

north high

we strive for the best

International Student Handbook

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Principal's welcome

Mackay North State High School has a proud tradition of educational excellence in the Mackay region. We have an enrolment of 1300 students from Years 7 to 12, we are committed to providing every student with the opportunity to succeed — academically, personally, and socially.

Our dedicated staff deliver high-quality education tailored to each stage of student development, from Junior Secondary through to Senior Secondary. Whether students pursue academic, vocational, or creative pathways, they are supported every step of the way.



We offer a wide range of programs designed to meet the needs of all learners:

- Academic Excellence Programs
- Vocational Education & Training (VET)
- Specialist Arts and STEM Programs
- Leadership and Student Wellbeing Initiatives

Our core values of Respect, Resilience, and Confidence are embedded in every aspect of school life—from classrooms to co-curricular programs. These values guide student behaviour and shape a positive, inclusive, and high-performing school culture

North High is more than a school—it's a vibrant community. We value our strong partnerships with families and the wider Mackay community, working together to ensure the best outcomes for all students.

We are proud of the achievements of our students and staff across academic, cultural, sporting, and civic domains. Their success reflects the high expectations and collective efforts of the entire North High community.

Mackay North State High School is a place where every student is encouraged and equipped to be their best. We welcome new families and look forward to continuing our tradition of excellence with our current school community.

Mackay North State High School (MNSHS) is the biggest school in the Mackay Region, educating over 1300 students. As a large school we can offer several extra-curricular activities, and our instrumental music program is world renowned. As an international student you are welcomed to take part in all extra-curricular activities, however some may come at an extra cost.

We have several great facilities at MNSHS. Our facilities include two ovals, a senior centre, an auditorium, a swimming pool, a gym, and a multipurpose community hall. Please see your school diary for more information. Diary information pages are also on the school website: <https://macknortshs.eq.edu.au>.

Mrs. Catherine Rolfe
Principal

School Details:

Address: Valley Street
North Mackay QLD 4740
Australia

Office Hours: Monday – Friday 8:00 am – 4:00 pm

Telephone: 07 49631666

Fax: 07 49631600

Absence line: 07 49631660

Administration Email: principal@mackaynorthshs.eq.edu.au

Website: www.mackaynorthshs.eq.edu.au

Facebook <http://www.facebook.com/MackayNorthSHS>

Administration:

Administration	Name	Telephone/contact
Principal	Catherine Rolfe	49631611
Deputy Principals		
• Year 9 & 12	Robert Curtin	49631633
• Year 8 & 11	Bronwyn Nixon	49631622
• Year 7 & 10	Tracey Hocking	49631644
• Timetabling	Hannah Lee	49631602
Financial matters		
Business Service Manager	Trent Sehl	49631610
Student Resource Scheme	Michelle Plunkett	49631630
Student attendance	Antonia Wise	studentAbsence@mackaynorthshs.eq.edu.au Student Absent Line -07 49631660 QParents or SMS.
Year Level Coordinators		
Year 10	Jenny Cooper	49631655
Year 11	Jodie Wood	49631729
Year 12	Mark Shew	49631729
Student Wellbeing and Support		
• School Based Nurse	Rachel Bradbury	49631606
• Youth Support Coordinator	Bee Jay Lugo	49631607
• Chaplain	Amy Phillips	49631680
• Guidance Officer	Sharon Martin	49631759
	Holley Sanders	49631739

School values:

School Motto - Meliora Sequimur We Strive for the Best

Core Values - Together we strive to ensure our graduates are:
Respectful Resilient Confident

International Team:

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

Name	Role	Contact
Catherine Rolfe	Principal	49631611
Catherine Rolfe	International Student Program – Line Manager	
Antonia Wise	International Student Coordinator	49631779
Antonia Wise	Homestay Coordinator	
Sharon Martin	Guidance Officer	49631759
Holly Sanders		49631739
N/A	English as a Second Language or Dialect (EAL/D) Coordinator	

**THE INTERNATIONAL ROOM IS LOCATED IN THE SENIOR CENTRE –
ROOM 2606**

Emergency contacts (during school hours)

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

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

Name	Role	Contact
Antonia Wise	ISC and Homestay Coordinator	49631779/0403400721
Catherine Rolfe	Principal	49631611

Emergency contacts (after school hours and on the weekends)



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

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

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

For more information on 1800 QStudy please go to the following link [1800QStudy](https://www.1800qstudy.com.au)

What is the free call 1800 QSTUDY? 1800 QSTUDY

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

When should I use the 1800 QSTUDY service?

