh fruit and vegies every day. Please always be thoughtful to other members of the family.

Always communicate with your homestay if you do not like certain foods so they do not keep buying them

## 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.

## 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.

**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.**

**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>

### 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 <https://eqi.com.au/studentservices/policiesprocedures/Documents/Travel%20and%20activities%20request%20form.pdf#search=Travel%20Form>

### 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.

### TRAVELING WITH YOUR NATURAL FAMILY

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

### **COMPLEX TRAVEL AND OVERNIGHT STAY APPLICATIONS 2 WEEKS 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, canyoning, 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.

### **TRAVELING WITH YOUR NATURAL PARENTS**

It is not uncommon for families to come to Australia and visit during your time here. This is considered complex travel. All Travel forms must be filled out and signed by your host family. The form must be handed in to the box at the door of the International office.

Travel forms are to be collected from the box on the wall at the front of the International office.

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.

### **TRAVELING WITH YOUR NATURAL PARENTS**

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 make contact with 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.

You, Your Homestay and your agent will be issued a copy of this letter of approval to travel. Please note your Travel is **NOT** approved until you have this letter.

## GRADUATE STUDENTS AND STUDENTS WHO WISH TO RETURN HOME

**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 \$50 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.

## CURFEWS

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.



**Sunday - Thursday**

***You must be home by 6pm to have dinner with your host family.***

- ***Junior High School (Years 7 to 10) no later than 6:00 pm, unless for a school approved extra-curricular activity***
- ***Senior High School (Years 11 & 12) no later than 7:00 pm, unless for a school approved extra-curricular activity***

**Friday/Saturday night**

- ***Junior High School (Years 7 to 10) no later than 9:30 pm unless for a school approved extra-curricular activity***
- ***Senior High School (Years 11 & 12) no later than 10:30 pm, unless for a school approved extra-curricular activity***

**School holidays:**

- ***Junior High School (Years 7 to 10) no later than 9:30 pm unless for a school approved extra-curricular activity***
- ***Senior High School (Years 11 & 12) no later than 10:30 pm, unless for a school approved extra-curricular activity***

Students need to be aware that during school holidays it is not normal for people to be out at 10pm on a Sunday, Monday, Tuesday or Wednesday night there is nothing open for you to do.

While EQI set guidelines around curfews during school holidays it would be safe practice for students to be home on a Sunday, Monday, Tuesday and Wednesday night.

**ANY EXCEPTIONS TO THESE CURFEWS MUST BE APPROVED BY MS FILMER IN ADVANCE.**

These guidelines are subject to your natural parent's advice and convenience of your homestay family; and may be more strict if necessary (e.g. if parents or homestay family are worried or if you are not responsible). 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 form for this

**CURFEW TIMES**

	Sunday to Thursday	Friday and Saturday	School Holidays No Change
Years 7 to 10	6pm	9:30pm	6pm & 9:30pm Fri, Sat
Years 11 and 12	7pm	10:30pm	7pm & 10:30pm Fri, Sat

**EMERGENCY CONTACT DETAILS 1800 Qstudy (1800 778 839)**

For ALL emergencies out of school hours (8:30 to 3:30pm) including during the holiday's students **MUST** call 1800 Qstudy – 1800 77 88 39

Please put this number in your phone immediately.

For issues during school time please see the following staff;



## PLACES TO HANG OUT

It is **NOT** permitted to be in **public parks** on **beaches** 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.

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.

## CONTACT INFORMATION

It is very important that the International Office have your correct phone number and email address. You will be issued an EQ email address and this is the address we will correspond through.

During your stay here you will be contacted many times by the school. This will be done through text or email. For you to have the correct up-to-date information it is essential that we can contact you.

You will be emailed invoices to your email address for any cost associated with excursions that you need to pay.

## INVOICE PAYMENTS

Merrimac State High School - (2147)  
 Q Supercentre  
 PO Box 9610  
 Mermaid Waters QLD 4218  
 ABN 29 875 213 884  
 Phone 07 5555 8666  
 Fax 07 5555 8600

**DEBTOR STATEMENT**

STATEMENT DATE: 30-Nov-2018

DEBTOR ID: 5283423  
 EMAIL: [invoices@ms.edu.au](mailto:invoices@ms.edu.au)

Tamara Moss  
 16 JULATTEN DRIVE  
 ROBINA QLD 4226

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Invoice Date	Invoice No.	Invoice Reference	Inv. Amt	Payment	Balance
			400.00	0.00	400.00
			400.00	0.00	400.00
<b>TOTAL:</b>			400.00	0.00	400.00

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.

- Bpoint, there is a link to this on your invoice this is very easy to use, just click on the link and follow the payment instructions. You can pay by credit card – Visa or MasterCard
- Pay with cash or card at the finance window open; Tues, Weds and Thurs between 7.30 and 1.45
- Bank Transfer Internet banking details –
- Account Name: Merrimac State High School

Bank: Commonwealth Bank  
 BSB: 064 445  
 Account No: 00090051

**BALANCE SUMMARY**

0-30 Days	31-60 Days	61-90 Days	90+ Days
\$0.00	\$400.00	\$0.00	\$0.00

**PAYMENT METHODS**

Online Card Payment

CRN: 2147900072241

refer invoice No. above

https://www.bpoint.com.au

The web address to the left provides a direct hyperlink to BPOINT.  
 Phone payment using credit/debit card via BPOINT 1300 631 873. Please quote CRN and invoice number from the BPOINT box on the left.  
 Centrepay Deduction - Payment by Centrepay deduction can be arranged through the relevant office.

## AUSTRALIAN CELEBRATIONS

During your time in Australia you may be here for a major celebration. We encourage you to talk with your homestay about these events and make plans with your homestay to be a part of these occasions.

We Celebrate; Christmas, Australia Day, Easter, ANZAC Day and Remembrance Day. Please make the effort to be a part of these celebrations.

**Please note:** Australians do not celebrate Halloween. Your curfew will not be extended on the night of Halloween. Trick or Treating is not permitted by any International Student

### **ATTENDING CONCERTS OR SPECIAL DAYS**

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.

### **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 6am in Summer and 6:30am 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 15 November to 23 November.

The following week 23 November to 7 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.

### **TRAVEL FROM AND TO 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.

### EXTRA CIRICULAR ACTIVITES

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.

### STUDENT RELATIONSHIPS

While you are in Australia you may find yourself in love. There a few expectations in this department. First and foremost you need to be respectful to each other and your 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

### WATER ACTIVITIES

EQI has now made it compulsory to do a water safety certificate as part of your school orientation. In the first week of your arrival you will attend this course during school hours. Please make sure you bring your swimmers and towel for this. We will advise you of the day on your first day at school.

## HELPFUL INFORMATION FOR STUDENTS

### PERSONAL SAFETY

The Gold Coast is a beachside community, and the beaches are amongst the best in the world. However, they can also be **dangerous** for people who are not accustomed to the ocean.

Even if the ocean looks safe, there can be dangerous currents called “rips”. These are strong and will sweep you out to sea if you are not careful. There are also some animals in the ocean called “jellyfish” that will sting you.



However, if you swim between the flags in lifeguard-controlled areas you will have no problems. It is their job to look after you and ensure your safety.

Home swimming pools are great fun, but make sure that you match your activities to your swimming ability. If you want to learn to swim (or even learn to surf), the Homestay Coordinator can arrange lessons for you.

### **YOUR BELONGINGS WHILE YOU ARE AT THE BEACH**

Please be aware of your belongings during your time at the beach. People will go through your stuff while you are in the water. Mobile Phones and wallets may be stolen from bags. They may even just pick up your entire bag and walk away with it.

Please be vigilant of your property at all times.

### **DRIVING IN QUEENSLAND**

You must not drive in a car with a person who is on P or L Plates.



### **CHANGE OF HOMESTAY PROCEDURES**

Your homestay is an important part of your life in Australia and it is important that you be happy in your homestay. If you have a problem you should discuss it with your homestay and school personnel. We will try to fix the problem. Changes of homestay will not be made over the holiday periods unless there is extenuating circumstances.

If a student wants to move from a homestay residence the school will investigate and arrange mediation or counselling if appropriate. The final decision on any moves is made by the school Principal in liaison with EQI.

