

Cavendish Road State High School



International Student Handbook

Nil Sine Pulvere, Nil Praeter Optima

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1. Principal's Welcome to Cavendish Road SHS

Welcome to a school community where pride and spirit underpins academic excellence. Cavendish Road State High is a select public school which has achieved international recognition in the academic and sporting arenas. This is a modern and dynamic school of outward outlook, where tradition and innovation is couched in the pursuit of excellence for every young person in a caring and inclusive community. A strong culture of learning is evident across the school with high expectations for all students and staff.

Our vision is to achieve and celebrate success through a commitment to individual excellence.

As a community we value: Challenge, Courtesy, Commitment, Consideration and Co-operation (known as The Five C's).

Whilst we enjoy some of the best facilities and offer a wide range of acceleration and excellence programs in Mathematics, Science, Philosophy, Music, Football, Touch Football and Netball, the greatest aspect of Cavendish Road High School is the positive environment afforded to every child. Being happy, feeling safe, being resilient, and having a strong sense of pride in belonging to their school is evident in our young people at Cavendish Road SHS. We provide support, encouragement to lead, and challenge to think and act as well informed active global citizens.

Our students are warm, welcoming and genuine young people who are provided with many and varied local, national and international learning opportunities by a very committed and hardworking teaching team.

Parents, students and teachers will tell you that this is a great school where students are strongly encouraged to perform to their very best, both individually and as part of a team, to ensure they are well prepared for their future.

Our students espouse the personal qualities that are absolutely essential for achieving individual success. All students, with the support of their teachers, families and the school community will continue to achieve outstanding results in the coming years.

Most importantly, we are a school that values personal excellence, positivity, innovation and inclusivity. With a population of students with backgrounds from across the globe, we are confident that you will find our school an exciting place to study while in Australia.



Mr R Usher
Principal







2. School details



Street address:	695 Cavendish Road, HOLLAND PARK Q 4121
Office hours:	Monday – Friday 8:00 am – 3:45 pm
Telephone:	07 3394 0777
Absence line:	07 3394 0736
International Office (Student Co-Ordinator)	07 3394 0709
International Student Co-Ordinator Mobile	0402 825 648
International Office (Homestay Co-Ordinator)	07 3394 0797
Homestay mobile	0402 825 460
Administration email:	admin@cavendishroadshs.eq.edu.au
Website:	https://cavendishroadshs.eq.edu.au
Facebook (if applicable)	https://www.facebook.com/cavroadshs

School Postal Address (All Correspondence)

The Principal
Cavendish Road State High School
PO Box 156
HOLLAND PARK QLD 4121

3. Administration

Administration	Name	Telephone/contact	
Executive Principal A Block	Mr Usher	3394 0777	
Head of School A Block	Mr Beebe	3394 0777	
Head of School A Block	Ms Nuell	3394 0777	
Deputy Principal A Block	Mr Jones	3394 0777	
Deputy Principal Year 7 & 8 B Block	Mr Watts	3394 0777	
Deputy Principal Year 9 & 10 B Block	Mr Thomson	3394 0777	

Deputy Principal Year 11 & 12 B Block	Mrs Tremeer	3394 0777	
Financial matters Business Service Manager Student Resource Scheme	Ms Jeffs	3394 0777	

Student attendance		3394 0736 or SMS 0429 843 799
Heads of Department <ul style="list-style-type: none"> • Creative Industries • English • HPE Sport • Humanities/Business • Humanities/Business • Technologies • Mathematics • Science • Foreign Languages • Pathways & Performance (Senior Schooling) • Special Education Services/Inclusion Learning Team • Director of Sports & Academies • International 	Mrs V Schafer Mrs Cuba Mr Caruso Ms Grech Ms Mitchell Mr Schloss Mr Moran Mrs Robin Mrs Cop Ms Trapp Mr Jamieson Ms Bairstow Ms Masselos	PAC K20 WO Block D Block B Block E Block Y Block L Block K Block K 16 ESS WO Block T Block
Head of Student Services <ul style="list-style-type: none"> • Senior School (11 & 12) • Middle School (9 & 10) • Junior School (7 & 8) 	Mr Tierney Mr Baker Mr Mientjes	B Block B Block B Block
Student Wellbeing and Support <ul style="list-style-type: none"> • Psychologist • Speech Pathologist 	Josh Chui/Collette Simpson Leonie Douyere	L Block iCentre

Guidance Officers		
• Senior School	Mr Niland-Rowe	B Block
• Middle School	Mrs Wilkinson	B Block
• Junior School	Mr Lynch	B Block
• Learning Engagement	Mrs Hamill	E9

4. Key Semester Dates

Semester 1 – Term 2	
Date	Event
20 April	First school day for Term 2
27 April – 1 May	Yr 11 Camp or Work Experience
4 May	Labour Day Public Holiday
1 - 5 June	Year 7 Camp
25 June	Field Events
26 June	Track Carnival
26 June	Last school day for Term 2

Semester 2 – Term 3	
Date	Event
13 July	First Day Term 3
13 August	Year 11 Dinner Dance
14 August	Ekka Show Holiday – DO NOT COME TO SCHOOL
24 – 25 August	Year 10 SETP interviews
4 September	Student Free – DO NOT COME TO SCHOOL
7 – 16 September	Year 12 Mock Exams
10 – 18 September	Year 11 Block Exams
17 September	Year 12 Formal
18 September	Last Day Term 3
Semester 2 – Term 4	
Date	Event
5 October	King’s Birthday Public Holiday
6 October	First school day for Term 4
26 October – 17 November	Year 12 External Exams
18 November	Awards Ceremony Yr 7 - 12
19 November	Last School Day for Year 12
27 November	Last school day for Year 10 & 11
11 December	Last school day for Year 7, 8 & 9

5. School values

OUR MOTTO: Nil Sine Pulvere, Nil Praeter Optima
“NOTHING WITHOUT EFFORT – NOTHING BUT THE BEST”

Our vision is to achieve and celebrate success through a commitment to individual excellence.

Values and Beliefs

Our purpose is to provide an outstanding education within a caring community. Our core values include Co-operation, Courtesy, Commitment, Consideration and Challenge.

Our Underlying Principles

- Outstanding education is a balance of academic, cultural, sporting and personal development endeavours.
- Every student's commitment to outstanding education involves a strong work ethic, high levels of organisation and a positive attitude in all aspects of school life.
- Staff commitment to outstanding education involves quality curriculum, purposeful pedagogy and timely feedback in a caring and inclusive environment.
- Achieving excellence involves identifying individual gifts and talents, setting personal learning goals, accessing all opportunities and not accepting mediocrity.
- We celebrate success, whenever excellence is achieved, in our classrooms, across our school and within the broader community.
- We acknowledge our heritage and diverse cultural backgrounds and traditions in our celebrations.

Code of Conduct

At Cavendish Road State High School, we believe that our students will learn to be people of integrity who will develop the strength of character to live as moral and ethical citizens who contribute positively to the society in which they live.

The CODE OF CONDUCT is developed around five words:

- **Courtesy**
- **Consideration**
- **Co-Operation**
- **Commitment**
- **Challenge**

Students and Staff at Cavendish Road State High School will:

- Be COURTEOUS and RESPECT the rights and feelings of others.
- Be CONSIDERATE of the rights of all.
- Be CO-OPERATIVE in working together and TOLERANT of others.
- Be COMMITTED to making a positive effort.
- Be CHALLENGED to achieve their best.



STUDENTS ARE TO:

- Observe The Code of Conduct.
- Accept responsibility for their own behaviour and learning.
- Develop self-control/self-discipline.
- Contribute to a POSITIVE learning environment.
- Work hard to contribute to their own success.
- Observe the SCHOOL RULES.
- Dress in the SCHOOL UNIFORM as set out in this "Handbook".
- Be PUNCTUAL to school and to classes.

6. International team

The International team are here to guide you with your studies and support you during your time at Cavendish Road State High School

The International office is located at the International office in T Block.

Name	Role	Contact	
Ms M Masselos	International Student Coordinator	3394 0709 0402 825 648	
Mrs P Carlin	Homestay Coordinator	3394 0797 0402 825 640	
Mrs A Carius	English as a Second Language or Dialect (EAL/D) Coordinator	Wednesday - Thursday to work with students – 3 - 5:00 pm in D16	

The international office is located at T Block. The EAL/D room is D16.

7. Emergency contacts

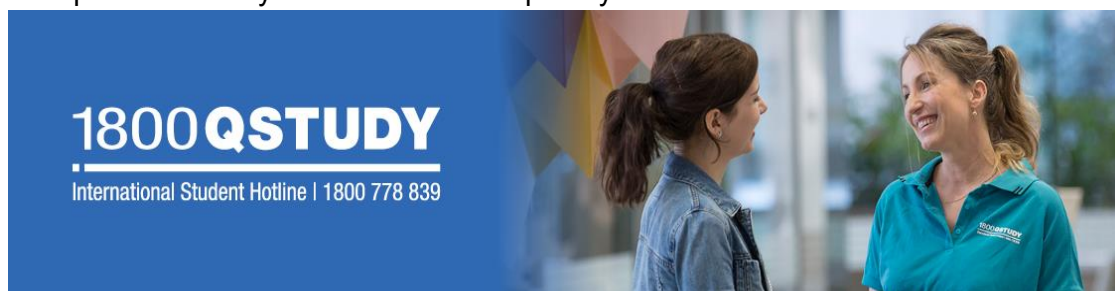
7.1. During school hours

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
Mr Beebe	Associate Principal	3394 0777
Ms Masselos	ISC	3394 0709 0402 825 648
Mrs Carlin	Homestay Co-ordinator Monday/Tuesday/Wednesday/Thursday only	3394 0797 0402 825 640
Mrs Noden	Student Services	3394 0707
Main Office		3394 0777

7.2. 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.

