

# Calamvale Community College

Department of Education and Training, Trading as Education Queensland International CRICOS Provider Code: 00608A

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## International Student Program Secondary School Student Handbook



## Contents

Contents Page	2.
Principal's Welcome	3.
International Student Program Staff	4-5.
College Contact Details	6.
After Hours Emergency Procedure	7.
Mission and Values	8.
Extracurricular Activities – CAST	9.
House Culture	9.
Emergency Procedures	10.
College Map	11.
Bell Times	12.
Timetable	13.
Student Information	14.
Culture Shock	15.
Contact Details	17.
Visa Conditions – Attendance	18.
Unsatisfactory Behaviour	19.
Course Progress	19.
Behaviour	20.
English as a Second Language	21.
Legal Services	22.
Emergency & Health Services	22.
Medical & Doctor	23.
Fees	23.
Transfers	24.
Complaints	24.
Appeals	24.
Refund	25.
School Policies and Procedures	25.
School Uniform	25.
Uniform Shop Hours	33.
Banking	34.
Transport	34.
Driving	35.
Swimming	35.
Surf & Beach Safety	35.
Sun Safe	36.
Road Safety	36.

## Principal's welcome

Welcome to Calamvale Community College (CCC), a P-12 College providing thirteen years of education for your child on a single campus within a supportive framework of high expectation. Our College prides itself in providing a wide range of learning opportunities across the academic, cultural and sporting fields to provide your child with rich and rewarding learning experiences that will lead and support them as they grow from child into adulthood.

A P-12 College provides a unique opportunity for students to grow through their childhood and adolescent years within the nurturing environment of a single community. The stability and familiarity of that community allows the development of a culture of 'high challenge' in learning. We know that high achievement occurs when there is high expectation. We also know that children and adolescents need confidence to accept the challenges that are presented – our community enables both the high expectation and the confidence to accept the challenge and achieve to their highest level.

I am honoured to be College Principal of an institution that provides an individual learning journey for each and every one of our 2,400 students. Our College organisation defies the anonymity that new parents might expect within such a large student population; I can assure you that every student is known and planned for within the learning communities of the Junior School or the Houses of the Secondary School. As a parent with a question about a student, there is a school community leader who is the single point of contact ensuring accessibility when there is a query and that the communication channel is strong.

Our College motto is 'building on success' and from that first letter scribed or that first friendship made on the playground, through to the satisfaction of mastering complex problems or conquering a fear and performing on stage to achieving a personal best on the track; we will be there to encourage and celebrate those successes.

Building success is based on our values of respect, responsibility, resilience and initiative; all that we do and expect is inherent in these values. Our community comprises students, parents, extended families, affiliated associations and businesses, all of whom take their responsibility to educate our young people very seriously; we are in partnership as we take this journey through to Year 12 graduation and all the possibilities of what lies beyond.

I invite you to browse through our webpage to discover all that is on offer when you join the Calamvale Community and look forward to providing your child with every opportunity to fulfil their potential at CCC.

**Lisa Starmer**

**College Principal**

## International Student Program Staff

### **Ms Lisa Starmer Executive Principal**

Responsibility at EQ level for running the International Student Program



### **Mrs Mel Ellis Deputy Principal**

Manages academic performance of the International Students



### **Mr David Hepper International and Business Manager**

Delegate for the Executive Principal for the management of the International Student Program



## **Mrs Christine Williams** **International Student Coordinator**

Mrs Williams will help you in all areas of your student enrolment

- Maintain records and registers
- Advocate for students
- Liaise between students and teachers
- Oversee academic progress
- Maintain contact between school and agents and school and parents
- Maintain contact with Homestay families
- Ensure the happiness and welfare of students
- Assists with integration



## **Mrs Leesa Mason** **International Homestay Coordinator**

- Ensuring all homestay families have Blue Cards
- All families are interviewed
- All homes are inspected
- All families are contacted regularly after a placement is completed
- Any issues are dealt with pro-actively in the best interests of all parties
- Any changes to homestays are organised through the Homestay Coordinator



## **Mrs Sarah Thomas** **Head of Languages**

The EAL/D teachers will provide you with guidance and support with any school work you are having trouble with.  
EAL/D lessons will be conducted for all International students.



