



REDLYNCH STATE COLLEGE

PREP - YEAR 12

International Student Handbook Years 7-12



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1. Principal welcome

Welcome to Redlynch State College! We hope that Redlynch will be a place where you will feel safe, form friendships and be inspired to work hard. We believe that the greatness of a school is not just about educational achievements but also the spirit and ethos of the school community. Under our College vision, "Learning in our Valley, Thinking beyond the Hills" we aim to foster creative, engaged and globally-ready learners through the delivery of personalised, inclusive, flexible and innovative approaches and environments. We are committed to assist all of our students to reach their full potential.

You will face many new experiences in your first few days at school and it is important to talk to your host family and the staff at school about any difficulties. It will take time for you to know your teachers, classmates and host family and also for them to know you. The more you talk with these people the quicker you will understand what is required and the easier it will be for others to help you. Do not be afraid to ask many questions – this is the best way to learn. No-one expects you to know everything on your first day and most people will be happy to assist you if you ask.

Please take time to read this handbook and keep it as a reference during your time at Redlynch State College.

2. School details

Street address	Jungara Road, Redlynch, Cairns, QLD, 4870
Officer hours	Monday – Friday 8:00am-4:00pm
Telephone:	(07) 4039 9222
Absence line:	(07) 4039 9294
Administration Email:	principal@redlynchsc.eq.edu.au
Website:	www.redlynchsc.eq.edu.au
Facebook:	https://www.facebook.com/RedlynchStateCollege



3. International Team

Role	Name	Picture	Contact
College Executive Principal	Michael Hansen		Phone: (07) 4039 9222 Email: Principal@redlynchsc.eq.edu.au Location: Administration
Deputy Principal ISP Line Manager	Joy Murgatroyd		Phone: (07) 4039 9222 Email: InternationalRSC@redlynchsc.eq.edu.au Location: Administration – Secondary Campus
Head of Department Languages International Student Coordinator	Nick Smith		Phone: (07) 4039 9222 Email: InternationalRSC@redlynchsc.eq.edu.au Location: Billabong Staff Centre, Secondary Campus
Homestay Coordinator	Cait Pearson		Phone: (07) 4039 9222 Email: InternationalRSC@redlynchsc.eq.edu.au Location: Billabong Staff Centre, Secondary Campus
English as an Additional Language/Dialect (EAL/D) Teacher	Frederick Bertram		Phone: (07) 4039 9222 Location: LC7 – Secondary Campus
Guidance Officer	Susan Leitert		Phone: (07) 4039 9252 Location: Resource Centre – Secondary Campus

The international office is located at **Billabong Staff Centre**, and the International Learning Centre is **Learning Centre 1**.

4. School values

Our Motto – On the Tracks to Success

Our Vision – Learning in Our Valley. Thinking Beyond the Hills

Our School Wide Ethos – Respect, Success, Connections, Equity, Quality (R.S.C.E.Q)

5. College Administration and Support Staff

Administration	Name	Telephone/contact
Heads of Campus: 7-12 - P-6	Adrian Hooper 	Phone: (07) 4039 9222 Email: principal@redlynchsc.eq.edu.au
	Dale Archibald 	Phone: (07) 4039 9222 Email: principal@redlynchsc.eq.edu.au
Deputy Principals - Year 7 & 8 - Year 9 & 10	Michelle Dalton	Phone: (07) 4039 9222
	Ashleigh Batterham	Phone: (07) 4039 9222

Deans of Students - Year 7 - Year 8 - Year 9 - Year 10 - Year 11 - Year 12	Sarah Mallen Nicholas Buttenshaw Alex Macri Kylie Childs Fabi Rivers Lynton McKay	Phone: (07) 4039 9222
	Suzanne Jackson	Phone: 4039 9222 Location: Resource Centre
	Axel Heeren	

Year 11 & 12	Rowena Cooper	(07) 40 399 222
Curriculum & Learning	Joy Murgatroyd	(07) 40 399 222
Year 4- 6	Mike Bruno	(07) 40 399 222
Year P- 3	Sue Hall	(07) 40399 222
Special Education	David Zhang	(07) 40 399 222
Heads Of Department		(07) 40 399 222
English	Nicole Neill	Jungara Staff Centre
Mathematics	Sarah Molina	Billabong Staff Centre
Science	Allison Sneddon	Zanzoo Staff Centre
Technology	Andrew Dundas	Zanzoo Staff Centre
Languages	Nick Smith	Billabong Staff Centre
HPE Sport	Brett Fleeting and Louise Harcourt	MPH Staff Centre
Humanities/Business	Greg Bayldon	Jungara Staff Centre
Performing Arts	Samantha Parkinson	Jungara Staff Centre
Digital Tech / Visual Arts	Seona Cremin	LC7 Staff Centre
Student Services 7-8	Tara O'Brien	Resource Centre
Student Services 9 - 10	Alex McCrae	Resource Centre
Senior Schooling	Matt Crosby	Administration A Block office

