



PALM BEACH
CURRUMBIN
STATE HIGH

INTERNATIONAL STUDENT HANDBOOK 2026



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WELCOME

Welcome to the International Student and Homestay Program at Palm Beach Currumbin State High School (PBC). Widely recognised as one of Queensland's leading high schools, PBC High (as it is more commonly known) is a co-educational secondary school located on the Gold Coast in the State of Queensland, Australia and was established in 1972.

It is the southernmost coastal high school and serves a wide area of the Gold Coast Hinterland. The school boasts a student population of approximately 2700 with a collective staff of 200.

PBC High offers an extensive choice of subjects and special programs to suit the needs and interests of students. The specialised programs on offer are Sports Excellence, Academic Excellence, Creative Arts Excellence, and Industry Pathway Program.

In addition, PBC has conducted International Students Programs for many years which have provided great opportunities for international students to improve their English and immerse themselves in the Australian culture. This and many other qualities of the school have attracted large numbers of students to enrol at the school. PBC welcomes all our International Students and hope that you will have a lifelong memory of your stay with us.

SCHOOL DETAILS

Street Address: Thrower Drive, Palm Beach, Queensland
 Office Hours: Monday - Friday, 8:00am - 3:30pm Telephone: 07 5525 9333
 Absences: Text/SMS: 0426 305 728 or Email: absences@pbc-shs.eq.edu.au
 Administration Email: admin@pbc-shs.eq.edu.au
 PBC Website: www.pbc-shs.eq.edu.au
 Social Media: Facebook: [@PalmBeachCurrumbinStateHigh](https://www.facebook.com/PalmBeachCurrumbinStateHigh)
 Instagram: [@pbcshs](https://www.instagram.com/pbcshs)

INTERNATIONAL TEAM

The International Team are here to guide you with your studies and support you during your time at PBC.

NAME	ROLE	CONTACT
Alison Fahlbusch	Executive Principal	07 5525 9333
Peter Hughes	Principal-Senior Secondary/International Line manager	07 5525 9333
Karen Canning	Senior International Student Coordinator	0438 191 637 07 5525 9394
Tania Robb	Homestay Coordinator	0409 960 209 07 5525 9319
Steve Jones	Guidance Officer	07 5525 9462
Rebecca Vaughan	English as a Second Language or Dialect (EAL/D) Teacher	07 5525 9332

The international office is located in L Block, the Library Precinct on the first level, Room 1.2.1.



EMERGENCY CONTACTS (during school hours)

An emergency is a situation that may/ does affect your health, safety, or welfare. In the event of an emergency during school hours please contact any of the people below immediately.

NAME	ROLE	CONTACT
Karen Canning	Senior International Student Coordinator	0438 191 637 / 07 5525 9394
Tania Robb	Homestay Coordinator	0409 960 209 / 07 5525 9319
Peter Hughes	Principal-Senior Secondary/International Line manager	07 5525 9333
Police, Fire, Ambulance	Emergency Services	000 (or 112 from a mobile)

EMERGENCY CONTACTS (after school hours and on the weekends)



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

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

You can call 1800QSTUDY before **8:30am** and after **3:30pm** on school days, and **24 hours** a day during weekends, public holidays, and school vacations.

For more information read the [1800 QSTUDY brochure for international students \(PDF, 1.1MB\)](#).

What is the free call 1800 QSTUDY? 1800 QSTUDY

1800 QSTUDY (+61 1800 778 839) is a free support phone service for Overseas students studying in state schools in Queensland. The service provides access to advice and assistance 24 hours a day, seven days a week. This also includes an emergency after-hours service which manages incidents for overseas students participating in the International Student Program. Different arrangements are in place for study tour students. Your chaperone will explain the support process that is available for you. For further information please phone us on +61 7 3513 5708 or email StudyTours.EQI@qed.qld.gov.au

When should I use the 1800QSTUDY service?

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

- Monday to Friday before 8:30am and after 3:30pm.
- Any time on the weekends (Saturday and Sunday).
- Any time during school holidays and public holidays.

Critical or life threatening situations - dial Triple Zero 000)

A critical or life threatening situation includes:

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

You can download the Emergency+ application (app) from the Apple, Google, and Microsoft App Stores. The Emergency+ app helps provide critical location information to emergency services.

SCHOOL MAP AND FACILITIES

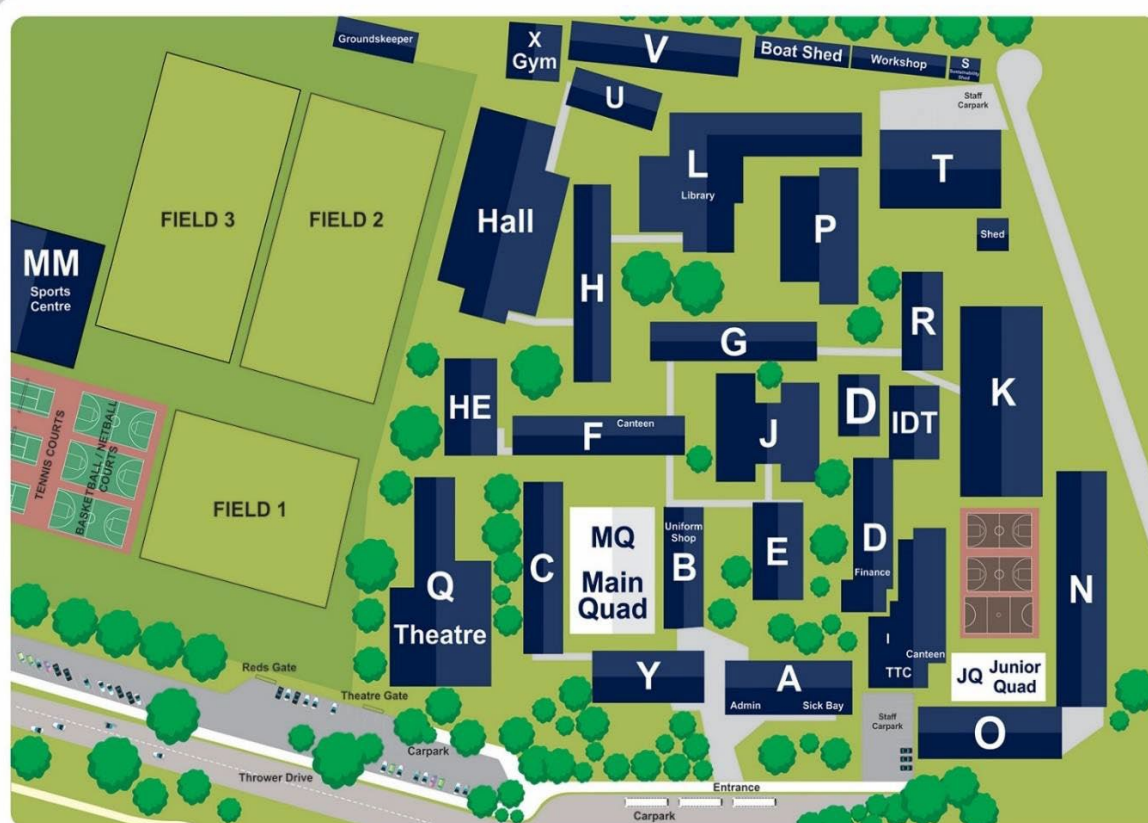


PALM BEACH CURRUMBIN STATE HIGH

Nil Sed Optima

Phone: 07 5525 9333

Website: www.pbc-shs.eq.edu.au



Main Reception.....	A	Yr 8/9 Canteen	I	Sports Centre	SC
Finance Office	D	Junior Quad	JQ	Trade Training Centre	TTC
Sick Bay	A	Library	L	Gym	X
Uniform Shop	B	Creekview Room	L	Senior Student Services ...	Y
Junior Parent Reception ...	A	Main Quad	MQ	Senior Parent Reception ...	Y
Junior Student Services ...	A	Theatre	Q	Corporate Services	D
Yr 7, 10-12 Canteen.....	F	Sustainability Shed	S		

**ALL Visitors to sign
in at Administration.**



ORIENTATION

The Palm Beach Currumbin State High School Overseas Student Orientation has been designed to:

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

EMERGENCY EVACUATION AND LOCK DOWN PROCEDURE

Emergency Evacuation

During Class Time

1. Evacuation signalled by a continuous ringing of the school bell.
2. Class teacher and/or staff member will instruct the class to stand and exit the classroom, leaving all belongings (including bags) behind.
3. Doors should be locked once all students have exited the classroom.
4. Class teacher remains with their class as they walk quickly in single file to the evacuation area.
5. Class assembles in their Year Level area as per map below on the Oval.
6. All students sit in a line in front of their class teacher once gathered on the Oval.
7. Class teacher waits for Head of Year to approach and advises of students present/absent.
8. Once bell stops and all clear announced, the class teacher will escort you back to your classroom.

During Break Time

1. Evacuation signalled by a continuous ringing of the school bell.
2. Playground staff will gather students and direct them to the evacuation area.
3. Students should line up in their relevant CARE class.
4. CARE teachers will collect their CARE roll from the relevant House Leader or Head of Year.
5. CARE teachers will stand in front of their CARE class and direct students to sit in a straight row and mark roll.

Emergency Lockdown

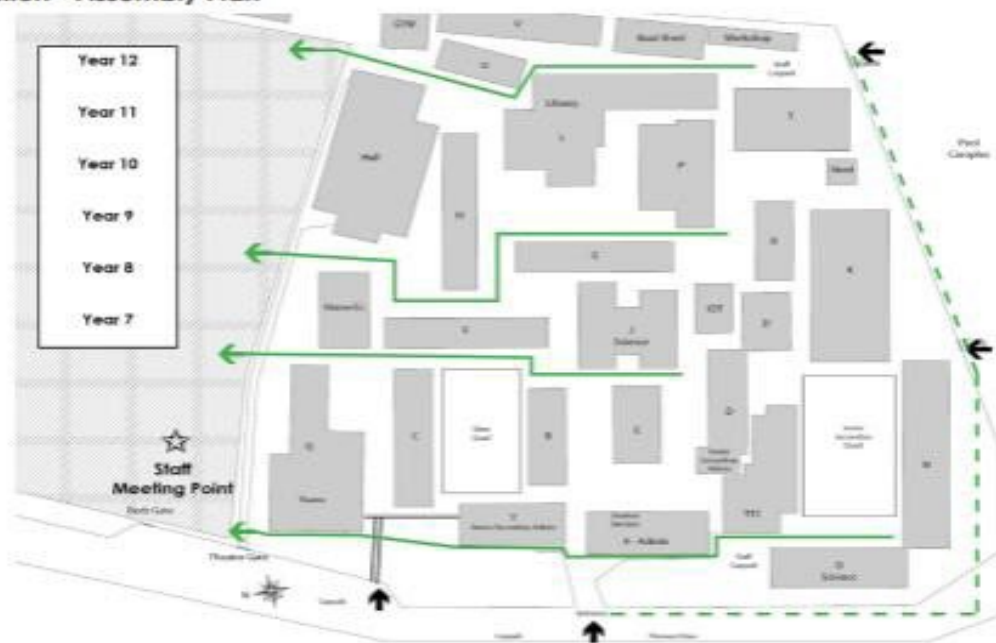
During Class Time

1. Lockdown signalled by the school bell ringing intermittently for five seconds, with five repeats.
2. Doors are to be locked, windows closed, blinds/curtains drawn, and lights switched off.
3. Students and staff should take cover on the floor – so they are not visible from the outside.
4. Students out of class must go to the nearest classroom and follow procedure.
5. Staff and students to remain quiet and still.
6. Stay in lockdown until given the "ALL CLEAR" signal via the internal phone system.