## College Contact details

Calamvale Community College

11 Hamish Street

Calamvale Qld 4116

Calamvale Community College

Po Box 1653

Sunnybank Hills Qld 4109

General Enquiries

[admin@calamvalecc.eq.edu.au](mailto:admin@calamvalecc.eq.edu.au)

(07) 3712 6333

Student Absence Line

[student.absences@calamvalecc.eq.edu.au](mailto:student.absences@calamvalecc.eq.edu.au)

(07) 3712 6360

College Fax

(07) 3712 6300

International Student Coordinator

(07) 3712 6374

Student Services

(07) 3712 6390

(07) 3712 6323

Finance Office

(07) 3712 6332

Face book

Calamvale Community College

@Calamvalecc

Website

[calamvalecc.eq.edu.au](http://calamvalecc.eq.edu.au)

### Emergency Contacts during school hours

David Hepper

International Manager

(07) 3712 6333

Christine Williams

International Student Coordinator

(07) 3712 6374

## After Hours Emergency Procedure



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

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

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

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

### 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, Exchanges and Study Tours.

### When should I use the 1800 QSTUDY service?

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

At these times:

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

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

A critical or life threatening situation includes:

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

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

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

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

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



## Mission and values

The primary purpose of our College is to deliver outstanding educational outcomes in an agile and thriving P-12 learning community where our people are: creative and critical thinkers; problem solvers; citizens of the world.

As a core part of achieving our purpose, our four core values underpin all elements of the day-to-day operations of our College, with all students and staff aware of the importance these values hold for our community. The development of these values was coordinated through a thorough consultation process with students, staff and parents.

**Respect** - Valuing ourselves, others and the diversity of our world.

**Responsibility** - Being accountable for one's actions and contributing through the service to the college and community.

**Resilience** - Identifying opportunities with a readiness to respond with innovation to achieve a positive outcome.

**Initiative** - Having courage to overcome challenges by building positive connections with self and others.

Through our values and college culture, we aim to:

- **Inspire learning**
- **Engage the community, and**
- **Challenge our people.**

Above all else, our College firmly believes that we are continually “Building on Success” in our quest to develop our students into curious, creative and clever members of the community.

## Extra Curricular Activities - CAST

**CAST stands for:**

**C – Clubs / Activities**

**A – Academic Competitions**

**S – Sport**

**T – Tutorials**

Positive Engagement is a key branch of the College's Positive Education framework.

The College strongly believes that participating in activities outside class times develops student skills in areas of interest, as well as improving personal wellbeing.

Please contact one of your teachers or the ISP coordinator for information on what activities are available each term.

## House Culture

When a student enrolls at CCC, they will be allocated to a house.

There are 4 houses – BOREE, COBAR, KEERA, and THARAH

House Culture is the driving force of the Junior School. The House Spirit Cup rewards students collectively for demonstration of College Values and the IB learner Profile through the 'That's Gold Positive Rewards Program'. Each term, the winning House celebrates with various activities, as well as being acknowledged by the other Houses with a splash of colour on House day.

House Spirit Coordinators and House Leaders run fortnightly House Rallies for Houses to get together and learn, inquire and build House Spirit. Additionally, the Student Council House Representatives support during House Rallies to help develop and demonstrate their leadership skills.

## Emergency Procedure

In the event of an emergency, an alarm will sound across the school campus to notify staff and students that either *evacuation* or *lockdown* is required. It is important to remain calm and follow your teachers instructions at all times. Please see below for procedure.

### Evacuation

**Signal** – Siren plays a continuous WHOOP, WHOOP sound

**Siren during class**

Follow the teacher's directions

If needed, consult the evacuation map on the exit door

Leave all equipment and bags at your classroom

Walk at a brisk pace in your class group to the evacuation assembly area (oval)

Teachers will assess the safest route to the ovals

**Siren during break time/or between classes**

Immediately make your way to the oval at a brisk pace by the safest direct route

Follow instructions by teachers

Leave your bags, as they are not to be taken to the oval

**Once on the oval**

**Junior School**

Stay with your classroom teacher and line up and sit down with your LC's group

**Secondary School**

Find your House/Connect Class, sit down in a line and remain with your Connect Class

Wait for further instructions

AN ALL CLEAR WILL BE GIVEN BY THE PRINCIPAL

### Lockdown

**Signal** – Siren plays a single repeated tone for 2 minutes and then STOPS

**Siren during class**

Follow the teacher's instructions

**Siren during break time/or between classes**

Walk briskly to the CLOSEST building

Sit on the floor, ensure you are out of sight of windows

Remain calm and quiet

An all clear will be signalled by the playing of the lockdown tone (single repeated tone) for 30 seconds.

Once the all clear has sounded, you may return to normal activities.