6. Emergency Contacts

During school hours

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

Name	Role	Contact
Nicholas Smith	ISP Coordinator	Billabong Staff Centre – Secondary Campus
Cait Pearson	Home Stay Coordinator	Billabong Staff Centre – Secondary Campus
Joy Murgatroyd	Deputy Principal	Administration – Secondary Campus
Administration		07 40 399 222

After school hours and on the weekends



Your personal safety is our number one priority.

What is 1800 QSTUDY?

1800 QSTUDY (1800 778 839) is a service that ensures you have consistent 24/7 support, including urgent after-hours service and a process for managing incidents. To call the service from overseas, you must dial +61 1800 778 839. This hotline helps to keep you safe and supported

When can I call 1800 QSTUDY?

The hotline is available to you to use outside of school hours.

This means you can call 1800 QSTUDY (1800 778 839) before 8.30am and after 3.30pm on school days, and 24 hours during weekends, public holidays and school vacations.

How do I find out more about 1800 QSTUDY?

For more information read the [1800 QSTUDY brochure for international students \(PDF, 2.1MB\)](#).

Find out more about the service by emailing EQInternational@qed.qld.gov.au or phoning 1800 316 540.

Who can use 1800 QSTUDY?

International students in all International School Program (ISP) schools can use the 1800 QSTUDY support service. Members of your family, your legal guardian, agent, homestay provider or other persons may also call the service regarding issues that concern you if they are listed as one of your authorised contacts.

Your school will answer any questions you have about the student support hotline. If you are a new student, this will be part of your school orientation.

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.

7. School Emergency and Lock Down Procedure

EVACUATION

You will hear a **CONTINUOUS SIREN**.

Listen to the Teacher's directions. Collect your belongings and proceed in an orderly manner to the **EVACUATION POINT: OVAL (unless otherwise directed by the teacher)**.

LOCK DOWN

You will hear an announcement over the PA system and a **CONTINUOUS SHORT PULSE**.

Should this occur during Class - Remain in your classroom, SIT UNDER THE DESKS AWAY FROM THE WINDOWS and REMAIN QUIET. Always follow the Teacher's directions.

Should this occur during Breaks/Before School/ After School - Move to the closest building, SIT UNDER THE DESKS AWAY FROM THE WINDOWS and REMAIN QUIET. Always follow the Teacher's direction.

7-12 Campus (Secondary Campus)



9. Orientation

The Redlynch State College international student [Orientation](#) has been designed to:

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

Daily timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
0	8:00-8:50	7:15-8:25	7:15-8:25	8:00-8:50	7:15-8:25
FRM	8:50-9:00 R-7 SLAIKR L501	8:50-9:00 R-7 SLAIKR L501	8:50-9:00 R-7 SLAIKR L501	8:50-9:00 R-7 SLAIKR L501	8:50-9:00 R-7 SLAIKR L501
P1	9:00-10:10 REC112A CAMBHE FT13	9:00-10:10 RSC112B MATHDA L601	9:00-10:10 FIT112B MORTST MS02	9:00-10:10 ENG112C DALTMI L625	9:00-10:10 BUS112B DUKECO L202
P2	10:10-11:20 PED112A FLEEER AC08	10:10-11:20 MAG112D MESNBR L303	10:10-11:20 BUS112B DUKECO L202	10:10-11:20 REC112A CAMBHE IS15	10:10-11:20 ENG112C DALTMI L625
Lunch	11:20-12:05	11:20-12:05	11:20-12:05	11:20-12:05	11:20-12:05
P3	12:05-1:15 FIT112B MORTST MS02	12:05-1:15 BUS112B DUKECO L202	12:05-1:15 PED112A FLEEER AC08	12:05-1:15 FIT112B MORTST MS02	12:05-1:15 MAG112D MESNBR L303
Break	1:15-1:45	1:15-1:45	1:15-1:45	1:15-1:45	1:15-1:45
P4	1:45-2:55 MAG112D MESNBR L303	1:45-2:55 ENG112C DALTMI L625	1:45-2:55 ALT112B DUKECO L202	1:45-2:55 PED112A FLEEER AC08	1:45-2:55 REC112A CAMBHE FT05
P5	2:55-4:05	2:55-4:05	2:55-4:05	2:55-4:05	
P6	4:05-5:15	4:05-5:15	4:05-5:15	4:05-5:15	