Different arrangements are in place for study tour students. Your chaperone will explain the support process that is available for you. For further information please phone us on +61 7 3513 5708 or email StudyTours.EQI@qed.qld.gov.au.

If you are absent from school contact Miss Masselos on 0402 825 648 NOT 1800QSTUDY

7.3. 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.

8. School emergency and lock down procedure

8.1.1. Fire

The continuous siren and/or the battery-operated portable alarm will indicate an evacuation. Teachers will escort students under their supervision at the time of the alarm to that block's Assembly Point.

At the sound of the fire alarm siren the steps below are to be followed in **NUMBERED SEQUENCE**.

1. Students are to remain stationary whilst a head count is **immediately** taken.

NOTE: Students must not delay collecting books or other personal belongings.

2. **If possible**, close all windows and doors (**DO NOT LOCK**), turn off gas taps, electricity, etc., and switch off any machinery (only if time permits).
3. The class is to proceed to the Assembly Point. If stairs are involved, descend no more than two abreast. Keep to the **LEFT** of stairways to provide access for emergency personnel. **STUDENTS ARE NOT TO WALK UNDER ANY WALKWAY ROOVES. ALL MOVEMENT IS TO BE AS FAR FROM ANY BUILDING STRUCTURE AS PRACTICAL.**

Health and Physical Education classes which are outside are to report to the nearest Assembly Point.

4. Upon arrival at the evacuation Assembly Point students are to sit down immediately in their class lines to be counted.
5. Students will **NOT** be dismissed from their class lines and may **NOT** leave the area until the **ALL CLEAR** is given.

The teacher in charge of the Assembly Point will give any necessary instructions and then dismiss the Assembly. The "all clear" signal will be the ringing of the bell in one long continuous sound or announcement over the P.A. system.

8.1.2. Evacuation Procedure When Students Are Not In Rooms

(i.e. before school, lunch times, and sporting carnivals)

Students who are in the school grounds will report to the closer of the to (2) ovals – see map next page – (with their bags if they have them at the time of the Alarm) and are to follow the instructions of stall upon arrival:

1. All students and staff are to remain at the Assembly Point until the usual "All Clear" signal is sounded.
2. In the event of a fire/bomb threat after 3.05pm, students left in the school grounds are to leave the school via the nearest gate/entrance which does not necessitate walking under or near buildings.

8.1.3. Lockdown Procedure

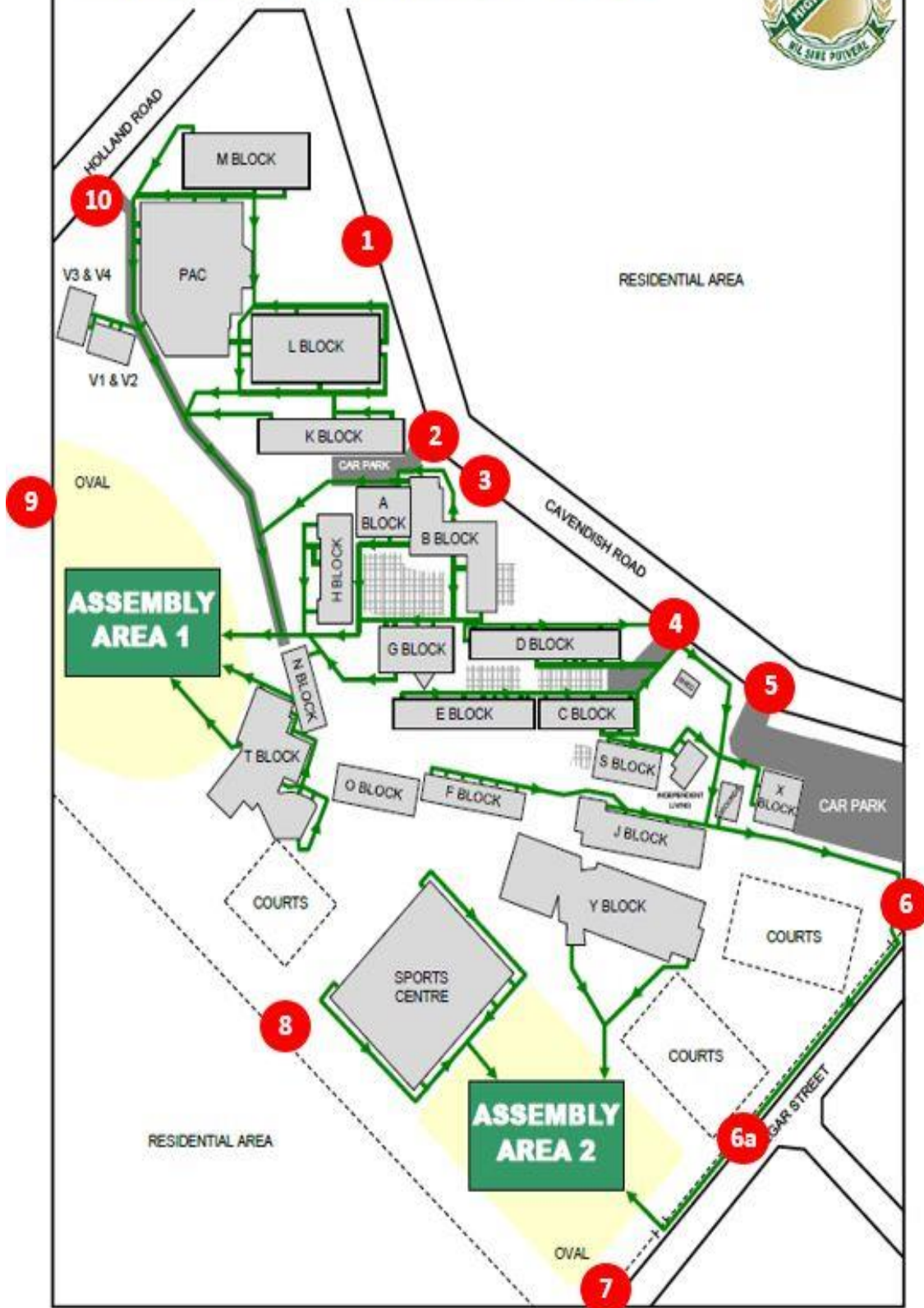
To be followed in situations where:

- ◆ ***THERE IS A SCHOOL "INVASION" BY DANGEROUS PERSONS;***
- ◆ ***THERE IS A NATURAL DISASTER SUCH AS A STORM; OR***
- ◆ ***THERE IS A HAZARDOUS SITUATION NEAR THE SCHOOL***

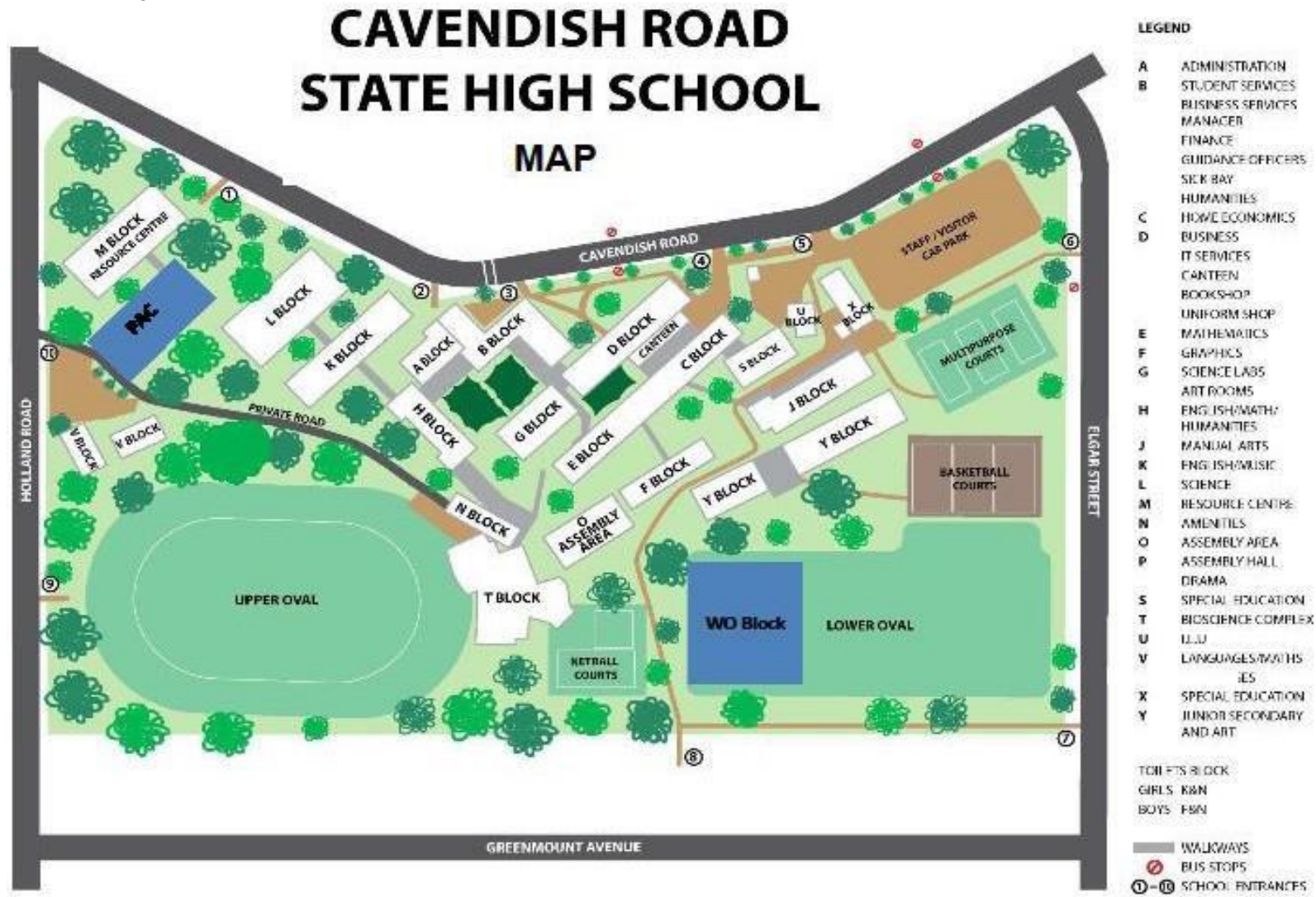
E.G. A CHEMICAL SPILL, BOMB, ETC

1. The foghorn will sound continuously for about 30 seconds to advise the school that a lockdown is in place.
2. In classrooms, teachers will close doors and windows and students and teachers will get down on the floor, out of sight as much as possible (preferably under desks). All are to remain as silent and calm as possible until the "all clear" sounds.
3. Students out of class move to the Auditorium and classes on the oval are to move to the side furthest away from the buildings with their teacher.
4. Students are **NOT** to use mobile phones.
5. The "all-clear" (a continuous ringing of the **bell**) will end the lockdown.