## College Map



## Bell Times

Lower Junior Bell Times	Monday	Tuesday	Wednesday	Thursday	Friday
	<b>Session 1</b> 9:00 – 11:00	<b>Session 1</b> 9:00 – 11:00	<b>Session 1</b> 9:00 – 11:00	<b>Session 1</b> 9:00 – 11:00	<b>Session 1</b> 9:00 – 11:00
	<b>First Break</b> 11:00 – 11:45	<b>First Break</b> 11:00 – 11:45	<b>First Break</b> 11:00 – 11:45	<b>First Break</b> 11:00 – 11:45	<b>First Break</b> 11:00 – 11:45
	<b>Session 2</b> 11:45 – 1:45	<b>Session 2</b> 11:45 – 1:45	<b>Session 2</b> 11:45 – 1:45	<b>Session 2</b> 11:45 – 1:45	<b>Session 2</b> 11:45 – 1:45
	<b>Second Break</b> 1:45 – 2:15	<b>Second Break</b> 1:45 – 2:15	<b>Second Break</b> 1:45 – 2:15	<b>Second Break</b> 1:45 – 2:15	<b>Second Break</b> 1:45 – 2:15
	<b>Session 3</b> 2:15 – 2:30	<b>Session 3</b> 2:15 – 2:55	<b>Session 3</b> 2:15 – 2:55	<b>Session 3</b> 2:15 – 2:55	<b>Session 3</b> 2:15 – 2:55
	<b>Parade</b> 2:30 – 2:45 <small>Odd Week – Parade Even Week – House Rally</small>				
	<b>Session 3</b> 2:45 – 2:55				

Upper Junior Bell Times	Monday	Tuesday	Wednesday	Thursday	Friday
	<b>Session 1</b> 8:45 – 10:45	<b>Session 1</b> 8:45 – 10:45	<b>Session 1</b> 8:45 – 10:45	<b>Session 1</b> 8:45 – 10:45	<b>Session 1</b> 8:45 – 10:45
	<b>First Break</b> 10:45 – 11:15	<b>First Break</b> 10:45 – 11:15	<b>First Break</b> 10:45 – 11:15	<b>First Break</b> 10:45 – 11:15	<b>First Break</b> 10:45 – 11:15
	<b>Session 2</b> 11:15 – 1:15	<b>Session 2</b> 11:15 – 1:15	<b>Session 2</b> 11:15 – 1:15	<b>Session 2</b> 11:15 – 1:15	<b>Session 2</b> 11:15 – 1:15
	<b>Second Break</b> 1:15 – 2:00	<b>Second Break</b> 1:15 – 2:00	<b>Second Break</b> 1:15 – 2:00	<b>Second Break</b> 1:15 – 2:00	<b>Second Break</b> 1:15 – 2:00
	<b>Session 3</b> 2:00 – 2:45	<b>Session 3</b> 2:00 – 2:15 <b>Parade</b> 2:15 – 2:45 <small>Odd Week – Parade Even Week – House Rally</small>	<b>Session 3</b> 2:00 – 2:45	<b>Session 3</b> 2:00 – 2:45	<b>Session 3</b> 2:00 – 2:45

Secondary School Bell Times	Monday	Tuesday	Wednesday	Thursday	Friday
	<b>Connect</b> 8:30 - 8:40	<b>Connect</b> 8:30 - 8:40		<b>Connect</b> 8:30 - 8:40	<b>Connect</b> 8:30 - 8:40
	<b>Session 1</b> 8:40 - 9:50	<b>Session 1</b> 8:40 - 9:50	<b>Session 1</b> 8.30-9.40	<b>Session 1</b> 8:40 - 9:50	<b>Session 1</b> 8:40 - 9:50
	<b>Walk</b> 9:50 - 9:55	<b>Walk</b> 9:50 - 9:55	<b>Walk</b> 9:40 - 9:45	<b>Walk</b> 9:50 - 9:55	<b>Walk</b> 9:50 - 9:55
	<b>Session 2</b> 9:55 - 11:05	<b>Assembly/Wellbeing</b> 9:55 – 11:05 <small>Odd Week – Assembly Even Week – Wellbeing</small>	<b>Sport</b> 9:45 – 11.05	<b>Session 2</b> 9:55 - 11:05	<b>Session 2</b> 9:55 - 11:05
	<b>First Break</b> 11:05 - 11:40	<b>First Break</b> 11:05 - 11:40	<b>First Break</b> 11.05 - 11:40	<b>First Break</b> 11:05 - 11:40	<b>First Break</b> 11:05 - 11:40
	<b>Session 3</b> 11:40 - 12:50	<b>Session 3</b> 11:40 - 12:50	<b>Session 3</b> 11.40-12.50	<b>Session 3</b> 11:40 - 12:50	<b>Session 3</b> 11:40 - 12:50
	<b>Second Break</b> 12:50 - 1:20	<b>Second Break</b> 12:50 - 1:20	<b>Second Break</b> 12:50 – 1.20	<b>Second Break</b> 12:50 - 1:20	<b>Second Break</b> 12:50 - 1:20
	<b>Session 4</b> 1:20 - 2:30	<b>Session 4</b> 1:20 - 2:30	<b>Session 4</b> 1:20 - 2:30	<b>Session 4</b> 1:20 - 2:30	<b>Session 4</b> 1:20 - 2:30