Legend:

Class Code	Class Name
ALT112B	Alternate Study
BUS112B	Business
ENG112C	English
FIT112B	Certificate III In Fitness
MAG112D	General Mathematics
PED112A	Physical Education
R-7	Roll Class
REC112A	Sport and Recreation
RSC112B	Relationship, Social and Community Learning

Teacher Code	Teacher
CAMBHE	Mr Cambie
DALTMI	Ms Dalton
DUKECO	Miss Duke
FLEEER	Mr Fleeting
MATHDA	Mr Mathewson
MESNBR	Mr Mesner
MORTST	Mr Mortimer
SLAIKR	Mr Slait

Orientation Timetable

Please refer to the Orientation Timetable distributed by your Student Coordinator (also saved to your USB)

Orientation Handouts

- International Student Handbook
- Orientation Timetable
- Homestay Terms and Conditions
- Subject Timetable
- Overseas Student Health Cover cards/details
- Emergency contact details (1800 QSTUDY cards)
- Orientation evaluation

Assembly

Assembly is where the students at Redlynch State College come together to receive important announcements, updates and information from the school Principal, school staff and students. Whole School Assemblies are held on Tuesday's, every odd week from 8:40am – 9:00am in the Multi-Purpose Hall (upper). In addition, Year Level Assemblies will be held every even week on Tuesday's. Your Student Coordinator will direct you to the correct assembly location for your year level.

Overseas Student Meeting

International students meet each week in the international learning centre. Times for these meetings will vary from term to term. Your Student Coordinator will ask you to add your meeting time to your timetable.

The purpose of the short meeting is 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/Homestay coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

10. What to do when

What if I	You should
Absent from school	Ask your host parent to phone the school on (07) 4039 9294 to explain the reason for the absence. This is 24 hours a day service. For absences of 2 days or more or if absent for an exam or assessment due date, a medical certificate is required
Late for school	Go to the Student Services window at Administration. Enter your 4-digit student pin code, press 'Late' if you have a note from a host parent, or 'Late Unexplained' if not. Please wait for assistance from Mrs Tobin if required.
Have to leave school early	Bring a note to school advising the time and reason for departure, this is to be signed and dated by your host parent. Have the note countersigned by a Deputy Principal. Bring the note with you when you are signing out

There is a fire or emergency at school	Follow your teacher's instructions
Cannot find my class	Ask students / teachers around you or go to the Office
Lost property	Contact Mrs Tobin at Student Services (Administration building)
Sickness or Injury at school	Tell your teacher. Go to Student Services and sign in for sick bay, or see Ms Pearson
Have to see a teacher in a staffroom	Knock on the door of the staffroom and ask to see the teacher
Study problems	Talk to your teacher, Mr Smith, Year level coordinator or Guidance Officer
Want to change a subject or class	Talk to Mr Smith, or make an appointment to meet with Ms Murgatroyd
Personal problems	Speak with the ISP staff or make an appointment to see the Guidance Officer, Wellbeing Officer or School Nurse
Questions about or concerns with homestay	Speak with Ms Pearson
Wanting to see a Guidance Officer or the College Psychologist	Speak with Ms Pearson or Mr Smith
Lost Property	Go to Student Services window
Toilet access during class time	Ask your teacher. Collect pass from your teacher.
Overnight stays	Complete and submit a Travel and Activities form to Ms Pearson at least 3 days prior to the proposed arrangement. Students must not stay elsewhere overnight without school approval. This includes travel with your homestay family.
Travel	Complete and submit a Travel and Activities Form at least 2 weeks prior to the proposed travel. Students must not travel without the school's approval
Host family plans to be away from home overnight or for holidays	Tell Ms Pearson in advance so that alternative arrangements can be made for you to stay with another approved carer

11. 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 DHA approved guardian, 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](#)

Living with a homestay family

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

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

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

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

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

When living in a homestay you must:

- respect members of the family, their property and the home environment;
- participate actively as a member of the household;
- take responsibility for your own behaviour;
- comply with the household rules;
- comply with the homestay provider's decisions about your actions and welfare, including outings and curfews;

- have a mobile telephone and carry it on your person when traveling; and
- keep the homestay provider informed of your whereabouts, and remain contactable by them, at all times.

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

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

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

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

Curfews

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

School Year Level	Sunday-Thursday:	Friday/Saturday night (and school holidays):
Junior High School (Years 7 to 10)	no later than 6:00pm, unless for a school-approved extra-curricular activity	no later than 9:00pm, unless for a school-approved extra-curricular activity, at homestay discretion.
Senior High School (Years 11 & 12)	no later than 7:00pm, unless for a school-approved extra-curricular activity	no later than 10:00pm, unless for a school-approved extra-curricular activity, at homestay discretion.