During Break Time

1. All students move quietly and expediently to the nearest building/classroom under the direction of Playground Duty teachers. Then follow steps 2-5 as above. Students should not head to Administration buildings.
2. Stay in lockdown until given the "ALL CLEAR" signal by internal phone system.
3. Students may then return to rooms/normal activity under teacher direction to continue class or to
4. collect books and move to the next lesson/break.

Evacuation - Assembly Plan



SCHOOL LESSON TIMES

Class	Monday (3 Period Day)	Tuesday to Friday (4 Period Day)
CARE	9:00am - 9:10am	9:00am - 9:10am
1	9:10am - 10:20am	9:10am - 10:20am
2	10:20am - 11:30am	10:20am - 11:30am
Lunch 1	11:30am - 12:10pm	11:30am - 12:10pm
3	12:10pm - 1:20pm	12:10pm - 1:20pm
Lunch 2	1:20pm Early Finish	1:20pm - 1:50pm
4		1:50pm - 3:00pm



ORIENTATION TIMETABLE

DAY 1

TIME	VENUE	ORIENTATION TOPIC
9.00am	L Block – International Room	Welcome & Introductions: Meet International Student Coordinator and Homestay Coordinator
9.15am		Principal's Welcome
9.30am		Collect – Students Forms. • Visa, Passport, Enrolment Form • Go through Orientation Booklet Day 1 and Power point presentation. • Expectations and Concerns • Students purchase uniforms
10.30am		International Mentors join the group. Guest Speaker- Guidance Officer & School Nurse
10.45am		Group activity with Mentors
11.00am		Continue going through Orientation Booklet
11.30am	School playground	First Break – Lunch and School Tour with International Mentors
12.15pm		Continue going through Orientation Booklet Student photo taken
1.30pm	School Playground	Second Break - with International Mentors
2.00pm		• Obtain Timetable • Sport – Learn to Surf • Complete Evaluation • Question Time
3.00pm	Home Time	

DAY 2

TIME	VENUE	ORIENTATION TOPIC
9.00am	L Block – International Room	• Welcome and check in • Recap Day 1 Orientation
9.15am		Collect – Students Forms. • Missing documents • Phone Numbers • Permission Notes for Swimming Assessment • Sport Excellence Registration forms
9.30am		• Go through Orientation Booklet Day 2 and Power point presentation. • Manners & expectations • Curfews • House rules • Accommodation • Attendance • Academic Performance • Legal Aspects • Health • Law and Safety in Australia

		• OSHC • Personal Safety/ Public Transport Safety • Banking Services • Travel & Activity Form • Visa requirements • EQI Holiday Programs • Permission to work • Driving in Australia
		Complete Evaluation
11.30am	School playground	First Break - Lunch
12.15pm	Currumbin Primary school pool	Water Skills Assessment
3.00pm	Home time	

ARRIVAL & DEPARTURE OF STUDENTS

The school organizes airport pickup for students, and we deliver them to their homestay family. In cases where large groups of students arrive at one time your host family may be asked to meet and welcome you at Palm Beach Currumbin State High.

Your homestay family will arrange to have someone available to greet you on your first day and possibly to stay with you for the day. Although you may be jet-lagged and wish to sleep, you will feel more comfortable on waking if you know you are not alone.



Shortly after your arrival your Homestay family should show you the bus route, the location of the school, the beach, local shopping center and any other destinations you may need. It is a good idea to keep a bus timetable with you and ask if someone can travel the route with you for the first trip.

Your host family may organize a day trip around the coast (eg. the Hinterland) to familiarize yourself with the area. Your homestay family should bring you to school on your first day to assist you in settling in.

Your homestay family are expected to transport you to the airport at the end of your stay. If this is not possible, your homestay family will arrange and pay for a door-to-door airport transfer.

ACCOMMODATION AND WELFARE

CARE ARRANGEMENTS

While studying you must live with:

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

You must not change these arrangements unless we give you written approval. You must report any serious or urgent threat to your welfare to us immediately.

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



Welfare and accommodation in the following documents:

- Standard terms and conditions
- Accommodation and welfare

HOMESTAY FAMILIES

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

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

A good homestay experience will remain with you throughout your life and your homestay family should support and assist you to overcome any issues with homesickness, cultural and language differences. Occasionally a problem may arise that cannot be resolved through mediation and in these circumstances, we will discuss other options that are available to you. If you need to talk to someone other than your host family, please contact the Homestay Coordinator.

EXPECTATIONS

It is important to establish at the beginning of the homestay period, the expectations of all parties. This will do much to prevent possible future problems. The following is a list of the responsibilities of the homestay provider:

- provide a bedroom, together with the use of living areas, such as lounge, kitchen, dining and toilet and bathroom. Students must be provided with a key to the house to allow them free access.
- provide three meals a day, ensuring adequate nutritious food by means of a regular variation in diet. Alternatively, allow the student to prepare his/her own meals as mutually agreed.
- provide household materials such as towels, sheets, blankets and eating and cooking utensils.
- provide general cleaning services for living areas.
- ensure adequate laundry facilities as negotiated

The responsibilities of the student are:

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

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

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

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



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

Every homestay is different, and homestays are generally in the program not as a business, but as a generous act by people who are interested in meeting and interacting with other cultures. It is not appropriate to compare homestays with each other as all homestays meet our basic criteria. Some students may be lucky and end up with a homestay close to the school or with a bigger bedroom etc, but these things cannot be guaranteed for everyone.

Australia is a multicultural society with people from all over the world. Even within a family it is not unusual for parents to be of different cultural backgrounds. While this may seem a little strange to students who come from a homogenous society, it is of substantial benefit as it makes Australians interested in all the different cultures of the world.

Modern Australian families are very different to the image of "Mum, Dad and two or three kids". While there are many families where this is the case, there are an equal number of families where divorce has separated families and remarriage has created "blended" families. Single parent families are also common in Australia. Australian law and Australians generally regard all these families as being equal. Some families will have young children, some high school age children and some may be retired people with no children. Each one of these families has decided that they want to have you in their home, so please feel welcome and enjoy your time with them.

HOUSEHOLD RULES

Most homes have rules and ways of doing things. You need to find out what to do in order to make the best impression. It is better to ask than to assume.

Some important things to find out:

- House address and phone numbers for your host parents
- What would you like me to call you
- What to do about laundry
- Can I use the washing machine or iron any time
- Can I help myself to food and drink anytime
- How to lock up the house
- Your own key
- What time is breakfast and dinner
- What happens about lunch on school days
- What happens about lunch on the weekend
- When is it OK to have a shower and for how long
- Which shower/toilet should you use
- Is it OK to use the pool
- What time do family members usually go to bed
- Can I invite friends around

YOUR ROOM

The room allocated to you is your own space. 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
- 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.

PRIVACY

Respect your homestay families' privacy in their home. Your privacy should also be respected, and permission should be sought to enter your bedroom.

To avoid any problems, it is recommended that the family members do not enter your bedroom when you are absent.

AUSTRALIAN MANNERS

Every race of people has different ideas about good and bad manners. Neither is right or wrong, but for the moment you are living in Australia so Australian manners are very important.

- 'Please', 'thank you' and 'excuse me' are important words and make everyone feel better.
- 'G'day', 'hello', 'good morning' and 'goodbye' show that you are a friendly person who cares about others.
- Always ask before using anything - you will quickly learn if it is one of those things that anyone can use, and people will appreciate your care in asking.
- Ask about household rules so you know how to do the right thing
- Rooms such as bedrooms (at home) and offices and staffrooms (at school) belong to someone, so you must knock before entering.
- Direct questions about age, boyfriends/girlfriends etc are normally not appropriate unless the other person is a good friend. Australians usually find out about a person by listening to what they say rather than by asking direct questions.

CURFEWS

EQI and the Alliance between the schools on the Gold Coast have set curfew times which they feel are appropriate for the students who come to Australia. Please note these are only a guideline and some homestay families may have earlier curfews. Extension of these hours is non-negotiable. Please discuss this with your homestay family. The curfews are as follows:

Students in Year 11 & 12

Sunday – Thursday	7:00pm - Dinner Time
Friday & Saturday	10:30pm

Students in Years 7 - 10

Sunday – Thursday	6:00pm - Dinner Time
Friday & Saturday	9:30pm



NOTE: Students who break their curfew will serve detentions at school.

Please remember that you are in strange surroundings and may not realize the dangers of being out too late at any time. Your homestay family must be able to always contact you. It is also advisable to get your homestay families contact numbers so you can contact them should the need arise (If you miss the bus etc.).

CONTACT DETAILS

You must let your school know your residential address in Australia within seven days of arriving in Australia. You must also tell the school of any changes of residential address within seven days. Failure to do this may affect your student visa.

We also need your current telephone number and email contact details, as well as the contact details of your parent/s/legal custodians and emergency contact person/s. Any changes need to be given to us within seven days.

EVALUATION

After being with your homestay family for a short time you will be asked to complete an evaluation form which asks questions about your homestay family, food, friendliness, tidiness etc.

SHOPPING AND FOOD

Most families will take their student shopping to find out and purchase items the student likes to eat. You may need to open bank accounts. Please ask your homestay family to show you how to do this. The nearest shopping centre is The Pines. Other large shopping centers are located at Robina Town Centre and Pacific Fair.



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 (eg. 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 7:00 - 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. Sometimes families give students leftover food from dinner, and it can be heated up using the microwave at school. Instant noodles are popular in Australia and if you would like them for lunch tell 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 - 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 nighttime.

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).

A few hints with 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.

BEDTIME

Australian families go to bed earlier than in many other countries. Check with your homestay family to ensure that you are not making things difficult in the house; remember host parents may well need to get up early in the morning so unwelcome noise at nighttime will be a problem.



WASHING AND CLEANING



You should be treated as a member of the family and are expected to clean up after yourself. You are encouraged to make your bed and keep your room tidy. Most host families wash their student's clothes with the family wash. If you prefer this not to happen, you should discuss this with your host family.

Ironing is also something to be discussed with the homestay family. If you have never used an iron, asked your homestay family to show you how to use one before attempting this chore.