EVACUATION ROUTES OVERVIEW MAP CAVENDISH ROAD STATE HIGH SCHOOL



9. School map and facilities



10. Orientation

The Cavendish Road State High School international student [Orientation](#) has been designed to:

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

10.1. Your Passport to Queensland App

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

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 [Your Passport to Queensland Download Instructions](#). Alternatively, you can email any questions about the app by emailing yourpassport@qed.qld.gov.au.



10.2. Daily timetable

MONDAY		TUESDAY & WEDNESDAY		THURSDAY & FRIDAY	
Warning Bell	8.40	Warning Bell	8.40	Warning Bell	8.40
YLC/ Period 1	8.45 to 10.05	YLC	8.45 to 8.55	YLC	8.45 to 8.55
		Period 1	8.55 to 10.05	Period 1	8.55 to 10.05
Period 2	10.05 to 11.15	Period 2	10.05 to 11.15	Period 2	10.05 to 11.15
FIRST BREAK	11.15 to 12.00	FIRST BREAK	11.15 to 11.45	FIRST BREAK	11.15 to 12.00
Warning Bell	11.55	Warning Bell	11.40	Warning Bell	11.55
Period 3	12.00 to 1.10	Period 3	11.45 to 12.55	Period 3	12.00 to 1.10
SECOND BREAK	1.10 to 1.40	SECOND BREAK	12.55 to 1.40	SECOND BREAK	1.10 to 1.40
Warning Bell	1.35	Warning Bell	1.35	Warning Bell	1.35
Period 4	1.40 to 2.50	Period 4	1.40 to 2.50 SPORT	Period 4	1.40 to 2.50

10.3. Orientation timetable

Orientation Timetable Day 1

Date	Time	Venue	Orientation topic
Day 1	8:15	Main Office and Uniform Shop	<ul style="list-style-type: none"> • Arrive at school – organise uniforms (if necessary) • Meet International Ambassadors • Tour T BLOCK to show refrigerator, microwaves and lockers
	9:00	International Student Room (T BLOCK) T9	Welcome & Introductions: <ul style="list-style-type: none"> • International Student Co-Ordinator • Homestay Co-Ordinator • Guidance Officer • Give welcome pack to students (includes: Student Handbook, Welcome letter, Timetable, Letter for Bus and BCC Library card, ESSOS Form, SRS Form, Treasure Hunt Form, What Do I Do When sheet, Sun Safety Flyer, Bell Times, School Map, School Diary, Locker Key, 1800QSTUDY Business Card, Business Cards for ISC and HSC USB, EQI Pocket Guide
	9:15		Collect – Students Forms. Visa, Passport, Complete ESSOS and SRS forms, Enrolment, Subject Selection, Code of Behaviour, Homestay Code of Conduct
	9:15 – 10:00	Guidance Officer Rooms – B30	Meet individually with Guidance Officer to check subject selection (May meet with Deputy Principal to place students in class)
	9.30		Go through PowerPoint presentation 1
	10:05	Various locations around school	<ul style="list-style-type: none"> • International Ambassadors arrive • Treasure Hunt with International Ambassadors to visit key locations around the school • Collect required textbooks/access keys for etextbooks
	10:45	T BLOCK/D16	Take ID photo
	11:00	T BLOCK/D16	Go through PowerPoint presentation 2
First Break			Go with International Ambassador and have lunch
	11:55		Attend Period 3 (Ambassadors take student to Period 3 class and introduce student to the teacher. Ambassador collects student at the end of the lesson)
Second Break			With International Ambassador
	1:35		Attend Period 4 (Ambassadors take student to Period 4 class and introduce student to the teacher. Ambassador collects student at the end of the lesson)
	2:55	T BLOCK	Ambassadors bring student to ISC to answer any questions
	3:00		Travel home

Orientation Timetable Day 2

Date	Time	Venue	Orientation topic
Day 2	8:15	T BLOCK	Meet with ISC to check in
	8:30	T BLOCK	Meet Ambassador to go to Peer Support and Period 1 - 4
			Students taken by Ambassador to classes for full day, spend breaks with Ambassador
			Organise Sport for student
			See ISC at breaks and after school to check in

Orientation Timetable Day 3

Date	Time	Venue	Orientation topic
Day 2	8:15	T BLOCK	Meet with ISC to check in
	8:30	T BLOCK	Meet Ambassador to go to Peer Support and Period 1, 2, 3
			Students taken by Ambassador to classes for full day, spend breaks with Ambassador
	1:30 – 2:50	D16/T BLOCK	<ul style="list-style-type: none"> • Complete PowerPoint presentation 2 • Pair ID card to Photocopier • Go through Student Handbook including: • Money and Banking, personal safety

10.4. Orientation handouts

- International Student Handbook
- Homestay booklet
- Treasure Hunt
- Diaries/Student planner
- Email and phone list
- Overseas Student Health Cover
- Emergency contact details (1800 QSTUDY cards)
- Recreational sport selection
- Orientation evaluation

10.5. Assembly

Assembly is where the students at Cavendish Road State High School come together to receive important announcements, updates and information from the school Principal, school staff and students.

Whole School Assembly - Monday as per SharePoint Staff Calendar

Meet at YLC classrooms by 8:45am to lock bags in classrooms and move to the Alan Sampson Sports Centre.

Roll marking occurs on the parade by YLC teachers.

Following these parades students will collect their bags and move to P1 YLC.

Sub-School Parades - Monday as per SharePoint Staff Calendar

Meet at YLC classrooms by 8:45am

Roll marking occurs at the YLC room, by YLC teachers.

Bags will be locked in classrooms, and the students move to **Sub-School Parades**

Assembly attendance is **MANDATORY**.

10.6. Overseas student Meeting

International students meet each week in the international room at first break on Thursdays. 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.

11. What to do when

11.1. Late for school or class

Go to the Student Services in B Block and get a late pass. Please note students are required to bring a note on the day of late arrival. If Office staff are concerned about validity of your reason for being late, you will be referred to your Head of Student Services and to the International Student Co-Ordinator. **Make up the late with Miss Masselos after school or during lunch breaks.**

11.2. Leaving school during the day –

You must get a leave pass from Student Services **before** you leave the school grounds. A note from your homestay parent/guardian must be presented and include a reason, time of departure, time of return (if applicable). If returning to school, you must report to Student Services to record your presence before returning to class.

11.3. Feeling sick or unwell

In class inform your teacher who will arrange for the necessary attention; outside the classroom you are to report to Student Services in B Block. No student is to go to sick bay without official approval. If you are injured at school, you must report to Student Services. In

cases of a more serious injury, have someone notify the Office immediately. If you are not able to be moved, a Deputy Principal or Teacher is to be sent for immediately.

11.4. Wanting to change subjects

Speak with Ms Masselos and she will organise it for you. Students in Yrs 11 & 12 need to speak to Ms Trapp. Students in Yrs 9 & 10 need to see a Guidance Officer or their Deputy Principal.

11.5. Changing address or contact details

Let Ms Masselos know

11.6. Wanting to see a Guidance Officer

You need to make an appointment via Student Services

11.7. Lost property

Check at Student Services in B Block. Also check with your teachers and the International Office.

11.8. Toilet access during class time

Make sure you go to the toilet during break times. If you need to go during class time: Raise your hand in class and ask your teacher if you can go to the toilet. Your teacher needs to complete a leave pass.

11.9. Other What to do When

<i>I have been absent from school...</i>	Present a signed and dated, parent/guardian explanation note to your Peer Support Teacher on the day you return to school. The note must include: your student number, peer support, form class, name and dates absent.
<i>I will be absent for more than 3 consecutive days...</i>	Ask your homestay parent/guardian to telephone the student absentee number (3394 0736) and notify the school of your absence. The International Student Co-Ordinator will also follow up your absence.
<i>I will be absent for an exam or assignment due date...</i>	Refer to the Assessment Policy in your Student Handbook (electronic copy).
<i>I need to take medication during school...</i>	Asthma inhalers are the only form of medication to be carried by students. If you are likely to need to use the school 's nebulizer, then written permission from your parent/guardian is required. All other medications must be left at Student Services with specific instructions from a Doctor or Pharmacist as to their use and dosage. School staff are not permitted to hand out Panadol or other pain killers. No medication is to be given by any student to another.
<i>I am unable to participate in a lesson/activity...</i>	You must bring a note from your homestay parent/guardian explaining why you cannot participate in a lesson/activity. The note should be handed to the teacher/s concerned. A message in your diary, signed and dated by your homestay parent/guardian, is preferred when more than one teacher is involved.

