

QUEENSLAND ACADEMIES - HEALTH SCIENCES CAMPUS

International Student Program

Orientation Booklet



NAME

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Welcome

Welcome to the Queensland Academy for Health Sciences (QAHS), we hope that you enjoy the experience of living and learning in a Queensland school. You may find the first few days overwhelming, tiring, confusing and different but there will be excitement as well amongst all these experiences. There are many people including staff and students who are willing to help make your transition a smooth one.

The aims of the orientation program are to:

- Facilitate a successful adjustment to living and studying in Queensland;
- Provide information and skills to become an independent resident and learner in Queensland and more particularly QAHS.

This booklet is intended to provide a guide so that you are familiar with the expectations of being a student at QAHS and the procedures and expectations of the Queensland education system. It will also serve to orientate you to the local area.

Introduction to the Gold Coast



Facts about the Gold Coast

- ❖ Famous for its sun, surf and sand, the City of Gold Coast stretches along 57 kilometres of coastline. It also encompasses World Heritage Listed national parks. The largest subtropical rainforest remnant in the world and more than 100,000ha of nature reserves and World Heritage sites
- ❖ The City of Gold Coast's current population is 513,954 residents
- ❖ The Gold Coast has a comfortable, sub-tropical climate, which is enjoyable all year round. Temperatures average in the mid to high 20°C all year round
- ❖ Sunscreen is a must, along with a hat and sunglasses for eye comfort. Lightweight clothing is most comfortable most year round with a light jacket or jumper for cooler nights
- ❖ The largest concentration of themed attractions in the southern hemisphere
- ❖ One of Australia's fastest-growing regions
- ❖ Ethnicity: Multicultural
- ❖ Language: English
- ❖ Currency: Australian dollars and cents

Queensland Academies – Health Sciences Campus



General Information

Office hours and contact details

Street Address: 102 Edmund Rice Drive, Southport 4215
Postal Address: PO Box 1115, Ashmore City Q 4214
Phone: (07) 5510 1100
Fax: (07) 5510 1130
Email: qahs-admin@eq.edu.au
Office Hours: 8:00am – 4:00pm Monday to Friday
Class Times: 8.30am – 2:00pm (Break 10:20am-11:00am)

Leadership team

Principal *Jane Sleeman*
Deputy Principal..... *Vanessa Rebgetz*
Deputy Principal..... *Garry Brown*
Head of Student Services *Annette Jackson*
Head of Science & Enrichment *Mark Cooper*
Head of Contemporary Teaching and Learning *Lissa Hodson*
Business Services Manager - Human Relations *Helen Asser*
Business Services Manager - Finance *Marina Henkelmann*
Guidance Counsellor *Paul Haydock*
Technical Officer..... *Brent Egan*
IB Coordinator *Alan Craig-Ward*

Orientation Checklist

Your orientation will be an on-going process with the focus initially being on school routine and expectations. As you become familiar with the topics below place a tick beside each to indicate you have covered that topic.

Topic	Information
Student Visa Conditions	Living in Queensland Booklet
Settling In	Student Orientation
Local Area Maps	Student Orientation
Legal Matters (alcohol/drugs/driving in Queensland)	Student Orientation
Banking	Student Orientation
Transport	Student Orientation
Phones	Student Orientation
Post Office	Student Orientation
Health <ul style="list-style-type: none"> • Overseas Student Health Cover • Claims • Prescriptions • Healthy/Safe living in Queensland 	Student Orientation
Medication	Student Orientation
Communication	Student Orientation
QAHS Student Services	Student Orientation Student Handbook
QAHS Complaints and Grievances' Policy & Procedures	Student Orientation Student Handbook
Refund	
Homestay <ul style="list-style-type: none"> • Expectations • Communication/house rules • Food 	EQI – International Code of Conduct for International Students
QAHS Information <ul style="list-style-type: none"> • School map/tour • Buddy system • School expectations • Concept of soft control • Subject selection and subject changes • ID photo's, textbooks, uniforms, timetable • Laptop, internet, email accounts • Assessment/assignment policy • School reports • Exam/assignment support • Use of ISC • Extra-curricular activities • Safety (lock down/fire evacuation) • University Pathways • IB Diploma/Overall Positions/tertiary Entrance 	Student Orientation Student Handbook Subject Handbook CAS Handbook – Managebac Learning Place Guidance Officer/Counselor
School Orientation Summary	
What should I do if.....	
Excursion Activity Sheet	
Useful Websites	

Student Visa conditions

All international students must meet three very important visa conditions.
You cannot be enrolled in a school or stay in Australia if your visa is not current.