Secondary Student Timetable (Example)					
	Monday	Tuesday	Wednesday	Thursday	Friday
Bef Sch		7.45-8.30			
Conn	<b>Time 8.30-8.40</b> <b>Subject Boree 12A</b> <b>Teacher STOTEM</b> <b>Room M01</b>	8.30-8.40 Boree 12A STOTEM M01		8.30-8.40 Boree 12A STOTEM M01	8.30-8.40 Boree 12A STOTEM M01
Less 1	8.40-9.50 MAA122A CROWAL N02	8.40-9.50 CSZ122A RAMSCH L02	8.30-9.40 ENL122A DAVISI SS08	8.40-9.50 CSZ122A RAMSCH L02	8.40-9.50 VAP122A FOUNCL CI03
Walk	9.50-9.55	9.50-9.55	9.40-9.45	9.50-9.55	9.50-9.55
Less 2	9.55-11.05 ENL122A DAVISI SS08	9.55-11.05 Boree 12A STOTEM M01	9.45-11.05 VAP122A FOUNCL CI03	9.55-11.05 RCJ122B MALEBR SS07	9.55-11.05 VBS122A NOTTLE CI19
Break 1	11.05-11.40	11.05-11.40	10.55-11.30	11.05-11.40	11.05-11.40
Less 3	11.40-12.50 VAP122A FOUNCL CI03	11.40-12.50 VAP122A FOUNCL CI03	11.30-12.40 VBS122A NOTTLE CI19	11.40-12.50 VAP122A FOUNCL CI03	11.40-12.50 VAP122A FOUNCL CI03
Break 2	12.50-1.20	12.50-1.20	12.40-1.10	12.50-1.20	12.50-1.20
Sport			1.10-2.30 ELE0748B BASHRA O03		
Less 4	1.20-2.30 STU122E NOTTLE CI19	1.20-2.30 MAA122A CROWAL N02		1.20-2.30 ENL122A DAVISI SS08	1.20-2.30 RCJ122B MALEBR SS07
Less 5	2.30-3.40		2.30-3.40	2.30-3.40	2.30-3.40
Restt			3.40-8.30		

Legend:

Class Code	Class Name	Teacher Code	Teacher
Boree12A	Roll Class	BASHRA	Mr Bashra
CSZ122A	Social and Community Studies	CROWAL	Ms Crowther
ELE074B	Elective	DAVISI	Ms Van Zupthen
ENL122A	English for ESL Learners	FOUNCL	Mrs Fountain
MAA122A	Mathematics A	LILLU	Mr Lilly
RCJ122B	Recreation	MALEBR	Mr Male
STU122E	Study Period	NOTTLE	Miss Nott
VAP122A	Visual Arts in Practice	RAMSCH	Mr Ramsay
VBS122A	Certificate 11 in Business	STOTEM	Miss Stott-Leggat

## Student Information

### Student Meeting

Overseas students meet each week in the International room at 11.15-11.45 each Friday. The purpose of the short meeting is to check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your International Student Coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

### What to do when

Late for school or class	Sign in at Student Services
Leaving school during the day	Present a note to Student Services
Feeling sick or unwell	Go to Student Services
Wanting to change subjects	See International Student Coordinator
Wanting to see a Guidance Officer	See International Student Coordinator
Lost Property	Speak to Student Services
Toilet access during class time	Speak to your class teacher

## 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](#)

## Culture shock

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

- feeling isolated
- increasing frustration with your host country, the school and host family
- irregular sleep patterns
- spending a lot of time alone in your room
- you are easily upset and can't concentrate at school.
- culture shock can be described as consisting of at least one of four distinct phases: honeymoon, negotiation, adjustment and adaptation.

### Honeymoon phase

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

### Frustration/ Distress phase

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

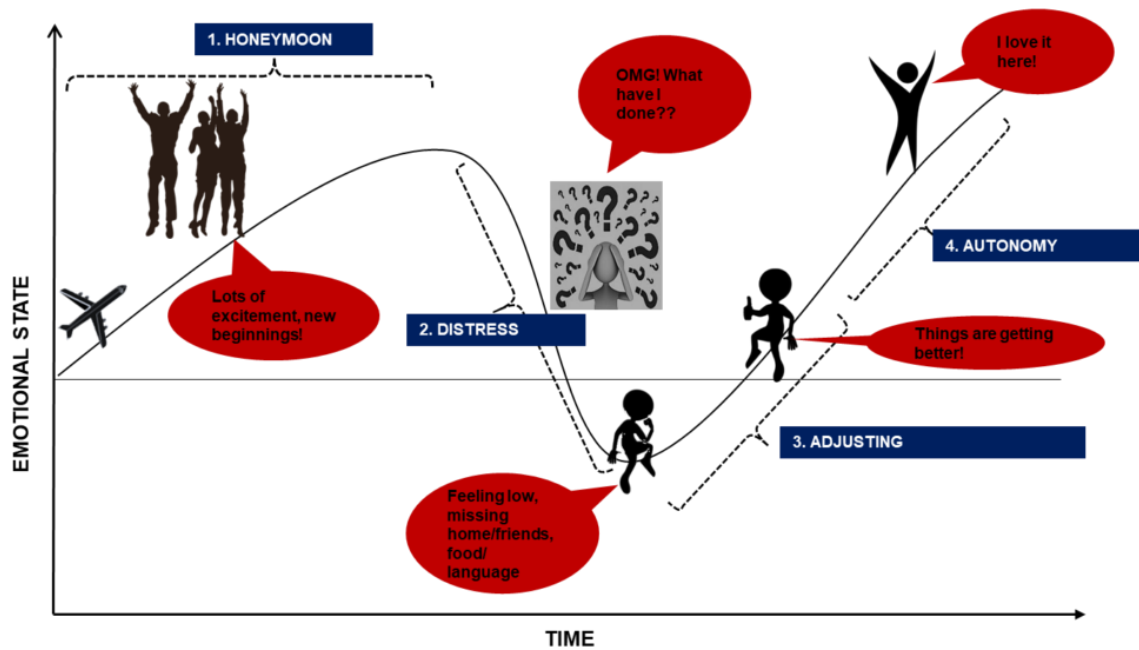
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