If you or your homestay family require approval for adjustments or additional information on implementing these curfews, please contact your Home Stay Coordinator prior to any adjustments.

12. Culture Shock

Culture shock refers to the emotional and psychological reactions to an unfamiliar culture and environment.

For international students, culture shock is often uncomfortable and disorienting. Although culture shock can be positive in some ways, it's important for students to understand what culture shock is, what causes it, and how to manage its effects.

Some of the signs of culture shock may 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

Culture shock can be described as consisting of at least one of four distinct periods: **Error! Not a valid bookmark self-reference.**, Frustration/Distress period, Adjusting period, and Acceptance/Autonomy p.

Honeymoon Period

The first stage of culture shock is usually positive. During the honeymoon period 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 Period

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.

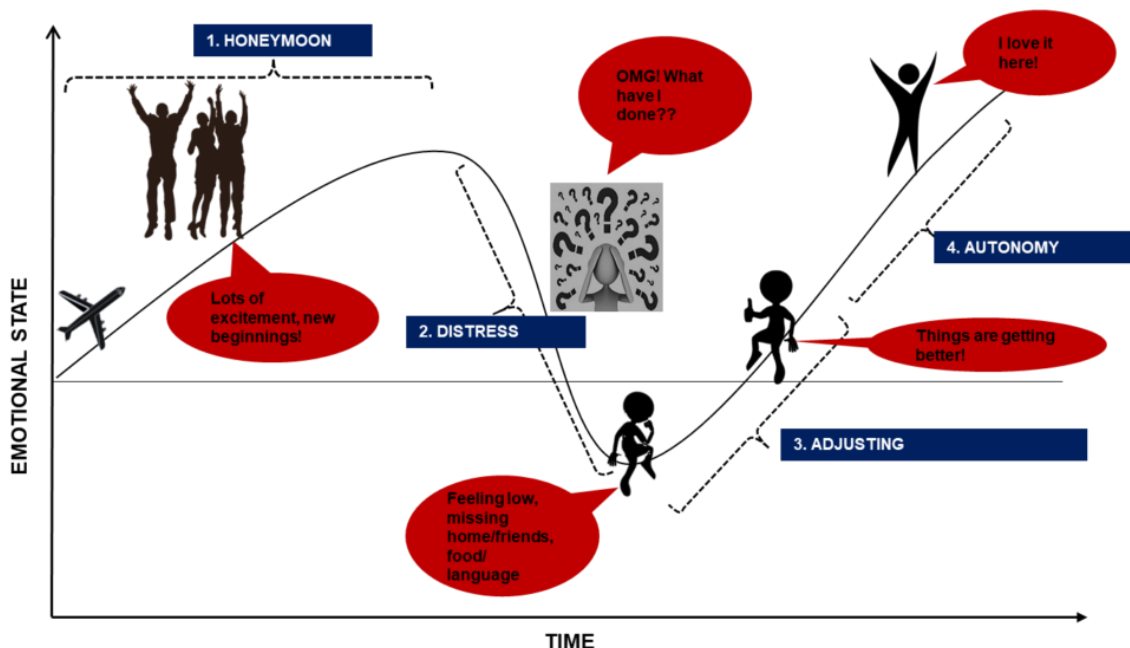
During this period students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

Adjusting Period

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

Individuals in the acceptance period are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; you may keep many traits from your 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.

Expressing Emotions

Australians tend to express their emotions openly and are not usually embarrassed about showing others that they are happy, sad, etc.

Many Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive and reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals (i.e. guidance officers in schools).

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

Manners

Manners are very important in Australian culture, and parents encourage their children to say "please" and "thank you" when they ask for something. They also encourage them to apologise (say "I am sorry") when they have done something wrong, or have upset someone. When asking for something, please remember to say, "Can I please have ..." and say "thank you" when you receive it.

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 Redlynch State College.

13. 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.

14. 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 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](#)

15. Visa Conditions

Attendance

Redlynch State College's attendance policy at <https://redlynchsc.eq.edu.au/international> 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 Redlynch State College it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8:45am.

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 40 399 294 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 | 8:45am – 2:55pm |
| • School absence telephone number | (07) 40 399 294 |
| • Serious, injury or incident process | Contact a member of staff immediately |

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 [ISP 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](#)
- Redlynch State College Attendance Policy <https://redlynchsc.eq.edu.au/international>

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 you to authorities and your student visa may be impacted.