Attendance

- You are expected to maintain 100 per cent attendance unless you are sick with a medical certificate.
- Medical certificates must be provided to your school within 5 days of your absence.
- The school keeps records of your attendance and notifies EQI and Department of Immigration and Indigenous Affairs (DIMIA) when your attendance rates fall below 80%. This can lead to cancellation of your student visa and in this case, you will be required to leave the country immediately.

Academic progress

- You will be expected to maintain satisfactory progress in all subjects studied as part of your visa conditions.
- A failing grade in any subject may result in a contact by EQI or DIMIA.

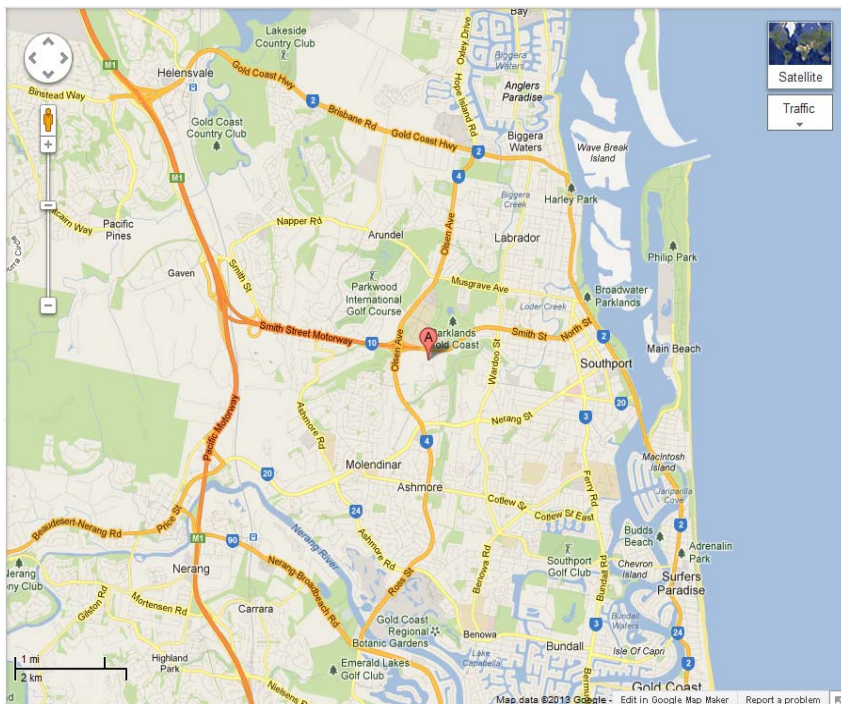
Address

- The school, EQI and DIMIA must know your contact details at all times whilst you are in Australia. For this reason you must always leave a contact number with your home stay family if you are going out.
- You must be contactable on holidays and weekends and you cannot change your address without permission from the International Program Manager.

Work permission

- Your visa does not give you permission to work in Australia.
- You can apply for a student/working visa.
- Work must not affect school participation, results and not exceed 20 hours per week.
- It is advisable not to apply for work until you are settled into a routine with school and living in Australia.

Local area map



Banking

- To open an Australian bank account you will need to present your passport and possibly some other identification.
- Most banks and building societies have telephone banking, Automatic Teller Machines (ATM) and branch access.
- Once your account is opened you will receive in the mail a card and PIN (Personal identification Number) which should not be disclosed to anyone.
- For your parents to transfer funds into your account you will need to provide them with the local branch identification (BSB), bank contact details and bank account number.
- **Bank Hours**
Monday to Thursday 9:30 am to 4 pm
Friday 9:30 am to 5 pm
Saturday and Sunday Closed
- Visa, Master Card, American Express and Diners cards are widely accepted in Australia.
- Avoid carrying large sums of money at school.
- Post Offices are also agents for various banks and Building Societies.

Transport

- Your home stay family will be able to provide you with directions to the nearest bus stop.
- They can also advise you about the **best transport routes** for travel to and from school, the city and local shops.
- Gold Coast City buses cover the city's public transport needs with daily services across the region.
- Timetables and route details are available from the internet www.translink.com.au or www.surfside.com.au
- Depending on where you live, transport can cost you up to \$20 per week.
- Taxi transport through Gold Coast Cabs is also available by calling 131008.

Phones

- Mobile phones may be brought to the Academy but must be turned off during class time.
- Please keep your mobile phone on you at all times to prevent loss.
- You can buy mobile phones in Australia through a contract plan (you pay for the phone and line rental over a period of time, without bulk payment up front) or you can pay for the hardware up front and buy pre-paid call card as you need them.
- Please note that there are certain public places where it is not acceptable to use a mobile phone, eg movie theatres, schools, libraries, public performances.
- You are able to purchase phone cards that allow you to call overseas from any phone (private and public) from Telstra. Use your phone cards while living with home stay family. Phone calls are **not included** in your Homestay Payment Fee.
- Also check with home stay family about internet use and payment as this is also **not included** with your Homestay Payment Fee.
- Please ensure the International Student Coordinator and school have your mobile number for emergencies.