### Adjusting phase

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

### Acceptance/ Autonomy phase

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



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

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

It is important to remember the following:

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

It is important to remember that it will pass.

Use the experience as an important learning opportunity, helping you to become versatile and adaptable to change. It will equip you with valuable life skills that are some of the greatest benefits of studying abroad.

Step outside of your comfort zone, make new friends, and take full advantage of the once-in-a-lifetime experiences while you can.

Once your study abroad experience is over, your family and friends will be ready and waiting to hear all about your adventures.

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

## Contact details

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

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

## EQI Standard Terms and Conditions

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

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

Calamvale Community College'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 College it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class.

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 3712 6360 stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

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

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

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

Start and finish times	8.30am to 2:30pm – Junior/Senior Secondary
Late arrival process	Sign in at Student Services
School absence telephone number	3712 6360
Serious, injury or incident process	Homestay students - After hours phone 1800 778 839

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

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

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

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

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

## Unsatisfactory attendance

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)

## 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 cancelled.

At Calamvale Community College 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**

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

## **Formal intervention**

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

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

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

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

[EQI Standard Terms and Conditions](#)

[Course progress – Subclass 500 \(schools visa procedure\)](#)

## **Behaviour**

Calamvale Community College 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 Calamvale Community College Responsible Behaviour Plan is available on the school website. The Responsible Behaviour Plan for Students is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

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

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

### **At all times you must**

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

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

## English as a Second Language

At CCC we welcome international students of all ages. We recognise that the English language needs are very different, and we have a team of eight caring and experienced educators to support students to make the progress they need to be successful in all subjects.

Making friends with their English-speaking class-mates, and engaging in regular lessons are all excellent ways of improving English through immersion. However, we also recognise the importance of students receiving dedicated English language lessons, where they learn vocabulary, grammatical structures and broader language skills.

On entry to the school, all students receive a language assessment to determine their level in each of the macro-skills (listening, speaking, reading and writing). Students are assigned a bandscale level (1-6) to ensure that they receive targeted support according to their specific needs.

In the Junior Secondary School (Year 7 to Year 9), EALD students are allocated to a smaller class (max 20) and engage in lessons taught by specialist maths, science and English teachers who are also enthusiastic teachers of language. A teacher aide also supports students in these classes. These classes allow students to learn English language through the content of the subject. Lessons are challenging in content, but scaffolded in language use. Progress in bandscale levels are closely tracked, to ensure that students are prepared for Senior years. Two afternoons a week, after school, we offer additional assignment and homework support at EALD Club.

In the Senior School (Year 10-12), students are supported through their chosen pathway. International Baccalaureate offer lessons in Chinese A (first language) and English B (additional language). We also offer English as an Additional Language as an ATAR subject (university ranking), and we provide in-class support to students who choose Essential English as their pathway. We also encourage students to study their mother tongue through Distance Education courses where possible. Senior EALD students can also take advantage of an array of tutorials and after school support.

Throughout their time at Calamvale Community College, our international students feel well supported in their English and they make very good progress. Ultimately, our aim is that students confidently and successfully access the curriculum, eventually without support needed. We find our younger students learn English very quickly and within 2-3 years no longer need any additional help.

### Tips to Improve English

Read books, comics and English websites

Watch TV programmes and movies with English subtitles turned on

Make friends with English-speaking class-mates – arrange play-dates and activities at the weekend

Older students should be encouraged to live with an Australian family

Listen to English-spoken music

Keep a notebook to write all new vocabulary you learn throughout the day – and then try and use the new words yourself as quickly as possible.