#### **What you need to do;**

- Notify the homestay coordinator of your intention to change homestay. You will need to be able to give adequate reasons and give your host family two weeks' notice. You will be asked to fill out a Change of Homestay form.
- The homestay coordinator will look for the alternative living places.
- The homestay coordinator will inform the homestay parents.
- Students pay all money owing and move out at a time agreed by both parties.
- A homestay change fee of two weeks will also be charged unless there are very good reasons for the move

The school will try to ensure that you are happy in your homestay. We recognise that your living arrangements are a very important part of your time in Australia and we will take into account your wishes wherever possible. However, you will be most likely to succeed if you consult with the school BEFORE doing anything. If students go ahead and try to make their own arrangements without consultation, then it is not likely the approval will be given.

## INDEPENDENT LIVING

Homestay is a condition of your enrolment as an International student. It provides you with a secure environment where your host family takes care of everyday chores such as cooking, cleaning and washing. This allows you to concentrate on your study, which is the main reason you are in Australia.

Please note while you may be in a home with host brothers or sisters the school will not place male and female exchange students together. This is not up for discussion.

## IN YOUR HOMESTAY

### BATHROOM

Whenever you use the bathroom make sure that you close the bathroom door - often there will be a lock on the door and it is appropriate to use this. Students are expected to provide their own toiletries (soap, shampoo, toothpaste etc.)

Most Australians use the shower every day, either in the morning or in the evening - check with your host family to see which time is best. Some houses use solar power rather than gas or electricity for water heating, so this may influence when is most convenient. Remember that we have water restrictions on the Gold Coast.

It is considered inappropriate to take a long time in the shower or bath as this uses up a lot of hot water (which can be expensive) or may not let others use the facility. Try to be quick.

Towels are not changed daily, and usually you would use the same towel for up to a week.

### 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).

### **SCHOOL NURSE**

There is a school nurse at Merrimac SHS several days each week. You can drop in and see the school nurse if you have any questions or problems regarding your health. The nurse's office is at the end of H block.

### **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)

### **MEDICAL INSURANCE**

Please note that Overseas Health Student Cover provides basic cover only. It does not include dental, optical, medicine, etc. Students are able to extend their cover to add other inclusions e.g. dental cover. This does not cover the complete cost of dental work but might be a good idea, particularly if you think you might need some dental work done while you are in Australia.

Emergency ambulance transport is completely covered. The telephone number for emergency ambulance is Triple Zero - 000

Students will need to renew their Medical Insurance after one year of arriving in Australia to ensure you can extend your visa.

### **COMMON SYMPTOMS OF CULTURE SHOCK**

#### **FEELING NERVOUS OR OVERTIRED?**

Students may feel tired, have colds or feel drained and need to sleep a lot when they first arrive. This might continue for up to a month.

#### **FEELING HOMESICK?**

Missing family, friends and community is a normal feeling. If students only think of home and cry a lot, they may be suffering culture shock or culture fatigue.

**FEELING ANGRY OR ANXIOUS?**

Students may feel frustrated by small problems that would usually not bother them or make them feel anxious. Students should be encouraged to discuss these feelings with the International Student Coordinator.

**MIXING WITH OTHER STUDENTS FROM THEIR HOME COUNTRY?**

Friendships are very important, and mixing with other students from a home country can make students feel comfortable. Students should be encouraged to try to mix with the Australian students as well as this will help them to understand the Australian culture.

**STUDENT WORRIES ABOUT THE DECISION TO STUDY IN AUSTRALIA?**

Students may worry that they will not be able to do well in their courses or that they will disappoint their family with their results. It is normal for students to feel this way in new situations. Give them time to adjust to a new environment.

**STUDENTS MAY FEEL THAT THERE IS NO-ONE THAT THEY CAN SPEAK TO ABOUT HOW THEY ARE FEELING?**

Not getting involved in a new culture may make students feel alone. Students might not know who to speak to about how they are feeling. Students or the homestay family can always speak to the International Student Coordinator or the Guidance Officer at school who will be able to listen to your concerns.

**COPING STRATEGIES****ADJUSTING TO A NEW CULTURE**

Adjusting to life in a new culture will take time. It does not happen overnight. There are new experiences, people act in different ways, and may say things in different ways. Students/homestay families need to understand that people are acting according to their own set of rules from a culture that is most probably different from their own. Students/homestay families need to try to face new situations as a challenge. If students or homestay families find that the student is having difficulties adjusting to the new culture, they may talk to the International Student Coordinator or the Guidance Officer at school, who will be able to talk about some strategies that can be used. Adjusting to a new environment takes time and students need to be patient with themselves and others around them.

**References that may be of use:**

Some websites with information are:

<http://www.petersons.com/stdyabrd/abroad4.html>

<http://www.exchanges.qut.edu.au/outbound/livingoverseas/cultureshock.jsp>

## STUDENT INFORMATION ABOUT MERRIMAC SHS

### CHANGE OF SUBJECT

If you want to change a subject you need to talk to the Deputy Principal. However you should see the International Student Coordinator first, you should also consider the following:

- You will find most subjects difficult in some way. This is normal in a new school, especially if you have not done the subject before.
- Sometimes you need time to become accustomed to the subject, its vocabulary and procedures.
- If you change subjects you may feel left behind in the new subject as the rest of the students will be ahead of you.
- It is advisable that you talk to the students who have chosen the subject and have a look at their text book, to make sure you are aware of what the new subject involves.
- Talk to the school Guidance Officer and seek advice or more information.

### GUIDANCE OFFICER

The main job of the Guidance Officer is counselling, whether it be individual students, groups of students or families. The Guidance Department assists students in reaching their academic and personal potential during their secondary school years.

Types of issues for which you might like to obtain guidance advice include:

- Educational counselling - subject selection, assessment procedures at each year level, university options.
- Career counselling - assisting students determine careers.
- Personal counselling- conflict resolution, stress and time management, family issues, grief and trauma, anxiety disorders, behavioural concerns, referral and liaison with specialist agency personnel.

Students and parents are welcome to access the Guidance Department for an appointment by either calling in person or contacting the school office.

### Grievance Procedures

Sometimes you may not be happy with a decision or an action of someone at Merrimac State High School which may affect you as an international student. If that is the case you are entitled to complain and ask for someone else to reconsider the case.

It is important that you not treat this right as a frivolous thing. It is an important safeguard for everyone. You should initially try to resolve the situation with the person concerned or check with your student handbook to ensure that correct procedures have been followed. Any of our international staff or the Guidance Officer are also good people to consult and they may be able to assist you in resolving the situation

informally. However, if you are still unhappy with the situation, below are some chains of authority you may like to consider:

### **Subject Related Issues**

1. Teacher
2. Head of Department
3. Head International
4. Guidance Officer
5. Principal

### **Harassment**

1. Any teacher
2. Coordinator
3. Head International
4. Principal

### **Homestay**

1. Homestay Coordinator
2. Head International
3. Principal
4. EQI

### **Financial Issues**

1. Student Coordinator
2. Head International
3. Principal
4. EQI

### **Education Queensland International has the following Complaints and Appeals Policy:**

If a student is unhappy with any aspect of the program he/she must bring it to the attention of the International Student Coordinator in his/her school. If the problem is not resolved, the school Principal should be contacted, followed by the Director, Education Queensland International if not resolved.

The student or his/her nominee has the right to take the dispute to an independent authority or the Chief Executive Officer (CEO) of Education Queensland (Director General of Education) who has the legislated responsibility for all matters pertaining to the Education (Overseas Students) Act. The full policy can be accessed on [www.eqj.com.au](http://www.eqj.com.au)

### **Phoenix Routine**

In our school, Phoenix teachers are responsible for instilling this philosophy and our values with their students. Each teacher creates a climate for their students to learn about our school culture and our way of celebrating being a part of Merrimac State High School. School assemblies are held regularly to celebrate success within the

Junior School, recognise student achievement and share information relevant to students. Sometimes students will assemble according to year level, house groups or interest groups according to the purpose of the assembly.