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

At these times:

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

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

EMERGENCY PROCEDURES

Siren with words "Lockdown / Lockdown" = **Stay**

Long continuing siren with words "Evacuate / Evacuate" = **Leave**

EVACUATION PROCEDURE SUMMARY

Long continuing siren, "Evacuate, Evacuate, Evacuate"

When the emergency is over, bells will ring, followed by "emergency condition has been cleared, return to normal conditions", followed by bells.

- **STOP WORK**
- **STAND** and **CALMLY WALK** with your teacher to the nearest assembly point on the oval.
- **SIT** in a class line at the assembly point so that the number of students can be checked.
- **REMAIN SEATED** until given an instruction to accompany your teacher back to the room.

LOCK-DOWN PROCEDURE SUMMARY

Siren with word "Lockdown, Lockdown, Lockdown"

Bells will ring, followed by, "emergency condition has been cleared, return to normal conditions"

- Quietly **STOP** what you are doing.
- Quietly **MOVE** to the nearest room; (upstairs rooms preferred). Students on FLEX are to move to the nearest room.
- **STAFF AND STUDENTS TO STAY OUT OF SIGHT** (eg on floor or under desks) as much as possible until given an instruction to move. Teachers are to shut the windows and lock the doors.
- **STAY** where you are until you are directed by your teacher.

IN CLASS EMERGENCY PROCEDURES

In the situation where you have a medical emergency in class the staff are to:

- Ring 000 using mobile phone if possible. Direct another person to dial 777 (as below)

In the situation where you have a dangerous emergency in class the staff are to:

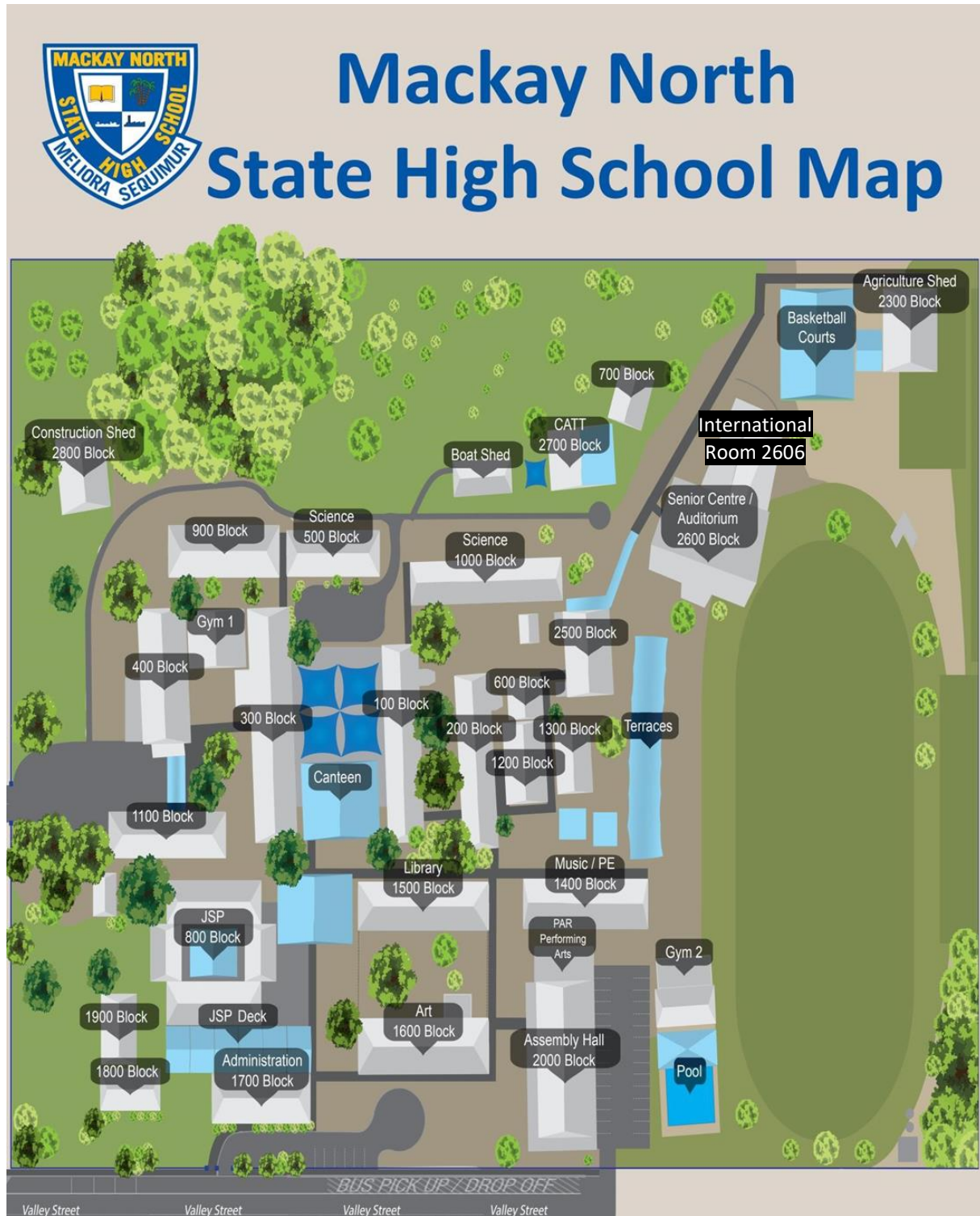
- Teacher / staff member, or delegate (eg a responsible student), to dial 777 on the phone and when answered say the room number and "Admin required please" e.g. "This is Room 310 and Admin required please." This will alert the front office to interrupt meeting etc to ensure a member of the Administration can attend as quickly as possible.
-

