



INTERNATIONAL STUDENT HANDBOOK 2023

Department of Education trading as Education Queensland International
(EQI) CRICOS Provider Number 00608A.

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PRINCIPAL'S WELCOME

Hello, and welcome to Balmoral State High School,

환영합니다

Bienvenida

欢迎

Selamat datang

ようこそ

Chào



We are pleased that you are able to be with us to start your educational journey in Australia. Balmoral State High School is moving confidently into the future. We are building a future based on a proud heritage of high achievement in the academic, vocational, sporting and artistic areas. We foster intellectual, social, physical and cultural development in young people. We strive to challenge and enrich the lives of students in order that they may reach their full potential. Our students are encouraged to accept responsibility and develop independence and self-discipline through our values rich core expectations.

HIGH EXPECTATIONS – COMMITMENT TO ACHIEVING EXCELLENCE

Our science and mathematics facilities and programmes are second to none, providing pathways to careers in STEM; chemistry, physics, aerospace, science, engineering, biomedical, forensic science, medicine and allied health. Our current and upgrading facilities are second to none!

STRIVING FOR EXCELLENCE

In addition to a broad range of core academic subjects, Balmoral SHS is renowned for its gifted and talented programmes that include: Football Academy, Music Academy, Netball Academy, Horizons Academy (aerospace), Boeing enterprise team, school theatre productions, debating, E-Sports, VIBE radio station, and vocational education.

EMBRACING THE WORLD

Our award-winning international programme, with over 20 years of experience provides education and cultural experience to students from all over the world. We believe that future citizens of the world will require global understanding and this is fostered through interaction with students from differing cultural backgrounds.

A SAFE AND SUCCESSFUL SCHOOL

We are a school that invests heavily in the success of our students. We value family and community; a place where everyone can feel safe; where students know they are supported and where we are serious about learning and teaching. We are large enough for opportunities, however small enough to care.

Our aim is to provide the best education possible to all students so that they may be active and resilient citizens of the future. We seek to provide a well-rounded education with opportunities for intellectual, social and emotional growth over the six vital years of high school. We recognise that everyone is different, and it is the difference that enriches our community. We want our students to challenge their minds, release their creativity and embrace lifelong learning and growth.

You will make new friendships, develop new skills and share your own culture in our school. There will be times when you need a little help. This handbook will help with some of your concerns, but there is also a team of people who will help you through your schooling.

A handwritten signature in black ink, reading 'Linda Galloway'.

Linda Galloway

Principal

Director of International Student Studies

SCHOOL DETAILS

Street Address:

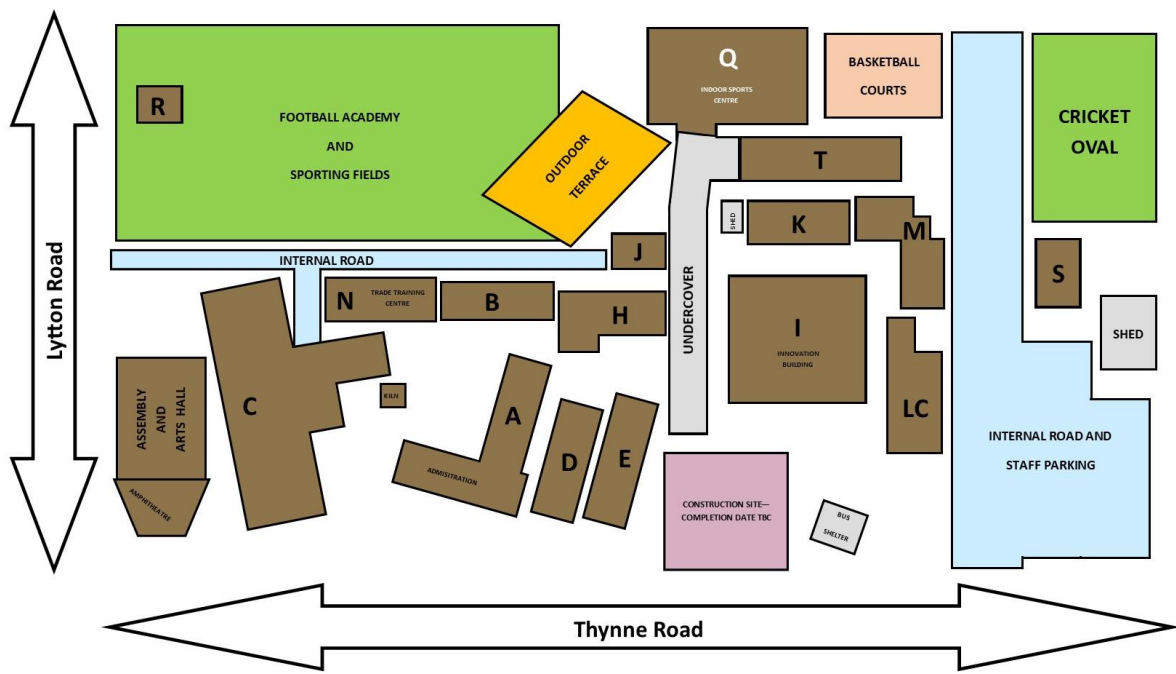
Crn Thynne and Lytton Rds., Morningside, 4170.

Postal Address:

PO Box 120, Morningside, 4170, Brisbane, Queensland.