### **Phoenix Teacher (Your Roll Teacher)**

- Help with looking after the well-being of the student in the school environment.
- Help students understand school policies.
- Support and work co-operatively with the Year Co-ordinator.
- Ensure accurate marking of Class Roll.
- Read daily student notices to the class.
- Regularly check student's organiser for parent signatures and that appropriate use is being made of the organiser.
- Use the organiser to communicate with parents.
- Check students' uniform each morning. On the first occasion warn students of the correct uniform policy and that their attire must be rectified by the following day. Record the warning on One School as an infringement. The Principal will generate uniform non-compliance letters to parents based on this data provided by Year Deans.
- Check student jewellery each morning. On the first occasion, ask students to remove all jewellery other than a watch and a pair of sleepers. On the second occasion the jewellery is to be removed and placed into a sealed envelope with student name, Phoenix class and student ID number and is to go to the student HUB to be kept safe for collection by student after 3.10pm.

### **Merrimac Minds Matter**

One lesson each week is dedicated to a pastoral care program conducted by the Phoenix teacher and planned by the Year Coordinators. The pastoral care program is based on research models, the main one being Mind Matters. This is a program about young people, their health and wellbeing. It helps schools to support young people achieve their goals, build relationships and cope with challenges. More information is available from the Mind Matters website.

### **SCHOOL SPORT**

A busy sporting calendar operates within the Junior School. Students are able to participate at one of three levels of activity. Interschool and Representative sports are competitive and student's trial early in Term One to earn a place on the team. Teams are selected by age group, based on the age a child is turning that year. Sport fees are already covered in this school's Resource Scheme. Students will be asked to supply their own safety equipment as required, e.g. head gear, mouth guard, and football boots. Playing shirts are supplied to team members each game day.



## Sporting House System

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.



PIGIN  
Surname A to E



MIBUNN  
Surname F to L



BOWAI  
Surname M to Q



NGURUN  
Surname R to Z

Several times each year the Houses compete in sporting events – swimming carnival, cross country and athletics. Points are awarded for sporting success and house participation. The Phoenix Trophy is awarded at the end of each year.

### **INTERSCHOOL SPORT**

Interschool Sports are played in Semester One. There are six local high schools which form the Wider Schools Sports Competitions including Merrimac SHS, Elanora SHS, Robina SHS, Varsity College, Benowa SHS and Palm Beach Currumbin SHS.

Basketball, Hockey, Soccer, Tennis, Touch, AFL and Volleyball are played by separate boys' and girls' teams. Netball is played by girls' teams and Rugby League and Cricket is played by boys' teams. Merrimac also participates in the Interschool Boys Rugby Union Competition, The Titans Cup Rugby League Competition, Vicki Wilson Netball Competition and Girls Rugby League and AFL Competitions.

### **RECREATIONAL SPORT**

Students have the opportunity to select from many sports and activities for Wednesday afternoon sport if they do not make Interschool teams. Recreational Sport activities are also offered in Term 4. Students are encouraged to make their selections quickly as most groups will have a maximum number possible. Instructions on how to make these selections will be explained to junior students. Choices may include Beach Fitness, Beach Volleyball, Beach Walking, Body Boarding, Fine Art, Fitness First Boot Camp, Ice Skating, Netball, Indoor Soccer, Soccer, Surf Survival, Tennis, Volleyball, Yoga, Learn to Surf, and Ten Pin Bowling. Each year teachers offer new activities to students.

### **DAILY SCHOOL ROUTINES**

We take seriously our duty of care to provide a safe and orderly learning environment and workplace. Students are required to observe these well-established routines.

### **ATTENDANCE**

Students (in Year 12) should aim to arrive about 20 minutes before the start to school bell at 7.50am. The school day ends at 3.00pm. Monday is a non-contact day for most students in Year 12. There are sometimes special classes and tutorial you must attend as part of your study. You are able to study in the Library.

In Queensland, schooling is compulsory for all students until they reach 16 years of age. Between the ages of 16 and 17 years, school leavers must be either working more than 25 hours per week or be enrolled in a certified training course. Special dispensation may be granted to students who wish to pursue alternative studies prior to the completion of their compulsory schooling.

Students must attend school during their timetabled classes and can be excused for the following reasons only – sickness, temporary or permanent infirmity, unavoidable cause (e.g. death in family) or fear of infection with disease.

## **ATTENDANCE REQUIREMENTS FOR INTERNATIONAL STUDENTS**

### **Department of Education and Training policy on school attendance**

It is the policy of the Department of Education and Training that all children should be enrolled at school and attend on every school day.

All students in state schools have their attendance monitored and recorded. State schools follow the 'Roll Marking in State Schools' procedure.

### **Education Queensland International policy on school attendance**

The Education Queensland International (EQI) policy on school attendance is set out in the terms and conditions of the students' enrolment agreement. Overseas students enrolled in an EQI program ('students') are required to attend school on every school day. Schools will develop and implement strategies to assist students to attend school every school day.

Absences for students are monitored and recorded in the same manner and using the same systems as for all other state school students. However, the intervention strategies to assist students to meet school attendance requirements and the consequences for breaching school attendance requirements will be different.

This is because:

- maintaining satisfactory attendance is a condition of a student visa;
- Commonwealth law requires EQI to be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements;
- EQI is required by law to report students who have breached attendance requirements.

Schools develop and implement student-specific and circumstance-specific early intervention strategies to ensure that a student's attendance does not fall below 80% in any school term. If a student breaches the 80% attendance requirement, EQI may only decide not to report a student to the Commonwealth Government, where:

- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply; and
- that decision is consistent with EQI policies and procedures; and
- the student is attending at least 70 per cent of the scheduled course contact hours in any school term.

Records of interventions (e.g. phone calls, meetings) will be kept on the student's file.

### **DIBP ATTENDANCE**

DIBP stands for Department of Immigration and Border Protection. Procedures are in place, in accordance with EQI Guidelines, to take action when absences exceed 5%,

culminating in notification to DIBP when the total exceeds 20%. However, it is obvious that attendance is the key to success as if you are not in class you cannot learn.

You are reminded that a late arrival or missing any lesson counts as a half day absence. If you have scheduled classes on Monday then these days also count towards calculation of absences.

If there are any discrepancies then it is **your** responsibility to obtain the Discrepancy Form from the International Office and obtain the signatures of teachers who can verify from their class rolls that you were in attendance on the day in question. Once this has been submitted to the International Office we will correct the rolls.

It is important to note that the above guidelines include all absences; it does not matter if you have a medical certificate or not, or if your parents have allowed you to return early/come back late. DIBP does not take this into account.

### **PART DAY**

Half-day attendance will be recorded for students who arrive late to school or depart prior to 1.30pm. Part day absences are included in your total absences. Please arrive at class on time and be prepared to start the lesson.

### **OVERSEAS HOLIDAYS**

Students have to return for school when school first starts. If for any exceptional reason you are returning to school late, a note from your natural parents with signature and contact details are requested. If you miss too much school the school will reconsider your enrolment and/or maybe advise you to repeat a year.

### **ASSESSMENT POLICY**

In the event of a student being absent on the day of an examination or an assignment is due, every effort should be made to contact the school.

Any Year 11 or 12 student who is absent for a piece of assessment or examination must provide written proof of absence (e.g. Medical Certificate) on the day of return. The Medical Certificate must identify the dates the student was absent. The student may then receive an “absent” mark, or an alternative may be arranged with the HOD or Admin member. Failure to provide a certificate for absence means the student will not be awarded final marks adding towards the students exit level of achievement.

### **ACADEMIC REPORTS**

For year 10 detailed reports will be issued at the end of each semester, based on tests, assignments, attitude, etc. Interim Reports are also issued at the end of first

#### *Academic Performance*

- 1. Students will maintain satisfactory results in all subjects in order to continue in the program.*
- 2. Students will abide by the school code of behaviour and the school policy on Information Technology and Internet Use.*
- 3. Students who are offered High School Preparation (HSP) are required to successfully complete HSP before continuing to secondary school*
- 4. EQI will monitor the student's performance, and inform the Department of Immigration and Border Protection (DIBP) if the student's results are not satisfactory.*
- 5. The school will provide written school reports to students and parents at least every semester.*

and third term to enable parents to gauge their student's progress. Students will maintain satisfactory results in all subjects in order to continue in the program. EQI Student Code of Conduct outlines implications for poor Academic Performance:

### **Year 11 and 12 reports:**

In line with the introduction of the new ATAR syllabus full reports will now be issued with the completion of each unit. There for they are no longer issued in line with term dates.