CRITICAL INCIDENTS PROCEDURE

See the Education Queensland International Website

<https://eqi.com.au/for-students/policies-procedures/critical-incident-procedure>

School map and facilities



Orientation

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

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

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

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

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



Daily timetable

The normal school day is divided into four (4) periods. The lesson times are as follows:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Home Group 8:40 – 8:50	Home Group 8:40 – 8:50	Home Group 8:40 – 8:50	Home Group 8:40 – 8:50	Home Group 8:40 – 8:50
Period 1 8:50 – 10:00	Period 1 8:50 – 10:00	Period 1 8:50 – 10:00	Period 1 8:50 – 10:00	Period 1 8:50 – 10:00
Period 2 10:00 – 11:10	Period 2 10:00 – 11:10	Period 2 10:00 – 11:10	Period 2 10:00 – 11:10	Period 2 10:00 – 11:10
First Break 11:10 – 11:55	First Break 11:10 – 11:55	First Break 11:10 – 11:55	First , 11:10 – 11:55	First Break 11:10 – 11:55
Period 3 11:55 – 1:05	Period 3 11:55 – 1:05	Period 3 11:55 – 1:05	Period 3 11:55 – 1:05	Period 3 11:55 – 1:05
Second Break 1:05 – 1:50	Second Break 1:05 – 1:50	Second Break 1:05 – 1:50	Second Break 1:05 – 1:50	Second Break 1:05 – 1:50
Period 4 1:50 – 3:00	Period 4 1:50 – 3:00	Period 4 1:50 – 3:00	Period 4 1:50 – 3:00	Period 4 1:50 – 3:00

ORIENTATION TIMETABLE FOR MACKAY NORTH STATE HIGH SCHOOL

<u>Time</u>	<u>Activity</u>
7.45 – 8.40	Students meet in the International Room – 2606 (Hand out International Student Handbook, Timetables, Diaries and go through the day's proceedings) Photocopy students Visa and Passport.
8.40 – 8.50	Home Group Mrs Wise will organise a buddy to take new students to home group and introduce to Teacher and other students.
8.50 – 10.00	Lesson 1
10.00 – 11.10	Lesson 2
11.10 – 11.55	First Break Morning Tea Provided in 2606 (meet with Principal, Deputy Principal in charge of Timetables, Senior Coordinators)
11.55 – 1.05	Lesson 3
1.05 – 1.50	Second Break (come back to 2606 if you have any further questions)
1.50– 3.00	Lesson 4

Assembly at Mackay North State High School.