Post Office

- There are many Post Offices located around the Gold Coast
- Website: auspost.com.au

Health

- A Medibank Private Card will be issued to you within 3 weeks of your arrival in Australia.
- This must be kept current and paid in full for length of stay otherwise in breach of visa requirements.
- This card helps cover some of the cost of medical treatment while you are in Australia.
- You can also access medical services in the suburb you live.
Refer to the yellow pages in the phone book.
- Remember that when you are away from school due to illness you will need to provide a medical certificate on your return or within five days at the latest.
- When you go to the doctor or health provider (e.g. dentist) you will need to pay for the service and obtain a receipt in order to claim reimbursement.
- To claim reimbursement complete a Medibank Private Claim Form and attach your receipt. You then visit a Medibank Private claims office or post the claim form to the office.
- You will be reimbursed for part of the medical or health service cost on the spot or mailed to you if posted.
- If you require medication the doctor will supply you with a prescription that allows you to obtain medication. This can be obtained from any pharmacy/chemist.
- See International Student Co-ordinator in Qld Academies, Homestay coordinator or QAHS International Student Line Manager if you require assistance in completing forms.
- If you are sick at school you should report to Administration
- During orientation you will be given a 24 hour emergency contact card which is to be used in the case of an emergency while away from homestay family. In case of emergency the school staff will contact EQI who will contact your parents.
- Overseas Health Cover (OSHC)
- Gold Coast Hospital, 108 Nerang Street Southport Qld Australia 4215. Phone: (07) 5519 8211

The payment of your OSHC is included in your fees. Please read the Membership Guide for Overseas Student Health Cover. **It is a visa requirement that your OSHC is kept current.**

Medication

- Please note that we are not able to administer any headache, pain or other type of medication.
- All medication you may need must be taken to Client Services with details from your doctor

Communication

Examples:

- Fortnightly meetings with the International Student Co-ordinator or International Student Line Manager
- Monthly morning teas
- Term functions
- Formal interviews as needed with Mrs Jackson, International Student Line Manager
- Postal for reports and letters – to parents and agents
- Email – check daily
- Emergency contact card
- Morning notices (SharePoint)

QAHS Student Services

The Executive and Student Services staff are located in the Executive Services Building at the front of the campus and can assist students with general enquiries, including first aid.

The philosophy of the role of Student Services is to assist students in 'unlocking their potential'; help students develop their own self-awareness resulting in reliance on self to deal with life choices; assist students in their development of a purposeful life and taking responsibility for their actions; and to provide programs that understand all students at QAHS and to know who they are as a person.

Student Services staff consist of the following:

- Head of Student Services.....Annette Jackson
- Guidance Counsellor.....Paul Haydock
- School Based Health Nurse.....TBA
- Year 10 Coordinator.....Maree Gold
- Year 11 Coordinator.....Gary Fox
- Year 12 Coordinator.....Patricia Carta

The Head of Student Services leads and manages the following areas:

- Student Support Services
- Student Welfare (Mentor Learning Communities)
- Student Compliance (Responsible Behaviour Management)
- Creativity, Activity and Service (CAS)
- Enhancement Programs
- Homestay Program
- Students with Special Requirements
- Extra-curricular Programs and Events
- Interschool Sport Program
- International Student Program
- Student Leadership Program

QAHS Complaints and Grievances

- If you are unhappy with any aspect of your program, please notify Mrs Jackson (International School Program Line Manager), then Mrs Sleeman (Principal).
- If problems continue or you continue to be unhappy with the situation, you can contact the Director of EQI. For more detail about grievance procedures, please see EQI's Refund, Grievance and Privacy Policy.
- Guidance and counselling is also available to you through the schools Guidance Officer.

Homestay

Staying with an Australian family

The way Australian families live may be different to the way you live in your home country. The most important thing to remember if you are unsure of what is expected, ask your host family. Your homestay family will provide you with details about expectations and rules.