Wet clothing is not to be hung in your bedroom. If you want to hand wash underwear or other items, please hang them outside.

If you both agree to doing your own washing and/or ironing, please make sure you know how to use the washing machine and iron.

PERSONAL HYGIENE

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 everyday 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. Baths are used only infrequently. Remember that we have severe water restrictions on the Gold Coast.



Once you have finished showering, you should commence drying yourself in the shower cubicle to minimize the amount of water on the bathroom floor. Most bathrooms will also have a bathmat that you should stand on when you get out of the shower.



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 does not let others use the facility (which is annoying). Try to be quick.

Check with your host family as to where you should put your wet towel - each family is different. 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 etc) and it is unnecessary to put toilet paper on the seat before sitting down. If you use too much toilet paper, you will block the toilet, and this will be very embarrassing.

Some people like to take about four squares of toilet paper and wipe the seat. This is OK. You should NEVER squat above the toilet or stand on it.

Boys need to lift the toilet seat before urinating.

The toilet seat should be closed before you leave. Most toilets have dual flush mechanisms so please choose the appropriate button. Many toilets will also have some air freshener on a shelf so please give the air a short squirt to make it more pleasant for the next person coming in. It is also good hygiene to wash your hands after being to the toilet. It is recommended that you also wash your hands before meals.

Personal Hygiene for Boys

Australia's climate can be more humid than other countries, so the regular use of deodorant is important. Boys should put on deodorant each morning before dressing and many Australian boys will then bring roll-on deodorant for use at school, especially if they have been 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 nighttime and sanitary pads used due to a rare disease called Toxic Shock Syndrome which has symptoms including fever, vomiting, a rash that looks like sunburn, diarrhea, and dizziness. If you ever have any of these symptoms while wearing a tampon remove it immediately and seek medical assistance.)

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).

Students from different cultures may feel unsure or uncomfortable talking to their homestay family about this. Please be open from the start.

OUTINGS

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 are sensible in what you do and be considerate of others.

As a general rule, you should be home and doing homework on during weeknights. Friday and Saturday nights are suitable for socializing. If you are going out, always ask permission from your host family.

Make sure you advise your homestay where you are going and who you will be with. Have suitable transport arrangements as your host families are not expected to drive you to parties etc. If you are not able to be home by curfew time make sure to contact your homestay to let them know why and when you will be home. Students should be careful to not be walking home in the dark alone. You may need to call a taxi to get home (Taxi No: 131008).



Your homestay will worry if you do not come home as expected and will report any breach of curfews. 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 PBC staff on your return to school. Make sure your host parents know where you are going.

You should be aware that as part of your visa conditions you are not permitted to drink alcohol, smoke/vape or take drugs even if you are over the legal age in Australia of 18 years old. All non-doctor prescribed drugs (eg. 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 the country and if you get caught, you will be returned to your country.

Make sure that you always check on the prices of entertainment (movies, theatre etc.) so you can pay your own admission charges.

Please discuss with your homestay family who should pay for the cost of entry eg. Theme Parks. If you are going out (with your family) for a meal your host family should pay.

TRANSPORT COSTS

You are expected to pay for your own public transport costs.

In Queensland all public transport costs 50cents per ride. As non-taxpayers, you are not eligible for free bus passes. If you travel to school each day by bus, you will be required to purchase a Go Card.

If you decide to purchase and ride a bicycle by law, you need to wear a helmet. It is also recommended that if you ride your bike to school you lock it up inside the school bike compound.

Surfside Bus lines Tel: 07 5571 6555 (General enquiries)
 Tel: 13 12 30 (Timetable information)

CULTURE ADJUSTMENT & HOME SICKNESS

Cultural Adjustment or 'Culture Shock' has been described as disorientation and a feeling of being overwhelmed by the differences experienced in another culture.

Symptoms of culture shock can be both physical (sleep disturbances, eating problems, and frequent illnesses) and psychological (severe homesickness, loneliness, boredom, isolation, hostility, withdrawal).

If you have any signs of sadness, melancholy or detachment from your homestay let them know how you are feeling. Talk about any problems you may have this will build a trusting relationship between you and your host family.

Homestay families can help you by being understanding and supportive during this time. However, if the situation does not improve, the homestay family should contact the International Student Coordinator who will arrange a meeting with the Guidance Officer at the school. Refer Chart Below:

	At Home	1st Month	2nd Month	3rd Month	4th & 5th Month	6th Month
Possible feelings	Anticipation	Exhilaration & anxiety	Restlessness & impatience	Discouragement & irritability	Gradual improvement of mood	Normal feelings
Significant events	Planning, packing, partying & saying good-bye	New housing, school, sights, shops, orientation, classes begin	Beginning of classes, unfamiliar language, food & smells	Cut down or stop language study, look for familiar recreation, midterm grades	Acceptable class performance, final exams	Normal class performance, new term begins
Possible emotional reactions	Excitement, enthusiasm, fear of the unknown, concern about leaving family	Tourist enthusiasm	Uncertainty, anger, withdrawal, increase in unhealthy behaviours	Discouragement, bewilderment, concern about sanitation, missing home	Interest in new culture or acceptance of differences	Balance of likes & dislikes
Possible attitudes & behaviour all responses to events	Anticipation, loss of interest in current activities at home	Curiosity about Australians, enthusiasm for classes/colleagues	Suspicious, frustrated & questioning values of self & others	Avoid contact with local people, become hostile & or fearful, stereotyping people	Constructive attitudes & accommodations	Balanced attitudes
Possible physical responses to events	Fatigue	Stomach ache & sleeplessness	Colds, headaches, stomach aches	Minor illnesses (cold or flu)	Improved health	Normal health

Adapted from "Culture Shock - Stages & Symptoms" International Centre, University of Michigan.

Some websites with information are:

<http://www.petersons.com/stdyabrd/abroad4.html>
<http://www.exchanges.qut.edu.au/outbound/livingoverseas/cultur>
[eshock.jsp http://www.ncat.edu/~oip/cultureshock.htm](http://www.ncat.edu/~oip/cultureshock.htm)
<http://www.ukcosa.org.uk/images/shock.pdf>
<http://www.ukcosa.org.uk/pages/guidenote.htm>

The 'Guidance Notes for Students' from UKCOSA are also, very comprehensive and may be of benefit to Guidance Officers

TELEPHONE

Students are expected to pay for their own calls apart from local calls. They can purchase a pre-paid phone card from newsagents, service stations and most supermarkets. You can research pre-paid phone cards at www.phonecardselector.com.au. Please discuss the use of phones with your homestay family.



Students are not to use the 1300 or 1800 numbers to register a call. These numbers are based on per minute a charge (usually from 5 cents – 25 cents per minute) which is charged to your host families' phone account.

DOMESTIC PHONE SERVICE

PHONE CALLS

To make domestic phone calls dial the area code and the phone number:

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT



Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

CALLING AUSTRALIA FROM OVERSEAS

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Gold Coast would be 7 instead of 07), and then dial the required number. *Example:* International access number: +61 7 5525 9300



MOBILE PHONES

Before bringing your mobile phone to Australia, check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If your phone won't work in Australia, you can buy a mobile phone here. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service under a contract that extends for an agreed length of time. There are many differences to the services provided and you should understand what plan you are accepting before signing any contract with any provider.

For a comparison of mobile phone plans in Australia see:
<https://www.whistleout.com.au/MobilePhones>.

Calling Emergency Services: Dial 000

In Australia dial 000 from any phone for fire, police, or ambulance services. 112 may also be dialed from mobile phones. Dialing 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service, you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond.

Where you are; (note street names and the closest intersections), what has happened and to whole; what their condition is. The operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

Making Phone Calls within Australia

To make international calls: Dial the international access code (0011) + the area code (if required) + phone number (when adding a country code to a number, any leading 0 on the area code following is not required to be dialed.)

INTERNET

Australian internet plans are very different from what is available in other countries and are not free. Families must pay for their internet service just as they have to pay to use the telephone. The amount of data they use depends on the plan they have. The more data they use, the higher the cost. If they reach the limit of their monthly internet plan, they may have to pay additional fees for excess use. Please talk to your homestay family about their phone/internet rules when you arrive to avoid confrontation or confusion. It is recommended that homestay families have this facility.

You are not allowed to use the internet to download music, movies and photo's which uses large amounts of data. Internet should be used to communicate with your family and friends and to research homework. Excessive downloading is not acceptable, and you may find yourself having to pay the homestay for over usage.

BANKING

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

- If you are experiencing difficulties, please see the International Student Coordinator [or whoever is appropriate at your school].
- To open an Australian bank account, you will need to present your passport and possibly additional information.
- Most banks and building societies have internet banking, telephone banking, Automatic Teller Machines (ATM's) and branch access.
- Some banks are now offering an app that you download to your smartphone to do your banking.
- Once your account is opened you will receive in the mail a card and a PIN Code Personal Identification Number code (PIN Code). You should NEVER share your PIN code with anyone.
- For your parents to transfer funds into your account you will need to provide them with the local branch identification number, your account number, bank contact details and swift code. Check with your bank as to their process and requirements).
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.
- Check with your bank as to opening hours during the week and at weekends.
- Do not carry large sums of money at school or out in public.

ISP STANDARD TERMS AND CONDITIONS

Before you arrived in Australia you were provided with a copy of the ISP standard terms and conditions. The standard terms and conditions outline EQI policies that relate to your responsibilities and rights and EQI's responsibilities and actions required to be taken during your course of study in Queensland. If you have not read the standard terms and conditions, please do so. The standard terms and conditions are available in the following languages:

- Simplified Chinese
- German
- Italian
- Japanese
- Vietnamese

VISA CONDITIONS – Attendance, Course Progress & Behaviour

ATTENDANCE

Maintaining satisfactory attendance is a condition of your Student Visa. Our school's attendance policy aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at our School it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8.50am.

You are expected to maintain 100% attendance unless you are sick. You should always tell the

school if you cannot attend for all or part of the day.

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

The school will record your attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked every period. An SMS message will be sent to your homestay parents/carers of an unexplained full day absence. Satisfactory attendance is a student visa condition for overseas students enrolled in an EQI course, studying on a subclass 500 (schools) visa for the duration of your study.

Commonwealth law requires EQI to be proactive in notifying and counselling students who are at risk of failing to meet these attendance requirements. EQI is required by law to report international students who have breached attendance requirements.

Important information about attendance:

- Start and finish times 8.55am and finish at 3.00pm
- Late arrival process – Report to either the Junior or Senior Student services student window and collect a late arrival slip
- School absence telephone number **0426 305 728** Email: **absences@pbc-shs.ed.edu.au**
- Serious, injury, or incident: after hours 1800QSTUDY

At risk of failing to meet attendance requirements

At risk of failing to meet attendance requirements. You are considered to be at risk of failing to meet attendance requirements if:

- you are absent for three consecutive days or more and a temporary suspension of study has not been approved by us prior.
- your attendance falls to 95% - 90% of your course contact hours in a study period (semester) or
- we have other concerns about your attendance record.