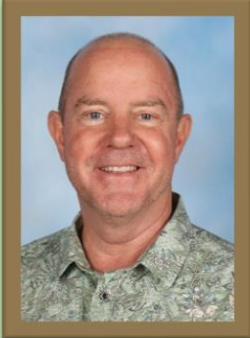


Office Hours: Monday – Friday 8:00 am – 4:00pm
 Main Telephone: (07) 3823 8588
 Absence Call Line: (07) 3823 8555
 SMS Absence: 0457 935 569
 Homestay Mobile: 0436 625 367
 International Team Email: InternationalTeam@balmoralshs.eq.edu.au
 Website: <https://www.balmoralshs.eq.edu.au>
 Facebook: <https://www.facebook.com/balmoralshs>
 Instagram: [instagram.com/balmoralshs/](https://www.instagram.com/balmoralshs/)
 International After-Hours Hotline: 1800 QSTUDY (1800 778 839)

SCHOOL MAP AND FACILITIES



INTERNATIONAL TEAM

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

 <p>LINDA GALLOWAY Principal Director of International Student Studies lgall47@eq.edu.au</p>	 <p>STEPHEN CONDE International Mentor Teacher scond38@eq.edu.au</p>
 <p>NATASHA WRIGHT-MARTIN Homestay Coordinator nwrig125@eq.edu.au</p>	 <p>REBECCA SUTTON International Student Coordinator rsutt48@eq.edu.au</p>

The International Team are located in the following locations:

- Principal and Director of International Student Studies - located in the Administration Building, ask to speak with them at Student Services.
- International Mentor Teacher – located in the International Room (D04).
- International Student Coordinator - located in the New Administration Building, ask to speak with them at Student Services.
- Homestay Coordinator - located in the New Administration Building, ask to speak with them at Student Services.

ADMINISTRATION AND LEADERSHIP



**PRINCIPAL
DIRECTOR OF INTERNATIONAL STUDENT STUDIES**

Linda Galloway
lgall47@eq.edu.au



**DEPUTY PRINCIPAL
YEAR 7 AND 10 STUDENTS**

Mick Baker
mbake17@eq.edu.au



**DEPUTY PRINCIPAL
YEAR 9 AND 11 STUDENTS**

Vanessa Cash
vcash3@eq.edu.au



**DEPUTY PRINCIPAL
YEAR 8 AND 12 STUDENTS**

Rebecca Gardiner
rgard28@eq.edu.au

HEAD OF DEPARTMENT

Junior Secondary
 Senior Secondary and Vocational Education
 Arts
 English
 HASS
 HPE
 Sport
 Mathematics
 Science
 Technology, Business and Aerospace
 Pedagogy and Performance
 LOTE
 Special Education and Inclusion

Kellie Baumgart
 Sarah McDaniel
 Sam Neill
 Nick Howard
 Emma Hart
 Shane O'Malley

kbaum22@eq.edu.au
smcda9@eq.edu.au
sjnei0@eq.edu.au
nhowa35@eq.edu.au
elhar0@eq.edu.au
somal12@eq.edu.au

Narelle Gunner
 Georgia Wignall
 Alyce Goodacre
 Zena Carusi-Lees

ngunn4@eq.edu.au
ggibs31@eq.edu.au
agood162@eq.edu.au
zcaru1@eq.edu.au

Shirley van Zyl

svanz3@eq.edu.au

STUDENT WELLBEING AND SUPPORT

Chaplain (*M, W, TH*)
 Guidance Officer
 Psychologist
 E/ALD Teacher (*W, TH, F*)

Harmony Otrutcek
 Kate Niland
 Pedro Calafiori-Adan
 Penny Kourra

hotru0@eq.edu.au
knila1@eq.edu.au
pcala6@eq.edu.au
pkour1@eq.edu.au



For all other staff details and contacts, please scan the QR code.

If you are still unable to locate the information you require, please ask the International Team for assistance.

SCHOOL VALUES

SCHOOL BELIEFS ABOUT BEHAVIOUR AND LEARNING

At Balmoral, we believe that a supportive school environment is created by quality interpersonal relationships within and outside of the school. Our school community is based around a positive behaviour support programme that is focused on explicitly teaching students the desired behaviours and rewarding appropriately.

→ **Responsibility: As a responsible student,**

- I know and abide by the school rules, policies and procedures;
- I attend school regularly and on time for all my classes;
- I am prepared for my classes and have all of the required books, writing implements and equipment;
- I show self-control and consider how my actions may affect others;
- I respect others' personal space, and keep my hands and feet to myself at all times;
- I follow directions promptly and to the best of my understanding;
- I own my own behaviour;
- I am an active and contributing team member and member of society;
- I encourage and develop positive relationships with others;
- I develop resilience to effectively deal with problems and issues as they arise.

→ **Excellence: As a student who demonstrates excellence,**

- I conduct myself in an excellent manner both in and out of the school;
- I take pride in my personal presentation and my school work;
- I wear the school uniform correctly and with pride;
- I speak politely and use appropriate language at all times;
- I set personal and learning goals;
- I try my hardest, even when the task appears difficult or insurmountable;
- I complete all set tasks and assessments on time.

→ **Acceptance: As a student who accepts others,**

- I respect the right of others to teach and to learn;
- I act and behave in a manner that respects the diversity of backgrounds and cultures that create our Balmoral State High School community;
- I am responsible for my learning and actions which create the environment in which we all learn;
- I respect and appreciate the individual differences that make each of us unique;
- I am tolerant of others and try to be patient and understanding, even in challenging situations;
- I acknowledge the ideas and opinions of others and encourage everybody in my group to have a say.

→ **Learning: As a learner,**

- I listen attentively to all instructions and follow them promptly;
- I participate actively in all of my classes;
- I accept that sometimes I may not understand an activity but I will try it anyway;
- I accept that sometimes I make mistakes but all mistakes are opportunities to learn from;
- I empower myself and individuals to promote independence.

OUR VISION

REAL OPPORTUNITIES... REAL OUTCOMES... REAL FUTURES...

→ **Our Charter**

At Balmoral State High School, we foster intellectual, social, physical and cultural development in young people. We strive to challenge and enrich the lives of students in order that they may reach their full potential. Our students are encouraged to accept responsibility and develop independence and self-discipline through our values rich core expectations.

→ **Core Expectations**

Balmoral State High School is a safe and positive learning environment. All people at our school have the right to learn and to be treated with respect.

1. Responsibility

At all times, I am open and honest with myself and others. I take personal responsibility for my thoughts and actions. I show pride in myself, my achievements and the achievements of others.

2. Excellence

I strive to achieve my potential. Personal success means something different for each of us but I strive to be the best that I can be. Excellence is developed through encouragement and perseverance.

3. Acceptance

I treat all people in my community with respect and show compassion and understanding for all. I strive to work co-operatively while respecting difference and valuing others. I accept that there are rules, regulations and commitments that must be adhered to and I accept the consequences of my actions.