## Legal services

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

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

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

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 & health services

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

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

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

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

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

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

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)

Allianz

BUPA Australia

Medibank Private

NIB Health Funds Limited

[www.ahmoshc.com.au](http://www.ahmoshc.com.au)

[www.allianzassistancehealth.com.au](http://www.allianzassistancehealth.com.au)

[www.bupa.com.au/health-insurance/oshc](http://www.bupa.com.au/health-insurance/oshc)

[www.medibank.com.au/overseas-health-insurance/oshc](http://www.medibank.com.au/overseas-health-insurance/oshc)

[www.nib.com.au/overseas-students](http://www.nib.com.au/overseas-students)

## Medical Matters

### Medication

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

### Medical treatment

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

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

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

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

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

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

### Doctors in the local area are:

Pacific Family Medical Practice  
Calamvale Central Shopping Centre  
Shop 5B, 668 Compton Rd, Calamvale QLD 4116  
(07) 3711 2280

Calamvale Medical Centre  
Calamvale Village Shopping Centre  
Cnr Kameruka St & Beaudesert Rd, Calamvale QLD 4116  
(07) 3272 5155

Algester Family Practice  
168 Algester Rd, Algester QLD 4115  
07 3272 2222

Calamvale Gowan Plaza Family Practice  
Corner of Gowan Road & Kameruka Street  
Shop 2/210 Kameruka Street  
Calamvale Qld 4116  
07 3726 1199

## Fees

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

- all curriculum schooling and teaching costs
- text books – online digital texts
- curriculum-related excursions
- school internet
- after school tutoring
- external examination registration

## You are required to pay for the following:

- laptop – BYOD (Bring your own Device)
- stationery and booklist
- extra-curricular activities
- school uniforms
- senior jerseys
- music uniforms
- school formal – Year 12

## Transfer policy

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

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

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

For more detailed information please see the following documents.

- [Entry and course requirements](#)
- [Standard Terms and conditions](#)

## Complaints policy

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

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

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

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

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

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

## Appeals

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

- to report you to authorities (see the [Attendance Policy](#) and [Course Progress Policy](#))
- not to defer or suspend your enrolment, as requested by you (see the [Deferral, Suspension and Cancellation Policy](#));

- to suspend or cancel your enrolment, as initiated by us (see the [Deferral, Suspension and Cancellation Policy](#));
- to refuse your request for a transfer (see the [Transfer Policy](#)); or
- as a result of your complaint to us (see the [Complaints Policy](#)).

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

### External appeal

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

EQI will comply with any decision the Ombudsman makes.

## Refund policy

### Your rights

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

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

Refund requests for OSHC fees must be made to your Overseas student Health Insurance (OSHC) provider. The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

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

## School policies and procedures

- [Complaints policy](#)
- [Expectations matrix](#)
- [Dress code](#)
- [Responsible behaviour plan](#)

## School uniform

In the Secondary School, students wear the Formal Uniform to and from school each day. The Dress Code includes wearing of the Formal Uniform on special occasions, school excursions and school functions.

Secondary students participating in sport on a Wednesday afternoon are permitted to leave school wearing the College Sport Uniform.

Secondary School students are permitted to wear sports shoes with their sports uniform that best suit the activity in which they participate. There are no colour restrictions on the sport shoes of choice.

A hat must be worn at all times, when outside the classroom.

Item	Uniform Shop	How/When worn
<b>Junior Secondary - Option 1</b>		
College formal shirt	✓	Worn over the shorts/trousers. Sleeves must not be folded up
College navy Formal shorts / navy trousers and black belt with discrete buckle	✓	Shorts/trousers must be worn on the waist and must not be folded up at the bottom
Navy College socks	✓	Must be worn pulled up
College reversible bucket hat/cap	✓	Must be worn outdoors for protection from the sun. Caps must be worn with the peak at the front
College navy jumper / Micro Fibre jacket	✓	Must be worn with sleeves down to the wrists - No hoodies
<b>Junior Secondary – Option 2</b>		
College formal blouse	✓	Must be worn outside the skirt/shorts/trousers
College navy skirt	✓	Must be worn on the waist, skirts must be touching the knee and not folded up at the waist
College Cultural length skirt	✓	To be worn no longer than 15cm below knee and not folded up at the waist.
College navy formal shorts/trousers	✓	Trousers to be worn to the top of the ankle
College Tie	✓	Must be fastened to the blouse correctly
Plain white school socks / navy or black tights/stockings		Socks must be worn folded to cover the ankles. Tights/stockings are to be plain black, or navy in good condition with no patterns or embroidery
College navy jumper / Micro Fibre jacket	✓	Must be worn with sleeves down to the wrists - No hoodies
College reversible bucket hat/cap	✓	Must be worn outdoors for protection from the sun. Caps must be worn with the peak at the front
Hijab Plain Navy or White only	✓	Pin colours in navy, white or clear only. No patterns, embroidery or jewellery
<b>Junior Secondary Sport</b>		
College sport polo	✓	Must be worn over the top of the shorts with collars and sleeves down
Navy unisex shorts	✓	Must be worn on the waist
Plain white school socks		Must be folded to cover the ankles
College reversible bucket hat/cap	✓	Must be worn outdoors for protection from the sun Caps must be worn with the peak at the front
<b>Sport Optional</b>		
Navy College sport socks (Interscholar teams)		Must be worn pulled up
<b>House Colours</b>		