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

If your attendance falls to 90% - 85% of your course contact hours in any semester, we will give you and your parents/legal custodians and your DHA approved guardian an Attendance risk notification letter.

Unsatisfactory attendance

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

- you provide evidence of compassionate or compelling circumstances explaining your absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report you;
- your attendance record remains above 70% and there are compassionate or compelling circumstances
- (if your attendance falls below 70%, EQI is required to report you to authorities and your student visa may be impacted).
- If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the Appeals Policy section of the EQI Standard Terms and Conditions.

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



- ISP Standard Terms and Conditions
- Attendance – Subclass 500 (schools) visa procedure
- PBC State High School Attendance Policy
- Additional requirements for Years 11 and 12
- Written documentary evidence (eg. medical certificate) must be presented to the Care Class teacher on the student's return to school.

The student is responsible for handing copies of medical certificates to:

- Head of Year
- Relevant Heads of departments to validate course work not completed during the absence eg. exams, assignments.
- Students should retain a copy of all verified absences.

If students are attending any function pertaining to the school, they will be marked present.

COURSE PROGRESS

You must maintain satisfactory course progress for each study period as required by us and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI will report it to authorities and your student visa may be impacted.

At PBC we provide written reports to you and your parents or legal custodians every semester as per the P-12 curriculum assessment and reporting framework available on the Queensland Department of Education website.

You must complete your course within the time set out in the Confirmation of Enrolment that EQI sent you. EQI may extend the time to complete your course only if:

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

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

Unsatisfactory course progress

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

Formal intervention

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

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

EQI may notify you earlier if, in their opinion, you will not be capable of meeting the course requirements. If you receive a notice of EQI's intention to report you to authorities, you have the rights

set out under the Appeals Policy section of [EQI Standard Terms and Conditions](#).

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

- [ISP Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools\) visa procedure](#)
- [PBC State High Senior School Assessment Policy](#)

BEHAVIOUR

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

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

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

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with PBC rules – student code of conduct and school [policy and procedures](#). At all times you must;
- comply with Australian laws and with the conditions of your student visa;
- not drink alcohol, smoke/vape, misuse prescription medication or use illegal drugs;
- not do anything that endangers your safety or the safety of other people; and
- not do anything that may bring your school or the International Student Program into disrepute.

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

ENGLISH AS A SECOND LANGUAGE OR DIALECT (EAL/D)

To support your success at PBC State High School you need to have good English language skills. If it is identified that you need additional support to build these skills, PBC State High School will: Describe how EAL/D support is assessed, delivered and how overseas students can access support.

ADDITIONAL STUDY SUPPORT PROGRAMS

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

Activity Time:

- Homework Club once a week for 1 hour after school
- International Teacher support lessons available 3 times a week during school time



ACADEMIC POLICY

In 2019 a new subject scoring system was introduced. Students can either follow an ATAR Pathway or a Personalized Pathway. In the senior phase we aim to provide the environment, curriculum, and teaching expertise to enable students to reach their potential. We believe that students will rise and exceed the high standards and expectations we set. We believe that students need to have access to many opportunities and programs to cater to their diverse needs. We always treat each other with respect and integrity and together we can achieve our dreams.

Each student in the senior phase works towards attaining a Queensland Certificate of Education (QCE) they do this either through an ATAR pathway or personalized pathway. Details of these pathways and the range of subjects offered at PBC can be found on our website under the tab: Curriculum / Senior School and click on the Year 11 and 12 Subject Selection Guide'.

<https://pbc-shs.eq.edu.au/supportandresources/formsanddocuments/documents/policies-and-procedures/assessment%20policy%20year%207-10.pdf>

SCHOOL WEAR

You are required to wear the full school uniform at PBC. You must wear enclosed shoes (no thongs allowed). A copy of the [Uniform price list](#) is included in your information pack. You will be able to purchase your school uniform on your orientation day. See [PBC Uniform Code](#).

Uniform shop is opened every day from 8.00am – 2.30pm Except on Fridays
School Uniform Shop Tel: 07 5525 9331.



LEGAL SERVICES

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

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

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

If you are unsure about your immigration rights and responsibilities, you can contact the Refugee and Immigration Legal Service (RAILS) for advice and assistance relating to immigration matters.

EMERGENCY AND HEALTH SERVICES

If you have a medical emergency or need assistance with a medical matter, you can call

1800QSTUDY (1800 778 839). You can also call your Overseas Student Health Cover (OSHC) provider.

Overseas Student Health Cover (OSHC)

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

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

OSHC is considered adequate health insurance, however, if you find your OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance. Your OSHC provider can help you with a range of medical advice. You should check with your OSHC provider website as the services and support provided can vary from provider to provider. Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (Ahm): www.ahmoshc.com.au

Allianz Care Australia: www.allianzcare.com

BUPA Australia: www.bupa.com.au/health-insurance/oshc

Medibank Private: www.medibank.com.au/overseas-health-insurance/oshc

CBHS International Health : <https://www.cbhsinternationalhealth.com.au/overseas-students-oshc>

NIB Health Funds Limited: www.nib.com.au/overseas-students



ILLNESS

If you are ill, please advise your homestay family and they will arrange for you to see a doctor. Student visa holders have medical insurance, you will receive your cards either via your agents or your Allianz card will be issued to you at Orientation.

If you need to attend hospital your homestay family will take you to Robina or Gold Coast University Hospital. If you need to see a doctor you must pay full price for the consultation and then receive your rebate through an online refund process. Students have ambulance cover.

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



Visiting a doctor

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

Medication

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

Medical treatment

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

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

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

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

You must reimburse us for all costs associated with medical or other treatment that we authorise for you. For further information please refer to the ISP standard terms and conditions.

Mental Health

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

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

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

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

Mental health telephone and online contacts

Beyondblue support service

All ages:

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

Online chat (open 3pm to 12am daily) beyondblue website



Kids Helpline

Age range: 5 years old to 25 years old:

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

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

Lifeline

All ages:

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

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

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

FEES

TUITION

Please refer to the PBC website to view the additional fees which apply to all [Excellence Programs](#):

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

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

NON-TUITION

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

Overseas student Health Cover (OHSHC)

OSHC fees are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider. More information regarding fees can be found on EQI website.

CHANGE OF SCHOOL, YEAR LEVEL, COURSE OR COURSE DURATION (variation of enrolment)

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

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

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

For more detailed information please see the following documents:

- Student management procedure
- ISP standard terms and conditions
- Variation of enrolment request form

TRANSFER TO A NON-GOVERNMENT SCHOOL OR ANOTHER INSTITUTION

Before applying for a transfer to a non-government school or another institution registered under Australian law to provide education to overseas students, you should talk to your International Student Coordinator and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents:

- Transfer procedure

- ISP standard terms and conditions
- ISP Transfer request form

COMPLAINTS/ APPEALS PROCEDURE

Complaints

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

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

Customer complaints are managed in accordance with the Department of Education's Customer complaints and grievances management policy and Customer complaints management procedure, and the ISP standard terms and conditions.

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

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

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

Appeals

Internal appeal

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

- to report you for failing to maintain satisfactory attendance or course progress;
- to refuse your request to defer or suspend their enrolment;
- to suspend or cancel your enrolment (initiated by EQI);
- to refuse your request to transfer to another registered provider.
- to refuse your variation of enrolment request.
- EQI does not charge a fee for using the appeals process.

External Appeal

If you are not satisfied with the decision, you can lodge a complaint (External Appeal) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision. EQI will comply with any decision the Ombudsman makes.

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

TRAVEL AND HOLIDAYS

Students who wish to travel must fill in a travel form which needs to be signed by their host family, natural parents, international student Coordinator and Principal. The form should be handed to the International Student Coordinator at least two weeks before planned travel to enable us to process the travel information.

The school will not authorize any student travel unless the student is supervised by a responsible adult over the age of 21, their host family or relative.

Travel forms can be found on the school website under the International Tab. Travel and activities request form.

These forms apply to all weekend travel, eg. overnight stay in Brisbane, the Sunshine coast, and overnight stays at a friend's house. If you plan to stay with friends at another host family you will need the name, address, and phone number of the family. Students are not allowed to travel outside Australia whilst on a student visa, unless accompanied by their natural parents, homestay parents (must have natural parents' permission) or are flying home for the holidays.

If friends ask you to stay over, discuss this with your host family. They may also allow you to have friends to stay but remember not to inconvenience your host family by always having your friends in the house. Please ask your homestay parent before inviting friends over to your homestay.

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



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

If you have any questions regarding this matter, please contact The International Student Coordinator.

If you are holidaying with your homestay family, you are expected to pay for your own transport and accommodation costs although this may vary with different homestay families. Some hosts pay all or part of the costs for their student. Your homestay family would be required to supply meals whilst you are away as you would if at home.

High-risk activities for homestay students

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

You must not undertake high-risk activities, even if you have the permission of your parents, legal custodians, or homestay provider unless the activities are approved by EQI. This includes overnight travel away from your homestay provider's residence (with or without your homestay provider), activities where recreation provider requests parental consent or activities that require supervision other than your homestay provider.

To request permission to participate in high-risk activities, please complete the Travel and activities request form (link below) and submit it to your International Student and/or Homestay Coordinator. In assessing your request, consideration will be given to all relevant circumstances including the nature of the activity, the arrangements for supervision, your welfare and your age and maturity. We may also consider the views of your parents, legal custodians, and homestay provider but we will not necessarily grant permission even if they consent.

Related documents:

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

Swimming

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

arrange a water skills assessment. Please also see the non-routine travel and activities for homestay

students – subclass 500 (schools) visa procedure.