4. Learning

I believe that education is empowering. To confidently address my chosen life and community roles, I need the self-knowledge that comes through learning. I strive to be an independent learner and to have the confidence to demonstrate initiative and be enterprising in approaching life's challenges.



Balmoral students are REAL students. I am a REAL student.

EMERGENCY CONTACTS (DURING SCHOOL HOURS)

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

In the event of an emergency during school hours, notify a staff member and ask them to contact the office and ask for the International Student Coordinator. If you are well enough, report to Student Services immediately for medical intervention.

NAME	ROLE	CONTACT
Rebecca Sutton	International Student Coordinator	Office: (07) 3823 8510 Mobile: 0466 505 133
Natasha Wright-Martin	Homestay Coordinator	Office: (07) 3823 8584 Mobile: 0436 625 367



EMERGENCY CONTACTS (AFTER SCHOOL HOURS AND ON WEEKENDS)

1800QSTUDY

International Student Hotline | 1800 778 839

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

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

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

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

WHAT IS THE FREE CALL 1800 QSTUDY?

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

WHEN SHOULD I USE THE 1800 QSTUDY SERVICE?

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

At these times:

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



CRITICAL OR LIFE-THREATENING SITUATIONS – DIAL TRIPLE ZERO (000)



A critical or life-threatening situation includes:

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










You can download the [Emergency+](#) application (app) from the Apple, Google and Microsoft app stores. The [Emergency+](#) app helps



**Save the App that
could save
your **life**.**

provide critical location to emergency services.

SCHOOL EMERGENCY AND LOCKDOWN PROCEDURE

<p>FIRE/BOMB ALERT Continuous on-off alarm</p> <p>EVACUATE! EVACUATE! EVACUATE!</p>  	<p>LOCKDOWN Repeating rising pitch siren</p> <p>LOCKDOWN! LOCKDOWN! LOCKDOWN!</p>     
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In all emergency evacuation procedures, students must follow the directions of their teacher and in all circumstances, respond in a responsible and appropriate manner following the instructions as detailed on the evacuation posters located in each class room.

IN THE EVENT OF FIRE OR ANY OTHER CAUSE FOR EVACUATION NOTIFY THE OFFICE IMMEDIATELY!

IN CASE OF FIRE	
REMOVE	people from the immediate danger.
ALERT	call out in a loud voice; notify the office immediately.
CONFINE	fire – close doors and windows (if safe).
EVACUATE	to the assembly area.

On hearing the fire alarm, any person with a disability should evacuate immediately assisted by a nominated person.

DO NOT ENTER THE BUILDINGS UNTIL ADVISED BY A FIRE WARDEN!

STAGE 1 – PRE-EVACUATION

On the sounding of a fire alarm (fire nearby), prepare to evacuate when directed. Leave your school bags in your classroom, **DO NOT** take any personal items. Advise a **teacher or fire warden** if you require assistance to evacuate.

The fire alarm will be projected over the P.A. system. The fire alarm is a combination of voice and sound using:

Tone/siren/sound alert for 5 seconds,
Use of words “Evacuate, Evacuate, Evacuate”,
Tone/siren/sound alert for 5 seconds.

10 second silence,
Tone/siren/sound alert for 5 seconds,
Use of words “Evacuate, Evacuate, Evacuate”,
Tone/siren/sound alert for 5 seconds.

(Repeat)

In the event of power failure, a manual bell will be rung.

STAGE 2 – EVACUATION

When directed to leave, take the safest and most direct route to the outside of the building.

Follow highlighted route immediately to the **ASSEMBLY AREA**.

Students assemble in current class with their teacher on the cricket oval. Rolls will be marked via DayMap.

If an evacuation occurs during lunch time or before school, all students must assemble in connect classes.

Students who are at the office at the time of the evacuation will assemble with the office staff. Once at the cricket oval, students will join their class group.

Follow all instructions given by school staff or emergency personnel.

STAGE 3 – POST EVACUATION

Report any missing or injured persons to a **warden, fire officer or teacher**.

Teachers will ensure that all students from their class group are accounted for.

Remain at the assembly area until you are safe and the evacuation has been cleared by officials.

LOCKDOWN

A lockdown is a procedure whereby all staff secure themselves and their students in their classrooms or work areas. This is a temporary precautionary measure when there is a perceived threat to the personal safety of students or staff.

In a **LOCKDOWN** situation, you may be the school P.A. system will signal a combination of voice and sound using:

Tone/siren/sound alert for 5 seconds,
Use of words “Lockdown, Lockdown, Lockdown”,
Tone/siren/sound alert for 5 seconds.

10 second silence,
Tone/siren/sound alert for 5 seconds,
Use of words “Lockdown, Lockdown, Lockdown”,
Tone/siren/sound alert for 5 seconds.

(Repeat)

In the event of power failure, a manual bell will be rung.

The **ALL CLEAR** or end of the lockdown is signalled by an announcement over the P.A. system. Staff rooms are phoned and admin personnel appear at the classroom window to inform teachers and students.

LOCKDOWN PROCEDURE IN CLASS TIME

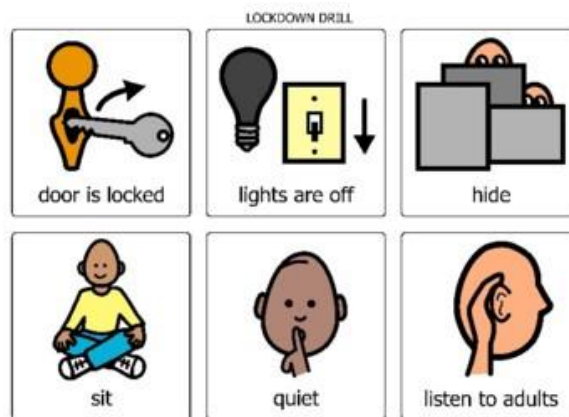
- Upon signal, teachers will ensure that all students, teacher aides, other staff and volunteers are inside the classroom;
- All doors and windows are to be shut and locked;
- Lights, fans, air conditioning are to be turned off;
- Doors and windows are to remain closed until the all clear is given;
- All individuals are to lie/sit on the floor, preferably under desks away from windows and doors. Assist and/or adjust for students with physical disabilities. Remember to ask for permission before providing care. Individuals have the legal right to refuse or withdraw consent at any time;
- All individuals are to remain quiet;
- Staffrooms and the canteen will close and lock all windows/shutters and doors.