- Families are not all the same
- Everyone helps
- Mealtimes
- Expressing emotions
- Australian homes
- Australian teenagers
- Talking to your homestay family
- Sleepovers
- Making the most of your homestay experience
- Rules and curfews

Checklist

- Bathroom customs and use;
- Procedures for changing bed sheets and towels;
- Your responsibilities regarding household tasks and duties and looking after your bedroom;
- Cooking, washing and ironing arrangements;
- Household practices on conservation and the environment;
- Keys, access and security arrangements;
- Safety
- Use of the television, computer and use and payment of telephone and internet;
- Arrangements for travelling to and from school;
- Having guests visit you/sleepovers;
- Meal times and arrangements for letting your family know when you will not be home for a meal;
- Contact details and arrangements (your home stay parents should always know where you are and how to contact you); and
- Arrangements and payments over holidays.

Dealing with culture shock

Symptoms	What to do
Sleep disturbances	Talk to host family
Eating problems	See the Guidance Councillor
Illness	Phone home
Homesickness	Keep busy
Loneliness/Isolation	Talk to other International students
Boredom	Talk to Australian friends
Hostility/withdrawal	Talk to buddy

Weekends and holidays

- Tourist information
- Beaches
- Beach safety
- Follow signs
- Swim in signed or patrolled areas
- Swim with others
- Be aware of your ability
- Never run, jump or dive into shallow water
- Avoid swimming after dark
- Stay calm if in trouble
- Wear sun protection
- Be aware of marine stingers
- In the event of a sting where a lifeguard is not present leave water and apply liberal amount of vinegar, which is available on all main beaches
- Avoid taking a dip in saltwater creeks or tidal rivers as estuarine crocodiles pose a dangerous threat.
- Weekend activities
- Shopping
- Adventure activities and liability
- Travel permission
- Contact details with home stay family – visa condition, you must be contactable at all times
- Longer trips/outside district – need travel permission form signed by parents

School Orientation summary

1. Is your timetable easy to follow?
 Yes No
2. Who is your care/MLC (Mentor Learning Community) teacher? _____
3. Where is your care/MLC room? _____
4. On which day do you attend assembly? _____
 Where? _____
5. Do you have your school I.D. card? _____
6. Have you organised textbooks? _____
7. Do you have access to a map of the school? _____
8. Have you been able to locate all your classrooms? _____
9. Which subjects have you attended so far? How did you find these subjects?
 - _____
 - _____
 - _____
 - _____
10. What major differences have you encountered at QAHS in comparison to your own school?
 Please list these below?
 - _____
 - _____
 - _____
 - _____
11. Have you been assigned a year level buddy? _____
 Name: _____
12. Who do you see to organise your laptop, internet password and email accounts?

13. Fill in the table below

Contact	Responsible for	Location
International Student Program Manager Name:	• • •	
Homestay Co-coordinator Name:	• • •	
Care/MLC Teacher Name:	• • •	
Guidance Officer Name:	• • •	
English Support Teacher Name:	• • •	

14. Do you have contact numbers in case of emergencies? List these.

15. Who do you see if you need to discuss subject choices and changes?

16. a. If you require assistance with assignment support who do you contact?

b. Where can they be found?

c. What day do you access this person for assistance?

d. How do you book in?

17. If you have concerns about your home stay who do you see?

Use the space provided below to write any questions that you may have at this stage.

Concerns/Questions

What should I do if?

Below are some suggestions to help with commonly asked questions? Please add any questions that you may have at this point.

Question	Solution
If I cannot find my class?	
If I get lost?	
If I am absent from school?	
If I need to leave school during school time for any reason and do not have home stay or parental written permission?	
If I have to see a teacher in a staffroom?	
If I have issues with homestay?	
If I am having difficulties at school eg subject choices?	
If I am having difficulty settling into the school routine?	
If I want advice regarding my personal life?	
I want to use my mobile phone at school?	
If I need to submit an assignment?	
If I have problems accessing computers or difficulties logging on the school system?	
If I wish to travel on my own or with homestay family?	
If I am late to school and don't make it to my Care class?	

If you don't understand something, get advice quickly so it does not become a big problem. **REMEMBER** we are here to help you have and enjoyable experience while studying and living on the Gold Coast.

Activity sheet

Local Area/City Excursion

Use the maps provided for you to complete the activities that follow.

1. Use the map to locate the suburb you live in.

What direction is this from the school?

2. QAHS is located on which street?

3. As you walk along the Cavill Avenue make a list of all the attractions/shops/businesses you encounter.

4. What are some of the major tourist attractions that the Gold Coast has to offer?

5. What do you plan to visit during your stay in Australia?

Useful web addresses

Gold Coast

www.visitgoldcoast.com
www.goldcoast.qld.gov.au
www.goldcoastinfo.net

Brisbane

<http://www.ourbrisbane.com>
<http://www.brisbane.qld.gov.au/BCC:BASE::pc=HOME>

Newspapers/Magazines

Courier Mail
The Gold Coast Bulletin

Maps

www.whereis.com