STUDENT SAFETY PLAN

Topic	Strategy
Safety First	• Talk to the International Student Coordinator any time by using your 24 hour phone contact numbers • Ask any teacher for help
Safety in procedures	• Be aware of evacuation and lock-down procedures • Be aware of safety procedures with regard to the school curriculum – especially uniform policy in regard to safety (leather shoes for science, hair tied back and no jewelry for Hospitality etc) • Be aware of general school safety rules
Safety through groups	• Walk with friends • Belong to a group • Stay where there are lots of people
Safety with possessions	• Never leave personal possessions unattended • Be discrete with personal possessions; keep your bag in view and close to your body • Report any lost or stolen items immediately to the international student Coordinator
Safety in the school grounds	• Report broken or dangerous equipment to International Student Coordinator • Stay away from out of bounds areas • Report strangers or people acting suspiciously immediately to International Student Coordinator
Safety in relationships	• Talk to support staff about personal relationships that may develop • Respect yourself and others and consider sexual interactions carefully • Act responsibly and do not follow others without consideration • Tell the International Student Coordinator about any people or incidents that have made you uncomfortable or have hurt you especially report bullying
Safety in numbers	• Remember to have your emergency contact numbers readily accessible • Emergency “000” or “112” for mobiles are free of charge
Safety when going out without host families	• Always tell your host family when you are going out, where you are going and when you expect to return. • Have a return home plan and enough money to get home. • Be alert to your surroundings; avoid listening to devices through headphones as you may not hear trouble approaching. • Take care when travelling especially at night – travel with a friend, don't walk after dark, explain to others details about how you will travel (bus route number, bus number or the taxi company name and the taxi number) • Always carry your mobile phone charged and with credit available. • Do not go anywhere with strangers. • Do not give personal information to strangers. • Remember that the Police are here to help you. Ask for help
Safety in location choice	• Avoid being in Surfers Paradise after 10:00pm • Avoid meeting in parks or at the beach after dark • Avoid attending parties/events where large groups of people may gather
Topic	Strategy
Safety at the beach	• If you have not passed your swim test you must not swim at the beach unless your host family supervises you • Swim between the flags • Follow the direction of the lifeguards/beach signs • Practice sun safety by wearing sunscreen, a hat, a sun shirt and sunglasses

Safety moving around our community	• Cross the street using a pedestrian crossing where possible • Look both ways before crossing a road • When cycling wear, a helmet
Safety on the internet	• Take care not to share personal information on the internet • Be careful who you talk to, and who you invite to join you on social networks

STUDENT PERSONAL SAFETY

Understanding the following documents will help you with your safety:

- The Emergency Evacuation Process
- The Lock-Down Process
- The Critical Incident Process
- Curriculum specific workplace health and safety processes
- School specific workplace health and safety processes
- Behaviour Management Plan



SUN SAFE

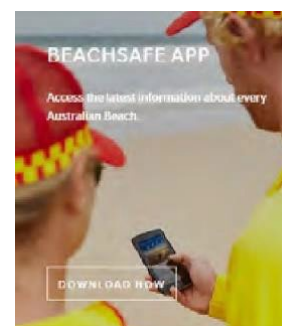
Most of the sun's dangerous UV radiation (as much as 70%) occurs in the middle of the day, so if you are heading outside then you need to take particular care to seek shade, cover up, wear a hat, and use sunscreen. Drink plenty of water in hot weather so as not to become dehydrated. Be sun safe by:

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

BEACH SAFETY

It is important to swim between the red and yellow flags - this is the part of the beach supervised by lifesavers or lifeguards who can provide assistance if needed.

- Always read and follow the beach warning signs
- Always swim between the red and yellow flags (see the guide below)
- Only swim in areas compatible with your swimming ability
- Never swim alone
- Don't run, jump or dive into shallow water
- Be aware of creatures that bite or sting, particularly jellyfish
- Practice sun safety



Rips

A rip is a strong current that start near the shore and runs away from the beach. It may feel like you are being pulled out to sea and unable to get back to the beach. Not all rip currents flow directly out to sea. Some may run parallel to the beach before heading out to sea.

What do rips look like?

Not all rips look the same. However, rips will have one or more of the following features:

- darker, deeper water
- murky brown water caused by sand stirred up by fast-moving water
- a choppy or rippled look, when the water around is generally calm
- in large surf, a smoother surface with much smaller waves
- an area where waves aren't breaking (compared to surf at other parts of the beach)
- foam or debris floating out to sea.

If you are caught in a rip

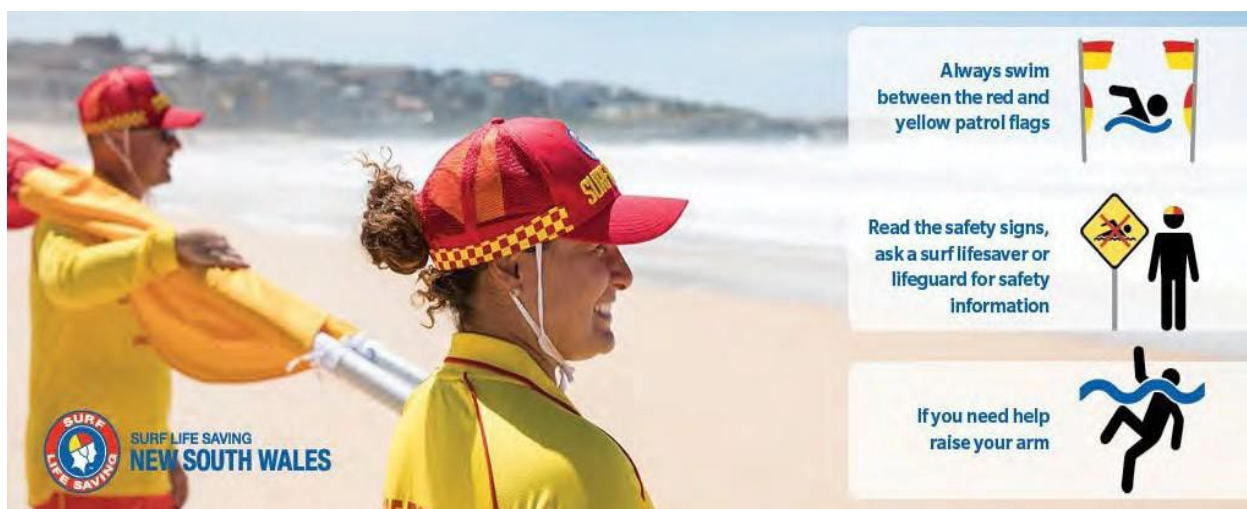
Stay calm, conserve your energy and consider these options:

- for assistance, float and raise your arm to attract attention
- float with the rip current, it may flow in a circular pattern and return you to a nearby sandbar
- swim parallel to the shore, you may escape the rip current and return to shore
- reassess the situation - if what you're doing isn't working, try another option until you return to shore. Read more about beach safety on the Surf Life Saving Queensland website (www.lifesaving.com.au)

Useful links

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





Other flags and signs:

Flag or sign	Meaning
	These show the supervised area of the beach and that a lifesaving service is operating.
	Beach is closed. Do not enter the water.
	Area reserved for surfing.
	Shows potential hazards in the water. Look out for a yellow warning sign next to the flag showing what you need to be careful of in the water.
	Emergency evacuation. Leave the water immediately.
	Warning sign. Shows hazards at that beach.
	Regulatory sign. Shows prohibited activities at that beach.
	Information sign. Provides information about features at that beach.
	Shows a safety provision nearby (e.g. phone, first aid) or provides safety advice.



STORM SAFETY

Storms can happen anywhere and at any time of the year. Storms are more common during storm season - from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and power lines.

You can also be indirectly affected by storms even if your property is not damaged, such as losing power, or access roads being cut.

The SES (State Emergency Service) is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders
- Listen to your radio for weather updates.
- Don't use a land line telephone during an electrical storm.
- If you get caught outside during a storm:
- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group - spread out, keeping several meters apart.



DANGEROUS ANIMALS AND PLANTS

Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them:

- they are not used to close contact with humans and may hurt you.
- If you are visiting any of Australia's beautiful parks or forests:
- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffalos. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos, koalas, wombats or possums. They are likely to bite and scratch if you attempt to touch or move them.
- **Never feed or play with wildlife.** Native animals are by nature timid however, having been provided food from people, may become aggressive in the pursuit of more food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.
- In the warm waters of Tropical Queensland:
- **Take care to avoid marine stingers.**
- **Do not enter water where crocodiles may live.**

BITES AND STINGS

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching to avoid being stung or bitten.

The Australian-wide **Poisons Information Centre's Tel: 131 126**

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or **000**.

Anaphylaxis – allergic reactions

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop.

For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.

General First Aid for Bites and Stings

If you get a bite or sting from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible:

- All species of Australian snakes, including sea snakes
- Funnel web spiders
- Blue ringed octopus
- Cone shell stings

For all other bites and stings:

- Seek or apply basic first aid.
- Wash with soap and water and apply an antiseptic if available
- Ensure that the patient's tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required eg. Paracetamol or an antihistamine (to reduce swelling, redness and itch)
- The patient should seek medical advice if they develop any other symptoms or signs of infection. www.health.qld.gov.au/poisonsinformationcentre/bits_stings

REFUND POLICY

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

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

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

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

More detail regarding refunds can be accessed at:

- ISP standard terms and conditions



- Refund request form

SCHOOL POLICIES AND PROCEDURES

Please refer to the PBC Website on <https://pbc-shs.eq.edu.au/our-school/rules-and-policies>

COMMUNICATION

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

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

Spend some time each day with your homestay family. You can do this by watching a TV show with them, helping with dinner preparation, asking questions about Australia, or talking about your home country.

Don't spend all of the time in your bedroom on the computer or phone. It is very important to make the effort to get to know your family and build a friendship with them. If you have difficulty communicating with your family, please see the Homestay Coordinator for some advice and guidance.

DIGITAL SAFETY AND CYBERBULLYING

In today's connected world, it's essential to be aware of the potential risks that come with using the internet. As an international student, you may encounter unfamiliar online platforms, and understanding how to protect yourself online is vital. Always be cautious when sharing personal information online, avoid sharing your address, phone number, or financial details on public forums or with people you do not know. Be mindful of online scams and phishing attempts, where fake websites or emails may try to steal your personal data. It's also important to use strong passwords and enable two-factor authentication where possible.

Additionally, cyberbullying, any form of bullying or harassment that happens online, is taken seriously at our school. If you experience or witness cyberbullying, report it to a teacher or counsellor immediately. By staying informed and vigilant, you can help protect yourself and others in the digital world.

ROAD SAFETY

Australian roads can be quite busy during peak time (mornings and afternoons). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to look right, look left, and then look right again before crossing.



CONTACT US

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QLD 4221 Australia
Locked Mail Bag 1, Currumbin

Tel: 07 5525 9333
info@pbc-shs.eq.edu.au
www.pbc-shs.eq.edu.au QLD 4223 Australia

Karen Canning

Senior International Student Coordinator

Tel: 07 5525 9394 (Business hours only)
Mobile: 0438 191 637 (Business hours only)
international@pbc-shs.eq.edu.au

Tania Robb

Homestay Coordinator

Mobile: 0409 960 209 (Business hours only)
homestay@pbc-shs.eq.edu.au

1800QSTUDY -

Tel: 1800 778 839 (After hours only) After hours assistance and emergencies

Georgia Keene

School Nurse

Tel: 07 5525 9408

School Book Shop

Tel: 07 5525 9329 (Bookshop) Open Mon - Thursday, 8:30 am - 3:00pm

School Uniform Shop

Tel: 07 5525 9331 (Uniforms) Mon to Thu, 8:00am - 12:30pm

Surfside Bus lines

Tel: 07 5571 6555 (General enquiries)
Tel: 13 12 30 (Timetable information)

Emergency Telephone Number

Police, Fire, Ambulance -

Tel: 000 (or 112 from a mobile phone)

APPENDIX

[EQI Standard Terms and Conditions](#) - See attached

Thrower Drive Palm Beach Queensland 4221
Australia
Locked Mail Bag 1, Currumbin Queensland
4223 Australia
Telephone (07) 5525 9333
Facsimile (07) 5525 9300 info@pbc-shs.eq.edu.au
www.pbc-shs.eq.edu.au
Facebook @PalmBeachCurrumbinStateHigh Instagram @pbcshs

STANDARD TERMS AND CONDITIONS

About the Standard Terms and Conditions

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires us to enter into a Written Agreement with overseas students, intending overseas students and the student's parent or legal custodian.