LOCKDOWN PROCEDURE FOR STUDENTS AWAY FROM A ROOM

- Classes on the oval are to go to the sports hall;
- All other classes outside should seek shelter in the nearest classroom or area;
- Follow the above procedure.

LOCKDOWN PROCEDURE OUT OF CLASS TIME

If the signal is given before school, at first or second break, all staff are expected to gather students and direct them to the nearest available safe room and follow the above procedure.



ORIENTATION

YOUR PASSPORT TO QUEENSLAND



The Balmoral State High School overseas student [Orientation](#) has been designed to:

- Support your wellbeing
- Help you adjust to study life in Australia
- Support your academic success.

Before you arrived in Queensland you would have been provided with a pin code to download the [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.

See [Your Passport to Queensland app download instructions \(PDF, 233KB\)](#) for further information.

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



DAILY TIMETABLE

Balmoral State High School

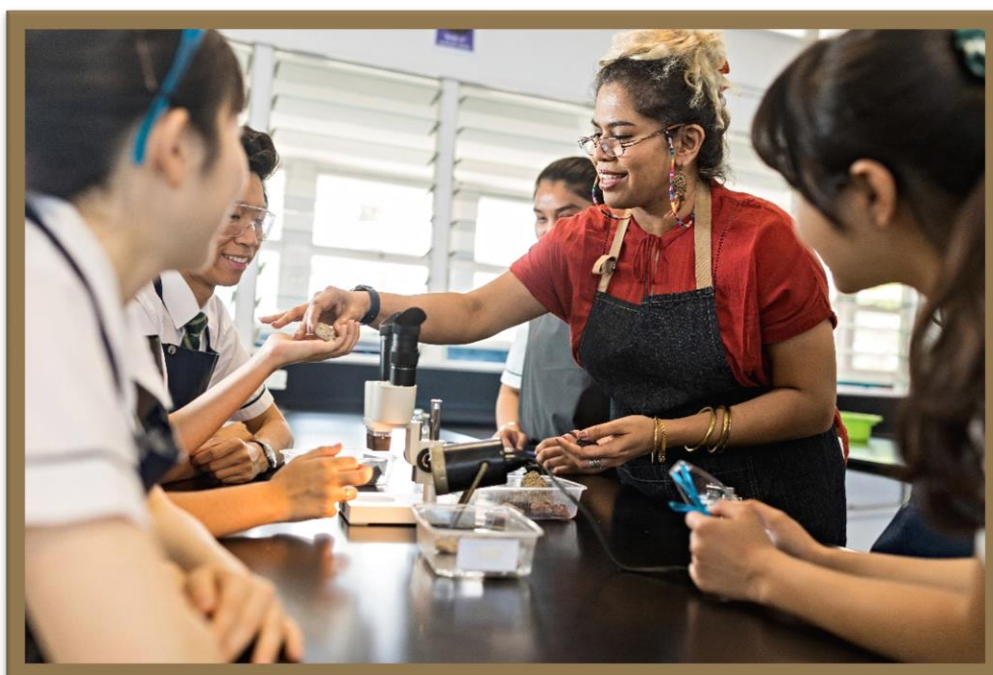
Student Timetable - Term 4 V 2 Home Group update

STUDENT NAME, (STUDENT NUMBER), YEAR LEVEL, HOUSE GROUP, HOME ROOM (HOME ROOM TEACHER)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
FRM	8:45-8:55 Tunst B D'SICH K05	8:45-8:55 Tunst B D'SICH K05	8:45-8:55 Tunst B D'SICH K05	8:45-8:55 Tunst B D'SICH K05	8:45-8:55 Tunst B D'SICH K05
P1	8:55-10:05 SCI091C SHORDU E05	8:55-10:05 MAT091B D'SICH K02	8:55-10:05 HIS091A BREMPPH L03	8:55-10:05 ENG091B ROBEJO T4	8:55-10:05 TFF091A FEARLE M03
M. Tea	10:05-10:35	10:05-10:35	10:05-10:35	10:05-10:35	10:05-10:35
P2	10:35-11:45 Tunst B D'SICH K05	10:35-11:45 ENG091B ROBEJO T4	10:35-11:45 TFF091A FEARLE M03	10:35-11:45 SCI091C SHORDU K01	10:35-11:45 AVI091A SWINEM E07
P3	11:45-12:55 ENG091B ROBEJO T4	11:45-12:55 AVI091A SWINEM E07	11:45-12:55 MAT091B D'SICH K02	11:45-12:55 HIS091A BREMPPH L03	11:45-12:55 SCI091C SHORDU E05
Lunch	12:55-1:35	12:55-1:35	12:55-1:35	12:55-1:35	12:55-1:35
P4	1:35-2:45 HIS091A BREMPPH L03	1:35-2:45 TFF091A FEARLE M03	1:35-2:45 SPO091I MCKIDA C04	1:35-2:45 AVI091A SWINEM E07	1:35-2:45 MAT091B D'SICH K02
CET	2:45-3:00		2:45-3:00	2:45-3:00	

Legend:

Class Code	Class Name	Teacher Code	Teacher
AVI091A	Aerospace/Aviation	BREMPPH	Mr Bremner
ENG091B	English	D'SICH	Mrs D'Silva
HIS091A	History	FEARLE	Mrs Fearnley
MAT091B	Mathematics	MCKIDA	Mr McKinnon
SCI091C	Science	ROBEJO	Miss Roberts
SPO091I	Sport	SHORDU	Mr Short
TFF091A	Food and Fibre Production	SWINEM	Miss Swindley
Tunst B	Roll Class		