At Redlynch State 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 [ISP 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

Redlynch State College 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 making satisfactory course progress, the school Principal will give you and your parents or legal custodians a *Course progress at risk notification letter*. 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. <https://redlynchsc.eq.edu.au/our-college/rules-and-policies>

At any point during your enrolment, where your course progress is impacted to the point that your academic outcome or pathway is no longer available, EQI will notify 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 [ISP 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](#)
- Redlynch State College Academic policy:
- <https://redlynchsc.eq.edu.au/our-college/rules-and-policies>

Interim Reports are issued at the end of Term 1, and Semester Reports are provided at the end of Semesters 1 and 2. If you require an Academic Report outside these times, or a specialised report for your home country, please let us know as soon as possible.

Behaviour

Redlynch State 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 Redlynch State College Student Code of Conduct <https://redlynchsc.eq.edu.au/our-college/rules-and-policies> is available on the school website. Student Code of Conduct 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 your Redlynch State College's rules – student code of conduct and school policy and procedures



At all times you must

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

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

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

To support your success at Redlynch State College you need to have good English language skills. All overseas students will receive support through our EAL/D program. In the high school at Redlynch State College, EAL/D support is delivered in the following ways;

- In-class support.
- Withdrawal from class (individual / small group).
- Email messaging and sending classwork adjustments and updates between the teacher and student.

Topics of support range from class and assessment work to everyday subjects such as Australian slang, movie/song/novel study, and what to do in an emergency. Indirect support also comes from interacting with other students and school buddies. Your EALD teacher will be in weekly contact with you to provide support and advice with your schoolwork, so it is essential that you **check your email daily**.

17. Additional Study Support Programs

Tutoring for other subjects may become available throughout the school year. Your student coordinator will inform you of these opportunities as they occur.

18. Assessment Policy

It is mandatory at Redlynch State College for students to **complete and submit all assessment items** to be eligible for a semester rating for each subject being studied.

Failure to hand in assessment work adversely affects progress and results. For students in Years 10, 11 and 12 failure to meet this expectation may have serious consequences not only for the awarding of semester credits but also for the awarding of the **Queensland Certificate of Education (QCE) at the end of Year 12**. For international students this is also a breach on your enrolment and VISA conditions. Students who fail to hand in assessment items will be dealt with as follows:

Absent on the day of an exam, oral presentation or practical item:

- Your homestay parent **MUST** notify the school to explain the absence prior to the commencement of the assessment item. **You must provide a medical certificate**
- Upon return to school, you must see your subject teacher, prior to the end of the first break to make arrangements to sit the assessment item. Reasonable grounds for missing the assessment item will have to be established by the subject teacher and /or the HOD
- If your absence on the due date is unexplained or unauthorised, you will be held accountable for your actions and may not be rated for that subject.

If you **know in advance** that you will be absent for a scheduled exam, oral presentation or practical item you must:

- Inform the subject teacher of the upcoming absence
- Apply for a 'Variation to Assessment Due Date Request' through the Head Of Department (HOD)
- If approved, you will be allowed to sit the same paper or a similar paper as negotiated with the HOD.

Absence on a Due Date of Assignment Submission

- Your homestay parent **MUST** notify the school to explain the absence and make every attempt to email the assignment to the teacher or have the assignment delivered to the school. Where this is not possible, upon your return to school you must submit a hard copy of the assignment to the subject teacher **prior to 8:45am**. Failure to notify the school of the reason for the absence may lead to the piece of assessment being treated as a non-submitted piece of assessment
- All late assignments **MUST** be accompanied by a **medical certificate**.

If you **know in advance** that you will be absent on the day an assessment is due you must:

- Arrange for the item to be submitted before the listed date or have it delivered to the school on that date
or
- Arrange with the teacher beforehand to submit the assignment via email.

Redlynch State College Assessment policy for 7-10 and 11-12 can be found at:

<https://redlynchsc.eq.edu.au/our-college/rules-and-policies>

19. 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](http://www.legalaid.qld.gov.au) 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.

20. Emergency and Health Services

If you have a medical emergency (dial 000 immediately), 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 are covered. Some countries [reciprocal health care arrangements](#) or are [OSHC exempt](#) which may mean OSHC may not be required.

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

There are currently six OSHC providers in Australia, including:

OSHC Provider	Website
ahm OSHC (offered through Medibank Private)	https://www.ahmoshc.com.au/
Allianz Care Australia	https://www.allianzcare.com.au/en/visas/student-visa-oshc.html
Bupa Australia	https://www.bupa.com.au/health-insurance/oshc
CBHS International Health	https://www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	https://www.medibank.com.au/overseas-health-insurance/oshc/
nib	https://www.nib.com.au/overseas-students/

21. Medical matters

Health Information

To help us support you, we need you to tell us everything we might need to know about your physical and mental health, including your medical history, conditions and allergies, and all medications you use so we can organise anything you might need. If you are living with a homestay provider, will may need to 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 or **homestay coordinator** 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

Beyond Blue 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.