Year 7	Every Thursday JSP Deck
Year 8	Every Wednesday in the Hall
Year 9	Every Monday in the Hall
Year 10	Every Tuesday in the Hall
Year 11	Every Monday in the Auditorium
Year 12	Every Wednesday in the Auditorium

What to do when

...I arrive late to school

You must report, with a signed and dated note, that includes your full name, to either the Junior Secondary or Senior Secondary student hub and you will be given a late slip to give to your teacher.

Please note: Parents/guardians may contact the school by phone (4963 1666) or email to studentabsent@mackaynorthshs.eq.edu.au to advise the reason for the late arrival. The message must include the student's full name and Home Group.

...I am absent from school

Your parents/guardians must contact the school as early as possible on the day of the absence. This can be done by phone 4963 1660 (24 hour line), or email to studentabsent@mackaynorthshs.eq.edu.au, or enter on Q Parents. The message must include the student's full name and Home Group. If this does not occur, you need to present a signed and dated, parent/guardian explanation note to your Home Group teacher on the day you return to school.

The note must include: Home Group, name, date(s) absent, the reason for the absence and parent signature. If you are not at school and no explanation has been given by a parent/carer, an SMS will be sent to your parents notifying them of your absence.

Accommodation and welfare

Care arrangements

While studying you must live with:

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

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

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

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

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

Living with a homestay family

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

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

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

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

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

When living in a homestay you must:

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

Sunday-Thursday	Friday/Saturday night & School holidays
Junior High School (Years 7 to 10) no later than 6:00 pm.	Junior High School (Years 7 to 10) no later than 9:30 pm.
Senior High School (Years 11 & 12) no later than 7:00 pm.	Senior High School (Years 11 & 12) no later than 10:30 pm.

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 students to understand what culture shock is, what causes it, and how to manage its effects.

Some of the signs of culture shock include:

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

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

1. Honeymoon phase

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

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 Mackay North State High School.

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

Mackay North State High School's attendance policy

<https://mackaynorthshs.eq.edu.au/supportandresources/formsanddocuments/documents/attendance%20policy.pdf>

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 Mackay North State High School it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8.40am.

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 49631660 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 | 8:40 am – 3:00 pm |
| • Late arrival process | Sign in at Senior Hub or Front Office |
| • School absence telephone number | 49631660 |
| • Serious, injury or incident process | Recorded on MyHR WH&S |

How attendance is recorded at Mackay North State High School

Full day absences

Rolls are marked for each lesson and record on ID Attend.

Part day absences

Rolls are marked for each lesson and record on ID Attend.

Table 1 – Absence codes for full or part day absence

Type of Absence	Code	Explanatory notes
Entire day	A	Student was absent entire day.
Early (No Penalty)	E	Student left early, but within the final two hours of scheduled schooling. This will not count as an afternoon/half day absence. If the student left earlier than two hours prior to the end of the scheduled school day, this will count as an afternoon/half day absence (see "P" code).
Late (No Penalty)	L	Student arrived late, but within two hours of scheduled schooling. This will not count as a morning/half day absence. If the student arrived after the first two hours of the scheduled school day, this will count as a morning/half day absence (see "M" code).
Morning	M	Student was absent for the morning. This will count as a half day absence.
Afternoon	P	Student was absent for the afternoon. This will count as a half day absence.

At risk of failing to meet attendance requirements

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

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

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

If your attendance falls to 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](#)
- <https://mackaynorthshs.eq.edu.au/supportandresources/formsanddocuments/documents/attendance%20policy.pdf>
- [Managing student absences and enforcing attendance at state schools](#)

Course progress

You must maintain satisfactory course progress for each study period as required in the EQI [International Student Programs Entry and course requirements standard](#) and the [EQI Course progress – subclass 500 \(schools\) visa procedures](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI report it to authorities and your student visa may be cancelled.