ORIENTATION TIMETABLE

→ Day 1

ACTIVITY	TIME	VENUE	ORIENTATION TOPIC
Informal Welcome	8.20am	Main Office, International Room and Uniform Shop	1. Arrive at school. 2. Tour of International Room – shown kitchen facilities.
Welcome and Introductions	8.40am	International Room	3. Introduction to key staff: → International Mentor Teacher; → International Student Coordinator; → Homestay Coordinator; 4. Welcome/Orientation pack provided to students. 5. Students complete forms that require action. 6. Students go to uniform shop.
Morning Tea	10.05am	International Room	7. Packed morning tea
Orientation	10.35am	International Room	8. School Tour 9. Student diary and school rules explained. 10. Collect – Student Forms: → Visa; → Passport; → Student Enrolment Agreement; → International Student Detail Form; → Media Consent Form; → Computer/Internet Agreement.
Orientation Continued	11.20am	International Room	11. Go through PowerPoint Presentation 1.
Lunch	12:55pm	International Room	12. Packed lunch
Orientation Continued	1:35pm	International Room	13. Go through PowerPoint Presentation 2. 14. Subject Selections 15. Meet with Guidance Officer 16. Meet with Deputy Principal 17. Student timetables distributed. 18. Collect Orientation Day check list from students.
Orientation Day Ends	2:45pm	Home Time	



→ Day 2

ACTIVITY	TIME	VENUE	ORIENTATION TOPIC
Orientation	8.45am	International Room and whole school	<ol style="list-style-type: none"> 1. Arrive at school. 2. Check in with International Team 3. Take student I.D picture 4. BYOD set up with IT 5. Complete any outstanding orientation items.
Morning Tea	10.05am	International Room	<ol style="list-style-type: none"> 6. Packed morning tea
Orientation Continued	10.35am	International Room	<ol style="list-style-type: none"> 7. Arrange Wednesday sport selections with Mr Duncan Short 8. Complete any outstanding orientation items.
Lunch	12:55pm	International Room	<ol style="list-style-type: none"> 9. Packed lunch
Integration	1:35pm	International Room and whole school	<ol style="list-style-type: none"> 10. Students taken to Period 4 by local buddy.
Orientation Day Ends	2:45pm	Home Time	<ol style="list-style-type: none"> 11. Check in with International Team before making way home.



→ **Day 3 - 5**

ACTIVITY	TIME	VENUE	ORIENTATION TOPIC
Integration	8.45am	International Room and whole school	<ol style="list-style-type: none"> 1. Arrive at school. 2. Check in with International Team 3. Local buddies arrive: <ul style="list-style-type: none"> → Local buddies drop off and collect students to all classes; → Proof of Enrolment Letter provided; → International students are to return to International Room for both breaks to complete any outstanding orientation items.
Morning Tea	10.05am	International Room	4. Packed morning tea
Integration continued	10.35am	International Room and whole school	<ol style="list-style-type: none"> 5. Students taken to Period 2 and 3 by local buddy: <ul style="list-style-type: none"> → International Students are to return to International Room for both breaks to complete any outstanding orientation items.
Lunch	12:55pm	International Room	6. Packed lunch and completing any outstanding orientation items.
Integration	1:35pm	International Room and whole school	7. Students taken to Period 4 by local buddy.
Orientation Day Ends	2:45pm	Home Time	<ol style="list-style-type: none"> 8. Check in with International Team before making way home. <ul style="list-style-type: none"> → Orientation Checklist collected on Friday of first week.

→ **Orientation Pack Contents:**

Includes:

- International Student Handbook;
- Student Homestay Guide;
- 1800 QSTUDY Brochure;
- 1800 QSTUDY Contact Card;
- Allianz Care OSHC Booklet;
- Device Set-up Guide for New Students;
- BSHS Excellence Academy Flyers x 4;
- Sonder "how to" Guide;
- Sonder Information Flyer;
- Internet Usage Guide;
- Triple Zero Awareness Flyer;
- International Student Details (Pink Form);
- Online Consent (Green Form);
- BSHS Enrolment Agreement (Yellow Form);
- Computer and Internet Agreement (Purple Form);
- Chaplain Participation (Orange Form);
- Media Consent (Peach Form);
- EQI Student Orientation Checklist (Blue Form);
- Subject Selection Form;
- BSHS Student Diary.

→ **Orientation PowerPoint Presentation:**

The orientation process at Balmoral State High School will be accompanied by two PowerPoint presentations. These presentations will match the information provided in this International Student Handbook and will provide International Students with further understanding of all topics. Once both PowerPoints have been completed, students will be prepared and ready for integration into their regular classes.

ASSEMBLIES

Assemblies at Balmoral State High School are held on Mondays during period 2, alternating between whole school and Year Level. Students will be informed by their connect teacher and through the student notices as to what type of assembly to attend and where to go. Majority of assemblies are held in the Sports Hall.

If there is no assembly scheduled, students will attend their regular connect classes.

INTERNATIONAL STUDENT MEETINGS

International Students meet on Thursday in the International Room (D04) at 10:05am – 10:35am (during morning tea), on a weekly basis.

The purpose of this short meeting is to check in with all students and monitor how their studies are tracking, how they are doing in their homestay and, ask about school life. At the meeting students can ask questions and share their thoughts and ideas.

The International Mentor Teacher, International Student Coordinator and Homestay Coordinator will also provide updates on issues relevant to studies, school events and upcoming items of interest.

THE INTERNATIONAL STUDENT ROOM AND QUIET STUDY AREA

This is a special area designated for International Students. Students are to ensure the space and the people in this space are respected.

Students must:

- Keep the room clean including the kitchen area;
- Wash, dry and put away any dishes used;
- Be careful with the microwave and hot foods;
- Read the student notices that are left on the whiteboard;
- Not use mobile phone while in the International Room;
- Not to linger in the International Room and be late for class;
- Work quietly and not have loud conversations in the International Room;
- Be considerate of other students and the International Mentor Teacher;
 - If you need to be loud, please go to your year level eating area.
- Put chairs back once finished using them;
- Ask the International Mentor Teacher for academic support whenever it is needed, they want the best for you.

WHAT TO DO WHEN...

I'M LATE FOR SCHOOL OR CLASS?