22. Fees

Tuition

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

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

Non-tuition Fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities (such as the Senior College Formal and non-curriculum related excursions). Please check with your International Student Coordinator.

Overseas Student Health Cover (OSHC)

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](#)

23. 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](#)

24. 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](#)

25. 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.

26. 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 still not satisfied with the decision by EQI, 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.

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.

27. Travel and Activities

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](#).

Surf, Beach and Bush 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.

Bush Safety

We are surrounded by bushland and therefore you should take precautions when you go walking or exploring the area. If possible, walk with a friend, ensure that your host family knows where you are going and when you expect to return, use sunscreen, carry plenty of water, read and heed any warning signs and do not feed the wildlife. **Like our beaches and waterways, dangerous animals such as snakes and spiders are common in bushland, so please take care when out and about.**

Useful links

- [Queensland Surf Lifesaving](#)
- [Patrolled Beaches in Cairns](#)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.
- Water Safety in FNQ: [freshwater-safety](#)
- Croc Safety: [crocodiles-in-tropical-north-queensland](#)

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.
- Sun (beach) safety link: <https://www.youtube.com/watch?v=EaKmVpo5YY>

28. 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 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](#)

29. At School: Rules, Policies and General Information

Rules and Policies

A comprehensive list of College rules and policies can be located at the College website:

<https://redlynchsc.eq.edu.au/our-college/rules-and-policies>

PDF documents are available for the following areas:

- Student Code of Conduct
- Medication Policy
- Bookwork Policy
- Charter of Expectations
- Early Departure Policy
- Email Communication Protocols
- Late Arrival Policy
- Mobile Phone Policy
- Detention policy
- SunSmart Policy
- Uniform Policy

Use of Mobile Phones and Other Devices

To ensure students are not distracted by inappropriate use of technology devices, the College School Council has agreed that phones, smart watches and tablets (with access to a SIM card) are not to be used at school unless identified for educational purposes. As soon as a student enters the school boundary they are not permitted to access these types of devices.

- Primary students are to store all phones at the Primary office and iPads are to be stored in the classroom.
- Secondary students maintain possession of the device, but must ensure it is not visible until the student departs the school boundary.

It is also agreed that there are certain circumstances where it may be appropriate for students to access phones. Such circumstances will be clearly defined. Students, parents and visitors will see posters, such as the example below, around the school that clearly identify our technology approved zones and times.

Responsibilities for students

The responsibilities for students using mobile phones or other devices at school or during school activities are outlined below. Students must switch off and place the mobile device out of sight immediately when they enter the school boundary and maintain this for the whole time they are on school property or if they are attending a school excursion within the community. It is acceptable for Secondary students at Redlynch State College to access their phone when the device is being used in a teacher directed activity to enhance learning. They must seek teacher's approval when they wish to use a mobile device under special circumstances.

It is **unacceptable** for students at Redlynch State College to use a device to:

- hotspot , listen to music , access any form of social media , take photos or film any other person on College grounds , take photos or film any student in College uniform , upload images or video involving any person from the College including volunteers and visitors, act as a calculator, act in an unlawful manner , download, distribute or publish offensive messages or pictures, use obscene, inflammatory, racist, discriminatory or derogatory language • use language and/or threats of violence that may amount to bullying and/or harassment, or even stalking, deliberately waste printing and internet resources, commit plagiarism or violate copyright laws , participate in online chat groups
- access emails, send chain letters or spam email (junk mail) , knowingly download viruses or any other programs capable of breaching the department's network security , access phone cameras anywhere a normal camera would be considered inappropriate, such as in change rooms or toilets , invade someone's privacy by recording personal conversations or daily activities and/or the further distribution (e.g. forwarding, texting, uploading, Bluetooth use etc.) of such material
- to cheat during exams or assessments , take into or use at exams or during class assessment unless expressly permitted by school staff.

Bring Your Own Device

BYOx Program - The BYOx (Bring Your Own Device) program will be available for students in Years 7 to 12. This program allows students to bring any device that meets our requirements. The cost for this program is included in your course fees. Requirements for BYOx include:

- Must be a laptop or tablet computer (no phones, iPads or Android tablets)
- Must be Windows 7, 8/8.1, 10 or Mac OSX 10 or higher
- Must have Anti-Virus
- Wireless networking (WiFi) accessible
- Microsoft Office (see the Student Advantage program to access a free copy of MS Office)

Particular elective subjects may also require specific software.