Below are the predicted dates for 2022;

Unit 1	June 2020
Unit 2	Mid October 2020
Unit 3	Mid Term 2 – August
Unit 4	External Exams – Mid Term 4, November 2020

### **NON PROMOTION POLICY**

The school aims for each student to achieve success in their learning process at Merrimac State High. To assist in this process the school endeavours to support students with ascertained learning difficulties and to communicate each student's progress to parents through mid and end of semester reports. In addition to this, the Year Coordinators and Guidance staff are available to assist students and parents with advice and direction should it be necessary.

If a student receives a D or E for half or more of their subjects, we may recommend that the student remain in their current year level for 12 months longer. An interview with a Guidance Officer or Deputy Principal would be advisable.

### **EXCURSIONS**

Educational excursions are organised for students throughout the year in a number of their subject areas. These are an effective learning activity, however students who show that they have not accepted the school's behaviour standards will not be permitted to participate in these excursions.

Some excursions the student will be required to pay for and some excursions will be paid for by the school.

### **STUDENT MOVEMENT**

Students are expected to move quickly and quietly between classes. Students are not to leave the classroom without written permission from their teacher. Students going to the office/sick bay must have a pass out card from their teachers.

### **BELLS**

Bells signal time to move at this school. There is a five minute warning bell at the end of morning tea and lunch to indicate to students that it is time to move to the classroom and be prepared to enter the classroom on the second bell.



The school day will be 8.55am for a start to school bell at 9.00am.

The last bell rings at 3.00pm for the end of the school day. Students are not permitted to leave the school during this time unless accompanied by a teacher.

Some classes may be scheduled after 3.00pm. The Deputy Principal will advise students of these classes, and it will appear on the student timetable. Late classes will finish at 4.10pm.

## **ACCESS TO SCHOOL BUILDINGS AND CLASSROOMS**

Students should only be on school grounds during school hours (Monday to Friday) or for school activities. Access to classrooms or school facilities is possible when a teacher is supervising or assumes responsibility for students.

Parents and visitors are asked to make the office the first point of contact during school hours.

## **STUDENT MOBILE PHONES**

At no time is it appropriate to use any device, such as a mobile phone, to take photographs, videos, footage, images or to make unwanted contact with other people, in or out of school time.

Mobile phones are NOT to be used in the classroom. If you are using your phone during classes it will be confiscated immediately until the end of the school day.

## **STUDENT HUB**

The Student Hub is located in H Block. You must sign in and out of school through the student HUB when arriving late or leaving early. Sick bay is also located at the student HUB.

If you are not in correct school uniform you will be sent to the student HUB and issued a lone uniform or shoes.

## **LEAVING SCHOOL GROUNDS**

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 (see above), a Leave Pass issued and the student is collected from the office by a parent/guardian. A Leave Pass must be shown by each student, if asked, at the shopping centre, on public transport etc. Students/ parents are asked to arrange appointments outside of school time, minimising interference with the student's academic, sporting and extra-curricular activities.

## **LATE ARRIVALS**

Year 7 to 12 students who arrive after 8:55am must report to the Student HUB.

## **EMERGENCY ALARMS**

The school has very clear and practised emergency procedures in place in the event of evacuation or lockdown. Practice drills are performed on a regular basis. A



courtesy text message is sent to parents to coincide with practice drills and in a timely fashion for emergency responses.

## **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

## **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.

## **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.

## **TRANSPORT**

### **BUS**

Students must behave safely responsibly when travelling to and from school. We expect that they will be courteous and considerate when travelling on public and school transport. Students must obey lawful instructions given by drivers in charge of buses. Unsatisfactory behaviour on the part of any student will result in this privilege being withdrawn by the bus company.

Bus services to the school are provided by Surfside Bus Lines or Springbrook Bus Line. Students may apply to Surfside for discount bus passes. Information on bus times/services is on their website. <http://www.surfside.com.au/>

Students may be driven to school and dropped off and collected outside the school grounds, ride bicycles (helmets must be worn), or walk.

### **BICYCLES**

Provision is made at the school for the keeping of bicycles, which are left in the bicycle racks in the designated areas that are locked during the school day. It is recommended that students lock their bicycles onto the bike racks in this area. To observe the safety of all concerned, students must not ride their bicycles in the school grounds at any time. During the day the bicycle racks are out-of-bounds to all students and the facility will be locked for extra security.

Bike helmets may be stored in designated areas for safe keeping. Any student riding a bicycle is reminded that the law requires the wearing of a bike helmet. No student may ride to a school based activity without fulfilling this requirement.

### **BY CAR**

Students may be driven to school and dropped off and collected outside the school grounds.

### **NOT PERMITTED**

Students are **not allowed** to use skateboards or scooters as a means of transportation. Such items will be confiscated and stored by the student's year co-ordinator for collection after school.

### **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; [office@merrimacshs.eq.edu.au](mailto:office@merrimacshs.eq.edu.au) is checked regularly and emails forwarded to the staff member best able to respond to the matter.

#### **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.

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

#### **FACE BOOK**

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

#### **ONESCHOOL**

One School is the 24/7 administration system for our school, and using their user name 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 un wanted items.

#### **TELEPHONE**

- General Number: 07 5595 8666
- Uniform Shop: 07 5595 8625 (Tues 8am to 11:30am and Thus 8 to 2pm)
- Canteen 07 5595 8656  
Open 7.00am - 2.00pm weekdays
- International 07 5595 8614

- Homestay 07 5595 8612
- Student Coordinator 07 5595 8609
- Special Education Program 07 5595 8621

## OFFICE HOURS

Our school office is open from 8.00 am to 3:30 pm. When visiting, please make the office your first point of contact with the school.

## STUDENT DRESS CODE

### UNIFORM FEATURES

Shoes must be Leather or suede shoes, either predominantly black or predominantly white in colour, lace up school shoes provides reasonable protection for students in classroom and learning activities. The chosen school shoe must provide adequate foot protection and be resistant to liquid spills to comply with Workplace Health and Safety guidelines. Most parents chose to buy one pair of leather shoes, in a sports style, which accommodates both classroom and sports activities. To satisfy our standards of appearance ankle boots, knee high boots or Doc Martens are inappropriate for school use. To satisfy our safety requirements mesh, canvas, or fabric shoes are unsuitable for school use. Coloured shoes or shoelaces are unacceptable.

School Hats or Caps are required to be worn by Junior students, and encouraged to be worn by Senior students, when they are playing in the sun or involved in an activity requiring sun protection. Students are encouraged to apply sunscreen to increase sun protection.

Blazers are on loan to students when they are representing the school for special occasions.

**Band Uniform** - Students who represent the school in band events will wear black dress trousers, black socks, black dress shoes (supplied by student) to be worn with white shirt with emblem and vest (borrowed on an annual from Uniform Shop). This is a unisex uniform and is to be worn at all band performances.

**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.

**School Sport Representative Jacket** - Students representing the school in district or state level sports are invited to wear their team's sporting jacket during winter. Hoodies are not permitted.

**School appearance - the following banned items are not part of the uniform and are not to be worn to school:**

Scarves, Beanies, Bandanas, Multi-coloured headbands

Visible undershirts or visible slogans, logos, sleeves, or hoods

Hoodies, non- school jumpers or jackets

Rugby shorts, Leggings, pleated netball skirts

Facial piercings, visible tattoos



## School Uniform

### SPORTS UNISEX UNIFORM

For sports and daily wear

#### SPORT TOP

Printed Junior or Senior Polo Shirt with school emblem

#### SHORTS

Black Rugby knit with school emblem on leg or Black unisex shorts with school name tag

#### SOCKS

White ankle length

#### SHOES

Black or white leather lace up sports shoe

#### JUMPER

Bottle green, Fleecy/Woolen (School Logo)



**PLEASE NOTE – It is one or the other uniforms cannot be mixed**

### DAY UNIFORM GIRLS

For daily and formal occasions, and most excursions

#### GIRLS BLOUSE

MSHS white cotton blouse with green piping on collar and sleeve

#### SKIRT

Green front pleats, no shorter than 5cm above the knee

**Black pantyhose/tights**

#### TROUSERS

**Black with school name tag**

#### SHORTS

Black unisex shorts with school name tag

**SOCKS**

White ankle length

**SHOES**

Black or white leather lace up school shoes

**JUMPER**

Bottle green, Fleecy/Woolen (School Logo)

**DAY UNIFORM BOYS**

For daily and formal occasions, most excursions

**BOYS SHIRT**

MSHS white short sleeved shirt, with school emblem

**TIE** Green (optional)

**SHORTS**

Black unisex shorts with school name tag

**TROUSERS** Long black

**SOCKS** White ankle length

**SHOES**

Black or white leather lace up school shoes

**JUMPER**

Bottle green, Fleecy/Woolen option (School Logo)

**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 come to the office, so that they can be cared for while contact is organised by office staff. Students must not leave the school until collected from the office by a parent or emergency contact.