At Mackay North State High School we provide written reports to you and your parents or legal custodians every semester as per the [P-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website.

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

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

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

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

Unsatisfactory course progress

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

Formal intervention

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools\) visa procedure](#)
- North Mackay State High School Academic policy
<https://mackaynorthshs.eq.edu.au/SupportAndResources/FormsAndDocuments/Documents/Assessment%20Policy.pdf>

Behaviour

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

The Mackay North State High School Responsible Behaviour Plan

<https://mackaynorthshs.eq.edu.au/SupportAndResources/FormsAndDocuments/Documents/Code%20of%20Conduct.pdf>

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 Mackay North State High School's rules – student code of conduct and school policy and procedures
<https://mackaynorthshs.eq.edu.au/supportandresources/formsanddocuments/documents/code%20of%20conduct.pdf>

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 or Dialect (EAL/D)

Academic Support

As an international student you may ask for additional support for assignments. Many countries around the world do not assess assignments, in which case you may struggle. It is important that when given an assignment you write down all of the associated dates, including check dates, draft dates and final copy due dates. You may ask your teacher if it would be possible to submit an extra draft to assist you with your English. When you first receive an assignment, it is important that you understand the task that you are given. If you do not understand the assignment, you should ask your teacher for a small task to start with, speak to them when you have finished that task and ask what to do next.

You should also tell Mrs Wise (International Homestay and International Coordinator) when you are given an assignment. They will keep track of the number of assignments you have and will ask you whether or not you would like help with the structure and the language. If so, we will be able to call someone to support you. Like assignments you will have a number of due dates for other assessment, such as examinations and oral presentations. Generally, all written work for your oral presentation is due the day that the first student presents their assessment. If you are away on that day you will need to get all written work to your teacher by 4pm. This process is the same as an assignment. If you require an extension for an assignment, you will need to contact the relevant Head of Department (HOD) before the due date. Make sure you are familiar with the school's Assessment Policy (student diary).

Academic policy

<https://mackaynorthshs.eq.edu.au/SupportAndResources/FormsAndDocuments/Documents/Assessment%20Policy.pdf>

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](#).

Emergency and health services

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

Overseas student Health Cover (OSHC)

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

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

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

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

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)
Allianz
BUPA Australia

Medibank Private

NIB Health Funds Limited

www.ahmoshc.com.au
www.allianzassistancehealth.com.au
www.bupa.com.au/health-insurance/oshc
www.medibank.com.au/overseas-health-insurance/oshc
www.nib.com.au/overseas-students

Medical matters

Health information

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

Visiting a doctor

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

Medication

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

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](#)

Fees

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

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

Non-tuition fees

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

Excursions that are not curriculum related – e.g. School Camp for year 11's.

Overseas student Health Cover (OHSHC)

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

More information regarding fees can be found at the following link: [Fees](#)

Transfer policy

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

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

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

For more detailed information please see the following documents.

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

Complaints

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

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

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

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

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

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

Appeals

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

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

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

External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au 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.

Travel and activities

28.1 Routine activities for homestay students

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

28.2 Non-routine activities for homestay students

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

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

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

Related documents

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

28.3 No high-risk activities

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

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

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 policy and procedures

[https://mackaynorthshs.eq.edu.au/supportandresources/formsanddocuments/documents/bullying%20\(including%20cyberbullying%20policy\).pdf](https://mackaynorthshs.eq.edu.au/supportandresources/formsanddocuments/documents/bullying%20(including%20cyberbullying%20policy).pdf)

<https://mackaynorthshs.eq.edu.au/supportandresources/formsanddocuments/documents/2022-minimum%20device%20specifications.pdf>

<https://mackaynorthshs.eq.edu.au/supportandresources/formsanddocuments/documents/byox-mnshs-student-2021.pdf>

<https://mackaynorthshs.eq.edu.au/supportandresources/formsanddocuments/documents/ict-access-agreement.pdf>

<https://mackaynorthshs.eq.edu.au/supportandresources/formsanddocuments/documents/mobile%20device%20policy.pdf>

The Uniform Shop

<https://mackaynorthshs.eq.edu.au/supportandresources/formsanddocuments/documents/uniform%20solution%20-%202022%20uniform%20price%20list.pdf>

Formal uniform is to be worn every Wednesday

- Sports uniform is to be worn every day except Wednesday's.
- A hat must be worn at all times (Prep to 12) when outside the classroom

Banking

To open and operate bank account the following information is offered as a guideline as practice may vary from bank to bank. If you are experiencing difficulties please see the International Student Coordinator to open an Australian bank account you will need to present your passport and possibly additional information.