If you are late to school you will:

- Report to the Student Services window at the office or the Senior Secondary Administration Office in D05 to sign in. This ensures your attendance can be recorded electronically;
- Require a signed note, phone message, text message or email from their Parent/Guardian/Homestay family;
- Be issued with a late slip for you to present to your teacher upon entering the class.

We actively discourage lateness as it makes a major impact on key learning time and school communication processes.

Important:

- Students are not permitted to call on behalf of their Homestay Parent or DHA Guardian;
- Ensure the message includes your full name, year level and reason you are running late;
- If your Homestay Host does not explain your lateness, students are issued with a detention;
- Lateness details will be forwarded to the International Team. If necessary, late time will be made up with the International Mentor Teacher;
- Being late to school will impact your attendance rate. Regular lateness may create cause for an attendance warning letting being issued and your visa being cancelled.

I NEED TO LEAVE SCHOOL EARLY?

- Preapproved reasons only, must be confirmed by the International Team prior to departure;
- Ask Homestay Parent or DHA Guardian to write a note in your student diary:
 - This note is to be shown to class teacher, allowing students to be excused from class.
- Report to Student Services at the office for a leave slip.

If you have an appointment during the day for something that cannot be scheduled for out-of-hours or have to leave school during the day your DHA Guardian or Homestay Family must:

- Write an email request to the International Team and send to InternationalTeam@balmoralshs.eq.edu.au or contact the International Team on 0436 625 367; providing all details regarding this appointment;
- This information needs to be provided to the International Team by 8:35am, so that the details can be recorded. International Students need to collect a leave request pass from the International Team/Student Services before school starts;

For unexpected events, requests to collect students from their class will require adequate notification (e.g. 1 hour). Our classrooms are not fitted with individual phones, under these emergency situations, office staff will need to physically locate your student on campus so they can be signed out, we avoid this if possible.

DHA Guardians and Homestay Parents are not to contact students on their mobile phones as all requests should come through the office. We actively encourage participation in all curriculum-based programmes including sport. International Students must participate in all school programmes as a part of their enrolment agreement with EQI, Students will only be excused from participation if there is a compelling reason that has been appropriately approved.

I AM ABSENT FROM SCHOOL?

If you are absent from school your DHA Guardian or Homestay Host a required to:

- Email the International Team InternationalTeam@balmoralshs.eq.edu.au or;
- Call or text the Homestay Coordinator on 0436 625 367 or;
- Contact the 24-hour school absence line on (07) 3823 8555, clearly stating you are an International Student or;
- SMS to 0457 935 569, clearly stating you are an International Student or;
- Email studentabsences@balmoralshs.eq.edu.au, clearly stating you are an International Student.

Information required:

- Student's name;
- Year level;
- Date of absence;
- Reason for absence;
- Name of person advising of absence and relationship to student;
- Disclosure that the student is a part of the International programme if using mainstream contact methods.

Host Parents or DHA Guardians will:

- Help locate and book appointment with doctor (if needed);
- Call or text message school to inform of your absence;
- Help students access medical supplies and medicine (if needed).

Students away from school for **3 consecutive days will require a medical certificate** (to be provided to International Team the day student returns to school). Students may be required to pay the medical bill upfront, this is reimbursed by your OSHC provider. Claim does need to be lodged by student – keep receipt.

Students who are very unwell and need **more than 3 days off from school** must contact the International Team, personal agent and EQI ASAP as a **temporary suspension of studies may be required**.

If you are absent and miss an assignment or exam, it is vital that a medical certificate is submitted to the office upon your return to school.

I FEEL SICK OR UNWELL?

→ *Applicable During Class and Break Times*

If you become ill or sustain an injury during the day:

- Report to your class teacher, who will give you an “out of class” pass (during class time only);
- Then report to the Student Services window at the office;
- Balmoral does not have a sick bay, so you will sit on the bench at Student Services where simple care and first aid will be administered;
- You will be monitored for 10 minutes. If no improvement is made, your caregivers will be contacted and asked to collect you when you require more than immediate attention.

Students must not contact DHA Guardians or Host Families via mobile phones directly, these calls will be made by office staff.

If students are unwell, they must report to Student Services and are **not to loiter in the school bathrooms under any circumstances**.

I WANT TO CHANGE SUBJECTS?

- Student to initiate a conversation International Mentor Teacher, where they will address your concerns;
- Students who still wish to change subjects, need to make an appointment to see either the Guidance Officer, HOD Junior Secondary or HOD Senior Secondary and complete a subject change form:
 - Complete the form and return to the person it was collected from;
 - Once approved students will be issued with a new timetable.
- Depending on capacity and learning requirements not all subject changes may be approved.

I HAVE CHANGED ADDRESS OR NEED TO UPDATE CONTACT DETAILS?

- See International Coordinators by reporting to Student Services.
- Students must report the initial address and any changes to residential address details within 7 days to the International Team. **Failure to do so may affect your student visa.**
- Any changes to personal mobile numbers, emails, emergency contact person/s etc. must also be reported to the International Team within 7 days.
- For changes to agent details, offshore address, parents and guardians etc. contact EQI directly and amend ASAP.

Homestay students...

- Must obtain permission from the International Team before any Host Family changes are made. Changes without permission, are grounds for cancellation of student visa.
- Students who are unhappy with their Homestay arrangement, must see the Homestay Coordinator who will supply both a complaints/grievance form and a notice to vacate form.
 - Both to be completed and returned to Homestay Coordinator ASAP.
 - If approved by the Principal, the Homestay Coordinator will attempt to find a more suitable placement. Please note this will take some time, allow 4-6 weeks for move to be completed.

I WANT TO SEE THE GUIDANCE OFFICER OR PSYCHOLOGIST?

- Send email to Guidance Officer directly asking for a meeting time. All appointments are organised directly with the Guidance Officer.
- Report to Student Services, state you have a prearranged meeting to see the Guidance Officer.
- If the Guidance Officer is ready, students will be told to go straight through to their office. If they are with another student, students will be asked to take a seat on the bench.
- All meetings with the Psychologist are organised through referral from the Guidance Officer.



I HAVE LOST SOMETHING?