<i>I can't find my class...</i>	Check your timetable, then go to Student Services and ask for help.
<i>I am lost...</i>	Check your student planner – there is a map of the school in there. If you are still lost, ask another student or teacher for help.
<i>I need to contact my parents urgently...</i>	Go to the International Office at T Block and speak to either the International Co-Ordinator (Miss Masselos) or the Homestay Co-Ordinator (Mrs Carlin). DO NOT USE YOUR PHONE ANYWHERE ELSE AT SCHOOL.
<i>I feel threatened or 'bullied'...</i>	Tell one of your teachers/administration staff/Guidance Officer or International staff immediately . Cavendish Road State High School does not tolerate bullying.
<i>I cannot wear my formal uniform to school ...</i>	Have a note written by your Homestay parents and present it before school to Ms Masselos or Teacher Aide in B Block. You will be issued with the correct uniform for the day. This must be washed and returned the next day. You will also have a uniform detention. If in doubt, see Miss Masselos or Mrs Carlin in T Block.
<i>I am unhappy or have a personal problem...</i>	Make an appointment to speak to one of the Guidance Officers or the Chaplain (in T Block). You can also speak to one of your teachers or the International Staff in T Block.
<i>I am having problems with homestay...</i>	Speak to Mrs Carlin or Miss Masselos in T Block.
<i>I need to speak to a teacher...</i>	Go to their staffroom, knock on the door, and then politely ask to speak to your teacher. Please wait patiently and quietly.
<i>I want to stay overnight with a friend or travel</i>	Speak to Miss Masselos and ask for a Travel form.

12. Accommodation and welfare

12.1. 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](#)

12.2. 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 you and your homestay family to settle in, so please take the time to develop this relationship as it will play a very important part in your happiness and success.

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

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.

12.3. Curfews

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

	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 9:30pm, unless for a school-approved extra-curricular activity
Senior High School (Years 11 & 12)	no later than 7:00pm, unless for a school-approved extra-curricular activity	no later than 10:30pm, unless for a school-approved extra-curricular activity

If you or your homestay family require approval for adjustments or additional information on implementing these curfews, please contact Mrs Carlin on 0402 825 640.

13. 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 is 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.

13.1. Culture shock

Culture shock can be described as consisting of at least one of four distinct periods: Honeymoon period, [Frustration/Distress period](#), [Adjusting period](#), and [Acceptance/Autonomy p.](#)

13.1.1. 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.

13.1.2. 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.

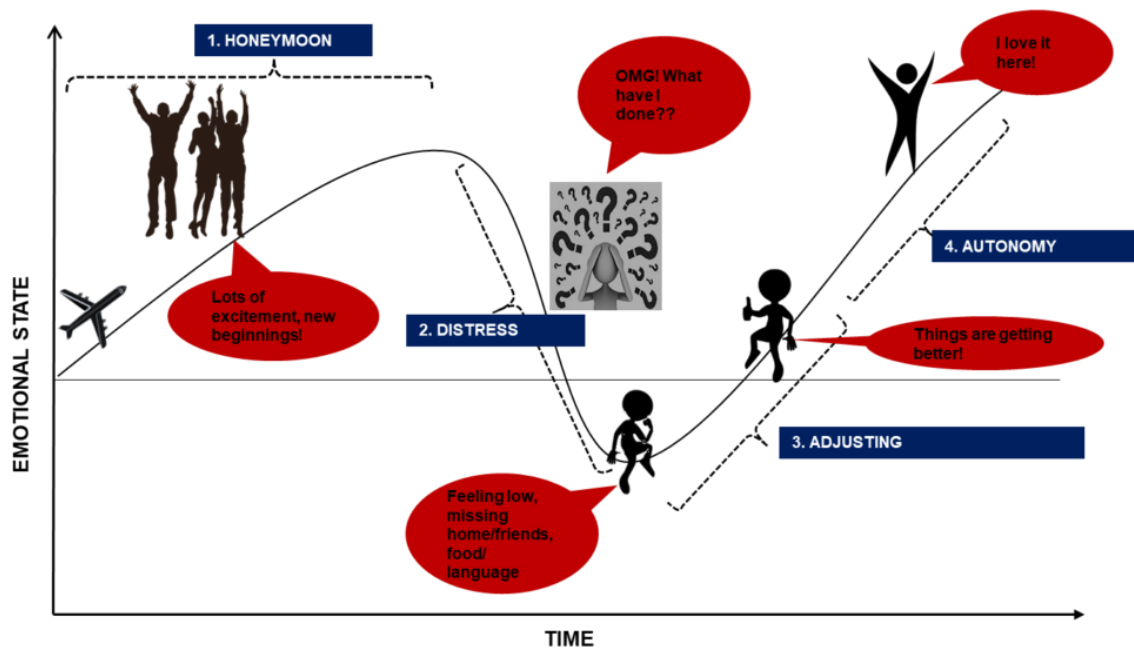
During this period students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

13.1.3. 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.

13.1.4. Acceptance/Autonomy period

Individuals in the acceptance period can 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.

13.2. 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.

13.3. 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 Cavendish Road State High School.

14. 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.

15. 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](#)

16. Visa Conditions

16.1. Attendance

Cavendish Road State High School's attendance policy <https://cavendishroadshs.eq.edu.au/our-school/rules-and-policies/attendance-policy> aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at Cavendish Road 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 8:45 am.

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 3394 0736 stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date. **YOU MUST TEXT MS MASSELOS WHEN YOU ARE ABSENT OR LATE.**

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 8:45 am – 2:50 pm
- Late arrival process Sign in at Student Services
- School absence telephone number 3394 0736
- Serious, injury or incident process 3394 0707 (Student Services)

16.1.1. 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*.

16.1.2. 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](#)
- [Cavendish Road State High School Attendance Policy](#)

16.2. 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 Cavendish Road 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 [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.

16.2.1. Unsatisfactory course progress

Cavendish Road State High School will monitor your workload and your results to ensure you complete the course on time and to assist you if you are having difficulties. The school will implement suitable intervention strategies to identify if you are at risk of not meeting course progress requirements and to notify and assist you in sufficient time for you to achieve satisfactory course progress.

16.2.2. 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.

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](#)
- [Cavendish Road State High School Academic policy](#)

16.3. Behaviour

Cavendish Road 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.

SCHOOLWIDE EXPECTATIONS TEACHING MATRIX		
COURTESY	CONSIDERATION	CO-OPERATION
<ul style="list-style-type: none"> • Remove hats in classrooms • Speak politely and be mindful of others • Follow entry and exit signs • Represent the school with pride • Place all litter in the bin • Use footpaths when travelling to and from school • Offer your seat in the bus to others • Behave appropriately on buses • Leave classrooms in an orderly manner 	<ul style="list-style-type: none"> • Respect yourself • Respect the good reputation of our school • Respect others • Respect property • Respect other's privacy • Respect the rights and beliefs of others • Hands-off policy • Use resources appropriately • Work quietly without disturbing others • Place bags in racks where provided • Access lockers in an orderly manner • Follow safe travel and transport procedures • Report irresponsible behaviour 	<ul style="list-style-type: none"> • Follow directions given • Put your hand up to speak • Leave classroom tidy • Students wait for teacher direction before entry and exit • Turn off and place all electronic devices out of sight • Move to class on the bell • Walk calmly and keep to the left • Line up outside classrooms • Abide by conditions of venue/facility • Be actively involved • Be co-operative when working with others • Comply with school uniform requirements

COMMITMENT	CHALLENGE
<ul style="list-style-type: none"> • Be prepared for the day's activities • Be on time and on task • Maintain a clean area • Be in full school uniform • Manage impulsivity • Use resources appropriately • Report incidents of concern Have your study planner with you at all times • Honour your internet agreement • Arrive at school on time • Return consent forms/money by required date • Make a positive effort • Accept responsibility for your own behaviour 	<ul style="list-style-type: none"> • Challenge yourself to always do your best • Respond appropriately when you find yourself in a challenging situation • Rise to a challenge

[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 Cavendish Road State High School's rules – student code of conduct and school policy and procedures
<https://cavendishroadshs.eq.edu.au/our-school/rules-and-policies>

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.

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

To support your success at Cavendish Road State High School you need to have good English language skills. If it is identified that you need additional support to build these skills, Cavendish Road State High School will:

Offer support in class for students in Year 9 & 10. The International program provides a qualified EAL/D teacher to join certain Year level English classes to provide support.

EAL/D support is offered every Monday to Thursday afternoon from 3 – 5 pm. It is recommended that you need to attend a minimum of one session per week for the first month. The sessions are open to all international students and there is no charge.

18. Additional study support programs

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

TUTORING SESSIONS/HOMEWORK CLUB OFFERED AT CAV RD SHS IN 2026

The 2026 Tutoring Timetable will be put on the noticeboard in T Block when it has been finalised.

19. Academic policy

The Academic Policy at Cavendish Road State High school is in alignment with EQI's Course Progress Policy.

- All International students must maintain a **Sound level [C]** of achievement in **all** subjects.
- Improvement should be noted and hard work displayed especially in areas of difficulty.
- Homework and study must be done every night and English must be practised.
- Failure to do homework may result in detentions.
- Assignment drafts must be handed in to the subject teacher on the **due date**.
- Assignments must be handed in on the **due date**.
- Extensions may be granted but this must be organised through the subject teacher and the Head of Department.
- People who can assist you with your studies are:
 - Class teachers
 - Head of Department – e.g. Maths tutorials – various Maths teachers (Thursday afternoons)
 - International Student Co-Ordinator and ESL Teacher
 - The Guidance Officer can help with study skills, subject choice/review and tertiary study queries.
- Regular reports from teachers based on *Academic progress, Attendance – late, Behaviour* will be generated to ascertain if there are any problems.
- **Intervention strategies will be implemented if a student is experiencing difficulties.**
- Academic monitoring letter will be sent to agent, parents EQI if the student is failing
- Process of cancelling Visa will be implemented if student still fails after two interventions.