**STUDENTS REQUIRING MEDICATION**

Parents must provide a note requesting the administering of prescription medication and a copy of the box or doctor's instructions. The student must hand the medication to office staff before school, and this will be registered and administered when they report back to the office.

**INSURANCE ARRANGEMENTS AND ACCIDENT 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.

## **AMBULANCE**

The Queensland Ambulance Service will be called to attend to serious injury or illness.

## **LEARNING AND BEHAVIOUR EXPECTATION**

There exists a safe and tolerant school environment with the expectation that all members of our community respect themselves, others and the environment. The school promotes and values quality relationships to ensure all students, parents and teachers take responsibility for their part in providing high standards of education. All parties are held accountable for the quality of these relationships.

Students are expected to attend every school day on time, ready to learn and with the necessary equipment for the day's work. Participation in sport develops self-discipline, sportsmanship and commitment to team members. These attributes strengthen commitment to the school's values. Sport is an integral part of the school's curriculum and all students are required to participate.

In order to support students through the education process, the Positive School Wide Behaviour Support (SWPBS) program has been adopted. This framework allows us to monitor, review and improve behaviour in all students. Our major focus is in identifying, promoting and rewarding positive behaviours. Additional support and timely interventions are implemented when a student exhibits unacceptable or potentially dangerous behaviour.

## **STANDARDS OF BEHAVIOUR**

A fair and positive whole school culture has been developed through our Life Pathways program. Teachers engage students with a balanced, relevant and engaging curriculum and use quality learning and teaching practices. Staff encourages and rewards positive behaviour and there are many specialists in the school to whom students are referred for intensive behaviour support. Modified curriculum and flexible timetables can be arranged if this becomes necessary. Students are always encouraged to take responsibility for their own actions and the consequences that these actions have on other people.

Staff model acceptable behaviour for students and acknowledge every situation as a learning experience.

In order to reinforce positive behaviour in students, a Phoenix reward system has been established. Students are given a bronze Phoenix award for community service and general exemplary behaviour. Silver awards are given to students who undertake outstanding commitment to the school community, act as role models for other students, or who have earned a large number of bronze awards. Gold awards are given to students who have earned multiple silver awards and these prestigious commendations are announced at our Annual Awards Evening



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

While you are under the EQI agreement you are not permitted to have a Tattoo or any body piercing's 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.

## **UNIVERSAL BEHAVIOUR SUPPORT**

At Merrimac State High School we identify the following rights:

To teach and learn in a supportive environment filled with opportunities enabling individuals to accept responsibility for developing their potential;

To express and share ideas, to ask questions in an appropriate manner at the correct time and place;

To be respected and appreciated as an individual in an environment where recognition and success are valued;

To be in a physically, socially and emotionally secure environment with facilities appropriate for learning and teaching; and

To be treated without prejudice, intimidation or harassment of any kind in a just and consistent environment.

The school has identified behaviours reinforcing our values and these expected behaviours are taught to students regularly through:

Behaviour lessons conducted by classroom teachers

Reinforcement on school assemblies and during extra-curricular activities

Behaviour expectations in student diaries

## **SCHOOL WIDE POSITIVE BEHAVIOUR SUPPORT (SWPBS)**

SWPBS is an evidence-based framework for establishing the social culture needed for schools to be effective learning environments for all students. Practices are identified, adopted and applied to build and support academic and social success for all students.

SWPBS assists schools to teach students expected social behaviours. This is the most effective response for preventing school-based behaviour problems including school violence and bullying. Teaching and supporting social behavioural skills creates positive student behavioural health and also contributes to academic support systems.

## **HELPING STUDENTS LEARN STUDENT ORGANISER**

- This Organiser (which is issued upon payment of school fees) should be used to:

- Provide school information for students and parents
- As a way of organising homework, study time and important dates
- Assist communication between student, parents and teachers

Students will:

- Carry the Organiser to every class and record all homework and assignment details
- Keep in sound condition free of pictures, drawings or other graffiti
- Show to parents regularly and to teachers when requested

Teachers will:

- Regularly check for parent signatures and that use is appropriate
- Use the Student Diary to communicate with parents

### **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

### **HOMEWORK CLUB**

To assist student's complete homework, a supervised Homework Club runs each Tuesday and Thursday afternoon from 3.15pm – 4.15pm in the Library. Students receive afternoon tea and access to the computer network and printing in addition to it does not run in the last week of each Term. Assistance from a teacher aide/teacher.

### **FIRE DRILL/EMERGENCY EVACUATION**

#### **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 Log Book of Fire Drill and Emergency Evacuation Procedures.

### Summary

Students and staff must be familiar with the following:

- 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 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.
- Phoenix classes will assemble in the area allocated to their own year level. Students in each class will sit in a single line, supervised by the Phoenix teacher.

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

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

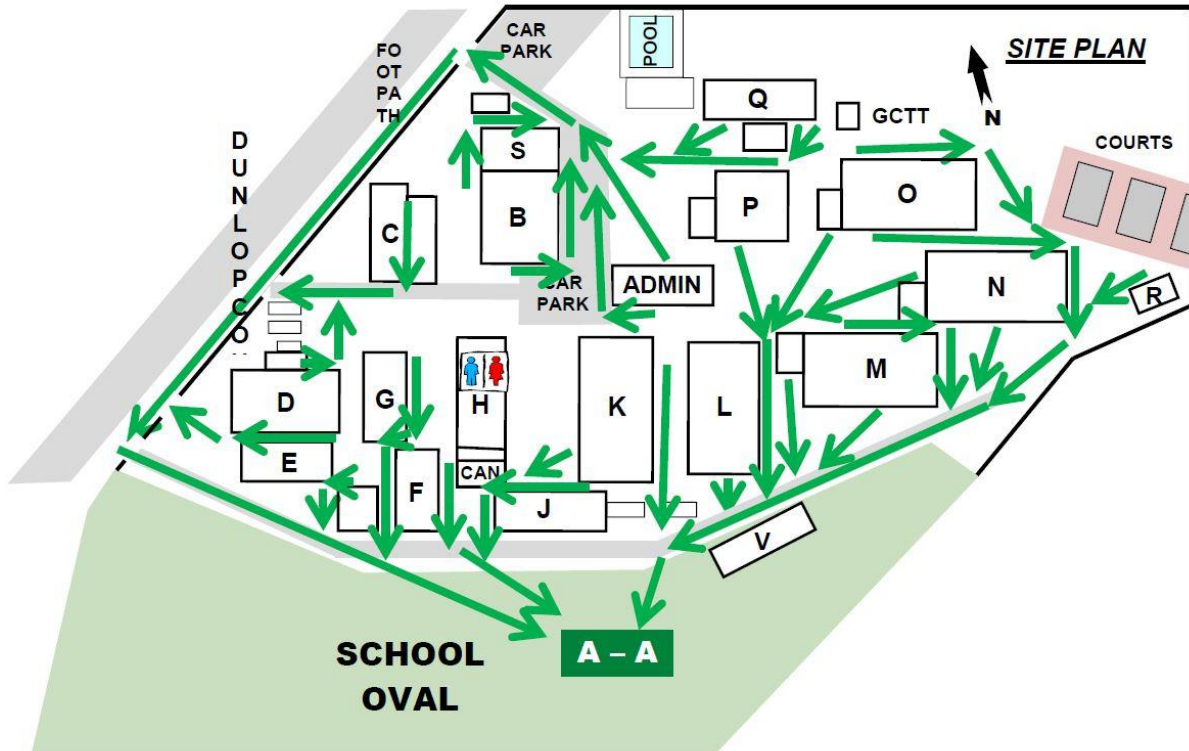
### Policy

- Should a fire or any other emergency situation be noticed in any block, evacuate and make immediate contact with the Administration Block.
- The alarm will be a repetitive sounding of the school siren that rises in pitch. (The repetitive rising pitch indicates students are to rise and evacuate).
- The Administration or Office Staff will phone 000 to contact the Fire Brigade, Police or Ambulance. The appropriate service will then be directed to the location of the emergency and the entrance to use.
- The **Janitor** will unlock the door of the Main Switch Board and switch off the power. He will then **meet the Fire Brigade, Police or Ambulance at the gate and direct them.**
- The **Principal** will remain on duty at the office until all services are notified. He will then obtain reports from teachers and checkpoints that all personnel have been evacuated or otherwise and inform the Emergency Service Officers on their arrival.
- If the office is the centre of the emergency, the Canteen will become the centre point of operation.