Item	Uniform Shop	How/When worn
<b>Senior Secondary - Option 1</b>		
College shirt	✓	Must be worn over the shorts or trousers
College tie (Term 2 and 3)	✓	Must be worn neatly and tied up fully
College navy formal shorts or trousers and black belt with discrete buckle	✓	Shorts/trousers must be worn at the waist and not folded up at the bottom
Navy College socks	✓	Socks must be worn pulled up
College navy jumper / Micro Fibre jacket	✓	Sleeves must be worn down to the wrists - No hoodies
College reversible bucket hat/cap	✓	Must be worn outdoors for protection from the sun. Caps must be worn with the peak at the front
College bag or backpack	✓	Style appropriate to student age and size
<b>Senior Secondary -Option 2</b>		
College formal blouse	✓	Must be worn outside the skirt/shorts/slacks
College tie	✓	Must be worn neatly and secured appropriately
College navy skirt	✓	Must be worn on the waist, skirts must be touching the knee and not folded up at the waist
College cultural length skirt	✓	To be worn no longer than 15cm below knee and not folded up at the waist.
Plain White College socks / plain navy or black tights/stockings	✓	Socks to be worn folded to cover the ankles. Tights/stockings are to be plain black, in good condition with no patterns or embroidery
College navy jumper / Micro Fibre jacket	✓	Sleeves must be worn to the wrists - No hoodies
College reversible bucket hat/cap	✓	Must be worn outdoors for protection from the sun. Caps must be worn with the peak at the front
Hijab Plain Navy or White only	✓	Pin colours in navy, white or clear only. No patterns, embroidery or jewellery
College bag or backpack	✓	Style appropriate to student age and size
<b>Senior Secondary Sport</b>		
College sport polo	✓	Must be worn over the top of the shorts with collars and sleeves down
Navy unisex shorts	✓	Must be worn on the waist
Plain white socks		Must be folded to cover the ankles
College reversible bucket hat/cap	✓	Must be worn outdoors for protection from the sun, caps must be worn with the peak at the front
<b>Sport Optional</b>		
Navy College sport socks (Interschool teams)	✓	Sport socks are to be worn pulled up
<b>Winter Options</b>		
College navy jumper / micro fibre jacket	✓	Sleeves must be worn to the wrists
College blazer	✓	Years 10 - 12
College Year 12 jersey	✓	Year 12 students only

## Shoes

Permitted



NOT Permitted







## Jewellery

- One small ear stud (up to 3 mm diameter) or small sleeper, per ear
- No facial piercings or tongue piercings allowed – including clear piercings
- All other visible piercings must be removed whilst students are in school uniform
- One small watch
- No other visible jewellery is permitted

NB: Students may be asked to remove these items in some practical lessons where they contravene workplace health and safety requirements. During this time they should be handed in to Student Services for safekeeping.

## Footwear

### **For Formal Uniform: - must be worn with Formal Uniform on all occasions**

Black, able to be polished leather, fully enclosed, school shoes. Students may NOT wear boots or shoes with raised heels (above 4cm). Students are NOT permitted to wear “T bar” or “Mary Jane” shoes. Ballet slippers must NOT be worn, nor ‘high tops’. Skate style or canvas shoes with a white rim are also NOT permitted. Senior boys may wear their black formal/dress shoes.

### **For Sports Uniform**

Athletic shoes with non-marking sole for indoor use. Gym boots, canvas shoes (such as Dunlop Volleys) and street shoes are not acceptable as they do not provide appropriate support for physical activity.

**NB: All users of the Sports Centre must have Sports shoes with non-marking soles so that the quality sports floor is not damaged.**

## Sun safe policy

Students in the Junior School are required to wear a College reversible bucket hat, which protects the face and back of the neck, for all outside activities.

Students in the Junior and Senior Secondary are required to wear either a College cap or reversible bucket hat for all outside activities.

## **Hair**

- Hair should be neat and of a natural colour. Long hair (beyond shoulder length) must be tied back at all times (this is a Workplace Health and Safety requirement).
- Hair accessories must be in College colours (Navy, Maroon, and Teal), white, black or a shade indistinguishable from the student's hair colour.
- Hair styles must include no less than a blade 2 and hair must be blended. Mohawks, shaved tracks or patterns, rats tails and bandanas are not permitted.

## **Accessories**

- Make up and coloured nail polish are not permitted and students will be asked to remove this.
- Singlets must be plain white with no words or designs visible through the uniform.
- Other accessories worn due to cultural and/or religious beliefs must be black, navy or white and will need approval through a member of the Administration.
- Head scarfs (Hijab) should be one plain colour matching the school uniform navy or white as available at the uniform shop. Note: No patterns, embroidery or decoration allowed.