20. Assignment Drafting Policy

A draft is a preliminary version of a student's response to an assessment instrument. The quality of a draft may vary from a brief outline to a response that is nearing completion. A draft can be used to provide feedback on a response as well as to authenticate student work.

Before submitting a draft, students may be required to develop an outline or discuss their approach with the class teacher. This checkpoint could occur in the form of a planning document, an introduction, an outline, a graphic organiser or student-teacher discussion.

The type of draft students submit differs depending on the subject and assessment technique. For example, if an assessment instrument requires a presentation as the response, a draft might be a rehearsal of this presentation.

Providing feedback on a draft

Teachers provide feedback on a maximum of one draft of each student's response. Across Years 7 – 12, students will be expected to develop their response to an assessment instrument with increasing independence. For instance, students in Years 7 – 9 *may* also receive feedback provided at several stages of progression.

Providing feedback is a consultative process, not a marking process. Teachers should not allocate a result for the draft student response.

Feedback on a draft must not compromise the authenticity of student work. Teachers may not introduce new ideas, language or research to improve the quality of student responses. Similarly, teachers may indicate some key errors in spelling, grammar, punctuation and calculations, and remind students that the draft requires more editing, but should not edit or correct all errors in a draft.

Feedback should encourage a student to reflect on strategies they might use to refine their response. In providing feedback on a draft, teachers indicate aspects of the response that need to be improved or developed to meet the requirements of the assessment instrument, criteria/ISMG, instrument-specific standards or syllabus standards. Students may be advised to:

- consider other aspects of the text, report, performance or activity they are creating or responding to
- develop their response to show more awareness of the audience
- give priority to the most important points by rearranging the sequence and structure of ideas
- conduct further investigation to support an argument or communicate meaning
- adhere more closely to the referencing style selected by the school.

Teachers may use a range of suitable strategies to provide feedback on the draft response. The strategy chosen may differ depending on the mode of response.

Possible strategies include:

- written feedback
 - verbal feedback
 - feedback provided through questioning
- a summary of feedback and advice to the whole class.

21. Legal services

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

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

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

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

22. 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.

22.1. 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 not 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/

23. Medical matters

23.1. 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, 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.

23.2. Visiting a doctor

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

23.3. 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.

23.4. 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](#).

23.5. 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.

23.5.1. Mental health telephone and online contacts

beyondblue support service

All ages:

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

[Online chat](#) (open 3pm to 12am daily)

[beyondblue website](#)

Kids Helpline

Age range: 5 years old to 25 years old:

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

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

Lifeline

All ages:

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

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

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

24. Fees

24.1. Tuition

You will be responsible for additional fees that you may incur. This includes competition fees (Maths Competition, Science Competition) and any sports fees eg 3D printing, Yoga.

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

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

24.2. 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.

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](#).

25. 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](#)

26. 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](#)

27. 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.

28. Appeals

28.1. 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.

28.2. 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.

29. 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](#)

29.1. 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](#).

29.2. Surf and Beach safety

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

29.2.1. 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.

29.2.2. Useful links

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

29.3. 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.

30. 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](#)

31. School policy and procedures

31.1. Anti-bullying policy

Cavendish Road State High School's anti-bullying policy is included in the Responsible Behaviour Plan for students. It includes Cyber bullying.

The anti-bullying procedures at Cavendish Road State High School are an addition to our already research-validated school wide positive behaviour support processes. This means that all students are being explicitly taught the expected school behaviour and receiving high levels of social acknowledgement for doing so. Adding lessons on bullying and how to prevent and respond to it is a subset of procedures to which our students are already accustomed.

[Cavendish Road State High Anti-Bullying Policy](#)

31.2. Bring your own device

Laptops will need to meet specific requirements in order to connect to the school network. Please see specifications below. The school has links with three retailers as an option for parents purchasing a Bring Your Own (BYOD) device. The use of these retailers is not mandatory, and they are provided as a convenience for parents. Links to the retailer websites are below on this page.

Joining the program

An annual parental contribution of \$100 will apply for the BYOD program. This is payable in full at the start of each school year. Connection to the network will not be available until this fee is paid. All students will be required to complete the BYOD Charter Agreement each year.

The annual fee contributes to the following items:

- BYOD Connection Licence
- Technical support for connection and software access
- Pool device for limited loan when BYOD device is non-functional
- Software for your BYOD computer.

For additional information or help in purchasing your BYOD laptop see the school website: [Laptop 1 to 1 – BYOD](#)

31.3. Use of mobile phones

“Away for the day” Mobile Phone and Electronic Device Policy

Cavendish Road State High school has established the following policy. For the purpose of this document, mobile phones and wearable devices include mobile phones, smartwatches, handheld devices and other emerging technologies which have the ability to connect to a telecommunications device, networks, or the internet.

During the school day from first bell at 8.40am to the bell at end of school day at 2.50pm mobile phones and electronic devices **must be switched off** and **may not be used** except at the direction of the teacher as part of the learning program, the Mobile phone or device must be **kept out of sight**.

Wearable devices: • Smart watches must have **notifications switched off**.

Earphones are to be **away and out of sight**

In Class time mobile phones and other devices such as smart watches with Bluetooth or wireless connection capability **must NOT to be used** during class time to “hotspot” to bypass the school’s network, to play music or video other than that as directed by the teacher, or to stream music to a wearable device such as in-ear headphones.

At break times Mobile phones and wearable devices **may not be used** for any purpose to make phone calls, send or receive text messages or send or receive notifications, take video or still photograph images at any time and must remain **switched off** and be **kept out of sight**.

Security of a personal device. Students are responsible for the safe keeping of personal items including mobile phones and wearable devices:

Where the student elects to keep the phone on them during the day, the device must be out of sight in a pocket. If the mobile phone is too large for a pocket, a small bag or pencil case that can be brought into the classroom should be used.

It should **NEVER be left** in an unattended school bag outside a classroom or in the playground.

During exams, all mobile phones are to be **turned off**, and **smart watch notifications turned off and silenced** and the device placed upside down on the floor next to the student desk, in a box/basket at the front of the room or lined up against the whiteboard.

Where a student does not follow this school policy

Where the student is unable to produce an exemption card, a mobile phone or electronic device that is not 'away', or is misused in class or in the playground:

- it will be confiscated and
- taken to Student Services where it will be logged and remain for rest of the school day.

Alternatively, the student can be sent to Student Services to:

- hand the device in and return with the lodgement receipt to show the teacher.
- the student will collect the mobile phone or electronic device from Student Services at the **end of the school day**.

Failing to comply with this reasonable instruction will result in disciplinary consequence under the school's Student Code of Conduct

Persistent breach of the "Away for the day" policy:

On the **3rd occasion** this occurs, Student Services will email the student and parent/guardians to inform them of this ongoing issue. Record contact in OneSchool.

On the **4th occasion** this occurs, Student Services will email the student, parent/guardian and the year level Deputy Principal to inform them of the ongoing issue and record contact in OneSchool. Disciplinary consequences including at school or after school detentions may be applied under the school's Student Code of Conduct for disobedience

On the **5th occasion**, Student Services will give the phone to the year level Deputy Principal who will contact parents/guardian and record contact in OneSchool.

Disciplinary consequences may be applied under the school's Student Code of Conduct

31.4. Make up and jewellery policy

31.4.1. Jewellery and Tattoos

- Students who have a tattoo for cultural significance and identity must apply for and be granted an exemption by the Principal. Students who have a tattoo not consistent with cultural practice and identity should cover them.
- A wristwatch or other wrist device may be worn. Wristbands of any description apart from medical bracelets are not to be worn. Note: Medical bracelets or medical necklaces are exempt.
- Earrings are to be stud or sleeper only not detracting from the intent of the uniform standard of presentation. Stretchers or spacers are not permitted.
- Further facial piercings are to use clear plastic studs. They are not to be metal.
- Anklets are not to be visible.
- Necklaces must not to be visible. Students wishing to visibly wear necklaces espousing or declaring their religious or cultural belief must apply for and be granted an exemption by the Principal.
- Head scarves consistent with school colours of bottle green, black, or white Cav Rd scarf.

31.4.2. Makeup

- Foundation, blusher, eyeliner, mascara or eye lash extensions are allowed only to the extent to be suitably muted or trimmed for day wear.

31.4.3. Nail Polish

- Coloured gel or nail polish, and/or decorated nails are to be muted.
- Heavily manicured and or acrylic nails that pose a health or safety risk to the wearer or others, may render a student ineligible to participate in some physical or other activities. This applies particularly where contact with others is a consideration, or where the manipulation of materials or dexterity is required.

31.4.4. Hair

- Hair must be neatly groomed, in natural toning, worn off the face and neatly tied back for all students.
- Hair accessories should be in the school colours of green and white (available from the uniform shop).
- Facial hair must be neat and tidy.

Fingernail polish and excessive make up that does not meet this standard must be removed.

SUPPORTING STUDENTS & DEALING WITH UNIFORM PRESENTATION Our school culture of belonging, pride, inclusiveness, and good discipline are ideals maintained through school policies consistent with the Code of Conduct for Students. Students are expected to comply with the Code of Conduct. Students are NOT suspended, excluded or denied access to instruction for a uniform infringement.

31.5. Uniform requirements

The Cavendish Road State High School Parents' & Citizens' Association has determined the policy of the wearing of a school uniform and that students must be professionally presented at all times.

Our school dress code was developed under the authority of S.360 and 361 of the Education (General Provisions) Act, 2006 and is specific in the standards of what is acceptable in relation to clothing, including headwear and footwear and other aspects of personal presentation. Gender neutral options are provided to ensure inclusivity of all students.

Pride in personal presentation and wearing the school uniform to a high standard is expected and maintained.

FORMAL UNIFORMS are worn to and from school every day except Tuesday (Years 7, 8 and 9) or Wednesday (Years 10, 11 and 12), when full sports uniform may be worn.