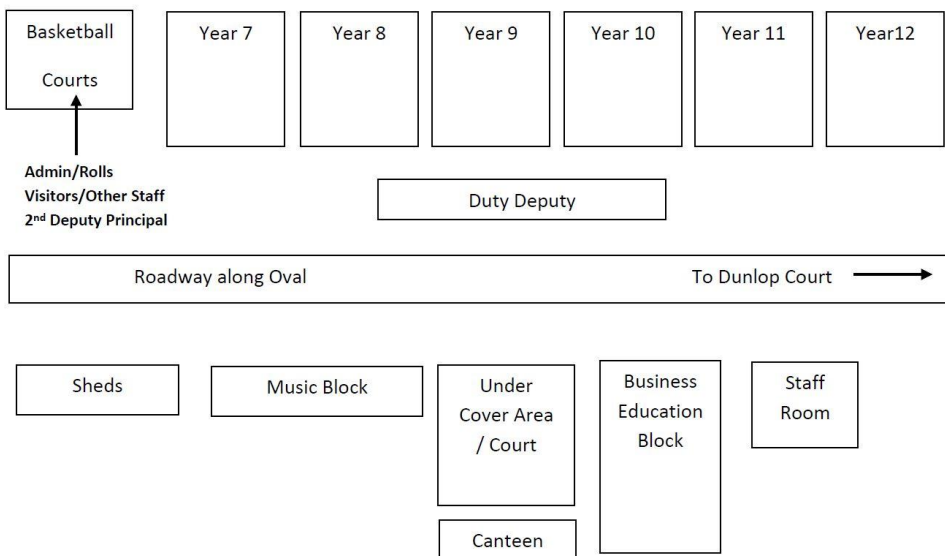
### Procedure

- As soon as the alarm sounds, all classes must **STOP WORK, STAND and EVACUATE** immediately to the Main Oval as shown on the school maps, distributed to all staff and displayed prominently in all buildings.
- Students are NOT to collect books or bags to bring with them during the evacuation. **Everyone MUST evacuate. There are NO EXCEPTIONS.**
- Students are to be moved under the strict supervision of the classroom teacher.

- Students are to **WALK not RUN**, to the Main Oval. Disabled students may need to be given special assistance at the teacher's direction.



- Administration will look after the evacuation of students in sickbay/office area and visitors to the Main Oval.
- As shown on the plan, once students have been moved away from the buildings, the supervising teachers will take their class as a group to the Main Oval to assemble in Phoenix class groups.



## **SUPERVISORY DUTIES**

- The Heads of Department are to check their buildings are completely evacuated and that the correct orderly evacuation occurs. “**BLOCK CLEAR**” should be reported to the **DEPUTY PRINCIPAL ON THE OVAL**. Computer facilities in these blocks need to be secured in that process.
- HOD's are to nominate, prioritise and document 3 staff members to act in their absence to complete the block evacuation.
- Teachers on preparation and correction or in adjoining classroom are to take responsibility for supervising the movement of the class of one of the above HODs to the Main Oval whilst HOD completes the building supervisory duties.
- Upon arrival at the Main Oval the above HOD's or their nominees are to report the block evacuation to the Duty Deputy Principal.
- Deans are to support the organisational process of their YEAR LEVEL.
- An Administration assistant will be responsible for bringing form rolls to the Main Oval and distributing them to the respective year level Phoenix teachers for marking
- HODs or their nominees will be responsible for ensuring that rolls for classes of STAFF who are absent from their staffroom on that day are marked.
- If a student is absent from the evacuation this must be recorded on the roll which is given to the relevant Year level Deans who then report to Duty Deputy Principal (In charge of Fire Drill) at the front of the assembly area.
- Laboratory Attendants are to report to the Science Head of Department after ensuring:
  - Laboratory Preparation Room is secure.
  - Gas tanks have been turned off at main cylinders.
- Office Staff, Teacher Aides, other Ancillary Staff and registered visitors report to the Registrar down on the oval next to the 2nd Deputy Principal
- An Administration assistant will be responsible for bringing form rolls to the Main Oval and distributing them to the respective form teachers for marking.
- PLEASE NOTE: *The drill will not be declared complete until all Year Level Deans have reported to the Duty Deputy Principal.*
- The 3rd Deputy Principal will direct a staff member to the Principal, located in Administration, to indicate that all personnel have been evacuated.
- Rolls are to be returned to the Administrative Assistant before assembly is dismissed.
- At the completion of the drill, students will be dismissed, under the direction of the Duty Deputy Principal, 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.

## **EMERGENCY EVACUATION DURING RECESS & LUNCH**

- The emphasis will be on moving students away from the buildings onto the Main Oval as quickly as possible, using the shortest and safest routes possible. Whilst this

is being done, all buildings are to be checked by HOD/MARSHALL to ensure that no students are left behind. All teachers are requested to assist by checking all classrooms in their building. Staff located in K Block are to ensure that all students have been cleared from the Amenities in H Block

- Once on the Main Oval, students are to assemble as normally as expected for the evacuation: **ALL MUST BE SEATED ON GRASS AND REMAIN IN PHOENIX CLASS.**

### ***IN CONCLUSION***

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

### ***IN SUMMARY – FIRE DRILL***

The rolls are in boxes designated per year level and will be taken to respective year level areas.

- **Phoenix teacher/supply teacher** marks the roll **and** reports the results to their Deans.
- **Deans** inform **Duty Deputy** of the roll check with either, **all accounted for or missing details.**
- **Block HOD's** check and close the block. **Block All Clear** is then notified to the **Duty Deputy.**
- All Rolls are returned to the year level box by Phoenix teacher. Teachers are to stay with their class.
- **Duty Deputy** will notify the assembly when the Emergency is contained and students may return to class.
- Staff return to classroom just prior to students – Admin to hold student assembly during this time.

### ***In Summary – Fire Drill Responsibilities***

- **Phoenix teacher/supply teacher** responsible for respective class
- **HOD or nominee** responsible for respective physical buildings and classes of **STAFF** absent on that day
- **Dean** responsible for students of respective cohort
- **DUTY DEPUTY ON OVAL** responsible for student cohort



- **2nd DEPUTY PRINCIPAL/BUSINESS SERVICES MANAGER** responsible for staff
- **3rd DEPUTY PRINCIPAL** responsible for ensuring **PRINCIPAL** is aware of completion of drill
- **PRINCIPAL** responsible for co-ordinating with emergency services

#### VISA CONDITIONS

Condition number	Who this applies to	Description
8105	All students	<p>You cannot work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course). A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday. You can work for more than 40 hours per fortnight during recognised vacation periods offered by your education provider. You cannot start paid work until you have started your course in Australia. No work limits apply if you are studying a Masters by research or Doctorate course in Australia.</p>
8202	All students	<p>You must remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) [<a href="http://cricos.deewr.gov.au/">http://cricos.deewr.gov.au/</a>].</p> <p>You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa. See: Changing courses [<a href="http://www.border.gov.au/Trav/Stud/More/Changing-courses">http://www.border.gov.au/Trav/Stud/More/Changing-courses</a>]</p> <p>You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.</p>

8501		You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, you must maintain Overseas Student Health Cover (OSHC).
8516		You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.
8517		If you are younger than 18 years of age, you must have accommodation and support, and your general welfare must be maintained for the duration of your stay in Australia. To maintain your welfare, you must stay in Australia with: <ul style="list-style-type: none"> <li>• your parent or legal custodian or</li> <li>• a relative who has been nominated by your parents Or custodians who is aged over 21 and is of good Character or</li> <li>• have accommodation, support and general welfare arrangements in place that have been approved by your education provider.</li> </ul> <p>You must not change your arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements start.</p>
8533		You must tell your education provider: <ul style="list-style-type: none"> <li>• the address where you live in Australia within seven days of arriving in Australia</li> <li>• if you change the address where you live within seven days of the change</li> <li>• if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.</li> </ul>

The table below describes the conditions that might be attached to a student visa. You can find your visa conditions in VEVO [<http://www.border.gov.au/Busi/Visa>].