These Standard Terms and Conditions form part of the Written Agreement that consists of:

- These Terms and Conditions
- The Enrolment Agreement that may have further conditions
- Initial Invoice and Statement of Fees

Within these Standard Terms and Conditions are our policies under the Education Services for Overseas Students (ESOS) Act 2000, for the purpose of the National Code.

Study

Entry requirements Policy

Entry requirements, including transferring to EQI from another [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) provider are outlined in the [Entry and course requirement standards](#).

If you are entering directly into the high school program and after you have arrived it becomes clear that you do not meet the academic and/or English language requirements for your course, you may be required to undertake High School Preparation (**HSP**) at a Queensland state school prior to commencing mainstream high school.

If you enrol in HSP and you do not demonstrate satisfactory progress required to enter your mainstream school course, we may:

- require you to
- enrol in a lower year level; or
- complete an additional term of HSP, or
- cancel your enrolment.

Students may study a subject through a state school of distance education, as part of their course, in compelling circumstances and where it is in the best educational interest of the student. A student can only study one subject by distance education at a time.

If you receive a notice of our intention to cancel your enrolment, you have the rights set out under the **Appeals Policy** section.

You should attend school every school day. Check your school's website for school start and finish times.

If you do not attend the course on the agreed course starting day and you have not:

- notified us in advance; and
- provided evidence of compassionate or compelling circumstances, you will be treated as having cancelled your enrolment.

Absences

The school will record your attendance or absence every day.

You should always tell the school if you cannot attend for all or part of the day. Check your school's website for details of how to notify absences.

At risk of failing to meet attendance requirements

If:

- you are absent for 5 consecutive days or more;
- your attendance falls to 90% of your course contact hours in any school term; or
- we have other concerns about your attendance record

your international student coordinator will require you to meet with them about your attendance record and provide evidence explaining your absences (such as medical certificates).

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

Unsatisfactory attendance

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

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

If you receive a notice of our intention to report you to authorities, you have the rights set out under the

Appeals Policy section.

Behaviour Policy

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

At school

You must:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and

- comply with your school's rules – check your school's website for the student code of conduct and school policy and procedures.

At all times

You must:

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

Course Progress Policy

You must maintain satisfactory course progress for each study period as required by us and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, we must report it to authorities and your student visa may be cancelled.

Course length

You must complete your course within the time set out in the Confirmation of Enrolment that we send to you.

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

- there are compassionate or compelling circumstances
- we reduce your course load because you are having difficulty making satisfactory course progress, or
- we approve a deferral or suspension of study (see the **Deferral, Suspension and Cancellation Policy** section).

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

Course requirements

The standards required to achieve satisfactory course progress for each of our courses is set out in our [Entry and course requirement standards](#).

Your school will advise you about your course work and assessment. Check the Queensland Curriculum and Assessment Authority website (<https://www.qcaa.qld.edu.au/k-12-policies/student-assessment>) for information about how courses are assessed.

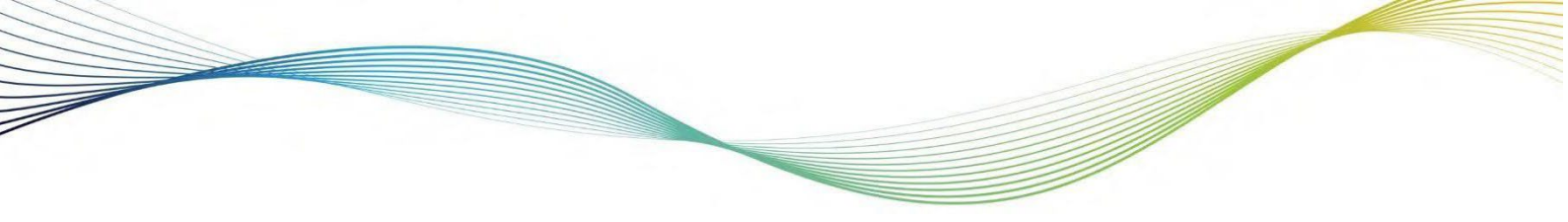
We do not guarantee that you will successfully progress to the next level or complete the course.

Reports

The school will provide written reports to you and your parents or legal custodians every semester as per the [P-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website. (<https://education.qld.gov.au/curriculum/school-curriculum/p-12>)

Unsatisfactory course progress

Your school will monitor your workload and your results to ensure you complete the course on-time and to assist you if you are having difficulties. The school will implement suitable intervention strategies to identify if



you are at risk of not meeting course progress requirements and to notify and assist you in sufficient time for you to achieve satisfactory course progress.

Formal Intervention

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

If your next study period report indicates continuing unsatisfactory course progress, we will notify you in writing of our intention to report you to authorities for breaching the requirement of your visa to achieve satisfactory course progress. We reserve the right to notify you earlier if, in our opinion, you will not be capable of meeting the course requirements.

If you receive a notice of our intention to report you to authorities, you have the rights set out under the **Appeals Policy** section.

Deferral, Suspension and Cancellation Policy

We must report any deferral, suspension or cancellation of your enrolment to authorities and your student visa may be affected.

By you

You may apply to defer or suspend your enrolment if there are compassionate or compelling circumstances.

You may cancel your enrolment at any time. In either case, you should:

- contact us directly by email to EQInternational@ged.qld.gov.au, including your name in the email;
- include in the subject line of your email
- “application to defer commencement”, “application to suspend studies” or “cancellation of enrolment” (as applicable); and
- the name of your school; and
- provide evidence of compassionate or compelling circumstances for deferrals or suspensions.

If you apply for deferral or suspension, we will advise you of our decision as soon as possible. If you are not satisfied with our decision, you have the rights set out under the **Appeals Policy** section.

By us

We may give you notice of our intention to suspend your enrolment if:

- there are compassionate or compelling circumstances; or
- your behaviour is unsatisfactory (see the **Behaviour Policy** section). This is in addition to any action we consider necessary in the circumstances, such as exclusion from classes.

We may give you a notice of our intention to cancel your enrolment if any of the following occurs:

- failure to disclose or update information we require to assess your application for enrolment or to administer your course enrolment;
- providing information to us which is false, misleading or incomplete;
- breach of your student visa conditions or cancellation of your student visa;
- failure to pay fees (see the **Fees Policy** section);

- unsatisfactory attendance (see the **Attendance Policy** section);
- unsatisfactory behaviour (see the **Behaviour Policy, Accommodation and Welfare Policy** and **Travel and Activities Policy** sections). We may cancel your enrolment even if we do not first suspend it;
- unsatisfactory course progress (see the **Course Progress Policy** section);
- if you are living with a homestay provider and we:
 - are concerned, by reason of your conduct or circumstances, about the welfare of you or others; or
 - determine that we are no longer able to approve your accommodation, support or general welfare arrangements; or
- a breach of this enrolment agreement not otherwise set out above.

If you receive a notice of our intention to suspend or cancel your enrolment, you have the rights set out under the **Appeals Policy** section.

Transfer Policy

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

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

Before applying, you should talk to your international student coordinator and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

To EQI from another CRICOS registered provider

Students can apply to transfer from another CRICOS provider via the regular EQI application process. Students transferring from another CRICOS provider must meet the requirements outlined in the [Entry and course requirement standards](#).

To another Queensland Government school (internal transfer)

We will approve your transfer request if:

- you provide evidence that your parents or legal custodians support the transfer;
- you provide evidence of compassionate or compelling circumstances;
- we are satisfied that the transfer is in your best interests;
- the transfer is approved by your existing school and the proposed new school (we will seek that approval for you);
- there are no unpaid tuition or other fees owing to us; and
- you pay our administration fee. Check <https://www.eqi.com.au/programs/fees.html> for details of the current administration fee. We may waive the administration fee if we offer you a place at another Queensland Government school because you are unable to study your pre-requisite subjects at your current school.
- you are not being cared for by a parent, legal custodian or DHA approved guardian – continuous welfare arrangements are confirmed with both schools.

To a non-government school or other CRICOS registered provider (external transfer)

We will approve your transfer request if:

- you provide evidence that your parents or legal custodians support the transfer;
- you provide evidence of an enrolment offer given by the new school or provider;
- we are satisfied that the transfer is in your best interests;

- there are no unpaid tuition or other fees owing to us;
- you are not being cared for by a parent, legal custodian or DHA approved guardian – continuous welfare arrangements are confirmed with both schools.

Grounds for refusal

A transfer request will be refused:

- if the requirements, set out above, are not satisfied; or
- if we decide you are trying to avoid being reported to immigration authorities for failing to meet attendance or course progress requirements.

How to apply

You should:

- complete a school transfer request form available from our website;
- email the form to EQInternational@ged.qld.gov.au, with “school transfer request” in the subject line of your email and include your name in the email; and
- provide evidence that you satisfy all of the requirements set out in this section.

We will advise you in writing of our decision:

- for external transfer requests: within 10 working days of receiving your request and all relevant information;
- for internal transfer requests: within 20 working days of receiving your request and all relevant information.

If we approve your transfer, we will release you to your new school or provider as required by Australian law. If we refuse your request, you have the rights set out under the **Appeals Policy** section.

If we cannot deliver your course

If we are unable to deliver your course, we may arrange for you to be offered a place in an alternative course at our expense. You are not required to accept that offer. If you do not accept the offer, you are entitled to a refund of unspent tuition fees – see the **Refund Policy** section.

If we fail to do this, you can obtain assistance from the Australian Government Tuition Protection Service to find an alternative course or obtain a refund of unspent tuition fees if a suitable alternative is not found. Information about the Tuition Protection Service is available [here https://tps.gov.au/](https://tps.gov.au/).

Living

Accommodation and Welfare Policy

Care arrangements

You must live with:

- a parent, legal custodian or DHA approved guardian; or
- an approved homestay provider; provided that you are enrolled in high school, even if you turn 18 before completing your course.

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

or urgent threat to your welfare to us immediately.

If you live with a DHA approved guardian to provide for your accommodation and welfare, we will communicate with that guardian on all matters to do with your enrolment and schooling (including welfare matters) as if the guardian is your parent.