## **Tattoos**

- Having tattoos is strongly discouraged and any existing tattoo must not be visible at any time.

## **Senior Secondary Jerseys**

- Senior Secondary Jerseys/Jackets are an optional item only and are not part of the College Uniform described in this Dress Code.
- The right to wear this optional item for Year 12 students will be negotiated each year.
- Rules relating to the Senior Secondary Jersey will be provided to students with the order form.

## **Senior Secondary Winter Blazers**

- Senior Secondary Blazers are available from the uniform shop and will accommodate embroidering achievements authorised by the College to be worn with pride.
- Blazers are an optional item for all except the Senior Student Leadership Team.
- Approved embroidery for achievements will be organised through the uniform shop once a year.

## School Bags

All students are required to use an approved school bag (backpack), bearing the College logo as part of their College Uniform or a plain backpack of the same colour and design, no prints or external logos. School bags can be purchased from the College Uniform Shop. The school bags are available in styles and sizes suitable for student requirements across the College.

## Consequences of not wearing the correct uniform

If a student does not attend school or school related activities in the correct Uniform, Education Queensland policy (Nov 2006) fully supports the Principal or nominee to take any or all of the following actions:

- student is provided with appropriate items from the bank of spare uniforms held at the College for this purpose
- student is referred to a Head of House for a pattern of infringements of the Uniform Policy
- parents are informed and the issues further discussed when necessary
- persistent failure to wear the correct uniform will be viewed as a breach of the Responsible Behaviour Plan for students.
- the College is happy to loan students uniforms to ensure they can meet our uniform standards; however, failure to return the uniforms will incur a charge to replace these items.

## Uniform Shop Hours

<b>Monday</b>	8:00 am to 12:00 pm
<b>Tuesday</b>	<b>CLOSED</b>
<b>Wednesday</b>	8:00 am to 12:00 pm
<b>Thursday</b>	2:00 pm to 5:00 pm
<b>Friday</b>	8.00 am to 12:00 pm

## 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.

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

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

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

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

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

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

## Transport

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike).

If you live further away, you can catch a bus or your parent may drive you. Overseas students are not eligible for a bus pass, so you will have to pay the bus fare to and from school.

You can use Translink transport vehicles which include: bus, train, ferry and tram services.. Use the following link to plan your journey: [Brisbane City Council Journey Planner](#)

You should purchase a Go Card - Translink's electronic ticket to fast, easy and convenient travel.

Use your Go Card on transport services within Greater Brisbane, Sunshine Coast and Gold Coast regions.

**Where do I buy a Go Card?** 7-eleven stores and Newsagents or QLD Rail Station ticket offices.



When you purchase your Go Card you will pay a refundable deposit of \$5.

You can register your Go Card on line.

## Driving

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

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

## Swimming

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

Please also see the EQI [Non-routine travel and activities for homestay student's](#) procedure

## Surf & Beach safety

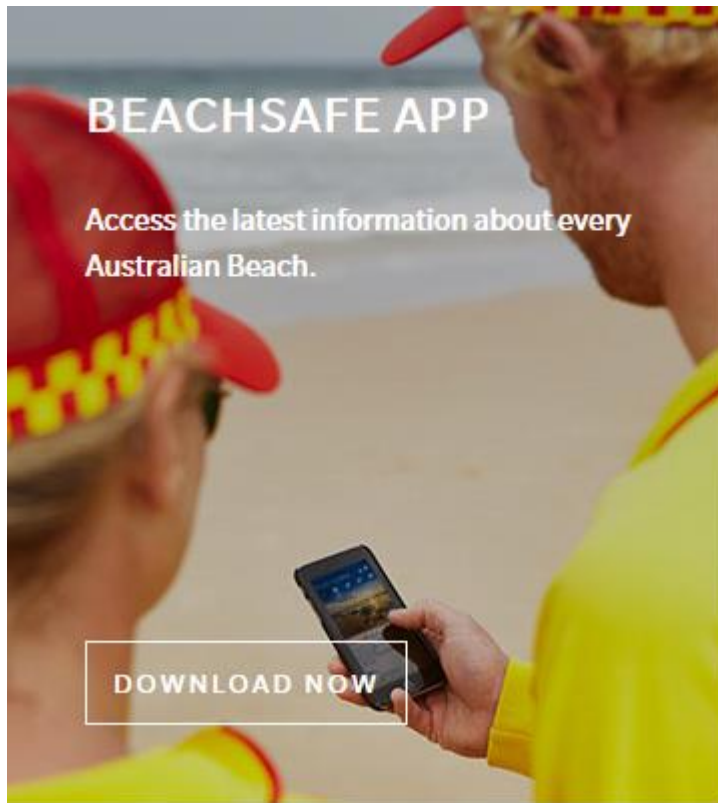
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself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

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

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

#### Useful links

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



## Sun safe

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

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

## Road safety

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