No.	Who this might apply to	Description
8303	Any student	You must not be involved in activities that are disruptive to, or in violence threaten harm to, the Australian community or a group within the Australian community.

8534	<b>Any Student</b>	While you remain in Australia, you are not entitled to be granted a further substantive visa, other than: <ul style="list-style-type: none"> <li>• a protection visa</li> <li>• a Temporary Graduate visa (subclass 485)</li> <li>• a Student Guardian visa (subclass 590).</li> </ul>
8535	Students sponsored by the Commonwealth or a foreign government	while you remain in Australia, you are not entitled to be granted a further substantive visa, other than: <ul style="list-style-type: none"> <li>• a protection visa</li> <li>• a Student visa (subclass 500) granted on the basis of support from the Commonwealth government or a foreign government</li> </ul> <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.</p>

## Complaints and appeals

Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students ('National Code') states that education providers, registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), to provide courses to overseas students must have a complaints and appeals process which is independent, easily and immediately accessible and inexpensive for the parties involved. This procedure outlines the processes followed by Education Queensland International (EQI) and DET International in relation to Standard 8 and EQI's complaints and appeals processes.

## Students

Overseas students enrolled in an EQI program ('student') should refer to their Enrolment Agreement for details on how to:

- resolve a complaint informally;
- make a formal complaint if their complaint cannot be resolved informally;
- appeal a decision of the Director, International Student Programs, EQI:
  - to report them for failing to maintain satisfactory attendance or course progress;
  - to refuse a request by the student to defer or suspend their enrolment;
  - to suspend or cancel their enrolment (initiated by EQI);
  - to refuse a request for a transfer; or
  - regarding a formal complaint made to EQI.

Make an external appeal to the Queensland Ombudsman.

Students may bring a support person to assist them at any meeting. Students can ask for help writing a formal complaint or appeal (for example, from their parents, homestay provider or a lawyer). EQI does not charge a fee for using the complaints or appeals process.

## **Complaints**

### **Informal complaint**

#### **School International Student Coordinator**

Students should discuss any complaints about their school, course, living arrangements or welfare (if they are in homestay accommodation), informally with the school's international student coordinator.

The international student coordinator will meet with the student, assist the student and try to resolve the complaint informally.

#### **School Principal**

Students should discuss any complaint about their international student coordinator or a decision he or she has made, with the school principal.

The principal will meet with the student, assist the student and try to resolve the complaint informally.

#### **Operations Manager, International Student Programs, EQI**

Upon receipt of a complaint, the Operations Manager, International Student Programs, will check the complaint complies with the requirements set out in the student's Enrolment Agreement, as follows:

- Is the complaint about a decision to which the appeals process (below) applies?
  - If yes, the complaint will be sent back to the student with instructions on what they need to do to make an appeal.
- If the complaint was made by email (to [EQInternational@det.qld.gov.au](mailto:EQInternational@det.qld.gov.au)), does the email:
  - identify the student's name
  - include in the subject line of the email "Complaint – International Student" and the name of the student's school; and
  - provide details of the complaint, how the student has tried to resolve it and the outcome they seek.
- If not, the complaint will be sent back to the student with instructions on what they need to do to make a compliant formal complaint.
- If the complaint was made by post, does the complaint give sufficient details for the complaint to be investigated (e.g. does it provide the details listed above)?

- If no, contact the student and tell them what they need to do to make a compliant formal complaint.

The Operations Manager, International Student Programs will acknowledge receipt of a compliant complaint in writing and commence the complaint resolution process within 10 working days of receiving a formal complaint.

The Operations Manager, International Student Programs will make a recommendation to the Director, International Student programs about a decision on the complaint.

### **Director, International Student Programs, EQI**

The Director, International Student Programs, will make a decision about the complaint and advise the student of the decision and reasons for the decision as soon as possible.

### **Appeals**

Students can appeal a decision of the Director, International Student Programs, EQI:

- to report them for failing to maintain satisfactory attendance or course progress;
- to refuse a request by the student to defer or suspend their enrolment;
- to suspend or cancel their enrolment (initiated by EQI);
- to refuse a request to transfer to another EQI school or another CRICOS registered provider; or
- regarding a formal complaint made to EQI.

### **If the student does not appeal**

If the student does not appeal a decision within the required timeframe, the decision takes immediate effect.

### **Internal appeals**

#### **Executive Director, DET International**

Upon receipt of an appeal, the Executive Director, DET International, will check that the appeal complies with the requirements set out in the student's Enrolment Agreement, as follows:

- Is the appeal about a decision to which the appeals process (above) applies?
  - If no, contact the student and tell them what they need to do (e.g. make a formal complaint).

Was the appeal received by the end of the 20th working day after the student was given the decision?

- If no, respond to the student, in writing, indicating that the appeal was not received within the required timeframe, the decision made by the Director, ISP has taken effect and inform the student about what this means for them (depending on whether the decision was about reporting unsatisfactory attendance, reporting unsatisfactory course progress or cancellation of enrolment).

•If the appeal was made by email, does the email:

- identify the student's name
- include in the subject line of the email "Appeal to Executive Director, DET International"; and
- include all relevant information, including why the student thinks the decision should be changed.

•If the appeal was made by post, does the appeal give sufficient details for the appeal to be investigated and resolved (e.g. does it provide the details listed above)?

- If no, contact the student and tell them what they need to do to make a compliant appeal.

The Executive Director, DET International will acknowledge receipt of a compliant appeal in writing and commence internal appeal process within 10 working days of receiving the compliant appeal.

The Executive Director, DET International will make a recommendation to the Deputy Director-General, Training and Skills about a decision on the appeal.

### **Deputy Director-General, Training and Skills**

The Deputy Director-General, Training and Skills, will make a decision about the internal appeal and advise the student of the decision and reasons for the decision as soon as possible.

If the decision supports the student, EQI will immediately take any action required to comply with the decision of the Deputy Director-General, Training and Skills.

### **External appeals**

If a student is not satisfied with the decision of the Deputy Director-General, Training and Skills, they can lodge a complaint (External Appeal) with the Queensland Ombudsman. EQI and DET International will comply with any decision the Ombudsman makes. If the decision of the Queensland Ombudsman supports the student, EQI will immediately take any action required to comply with the decision of the Queensland Ombudsman.

Students can also contact the Australian Government Department of Education and Training ('DET Commonwealth') at any time if they have a complaint. Please note that DET Commonwealth will only intervene if it thinks that EQI's conduct fails to meet the requirements of the National Code of Practice for Providers of Education



and Training to Overseas Students and will not substitute its decisions for decisions EQI or DET International has made. A complaint to DET Commonwealth is not a part of our appeals process.

## **UNIVERSAL DECLARATION OF HUMAN RIGHTS**

Merrimac State High School works to ensure that it operates within the spirit of the Universal Declaration of Human Rights.

- When children are born, they are free and each should be treated in the same way. They have reason and conscience and should act towards one another in a friendly manner.
- Everyone can claim the following rights, despite: a different sex, a different skin colour, speaking a different language, thinking different things, believing in another religion, owning more or less, being born in another social group, coming from another country. It also makes no difference whether the country you live in is independent or not.
- You have the right to live, and to live in freedom and safety.
- Nobody has the right to treat you as his or her slave and you should not make anyone your slave.
- Nobody has the right to torture you.
- You should be legally protected in the same way everywhere, and like everyone else.
- The law is the same for everyone; it should be applied in the same way to all.
- You should be able to ask for legal help when the rights your country grants you are not respected.
- Nobody has the right to put you in prison, to keep you there, or to send you away from your country unjustly, or without good reason.
- If you go on trial this should be done in public. The people who try you should not let themselves be influenced by others.
- You should be considered innocent until it can be proved that you are guilty. If you are accused of a crime, you should always have the right to defend yourself. Nobody has the right to condemn you and punish you for something you have not done.
- You have the right to ask to be protected if someone tries to harm your good name, enter your house, open your letters, or bother you or your family without a good reason.
- You have the right to come and go as you wish within your country. You have the right to leave your country to go to another one; and you should be able to return to your country if you want.
- If someone hurts you, you have the right to go to another country and ask it to protect you. You lose this right if you have killed someone and if you, yourself, do not respect what is written here.
- You have the right to belong to a country and nobody can prevent you, without a good reason, from belonging country if you wish.