If we determine that your health or wellbeing, or the wellbeing of others, is likely to be at risk and that we are no longer able to approve your welfare arrangements for any reason, including (without limitation):

- your conduct or misconduct (whether or not in breach of this agreement); or
- the occurrence of a serious health issue or non-disclosure of medical information to us,

we may cancel your enrolment unless responsibility for your welfare arrangements is accepted by your parent, legal custodian or DHA approved guardian within 5 business days. We must report to authorities that we are no longer able to approve your welfare arrangements and your student visa may be affected. Our **Appeals Policy** section **does not apply** if we cancel your enrolment in accordance with this paragraph.

Contact details

You must advise us of your residential address in Australia within 7 days of arriving in Australia. You must advise us within 7 days of any change in your residential address. Failure to do this may affect your student visa.

You must also keep us advised of your current telephone and email contact details including the contact details of your parent/s/legal custodians and emergency contact person/s and must advise us within 7 days of any change.

Homestay conduct

If you are living with a homestay provider, you must:

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

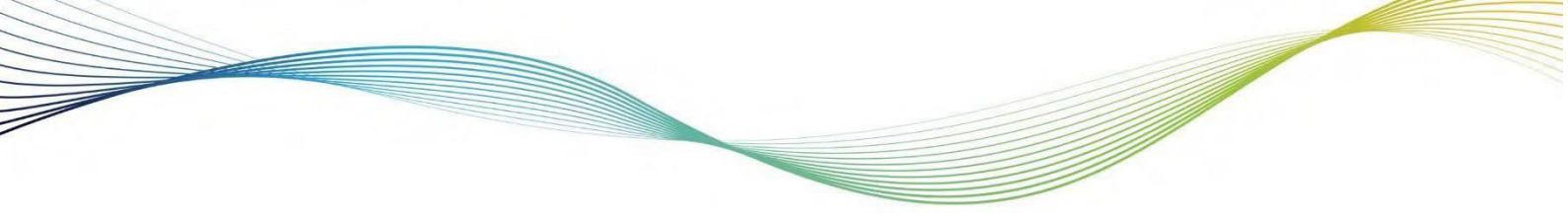
If you fail to meet these standards, we may consider your conduct to be unsatisfactory behaviour and may cancel or suspend your enrolment or we may withdraw approval of your welfare arrangements. This may affect your student visa.

Moving homestay

If you want to live with a different homestay provider, you should talk to the person who coordinates homestay for your school and your school guidance officer. We will not approve new homestay arrangements within the first 4 weeks of your stay unless there are exceptional circumstances.

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

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



Travel and Activities Policy

This **Travel and Activities Policy** section applies if you are living with a homestay provider.

If you do not comply with this section, we may consider your conduct to be unsatisfactory behaviour and may cancel or suspend your enrolment or we may withdraw approval of your welfare arrangements. This may affect your student visa.

Course requirements

You are expected to participate in all school activities that form part of your course requirements, including excursions and off-site activities involving travel.

Routine activities

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

Non-routine activities

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

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

To request permission, please complete the travel and activities form, available on our website, and submit it to your international student coordinator.

No high-risk activities

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

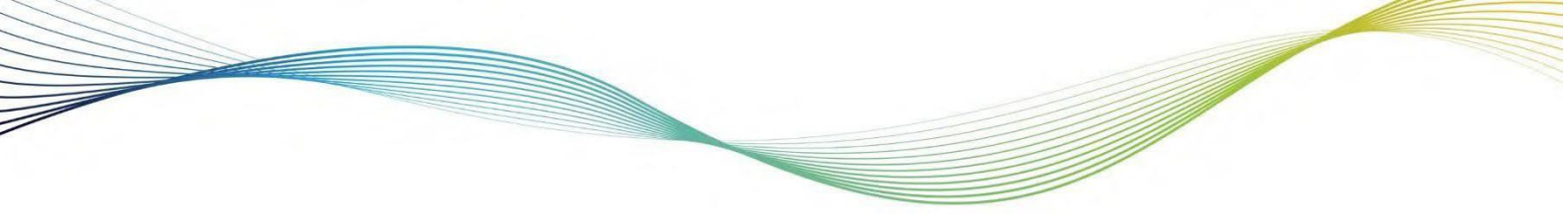
"High-risk activities" means any activity which inherently poses an increased risk of harm, illness or injury. Examples of high-risk activities are extreme sports, water activities and recreational activities with dangerous elements.

"Harm" means any detrimental effect of a significant nature on a person's physical, psychological or emotional wellbeing (and includes self-harm).

Transport

Your homestay provider may require you to use suitable public transport or other safe methods of travel to or from school or off-site school activities.

You must not be a passenger in a vehicle driven by an unlicensed driver. You must not be a passenger in a vehicle driven by a driver with a learner (L plate) driver's licence or a provisional (P plate) driver's licence unless you have the written permission of your parents or legal custodian and us.



You may only drive a vehicle if:

- you obtain a Queensland driver's licence;
- the vehicle is registered in your name or parent or legal custodian's name;
- the vehicle is subject to full comprehensive insurance that has coverage for an at-fault driver; and
- you have the approval of your parents or legal custodian.

You may, with the permission of your parents or legal custodian, undertake driving lessons with a professional driving instructor if you hold a Queensland learner licence.

Medical Policy

Health information

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

You must provide to us all medical records that we ask for.

We will treat your health information confidentially but may share it with the school, your homestay provider and any health care professionals who look after you in order to provide appropriate care for you.

If you fail to provide health information, we may determine that we are unable to approve your support or general welfare arrangements. This may affect your enrolment.

See also the **Privacy Policy** section.

Medical treatment

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

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

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

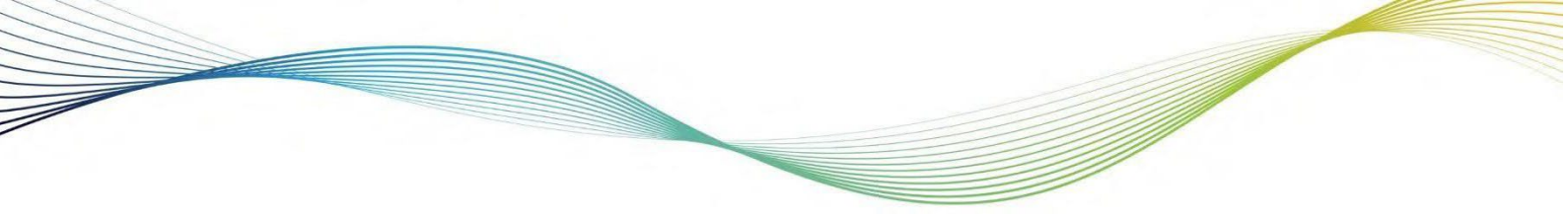
If we think you need treatment from a health care professional, we may authorise any medical and other professional treatment that we believe to be in your best interests. This includes hospital transfers, emergency procedures, and administering drugs and medications. To do this, we may sign consents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

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

In this **Medical Treatment** section, "we" and "us" includes your homestay provider.

Insurance

Overseas Student Health Cover (**OSHC**) is insurance to assist international students meet the basic costs of medical and hospital care, and provides limited benefits for medications and ambulance services, which you may need in Australia. OSHC does not cover all of your potential medical expenses.



Unless immigration authorities advise otherwise, you must obtain and maintain OSHC for the period of your student visa.

We recommend that you obtain additional health insurance or travel insurance that covers your potential health care costs more comprehensively, including the costs of returning to your home country in the event of serious injury, illness or death.

Other rights and responsibilities

Visa

Your enrolment is conditional upon you obtaining and maintaining a student visa under Australian law. If you breach your student visa conditions or your student visa is cancelled, we may give you a notice of our intention to cancel your enrolment (see the **Deferral, Suspension and Cancellation Policy** section).

If you breach this agreement, we may be required to report the breach to authorities. If your enrolment is cancelled for any reason, we must report the cancellation to authorities. In each case, your student visa may be cancelled.

If Australian law does not require that you hold a student visa in order to undertake the course (for example, children under 6 years of age), your obligations under this agreement that require you to hold a student visa do not apply until the earlier of the time when:

- Australian law requires that you hold a student visa; or
- you obtain a student visa.

Complaints Policy

Discuss first

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

If you have an issue relating to your international student coordinator or a decision he or she has made, you should discuss this with your school Principal.

You can bring a support person to help you at any meeting.

Complaints process

We manage customer complaints in accordance with the [Department of Education's Customer Complaints Management Framework](#) and these Standard Terms and Conditions.

You can make a formal complaint if you are dissatisfied about the service or action of a school, the department, its staff, or education agents with which we have arrangements to deliver your course- related service. We do not charge a fee for using our complaints process.

If your complaint is about a decision we make and our appeals process applies to that decision (see the **Appeals Policy** section), the complaints process does not apply.

You can make a complaint by either:

- contacting your school
- completing the form on the [Queensland Government – complaints and compliments webpage](#)

- calling 13QGOV (13 74 68) within Australia
- calling +617 3022 0001 (+10 hours UTC) for international callers
- visiting one of [QGov's counters](#).

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

We will acknowledge receipt of your complaint in writing and commence our complaint resolution process within 10 working days of receiving your complaint. We will make our decision and advise you of the result and our reasons for it as soon as possible.

For further information, refer to the [Department of Education's Compliment, suggestions and customer complaints webpage](#).

Appeals Policy

You can appeal a decision we make (**Internal Appeal**):

- to report you to authorities (see the **Attendance and Course Progress Policy** sections);
- not to defer or suspend your enrolment, as requested by you (see the **Deferral, Suspension and Cancellation Policy** section);
- to suspend or cancel your enrolment, as initiated by us (see the **Deferral, Suspension and Cancellation Policy** section);
- to refuse your request for a transfer (see the **Transfer Policy** section); or
- as a result of your complaint to us (see the **Complaints Policy** section).

We do not charge a fee for using our appeals process.

How to appeal

To appeal, you should within 20 working days of receiving notice of our decision:

- contact us directly by email to OADG_RRI@ged.qld.gov.au, including your name in the email;
- include in the subject line of your email "Appeal to Assistant Director-General, State Schools – Rural, Remote and International"; and
- include all relevant information, including why you think our decision should be changed.

You can also appeal by post to Assistant Director-General, State Schools – Rural, Remote and International, PO Box 15050, City East Qld 4002. We would prefer that you email us so that the appeal can be resolved as quickly as possible.

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

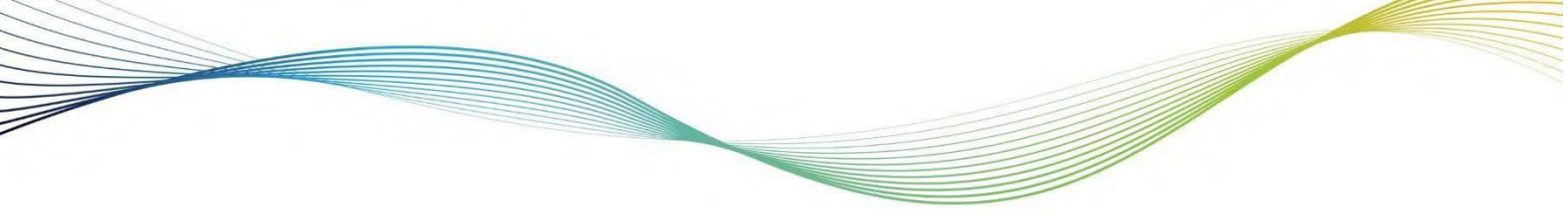
Decision

We will acknowledge receipt of your appeal in writing and commence the appeal process within 10 working days of receiving your appeal. We will make our decision and advise you in writing of the result and our detailed reasons for it as soon as possible.