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

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

- Once your account is opened you will receive in the mail a card and a pin code Personal Identification Number code (PIN Code). You should **NEVER** disclose your PIN code to anyone.
- For your parents to transfer funds into your account you will need to provide them with the local branch identification number, your account number, bank contact details and swift code. Check with your bank as to their process and requirements).
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.
- Check with your bank as to opening hours during the week and on weekends.
- Do not carry large sums of money at school or when out in public.

Transport

Mackay Transit Coaches - KINETIC

Driving

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

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

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 international students let their homestay parents know these things also. This will avoid a lot of worry.

It is also polite to tell homestay parents in advance if you will not be home for dinner. 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 parties, using the computer, visiting friends and shopping.

Mealtimes

Breakfast

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

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

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

Lunch

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

Dinner

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

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

Expected table manners

Do:

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

Don't:

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

Food customs vary greatly between cultures, so ask your homestay parent if you are unsure about what is expected at the dinner table. Eating dinner with your family should be an enjoyable experience. Remember, it is okay to ask for more food if you are still hungry.

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.

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

Please remember to complete a travel form for overnight travel.

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).

Communication

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

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

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

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

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* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. Overseas students are not eligible for a bus pass, so you will have to pay the bus fare to and from school, your host family will help you organise a bus pass.

Swimming

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

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

Surf and Beach safety

- Always swim with a friend and do not swim at night
- Always swim between the red and yellow flags
- If you get into trouble, stay calm and signal for help

For more information on safety, consult the EQI Homestay Handbook, available on our school website:

<https://macknortshs.eq.edu.au/Enrolments/Internationalstudents/Pages/Internationalstudents.asp>

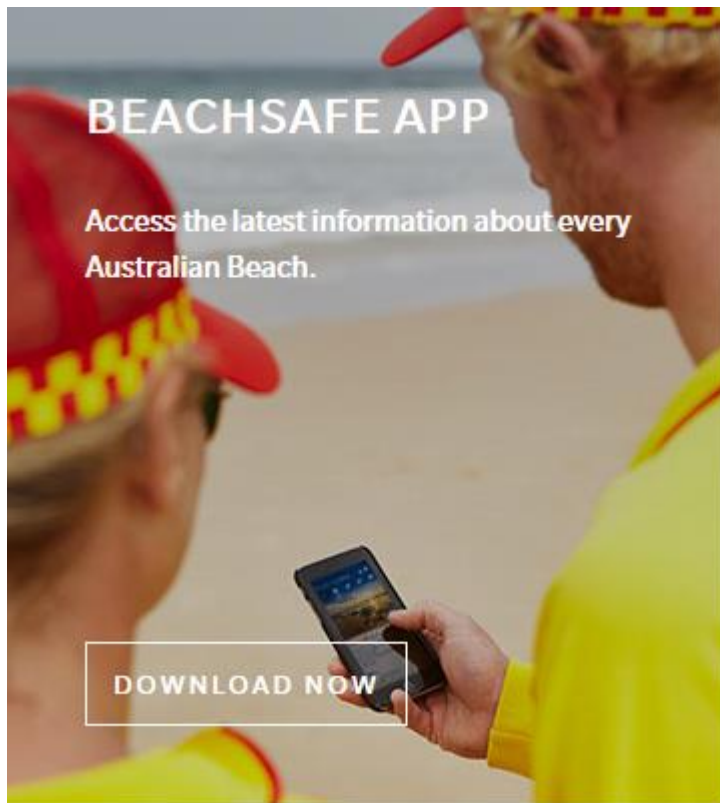
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself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