Please note that any student connecting to the College's network will enjoy a secure and filtered access to the internet. Students will also be required to adhere to the Acceptable Use Agreement when using ICT devices at the College. For more information, refer to:

<https://redlynchsc.eq.edu.au/curriculum/bring-your-own-device>

Canteen

The canteen is the place you go to buy something to eat and drink. It is open before school, first break (lunch) and second break (afternoon tea). It sells a wide variety of healthy foods. It is a good idea to **place an order** at the Canteen before school to ensure that your choice is waiting for you.

Textbooks

Textbooks are provided by the school and can be collected from the window outside the Resource Centre (Library). Many subjects currently access online texts or E-books. Your teachers will help you access these. The cost for hiring these books is included in your school fees.

You must return all school textbooks at the end of the year in order to get your bond money back from EQI.

Valuables

Students should not leave valuables (e.g. wallet, mobile phone, money, iPod etc.) in their school bag. You can sign your valuables in with the receptionist at the student desk in the Office for safe keeping during the day. You will receive a receipt for them. At the end of the day you can sign them out.

Uniform Requirements, Jewellery and Make-up

The College Dress Code:

- promotes a sense of belonging and pride in the College and Community
- gives the College a unique identity and a unified approach to achieving common goals
- creates a sense of equity for the students
- is practical in its application to a wide range of physical activities
- ensures students observe health, safety and decency standards

Types of Uniforms

- Boys and Girls Day Uniform
- House Shirt
- Formal Uniform
- Specialist Program shirts
- Year 12 leadership shirts and jerseys

Expectations of the College Dress Code

- Boys and Girls Day Uniform including year 12 leadership shirts to be worn everyday
- Secondary Campus - House shirts are encouraged to be worn every Tuesday, HPE lessons and House carnivals
- Primary Campus – House shirts are encouraged to be worn on class HPE day and House Carnivals
- Specialist uniforms are only to be worn when participating in the program and students are expected to change back into the day uniform at the completion of the class/activity/event. This includes activity specific attire such as shirts and tights/leggings
- A hat must be worn at all times when in uncovered areas.
- Plain black shoes for all students is compulsory.

The uniform shop is located on the Primary Campus. Opening hours are: 8:00am-11:00am, Monday – Thursday

Jewellery: Due to Work Place Health and Safety issues, jewellery is limited to:

- One watch, one thin, discreet chain necklace worn under shirts – attached charms must be no larger than a 5-cent piece in size, one small, flat signet ring, small studs as earrings in earlobes only – maximum of two in each lobe, facial piercings are not appropriate for the College and if worn must be small, plain and clear.

Students, when asked, will be expected to remove inappropriate jewellery without argument. Keep this jewellery at home – beads, shells, large chains or facial piercing except for one small nose stud. All jewellery items must be appropriate to specific curriculum activities (e.g. sporting activities) as required by the Managing risks in College curriculum activities procedure and the appropriate Curriculum activity risk assessment (CARA) - activity guidelines.

NB: For Health and Safety reasons students may be required to remove certain jewellery and make-up. Such subjects may include HPE, Sport, Art, Home Economics and Manual Arts.

Make-up: The wearing of excessive make-up is not appropriate for school. Mascara, eye shadow and eye liner are not suitable for school. Make-up is to be limited to light foundation or tinted moisturizer, clear nail polish, clear lip balm. Students will be asked, by staff, to remove any unnecessary make-up. Consequences will apply for failure to comply with these conditions.

30. 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 Home Stay Coordinator for banking assistance.

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

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

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

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

31. Transport

There are morning and afternoon bus services provided by Kinetic Bus Company For further information phone (07) 0740577411 or visit (click icon below) :



Students may purchase a weekly bus ticket at the start of each week, or on a daily basis. Buses leave the school at various times after 3.05pm. Students are required to make their way to the bus stop areas when let out of class.

Behaviour is monitored by the drivers, the bus companies and the school. A student may lose their bus pass if they demonstrate unacceptable behaviour on the bus or whilst waiting for the bus. Students must travel directly to and from school by bus and not loiter at any other venues.

School bus timetables and routes are available here: <https://jp.translink.com.au/plan-your-journey/journey-planner>

For information about local bus services in and around Cairns, go to <https://translink.com.au/cairns>
Bus safety: <https://translink.com.au/travel-with-us/safety-and-security>

Transport to School

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the *designated bikeway or preferred route* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. International students are not eligible for a bus pass, so you will have to pay the bus fare to and from school.