- As soon as person is legally entitled, he or she has the right to marry and have a family. In doing this, neither the colour of your skin, the country you come from nor your region should be impediments. Men and women have the same rights when they are married and also when they are separated. Nobody should force a person to marry. The government of your country should protect your family and its members.
- You have the right to own things and nobody has the right to take these from you without a good reason.
- You have the right to profess your religion freely, to change it, and to practise it either on your own or with other people.
- You have the right to think what you want, to say what you like, and nobody should forbid you from doing so. You should be able to share your ideas also— with people from any other country.
- You have the right to organize peaceful meetings or to take part in meetings in a peaceful way. It is wrong to force someone to belong to a group.
- You have the right to take part in your country's political affairs either by belonging to the government yourself or by choosing politicians who have the same ideas as you. Governments should be voted for regularly and voting should be secret. You should get a vote and all votes should be equal. You also have the same right to join the public service as anyone else.
- The society in which you live should help you to develop and to make the most of all the advantages (culture, work, social welfare) which are offered to you and to you and to all the men and women in your country.
- You have the right to work, to be free to choose your work, to get a salary which allows you to support your family. If a man and a woman do the same work, they should get the same pay. All people who work have the right to join together to defend their interests.
- Each work day should not be too long, since everyone has the right to rest and should be able to take regular paid holidays.
- You have the right to have whatever you need so that you and your family: do not fall ill; go hungry; have clothes and a house; and are helped if you are out of work, if you are ill, if you are old, if your wife or husband is dead, or if you do not earn a living for any other reason you cannot help. The mother who is going is going to have a baby, and her baby should get special help. All children have the same rights, whether or not the mother is married.
- You have the right to go to school and everyone should go to school. Primary schooling should be free. You should be able to learn a profession or continue your studies as far as wish. At school, you should be able to develop all your talents and you should be taught to get on with others, whatever their race, religion or the country they come from. Your parents have the right to choose how and what you will be taught at school.

- You have the right to share in your community's arts and sciences, and any good they do. Your works as an artist, writer, or a scientist should be protected, and you should be able to benefit from them.
- So that your rights will be respected, there must be an 'order' which can protect them. This 'order' should be local and worldwide.
- You have duties towards the community within which your personality can only fully develop. The law should guarantee human rights. It should allow everyone to respect others and to be respected.
- In all parts of the world, no society, no human being, should take it upon her or himself to act in such a way as to destroy the rights which you have just been reading about.

Universal Declaration of Human Rights – Plain Language version – Sourced from, [www.un.org/cyberschoolbus/humanrights/resources/plain.asp](http://www.un.org/cyberschoolbus/humanrights/resources/plain.asp)

### **EQI INTERNATIONAL STUDENT CODE OF CONDUCT**

Under the National Code 2007, EQI's obligation to ensure the safety and well-being of an international student enrolled in an EQI program is paramount. EQI has a commitment to procedural fairness regarding a person's rights, interests or legitimate expectations unless there are exceptional circumstances.

The following is a summary of the key responsibilities for students, schools and EQI. Students should refer to the EQI International Student Program Terms and Conditions for an International Student.

#### **Academic Performance**

1. Students will maintain satisfactory results in all subjects in order to continue in the program.
2. Students will abide by the school code of behaviour and the school policy on Information Technology and Internet Use.
3. Students who are offered High School Preparation (HSP) are required to successfully complete HSP before continuing to secondary school.
4. EQI will monitor the student's performance, and inform the Department of Immigration and Border Protection (DIBP) if the student's results are not satisfactory.
5. The school will provide written school reports to students and parents at least every semester.

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

6. Students will maintain OSHC coverage for the duration of their student visa. This cover enables students to seek basic medical advice and assistance. Parents give permission for EQI and school staff to obtain any medical assistance required in the event of an accident or illness and guarantee to meet all costs.

## Attendance

7. Students will strive to attend school on every school day of each term. Students who are sick and absent from school will be required to obtain a valid medical certificate.
8. Students who are absent from school for a period of five (5) consecutive days without notification and justifiable excuse must demonstrate why their enrolment should not be cancelled for failure to meet EQI course requirements in accordance with the EQI International Student Program Terms and Conditions of Enrolment.
9. If the student's attendance falls below 80% for a term, EQI will report the student to the Department of Immigration and Border Protection (DIBP). If there are confirmed compassionate and compelling circumstances a student's attendance will be permitted to fall to no less than 70%, when EQI must report the student to DIBP for non-compliance with their student visa conditions.
10. Independent travel is not permitted unless accompanied by an adult over 21 years of age and permission is given by the school.
11. Students have to comply with the school's Responsible Behaviour Plan for Students (RPBS) and must obtain and wear the correct school uniform at school.

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## Contact Details

12. Students will advise the international student coordinator of current contact details within seven days of any change.
13. Students will obtain permission from the international student coordinator or the school principal before changing accommodation.
14. Requests to travel in school holidays will be made using the correct form and travel will only be permitted if it has been approved by the international student coordinator and the school principal.

## Homestay

15. Students are required to live with an EQI approved or arranged homestay family for the duration of their studies, if a parent or blood relative has not been nominated as a guardian.
16. Students will advise the homestay family of their emergency contact details.
17. Students will follow and respect homestay family household rules and property. These include showing consideration and courtesy, complying with nominated curfews and negotiating with the homestay family in regards to outings and visits.
18. Students will negotiate the use of telephone, computer and internet facilities with the homestay family and abide by the homestay family decision in relation

to this usage. Students should not download large files (5MB or more) at the homestay family's internet expense.

19. Students will not visit pornographic websites or download pornographic material.
20. Students are not permitted to smoke, consume alcohol or use non-prescribed drugs while enrolled in an EQI program.
21. Students will be treated as a respected member of the family, and will be expected to be an active member of the household. There is a minimum stay requirement of four weeks before a student can be moved to a new homestay family. EQI reserves the right to move a student in exceptional circumstances.
22. Students must give at least 2 weeks advance notice if leaving the program prior to contract dates.

### **Australian Law and EQI Policy**

23. Students will obey Australian laws and regulations at all times.
24. Students under the age of 18 years are not permitted to be served or consume alcohol in public places.
25. It is illegal to possess and/or use non-prescribed drugs in Australia.
26. Students will not engage in inappropriate sexually explicit behaviour at any time.
27. Students must seek permission from their host school to work in accordance with the Queensland Child Employment Regulation 2006.
28. Students enrolled in an EQI program may only drive a vehicle in Australia if they have obtained an Australian driving licence. Driving lessons to obtain an Australian driving licence must be undertaken with a professional driving school and instructor. Fees will apply to these lessons.
29. Students enrolled in an EQI program must not ride in cars driven by provisional license holders (i.e. P plates) unless prior written approval is provided by their parent.

### **2022 School Term Dates**

Term 1 Tuesday 24 January—Friday 1 April  
Term 2 Tuesday 19 April—Friday 24 June  
Term 3 Monday 11 July—Friday 16 September  
Term 4 Tuesday 4 October—Friday 9 December

### **2023 School Term Dates**

Term 1 Monday 23 January — Friday 31 March  
Term 2 Monday 17 April—Friday 23 June  
Term 3 Monday 10 July—Friday 15 September  
Term 4 Tuesday 3 October—Friday 8 December

## **Frequently Used Terms**

Education Queensland (EQ)

Education Queensland International (EQI)

Merrimac State High School (MSHS/ Merrimac SHS)

Principal

International Student Head of Department (HOD/ International HOD)

Homestay Coordinator

International Student Coordinator (ISC)

International Staff

Department of Immigration and Border Protection (DIBP)

Head of Department (HOD)

Local Overnight Stay Consent Form (Type 2 Travel Form)

Outside Local Area Holiday Travel and Consent Form (Type 3 Travel Form)