When Physical Education classes require the wearing of the sports uniform, students will change during break times before class and change back into their formal uniform at the end of the class.

All aspects of the uniform are to be well maintained, clean and, where applicable, recently ironed.

Short Term Uniform Problems

When a student has a problem with the uniform code, he/she must contact the Wellbeing Teacher Aide in room **B Block** before school to obtain a replacement uniform. Detentions will be given to students who do not conform and have not followed school procedures. Persistent offenders of the dress code will be disciplined.



31.5.1. Consequences for Not Wearing Correct School Uniform

Supporting and correcting, are our first responses to students not wearing uniform to dress code and standard is resolved without disciplinary response, where students presenting to school

Department of Education, trading as Education Queensland International. CRICOS Provider Code: 00608A.

- have difficulty due to family circumstance or financial hardship
- with a minor non-compliance

Procedure:

Before school.

When a student has a short-term problem with the uniform code and are not wearing the correct school uniform,

- students are expected to report Uniform Correction (8.30am – 8.40am).
- They will be provided with a replacement uniform or item e.g. school tie, belt, shirt, blouse, shoes, jumper.
- Students who present to school in non “Cav Rd” socks will be given a pair of “Cav Rd” socks to keep, and parents or carer will be sent an invoice through the school’s finance system.
- All borrowed items are to be returned washed and ironed within 3 days. Note: That parents/carers are invoiced for the non-return of borrowed items.

Other uniform matters: Hair, nails, or excessive jewellery

- are discussed with students and given opportunity to rectify or remove. This can include:
 - tying hair back (ribbon or elastic tie will be provided)
 - removing excessive jewellery (in the alternative, may be confiscated according to Education Queensland Policy Temporary Removal of Student Property and
 - Parent/carers are contacted to support the policies of the school as agreed under the Enrolment Agreement if the issue cannot be immediately resolved.

During the school day.

If a student is in class and is not wearing the correct uniform, the teacher

- will provide opportunity to self-correct e.g. tie back hair, put on the correct shoes, or other uniform item if these are readily accessible such as in a student’s school bag,
- record the uniform issue in IDAttend AND refer to the Head of Student Services who will follow up in a timely manner.
- The student remains in class to engage in their learning.

SUN SAFE - HATS

All students, in all year levels (Years 7 to 12), are required to wear a school hat (bucket hat or cap) whenever in the sun.

SENIOR JERSEYS

Senior jerseys complement the school uniform as an item of acceptable dress code for year 12 students only. Ordering and payment is arranged by the school as a ‘user pay’ item and not via the P&C Uniform Shop.

Uniform costs

[Cav Rd Uniform price list.](#)

The uniform shop is located in B Block.

Opening hours are:

Monday – 8 – 11:30 am

Department of Education, trading as Education Queensland International. CRICOS Provider Code: 00608A.

Wednesday and Friday - 8 – 9 am

See below for uniform information.


- Formal uniform is to be worn Year 7 – 9 Monday, Wednesday, Thursday and Friday. Years 10 – 12 Monday, Tuesday, Thursday and Friday.
- Sports uniform is to be worn only on Tuesday (Years 7-9) and Wednesday (Years 10 -2). If students are studying HPE they are to wear their formal uniform to and from school and change during the breaks.
- A hat must be worn at all times (7 to 12) when outside the classroom.

GENERAL NOTE: Students will be asked to remove items that are not part of the school uniform. An exemption must be sought and approved by the Principal who will consider safety and other matters consistent with legislation and policy. Exemptions are limited to reasonable requests based on cultural, religious or other grounds as provided for in Human Rights and Anti-Discrimination legislation. These rights may be limited where it is reasonable to do so, as provided for in legislation.





31.6. Girls' Formal Uniform

(Items indicated with an * need to be purchased from the school uniform shop.)

ITEM	DETAILS	HOW/WHEN WORN
*BLOUSE: 	White overblouse with short sleeves, button opening at the center front and with a scooped hemline. A wide roll collar is attached to a V-neckline. The pocket, embroidered with the school logo, is compulsory from 2025 .	Top button must be done up. Blouses need to be of an appropriate size which does not allow the mid-riff to be seen when arms are raised. The blouse is not worn tightly.
*TIE:	Year 7 to 9 bottle green "cross" tie. Year 10 to 11 bottle green "knotted" tie. Year 12 bottle green "Senior" tie.	The tie is knotted at the collar. The knot of the tie must cover the top button.
*SKIRT:	A-line bottle green skirt with 3 hip-stitched pleats either side of the centre front and centre back, and a side zipper opening.	The finished length is on or below the knee. Skirts are worn on the waist and not rolled up.
* or SHORTS	Formal Shorts in bottle green.	Can only be worn with the formal blouse.
* or LONG PANTS	Formal grey long pants	Can be worn with formal blouse only.
*SOCKS:	Compulsory - Cavendish Road white socks.	Worn unfolded
SHOES:	Polished black college leather shoes with black laces. Non-leather sports shoes/slip-on shoes/contemporary urban design shoes from the likes of Nike or Globe are NOT permitted. (Canvas shoes do not conform to Workplace Health and Safety requirements.)	Laces are to be tied with a bow at the top. The backs must always be firm to support the heel. Shoes must be in good order.
*BUCKET HAT OR CAP	Cavendish Road hat with school crest.	Bucket hats or caps are suited to general wear, playground and sports activities.
STOCKINGS	Black full-length stockings – not knee-hi stockings.	Can be worn with formal uniform only.
FAITH BASED HEAD SCARVES:	Plain bottle green or white – no decorations or tassels.	
SCHOOL BAG:	A range of black school bags available	If purchasing from another retailer, a plain black, non or minimal branded school bag, is preferred.

31.7. Boys' Formal Uniform

(Items indicated with * need to be purchased from the school uniform shop.)



ITEM	DETAILS	HOW/WHEN WORN
*FORMAL SHIRT  	Years 7 – 9 Bottle green short sleeved shirt open necked, with white facings on collar and sleeve. The pocket, embroidered with the school logo is compulsory from 2025 .	It must be worn tucked into shorts or trousers. The collar must be turned down.
	Year 10 - 11 students A short or long-sleeved white shirt open necked with pocket embroidered with the school logo is compulsory from 2023 .	It must be worn tucked into shorts or trousers. The collar must be turned down. The sleeves of the long-sleeved shirt must not be rolled up above the elbows.
	Year 12 students Year 12 students wear a bottle green "Senior" tie that is gifted to students by the P&C, with their white embroidered shirts.	It must be worn tucked into shorts or trousers. The collar must be turned down. The sleeves must not be rolled up above the elbows. The knot of the tie must cover the top button.
Items worn with the FORMAL SHIRT		
*TROUSERS/ SHORTS	College grey tailored short or college grey long trousers.	Shorts and trousers must be worn with the belt described below.
BELT	Plain black belt with a plain buckle.	Worn with shorts or trousers.
*SOCKS (Worn with college grey tailored shorts)	Year 7 – 9 Cavendish Road white socks. Years 10 – 12 Long grey socks with school colour tops.	White socks worn unfolded. Long grey socks to be worn pulled up.
SOCKS (Worn with college grey long trousers)	Short grey or black socks.	These socks are ONLY to be worn under the college grey long trousers.
SHOES - FORMAL	Black college leather polished shoes with black laces. Non-leather sports shoes/slip-on shoes/contemporary urban design shoes from the likes of Nike or Globe are NOT permitted. (Canvas shoes do not conform to Workplace Health & Safety requirements.)	Laces are to be tied with a bow at the top. The backs must always be firm to support the heel. Shoes must be in good order and always polished.
*BUCKET HAT OR CAP	Cavendish Road hat with school crest.	Bucket hats or caps are suited to general wear, playground and sports activities.
Option with the FORMAL SHIRT UNDER SHIRT	A plain BOTTLE GREEN or WHITE T-shirt ONLY can be worn under the BOTTLE GREEN formal shirt. A plain WHITE T-shirt ONLY can be worn under the WHITE formal shirt.	The under shirt must only be visible at the collar of the formal shirt. It must not extend below the formal shirt sleeve.

SCHOOL BAG:	A range of black school bags available	If purchasing from another retailer, a plain black, non or minimal branded school bag, is preferred.
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31.8. Boys' and Girls' Winter Clothing – optional

ITEM	DETAILS	HOW/WHEN WORN
*JUMPER	Pullover – bottle green with white stripes on the neck.	Jumper sleeves are worn at the wrist and must be in good condition. Sleeves are not to be pulled over the hands.
*JACKET	Bottle green with white trim	Can be worn with either formal or sports uniform.
BLAZER	Bottle green with monogram on pocket.	Worn with formal uniform by Year 12 Leaders only.
*TRACKPANTS	Bottle green school track pants with white pin stripes are only to be worn with the sports uniform.	Worn over sports shorts.
*SCARVES	Bottle green scarf with white monogram.	Worn around the neck.

31.9. Boys' and Girls' Sports Uniform

ITEM	DETAILS	HOW/WHEN WORN
*SHORTS 	Green 4-way stretch shorts with white CAV RD on lower left is compulsory from 2023.	To be worn at a length that finishes at the top of the knee.
*SHIRT 	Green polo shirt with white piping, white school logo and white CAV RD on the back is compulsory from 2023 .	Shirt is not tucked in.
*SOCKS	Compulsory Cavendish Road white sports socks.	Worn unfolded.
SHOES - SPORTS	Low cut lace-up runners/track shoes/runners/sports shoes. Vans, skate shoes, deck-shoes, slip-ons and canvas casual shoes are not permitted.	Laces are to be tied with a bow. Shoes must be clean and in good order.



32. Banking

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

If you are experiencing difficulties, please see the International Student Coordinator or Homestay 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** 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.