Bicycles and scooters:

Students riding bicycles and scooters are to enter the College grounds through the gate closest to the bike racks on their side of the road. Bicycles and Scooters are to be walked through the College grounds and placed in these racks. Children are required by law to wear a helmet whenever they ride their bicycles and are encouraged to use a bicycle lock and chain to secure their bicycles.

32. Driving

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

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

33. House Structure

When you commence at Redlynch State College you will be assigned to one of 4 Houses for sporting, cultural, academic and community events and competitions.

House Groups

House	Colour	Mascot
Cascades	Green	Crocodile
Falls	Yellow	Falcon
Rapids	Red	Razorback
Torrents	Blue	Tiger Shark



Sports Carnivals

Students are encouraged to participate in the swimming carnival, athletics carnival and cross country events. These events are held on regular school days.

34. School and Community

RACE Excellence: Redlynch State College offers opportunities to extend students through a number of Courses of Excellence: DANCE, DRAMA, MUSIC, VISUAL ART, LIVE PRODUCTION.

These programs are unique to our College and are available to talented students from Year 5 to Year 12.

Community Events

Students at Redlynch State College participate in many different community events throughout the year. These vary from year to year and are generally run through our Student Council.

Involvement at school

There are many groups and activities that you can join whilst you are at Redlynch State College. You will meet new people and make friends. This will also allow you to improve your English and develop skills. Below are some of the activities that you can become involved with. Activities are also announced through the student notices which are read out at Form class every morning.

- Camps and excursions
- Music
- Instrumental music including Senior String Orchestra, Jazz band, Senior concert band
- Sporting teams and competitions
- Leadership positions
- Student council

35. Australian families

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

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

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

Australian Teenagers

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

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

Mealtimes

Breakfast

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

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

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

Lunch

It is most likely that you will be required to make and pack your own school lunch using food provided by the homestay. In Australia, it is common for lunches to consist of sandwiches (two slices of bread with fillings such as spreads, cooked meats or salads), something sweet like biscuits or cake, a piece of fruit and a cold drink. Sometimes families give students leftover food from dinner and it can be heated up using the microwave at school. Talk to your homestay family about the choice of foods available for lunches, and if you have any problems, please see your Homestay Coordinator at school.

Dinner

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

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

Food customs vary greatly between cultures. Ask your homestay parent if you are unsure about what is expected at the dinner table. Eating dinner with your family should be enjoyable.

It is okay to ask for more food if you are still hungry.

Expected Table Manners

Do:

- Wait until everyone is seated before eating
- Eat with your mouth closed
- Make a positive comment on the meal.

Don't:

- Talk with your mouth full
- Eat noisily – Try not to slurp your food
- Leave the table without asking, or thanking the cook.

36. Socialising with friends

Hopefully you will make many friends while you are in Australia, and want to go out with them on the weekends. Please be considerate of your host family and always ask for permission, let them know where you are and when you will be home. As a general rule, socialising should be limited to Weekends. Week nights are for study and time with your host family. If friends ask you to stay over, discuss this with your host family. They may also allow you to have friends to stay, but do not inconvenience your host family by always having your friends in the house. Ask your homestay parent before inviting friends over to your homestay.

Please remember to complete a travel form for all overnight travel.

37. 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.

38. 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. 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, fake websites or emails may try to steal your personal data. Use strong passwords and enable two-factor authentication where possible. 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.

39. 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.**

38. General Advice

We are sure that you want to succeed and benefit from your time spent at Redlynch State College. Here are some suggestions to help you.

Work hard

Homework – you will need to spend more time studying than most of the other students to improve your English. A rough guide is to add 30 minutes to an hour each night to each of the times recommended for your year level. When you are doing your homework, ensure that you are working in a quiet, comfortable place with good lighting.

If you don't understand something, get help quickly so it doesn't become a big problem

Try to make friends who will give you help and support

A student will be allocated as your “buddy” (friend). Talk to your buddy regularly and ask him/her to help you with any difficulties you may have or ask them to take you to see Mr Smith (International Student Coordinator) or Ms Cait Pearson (Homestay Coordinator)

Have a balanced lifestyle

You need to make time to relax, exercise, go out with friends etc. Allow time each day and each week to relax, do some exercise and socialise with friends. It is important to have a break from studying and to enjoy yourself with your friends and homestay family.

You may see students behaving in a way that is different from the way students behave at schools in your country. Although things may be more relaxed than you are used to, there are still **rules and expectations of all of our students.**

- To arrive on time for classes
- To be prepared for lessons (pens, paper, books, calculators etc.)
- To do your homework and hand in assignments on time
- To attend school every day unless you are sick
- To follow the **RSC** expectations – **R**espect, **S**afety, **C**ommitment to Learning