Not satisfied?

If you are not satisfied with our decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, Brisbane Qld 4001 within 10 working days of receiving our decision.

We will comply with any decision the Ombudsman makes.



You can also contact the Australian Government Department of Education at any time if you have a

complaint. Please note that the Department will only intervene if it thinks that our 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 we have made. A complaint to the Department is not a part of our appeals process.

Our actions during the appeal process

If you appeal a decision, we will not implement the decision:

- for decisions to suspend or cancel your enrolment – until our Internal Appeal process is concluded and the process supports our decision, unless there are extenuating circumstances relating to your welfare; or
- for decisions to report you to authorities (see the **Attendance Policy and Course Progress Policy** sections) – until any External Appeal process is concluded and the process supports our decision.

“Extenuating circumstances” means that we have concerns about the health, safety or welfare of you or others.

If you do not appeal

If you do not appeal a decision within the required timeframe, the decision takes immediate effect.

Privacy Policy

We collect personal information about you when you apply to enrol and throughout your enrolment, including information we obtain in the performance of this agreement. We need some of this information to comply with our obligations under Australian laws (such as *Education Services for Overseas Students Act 2000* and *National Code of Practice for Providers of Education and Training to Overseas Students*).

We may record, use and disclose the personal information you provide to us in connection with this agreement and our international student programs so that we can administer this agreement and your enrolment, provide the course to you, discharge our duty of care to you and comply with Australian laws.

We may record, use and disclose your personal information for the purposes of registering you with the Queensland Curriculum and Assessment Authority and opening a student account.

If you are living with a homestay provider, we will record, use and disclose your personal information for the purpose of approving and monitoring your accommodation, support and general welfare for the duration of the homestay arrangement and there will be an ongoing exchange of your personal information between the homestay provider and us, including through secure online services such as Q Parents.

If you nominated an education agent on your application for enrolment, we may disclose your personal information to your agent, throughout your enrolment, unless you notify us in writing not to do so.

We may disclose your personal information to Commonwealth Government agencies including agencies responsible for administering migration or education services, OSHC providers (if we are arranging OSHC for you), Queensland State Schools and homestay providers. We may also disclose your personal information where authorised or required by law.

See also the **Medical Policy** section.

Details of our privacy policy, including how you can access personal information about you that we hold, are

available at <https://qed.qld.gov.au/about-us/rti>.

Your Passport to Queensland app

To help you prepare for your stay in Queensland, we have created an app called "Your Passport to Queensland" which you can download through the Apple App Store and Google Play. By downloading and installing the app, you agree to the Department of Education International Pre- Departure Orientation Information App Terms and Conditions available [here](#), updated from time to time.

Fees and Payment Policy

Types of fees

You must pay all:

- tuition fees;
- non-tuition fees (such as homestay fees, OSHC costs and administrative fees related to your enrolment); and
- other amounts set out in this agreement (for example, to reimburse us for medical expenses we incur on your behalf).

You must retain receipts of all payments of tuition fees and non-tuition fees. You are also responsible for keeping a copy of this agreement as supplied by us.

How much?

Your tuition and non-tuition fees are as we determine and usually increase each year. The actual fees payable by you will depend on your course, year level, where you will live and study and when you undertake the course. All international students in your circumstances will pay the same fees.

We publish our fee schedule at <https://www.eqj.com.au/programs/fees.html>. All fees must be paid in Australian dollars.

An administration fee may be charged if multiple revisions to your course details and/or welfare requirements are requested prior to commencement.

Additional information regarding non-tuition fees (non-curriculum and non-compulsory excursions) is available on your school's website.

Our estimate of the total course costs payable by you, based on fees current at the date of this agreement, is set out in the Statement of Fees attached to this agreement.

Invoice

We will send you an invoice for tuition fees and non-tuition fees before the start of your course and during the course if fees are payable in instalments or where other amounts are payable.

You must pay the amount invoiced by the date specified in the invoice. You can elect to pay more of your fees before your course commences.

Any amount received in excess of the invoiced amount will be allocated as a deposit against future

fees. Future fees, including any shortfall in fees already received, will be invoiced at the published rate for the relevant year.

Homestay fees

If you will be living with a homestay provider, you must pay homestay fees for the full period of your course plus 1 week at each of the start and finish of your course.

If your course includes the December-January school holiday period, you must pay either homestay fees for that period or the current homestay holding fee for periods of absence.

Except as outlined above, you must pay homestay fees whether or not you actually stay with the approved homestay provider at the relevant time (for example, when you are absent during periods of approved travel).

Failure to pay

If tuition fees are not paid in full by the due date, we may apply unspent non-tuition fees (except homestay fees) towards payment of the unpaid tuition fees.

If you fail to pay fees when due, we may cancel your enrolment and your student visa may be affected.

Refund Policy

Your rights

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

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

Refund requests for OSHC fees must be made to your OSHC health insurance provider.

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

Refund amounts

The amount of your refund depends on the circumstances set out below.

Circumstances	Refund amount
Visa refused.	Refund of tuition and non-tuition fees paid, minus the lesser of either: \$500 or 5% of the amount of tuition and non-tuition fees paid, as required by Australian law (<i>Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>).

Circumstances	Refund amount
You are no longer required to pay tuition fees (e.g. you provide written evidence that you have become a permanent Australian resident).	Refund of unspent tuition fees.

Homestay program	
You withdraw from the homestay program and provide at least 14 days' written notice.	Refund of unspent homestay fees.
You withdraw from the homestay program and give less than 14 days' written notice.	Refund of unspent homestay fees calculated from the date 14 days after the day written notice is given.
Refund of unused homestay fees (applies to December-January school holiday period). Evidence of approved travel of 7 nights or more must be provided with Refund request form.	Refund of difference between weekly homestay rate and homestay holding fee.
Cancellation or default by us	
We cancel your enrolment before you commence the course.	Refund of fees paid (tuition and homestay).
We fail to provide your course at the location on the agreed starting day.	Refund of unspent tuition fees, as required by Australian law (<i>Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>).
We cease to provide your course before it is completed.	Refund of unspent tuition fees, as required by Australian law (<i>Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>).
Other cancellation or default	
Your Confirmation of Enrolment is cancelled because we have reported you for breach of your visa conditions (see Attendance Policy and Course Progress Policy).	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
We cancel your enrolment after your commencement date (see the Deferral, Suspension and	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
Circumstances	Refund amount
Cancellation Policy section).	

We cancel your enrolment after your commencement date for breach of student visa conditions.	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
Withdrawal by you	
You withdraw from the course at least 10 weeks before your commencement date.	Refund of fees paid (tuition and homestay) less an administration fee to recover costs reasonably incurred as a consequence of the withdrawal.
You withdraw from the course less than 10 weeks before your commencement date.	Refund of unspent fees calculated from the date 10 weeks after the date written notice is given, less an administration fee to recover costs reasonably incurred as a consequence of the withdrawal.
You withdraw from the course after your commencement date and provide at least 10 weeks' written notice.	Refund of unspent tuition fees.
You withdraw from the course after your commencement date and provide less than 10 weeks' written notice.	Refund of unspent tuition fees, calculated from the date 10 weeks after the day written notice is given.

Refund process

To obtain a refund, you must submit a completed refund request form (available on our website) and provide supporting evidence (if required).

You do not need to apply for a refund if we have failed to provide your course.

Payment of refunds

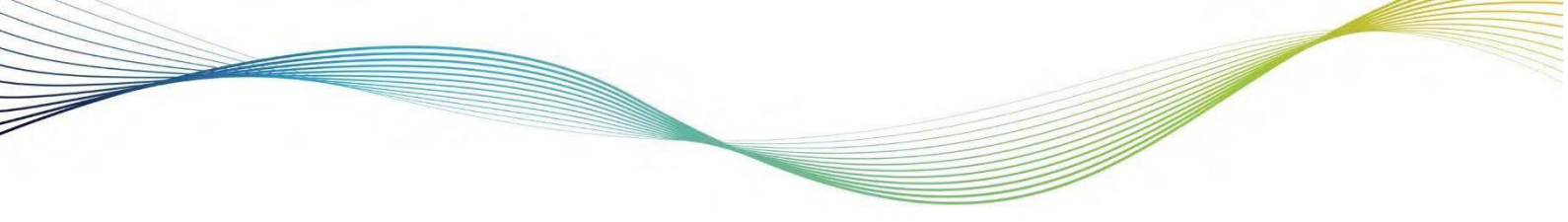
If we fail to provide your course, we will refund unspent tuition fees as required by Australian law within 14 days. Otherwise, we will pay any refund within 28 days of receiving your completed refund request form.

We may deduct any money that you owe us from any refund that we owe you.

All refunds are determined by fee type and you may not set off any refund amount against a credit amount for a different fee.

All refunds will be paid in Australian dollars to your parents, legal custodians or as directed by them. However, if you are over 18 and have paid the fees personally, we will pay the refund to you.

We will make all payments in accordance with the payment instructions provided by you from time to time. You should contact us at EQInternational@ged.qld.gov.au if you need to update those instructions.



Compassionate or compelling circumstances

We may treat you more favourably under this agreement in compassionate or compelling circumstances.

Compassionate circumstances are circumstances which, in our opinion:

- are not in your control or created by you; and
- adversely impact on your welfare or course progress (for example, illness, bereavement or traumatic events may qualify).

Compelling circumstances are circumstances which, in our opinion, are in your best educational interests.

If you believe that compassionate or compelling circumstances exist, you should let us know as soon as possible and we will consider your position. You must provide appropriate evidence.

Changes to Standard Terms and Conditions

These Standard Terms and Conditions may be amended by us from time to time. Any changes will be the same for all international students. We will give you at least 3 months' notice before any changes take effect.

Your attendance in the course after the changes take effect will be treated as your agreement to the changes.

If you do not agree with the changes, you may cancel your enrolment in the course at any time before the changes take effect. If you cancel your enrolment, we will refund all unspent fees.

Policies and procedures

Within these Standard Terms and Conditions are our policies under the ESOS Act, for the purpose of the National Code of Practice for Providers of Education and Training to Overseas Students 2018. These policies form part of the Standard Terms and Conditions.

We also publish other policies and procedures, which support the administration of the Written Agreement, on the website www.eqi.com.au. Those policies and procedures do not form part of these Standard Terms and Conditions.