32.1. Banking Terms

ATM	Automatic Teller Machine – allows you to withdraw or deposit any money into your account. If you use an ATM that does not belong to your bank you will be charged a fee that will vary between \$2.00 - \$2.50 per transaction
B-Pay	Allows you to pay bills quickly through your online bank account
Cash Out	An easy way to withdraw money without having to go to an ATM. When paying using EFTPOS, you can specify the amount you want when the cashier asks, “Any cash out?”
Direct Debit	If you choose to pay a bill by direct debit (you need to set this up in your online banking) the amount will automatically be taken out of your account each month. You must make sure you have enough money in your account to meet your payments otherwise the bank will charge you a fee of up to \$30 - \$50.
EFTPOS	Method of paying using your bank’s card. Widely used and a minimum spend usually applies. Just swipe/insert/tap and go into the EFTPOS
PayWave and P	The latest method of paying that allows you to “tap and go” for purchases under \$100. No PIN or signature is required.

33. Transport

Students usually walk (if close) or may ride a bicycle to school. Many students also catch a bus to and from school. Check the Brisbane City Council Journey planner and speak to your homestay family or the Homestay Co-Ordinator if you need help.

[Brisbane City Council Journey Planner](#)

As a high school student, you are entitled to a **Concession Go Card** to use on the bus, train and ferry services around Brisbane. For information on [Go Cards](#) click on the above site.

Bicycles are to be parked in the racks provided and must not be ridden in the grounds. The bicycle racks are out of bounds during the day.

Skateboards and scooters are not to be brought into the school grounds unless the student is part of the Tuesday afternoon skateboarding group. In this situation, on arrival at school, the skateboard is to be deposited at the relevant sport teacher's staffroom.

Buses – All student behaviour on buses is governed by the Queensland Government Transport Code of Conduct for School Bus Travel. If you require further information on bus services, go to translink.com.au or call 13 12 30.

Travelling to and from school – Students are to ensure that their behaviour whilst travelling to and from school is such that the school's good reputation is preserved.

33.1. Student Drop Off and Pick Up

There is a student pick up and drop off zone located in Elgar Street. There is also a bus zone in this street for daily drop off and pick up of commuting students, to and from school.

33.2. 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.

34. 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.

35. House Structure

35.1. School Houses & Sport

On enrolment, students are placed in a "House". The school's houses are named after past students who excelled in their chosen field.

35.1.1. Harpur House

As a boy, **Paul Harpur** was fit and fast. He was a student at Cav Road between 1994 and 1997. In true Cavroadian spirit, he continued his love for sport and began working upon a pathway to life after school. After graduating, Paul went on to complete degrees in Business and Law with Honours, a Masters in Law, and a PhD. Paul was admitted as a solicitor in February 2004.



Dr Paul Harpur's research and teaching expertise are in the areas of disability rights, anti-discrimination laws, work health and safety laws and corporate social responsibility.

Dr Harpur's PhD concerned labour rights and human rights. Building on this research base, Dr Harpur has published widely in Australia, the United Kingdom and the United States on employment, anti-discrimination and human rights laws.

Dr Harpur has a mixture of practice and research experience, having formerly practiced as a lawyer and continues to work as an industrial relations special advisor in a private practice. In the past Dr Harpur has held a range of research posts, including, research fellowships at The University of Queensland, Griffith Law School and on an Australian Research Council grant with Griffith University, Queensland University of Technology, the United Nations University, New York University and the Centre for International Governance (Canada).

Dr Harpur has led a range of projects, including an International Labour Organization project assessing labour rights in the South Pacific, including a particular focus on the rights of persons with disabilities.

Dr Harpur has an extremely strong international reputation and has held visiting fellowship positions with the Centre for Disability Law and Policy, Institute for Lifecourse & Society, National University of Ireland, Galway and with the [Burton Blatt Institute](#), College of Law, Syracuse University, New York. Following his work at Syracuse University, Dr Harpur has been appointed an [International Distinguished Fellow](#) with the Burton Blatt Institute.

35.1.2. Johnson House



Dick Johnson was a student at Cav Road between 1952 and 1956. He is a five-time Australian Touring Car Champion and three-time Bathurst 1000 winner. Dick is a supporter of over 100 charities annually, including organisations supporting children. In 1997 he was awarded the Member of the Order of Australia.

Now retired from driving, Dick Johnson has no intention of stepping away from the sport that has made him a popular national sporting personality and one of the most successful racing drivers in Australian history.

The colourful Queenslander is today readily identified with Ford's proud blue and white oval badge, but Johnson actually started his long and successful career in the rival camp, racing an FJ Holden in 1964 in which he won his first race at only his second attempt.

Early in 1999, Dick Johnson announced his retirement from driving. Despite many setbacks over the years, Johnson soldiered on, preserving a statistic that saw him finish in the top ten every year since 1981.

35.1.3. Page House

Brisbane-born **Stephen Page** is the first choreographer of Aboriginal and Torres Strait Islander descent to have achieved major national and international recognition. His Aboriginal ties are to his father's community that of the Munaldjali people of the Yugambah tribe whose traditional land in south-eastern Queensland extends from Charleville in the west across to Surfers Paradise in the east. Stephen was a past student at Cav Road. He progressed to become a nationally and internationally renowned Indigenous dancer and choreographer, a member of Sydney Dance Company and Aboriginal Islander Dance Theatre.

Some of his most famous work includes choreographing dance for:

- 2000 Sydney Olympics
- Sydney Theatre Company
- Australian Ballet
- Bangarra Dance Theatre
- Director of the Adelaide Festival 2004.



He is the recipient of two Australian Dance Awards. In 1997 he received the award for outstanding choreographic achievement and in 2010 the award for services to dance. He is currently the Artistic Director of Bangarra. In 2008 he was named NSW Australian of the Year.

35.1.4. Harrop House

Four members of the **HARROP** family attended Cav Road.

Loretta attended Cav Rd between 1988 and 1992. She represented Australia in swimming between 1986 and 1990 and competed as a Triathlete in the 2000 Sydney Olympics finishing 5th. Loretta also won Silver at the 2004 Athens Olympics.



Rebecca attended Cav Road between 1985 and 1989 and was School Captain in 1989.

Luke attended Cav Road in 1990 and was a world-class Professional Triathlete. Sadly, at the age of 24, Luke tragically died after being hit by a stolen car when on a training ride for the national Australian triathlon series at Surfers Paradise. "He was an absolute world-class athlete," coach Col Stewart said of Harrop, who was second in the 2001 Triathlon Australia national series.

Finally, **Russell Harrop** (attended in the early 60's) was the proud father of Rebecca, Loretta and Luke and a very generous supporter of Cavendish Rd SHS.

36. School Leadership Opportunities

Cavendish Road State High School's Student Leadership Program provides students with leadership training and skills that enable them to be positive and influential in their many life contexts. Leadership at Cavendish Road is nurtured through opportunities in both formal and informal avenues. Our philosophical commitment is to engender in every Cavendish Road State High School student a belief that leadership is within their capacity.

Our holistic approach to the development of leadership attributes in all students expands personal growth and skills that are vital to success both academically and for life. The school looks forward to the future as every one of our students recognise their potential and goes on to influence the world for the better.

The promotion of student leadership is a vital feature of successful education communities. Cavendish Road State High School actively provides increased opportunities for leadership each year. We offer a Junior Secondary and Senior Secondary prefect structure in which students are elected to the following positions:

- School Captains
- Vice Captains
- Community Leader
- Arts Leader
- Cultural/International Leader
- Indigenous Leader
- STEM Leader (Science, Technology, Engineering and Mathematics)
- Sport Leader
- House Leader

These leadership positions contribute to a strong leadership culture where the Student Voice is fostered and valued.

37. 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.

37.1. 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.

37.2. 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.

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.

38. 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 weeknights 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.

39. 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.

39.1. 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, "May I *please* have ..." and say "thank you" when you receive it.

40. Digital Safety and Cyberbullying

In today's connected world, it's essential to be aware of the potential risks that come with using the internet. As an international student, you may encounter unfamiliar online platforms and understanding how to protect yourself online is vital. Always be cautious when sharing personal information online—avoid sharing your address, phone number, or financial details on public forums or with people you do not know. Be mindful of online scams and phishing attempts, where fake websites or emails may try to steal your personal data. It's also important to use strong passwords and enable two-factor authentication where possible. Additionally, cyberbullying—any form of bullying or harassment that happens online—is taken seriously at our school. If you experience or witness cyberbullying, report it to a teacher or counsellor immediately. By staying informed and vigilant, you can help protect yourself and others in the digital world.

41. 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**.

42. Permission to Leave the School Grounds

Only in exceptional circumstances will students be given permission to leave the school grounds. In these circumstances, a note from a parent or a phone call requesting permission to do so must be received by the office. Students must present their note to the school office at first break.

43. Sickness and Accident

In cases of serious illness or accident, a parent/carer will be notified by telephone, in order to determine what course of action the school is to take. In the case of serious injury, the child will be transported to the public hospital by ambulance.

Any medical conditions your student may have must be notified to the school at enrolment or as the condition arises whilst attending the school.

44. Medication at School

All medications (including **Panadol, cough syrups, prescription medicines**, etc.) should be delivered to Student Services with:

1. A letter from the parent /legal guardian requesting the medication be given.
2. The medication should have the instructions provided on the medication container by the medical practitioner, health care professional or pharmacist as directed. The administering officer cannot solely accept the instructions of the parent/guardian.
3. The instructions on the medication container need to indicate the student's name, specific times at as well as the dosage of medication to be administered.
4. All unused medication will be returned to the student at the end of year or disposed of.

Asthma puffers are not available at school. Students in Years 7—12 are permitted to carry their own asthma puffers.

45. Canteen

The canteen is open before school as well as at first break (morning tea) and second break (lunch time). Volunteers are vital to continue to make this service affordable to our school community.