We encourage you to be careful with your belongings. If you lose an item, that is solely your personal responsibility, Balmoral State High School and our Host Families are not liable. International Students who lose an item or have items stolen due to inattentive care will need to pay and organise replacements outside of school time.

If you have lost an item you should:

- Retrace your steps;
- Check the lost property draws outside of the Student Services window in the office;
- Check with the Student Services or the International Team as soon as possible;
- Check at the teacher staff room near where you lost the item;
- Ask the teacher who was on playground duty if they have seen the item;
- Check the student notices on DayMap, items that have clearly marked names will be posted here to notify the owners to collect their items;
- Ask International Team if they have been given lost item;
- Check the item was not left at home or fell to the bottom of your school bag by mistake.

We ask students to hand in all found items to Student Services.

We advise students to leave valuables at home where possible. Students are also advised **NOT** to leave wallets, phones, laptops, passports or **ANY** valuables in their bags or unattended. We also advise students to keep their bags with them or in plain sight at all times.

I NEED TO USE THE TOILET DURING CLASS TIME?

- Raise hand and patiently wait for Teacher's attention;
- Politely ask "excuse me, may I go to the toilet, please?" or "Sorry for the interruption, may I go to the bathroom, please?";
- If permitted to use the bathroom, be quick and get back to class as fast as possible;
- Teachers reserve the right to refuse toilet or bathroom breaks during class time. We ask students to think ahead and use the facilities before, in between, or after allocated class times.



WHO SHOULD I TALK TO...

<ul style="list-style-type: none"> → I am having trouble finding my way around. → I am having trouble getting used to high school in Australia. → I feel I am overwhelmed or I am unhappy. → I would like information on year level activities, such as camp. → I am being bullied. 	<ul style="list-style-type: none"> Buddy from Orientation Chaplain (religious support) Connect Teacher Deputy Principal Guidance Officer Head of Department Homestay Family International Team Psychologist Year Coordinator
<ul style="list-style-type: none"> → I have personal issues I would like to discuss. → I would like advice or ideas about careers. → I need support managing my stress levels and workload. → I want to change my subjects. 	<ul style="list-style-type: none"> Chaplain (religious support) Guidance Officer Head of Department Homestay Family International Team Psychologist Year Coordinator
<ul style="list-style-type: none"> → I need an extension for an assignment. → I have concerns with my learning and achievement in class. → I would like to be involved in extension activities or helping out the department. → I would like to start an apprentice or traineeship. 	<ul style="list-style-type: none"> Guidance Officer Head of Department International Team Snr. Sec. Admin Officer Year Coordinator
<ul style="list-style-type: none"> → I need to talk to someone about relationship difficulties. → I have some questions regarding spirituality. 	<ul style="list-style-type: none"> Chaplain (religious support) Guidance Officer Homestay Family International Team School Based Nurse
<ul style="list-style-type: none"> → I have an issue that impacts on my health and wellbeing, whether it be physical health, mental health or sexual health (not first-aid). → I have questions regarding my gender or sexuality. → I suspect I'm experiencing culture shock, miss my friends and family in my home country and I'm struggling to adjust to life in Australia. 	<ul style="list-style-type: none"> Chaplain (religious support) Guidance Officer Homestay Family International Team Psychologist School Based Youth Health Nurse

IF I NEED TO MAKE AN APPOINTMENT WITH SUPPORT TEAM MEMBERS?

→ **Chaplain a.k.a "Chappy"**

Students can make an appointment to see the Chaplain by going to the 'Chappy's' room (extension across from the H-Block staff room) before school or during school lunchtimes on **Monday, Wednesday and Thursday.**

→ **Deputy Principal**

You can make an appointment to see a Deputy Principal by sending them a direct email or by visiting Student Services, outside of class time.

→ **Guidance Officer and Psychologist**

Students who need to visit the Guidance Officer can make an appointment by sending a

direct email or by visiting Student Services, outside of class time.
If an appointment is needed with the Psychologist, a referral will be sent from the Guidance Officer after your initial appointment with the Guidance Officer.

→ **School Based Youth Health Nurse**

The School Based Youth Health Nurse is available on **Mondays only**. To organise a time to see them, visit Student Services, outside of class time or send them a direct email.

→ **International Team**

To arrange an appointment with the International Mentor Teacher, visit the International Room (D04), outside of class time. If you require assistance pertaining to drafts or assessments, ensure you organise your appointment well before the due date.

If you need to make an appointment with the Homestay or International Student Coordinator, visit them in their office, outside of class time. Most times they will be able to help you straight away. Alternatively, students can send an email directly to the International Team requesting an appropriate date and time.

→ **Year Coordinator and Head of Department**

You can make an appointment to see the Year Coordinator or Head of Department by visiting their allocated staff room, outside of class time. Alternatively, students can send an email directly to them requesting an appropriate date and time.

All emails for staff members can
following QR code



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ACCOMMODATION AND WELFARE

CARE ARRANGEMENTS

While studying you must live with:

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

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

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

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

- [Standard terms and conditions](#)
- [Policies and Procedures](#)

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 or legal custodians and emergency contact person/s. Any changes need to be given to us within seven days.



LIVING WITH A HOMESTAY FAMILY

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

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

Following are some suggestions on what to ask your Homestay Family:

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

The way of life in Australia may be different from how you live in your country. Expectations and the degree of independence may differ and your Homestay Family will try to understand these differences. You also need to try and understand the differences so that you all have a good homestay experience. If you feel you are being asked to do too much or that rules are unreasonable in your Homestay, talk to the 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. We will not approve new homestay arrangements within the first four weeks of your stay unless there are exceptional circumstances.

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

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

CURFEWS

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

→ **Sunday to Thursday:**

- no later than 6.00 pm, unless for a school-approved extra- curricular activity (*Years 7 to 10*);
- no later than 7.00 pm, unless for a school-approved extra- curricular activity (*Years 11 and 12*).

→ **Friday, Saturday and school holidays:**

- no later than 9.30 pm, unless for a school approved extra- curricular activity (*Years 7 to 10*);
- no later than 10.30 pm, unless for a school-approved extra- curricular activity (*Years 11 and 12*).