The canteen provides healthy, varied and nutritious food for students and staff. The menu follows the Smart Choices - healthy food and drink supply strategy.

46. Programs of Excellence

46.1. Science

Cavendish Road State High School offers the Science Academy, beginning in Year 9, for students who have been identified as excelling in Year 8 science. The Academy classes complete the Australian Curriculum requirements, as well as undertake extension topics. Students continuing with the Science Academy in Year 10 accelerate their learning and complete the first semester of Year 11 Biology in the second half of Year 10. In Year 11, students in the Science Academy complete a Griffith University Cell Biology course, which is integrated into the remaining Year 11 work (predominantly in semester 1). Completion of this course guarantees entry into Griffith University science courses and students who study science at Griffith University in the future will receive credit for this course. Students in the Science Academy complete the same Year 12 Biology course as the remainder of the cohort.

46.2. Mathematics

Diagnostic Assessment is used to identify our high performing Mathematics students and inform our decision making over class groups. Higher performing mathematics students are engaged with extension tasks and activities. Our top performing Year 7 students are invited into the program. Students within the program are accelerated through Years 8 and 9 with the aim to complete Year 10 Mathematics by the end of second semester Year 9. Students then commence Senior Mathematical Methods. In addition, they have the choice to select Specialist Mathematics Preparation. This is an elective subject and is aimed at preparing students for Specialist Mathematics studies. This course is open to all students. During Year 11, students continue their studies in Mathematical Methods. In Year 12, students complete one university subject (University of Queensland and/or Griffith University).

46.3. Instrumental Music Excellence (IMEX) Academy

The Cavendish Road Jazz Music Academy provides an opportunity for Instrumental and Extra Curricular Music Students to be extended beyond their perceived ability by providing learning experiences performing music in a Jazz and Contemporary context.

Students in the Middle school will participate in Stage Band which focuses on building basic stylistic knowledge and improvisational skills. As students progress, they will be invited to perform in more advanced ensembles. In Instrumental lessons, Advanced students get the option to study an alternate curriculum with a greater focus in Jazz, contemporary music and improvisation and can start working towards

obtaining a Certificate III in Jazz Studies through our industry partner, Jazz Music Institute.

46.4. Ideas and Philosophy – giving extension opportunities to our gifted and talented students.

In 2019, the Humanities faculty will use a variety of proven diagnostic strategies and teacher observation to identify gifted and talented students in years 7 and 8. These students will then be invited to take part in a passport to independence (P2i) program that will be implemented from term 2. The aim of the P2i is to develop independent life-long learners who are capable of adapting to an ever-changing world.

The pedagogical approach within the programme centres on cooperative and inquiry-based learning strategies and the intent is to engage the students with challenging higher order thinking tasks from various subjects such as Philosophy, History, Geography and Economics. The P2i program is offered before and after school as extension opportunities for students. As students attend/complete each course their progress over the two years is tracked in their learning passport. The program will be 4-8 weeks in duration (one session per week) and will be offered in traditional classroom settings and online.

46.5. Sporting

Cavendish Road SHS has a proud sporting tradition. The school offers three sporting academies designed for high level and elite athletes in Football, Touch Football and Netball. Placement in the academies offers students a unique opportunity to develop as players and study the HPE curriculum through the lens of their sport. Enrolment in these programs also allows access to a range of elite level state and national competitions. Selection into any of the Academies occurs only by trial. A student's ongoing position within the subject is based on performance, academic results, attitude and behaviour.

47. Student Wellbeing

Our school has an extensive framework for the provision of support and care for all students. Our extensive Pastoral Care Program fosters peer-mentoring, teamwork and citizenship with a focus on developing the whole student. The specific elements of the program include:

- Whole school, multi-age Peer Support system which encourages students to work together on team building skills in vertical groups.
- 'Bullying: No Way' policy.
- Drug and Alcohol awareness in Years 10 and 11.
- An active student council led by prefects.

- School values which focus on Courtesy, Consideration, Co-operation, Commitment and Challenge.
- Behaviour intervention and self-esteem programs including Rock n Water.
- 'RISE' personal program for girls.
- House system and House captains for competitions, both sporting and co-curricular.
- A senior leadership and mentoring program.
- Student led assemblies.
- Year 7 and 8 Resilience and Independence Program and camp.
- Year 10 Senior Education and Training Plans.
- Year 11 Personal Development and Leadership Program and camp.
- Year 12 Health and Wellbeing Seminar and QCS Preparation Program.

All of these elements encourage an atmosphere in which team spirit, participation and school pride are valued in a strong culture of learning.

47.1. Student Council

The student council is co-ordinated by Year 11 Aspiring Leaders and House Captains from Years 7 to 10. The major roles of the Council are:

- To contribute to and maintain the outstanding culture of the school.
- To gauge and communicate student issues and concerns to the Administration.
- To develop projects to enhance the physical environment of the school.
- To develop and sustain links with community organisations.

48. The Student Support Team

In addition to the International Student Co-Ordinator and Homestay Co-Ordinator the following Support Staff are available to assist students with a variety of issues: the **Guidance Officer**, **School Health Nurse**, and **Psychologist**. You can make appointments with them in person, or through a friend or teacher. If you're not sure who is the best person to talk to about your situation, all members of the support team will be able to point you in the right direction.

48.1. Guidance Officer

Guidance officers are experienced teachers who have completed further study in guidance and counselling. They also undergo training in other areas such as behaviour management, family therapy, grief counselling, mental health issues and career development. Guidance Officers work closely with administration and teaching staff to ensure that the welfare needs of students are met.

Guidance Officers provide a direct service to both individuals and groups of students. Students may self-refer or be referred by parents, teachers or members of the

Department of Education, trading as Education Queensland International. CRICOS Provider Code: 00608A.

administration. Guidance Officers provide counselling and advice on personal issues, resources and advice on careers and courses, personal development and mental health issues. Although a member of the school staff, they are able to extend beyond the teacher role and handle sensitive situations in a confidential manner. They also maintain links with and can refer students and families to outside agencies.

The role of a Guidance Officer is very broad, and they are involved in many areas.

The activities of the Guidance officer may include:

- Assessing students' placement and specialist support needs.
- Personal counselling in relation to individual safety and crisis management.
- Helping students manage relationships and behavioural difficulties.
- Study skills development.
- Verification of students with special needs.
- Career counselling and advice.
- Subject and Course selection.
- Career planning and decision making.
- Overseeing tertiary applications through QTAC.
- Information on jobs and how to get them.
- Supporting Independent Students

There are 4 Guidance Officers at Cavendish Road, **Mr M Lynch, Mrs Hamill, Mr Niland-Rowe and Ms A Wilkinson**. All Guidance Officers are at school every day.

48.2. School Health Nurse

The Youth Health Nurse can see young people in private to talk about anything that affects health and wellbeing. These issues could include:

- Health and Relationships Problems
- Personal and family problems
- Smoking, alcohol and drug use
- Sexual Health
- Feeling unhappy or stressed
- Puberty, growing up and feeling good
- Healthy eating, exercise, weight and eating issues
- Getting in touch with the right service

The School Health Nurse is Ms Sandra Chesney. The nurse's room is in L Block near Science Staffroom). The nurse is at school every Thursday and Friday.

48.3. Further Support

There are many other people at school who can offer support or guidance, work with students on issues affecting the student body or link you with the Support Staff at the school. Some of them include the Year Level Co-Ordinators, Teachers, the Principal and Deputies, Prefects, Student Representative Council (SRC) and Friends. No

problem or issue is too big, small, different or scary that you need to keep it to yourself, first talk to whoever you feel comfortable with and trust and go from there.

We look forward to meeting you, The Student Support Team.

49. Personal Safety

1. Right to safety
2. Keeping violence in perspective
3. Confidence
4. Commitment
5. Body Language
6. Being aware of surroundings
7. Trusting and acting on instinct
8. Assertiveness
9. Networks
10. Personal Safety Plan

50. Want to Work While Studying?

Your visa will allow you to work a maximum of 20 hours per week. The Queensland Government has reduced this to 12 hours per school week (38 hours for non-school weeks eg School holidays).

Good sources of work opportunities include career/jobs boards at school and on business websites as well as online job sites. Larger organisations usually recruit directly through their website so head there to have a look. Small businesses such as cafes and retail shops will sometimes post vacancies on their shopfront window. If there is a particular organisation that is not advertising, but for which you would like to work, get in contact with the manager and hand in your resume. If you make a good impression, they may remember you the next time they are hiring. You are allowed to work 20 hours per week maximum – **remember you are here to study, and you are on a student visa.**

50.1. Tax File Number (TFN)

Anyone who works in Australia has to pay taxes and the amount is determined by how much you earn. You will need to complete an application for a TFN, otherwise the government will take 50% of your money. Some students get a job that pays cash only. Be careful, as you will not be covered if something happens at work.

50.2. Superannuation

This is basically a retirement fund. If your monthly salary is more than \$450, your employer must contribute an additional 9.5% of your wage into your superannuation fund. You may only access those funds when you are the retirement age or older.

50.3. Your Rights and Responsibilities in the Workplace

Make sure you know your responsibilities and rights at the workplace. Visit the Fair Work Ombudsman website (fairwork.gov.au) or call 13 13 94 for more advice and/or information.

With regards to pay, you are entitled to at least the basic rate of pay for your age and job classification.

- You must be paid accordingly for the number of hours you work.
- You must be paid on a regular basis (either fortnightly or weekly).
- Your pay slip must include your employer's details (including ABN), number of hours for which you are being paid, amount of income tax you are paying, amount of the superannuation contribution and how much you have been paid.
- You should not have money taken out of your pay to cover things such as customers shoplifting
- You should be paid for "trial work"
- Working on a public holiday and weekends entitles you to a higher rate of pay.