CURFEWS GOING OUT – AFTER SCHOOL HOURS

Let your homestay know:

- Where you are going;
- Who you will be with;
- When you will be home.



Your homestay must approve you going out.

Ensure your phone is switched on and is charged with credit so you can contact your homestay and your homestay can contact you when needed.

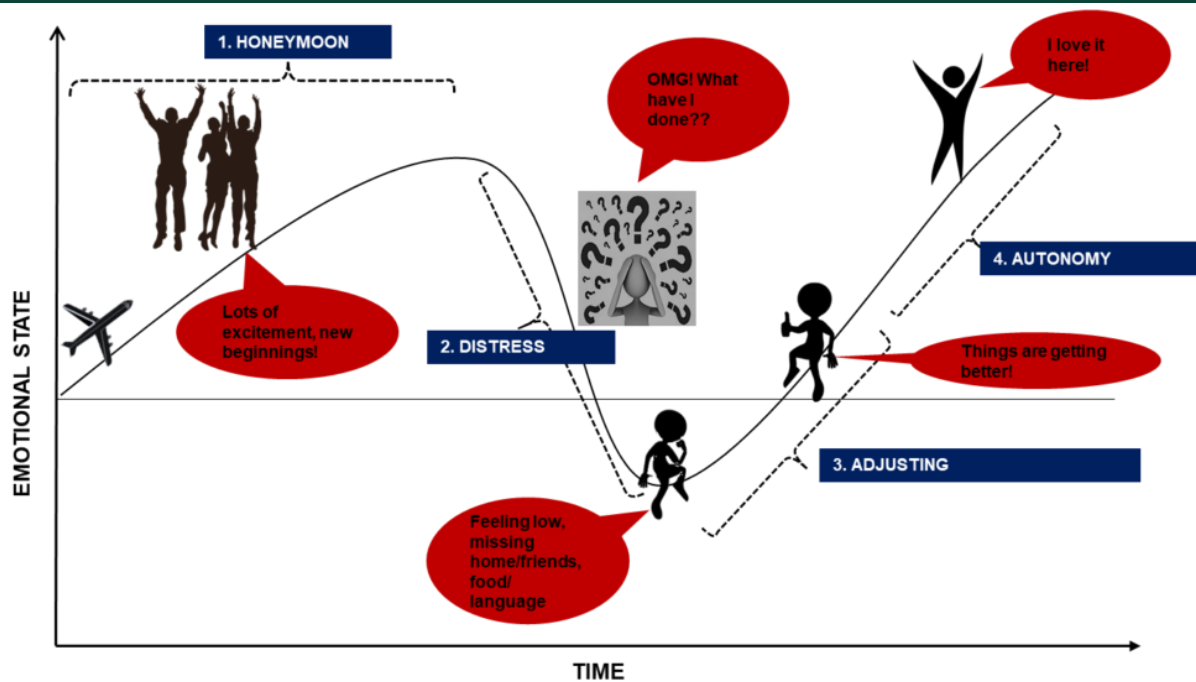
Make sure you always have your student **Go Card registered and with credit**. Register your Go Card on line so if it is lost, you can reclaim your credit.

Staying in homestay gives you an excellent opportunity to:

- Learn about Australian culture;
- Make friends with Australians;
- Improve your English language skills;
- Share information about your culture; and
- Adjust to a new country while living in a safe and caring environment.

Make the most of your homestay experience!

CULTURE SHOCK



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

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

Some of the signs of culture shock include:

- Feeling isolated;
- Increasing frustration with your host country, the school and host family;
- Irregular sleep patterns;
- Spending a lot of time alone in your room;
- You are easily upset and can't concentrate at school.

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 – don't retreat into the virtual world.

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

1. HONEYMOON PHASE

The first stage of culture shock is usually positive. During the honeymoon phase the differences

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

2. DISTRESS PHASE

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

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

3. ADJUSTING PHASE

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

4. AUTONOMY PHASE

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

It is important to remember the following:

- Culture shock is a perfectly normal part of living in a new environment;
- It is important to remember that the difficult times 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;
- When you return home, your family and friends will be ready and waiting to hear all about your adventures;
- Members of your International Team have lived in non-English speaking environments so are empathetic to your feelings.

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 Balmoral State High School.

EQI STANDARD TERMS AND CONDITIONS

Before you arrived in Australia you were provided with a copy of the [EQI Standard Terms and Conditions](#). The Standard Terms and Condition outline EQI policies that relate your responsibilities and rights and EQI's responsibilities and actions required to be taken during your course of study in Queensland. If you have not read the Standard Terms and Conditions please do so.

The Standard Terms and Conditions are available in the following languages:

- [English](#);
- [Simplified Chinese](#);
- [German](#);
- [Italian](#);
- [Japanese](#);
- [Vietnamese](#).

For queries and further information, please contact International Student Programs.

Email: EQInternational@qed.qld.gov.au

Phone: 1800 316 540.



VISA CONDITIONS

ATTENDANCE

[Balmoral State High School's attendance policy](#) aims to ensure students are actively engaged in school

and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at Balmoral 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 8:30am (class commences at 8:45am).

Balmoral State High School follows the “Every Day Counts” initiative which promotes 4 key messages:

- All children should be enrolled at school and attend every school day;
- Schools should monitor, communicate and implement strategies to improve regular school attendance;
- Truancy can place a student in unsafe situations and impact on their future employability and life choices;
- Attendance at school is the responsibility of everyone in the community.

Find out more about the [Every day counts](#) initiative from Education Queensland.

You are expected to maintain 100% attendance.

In the event that you are going to be absent from school ask your Guardian (Parent/Homestay Parent/DHA Carer) are to notify the school on the day of the absence via the absentee line (3823 8555) stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

The school will record your attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked every period. A text message will be sent to the International Team, your Homestay Family or Parent/DHA Carer if an unexplained absence is recorded.

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

→ **Important information about attendance**

Start and finish times	8:45am – 2:45pm
Late arrival process	Report to Senior Secondary Administration Office in D05
School absence telephone number	(07) 3823 8555
Serious, injury or incident process	Report to Student Services or call 000 or 1800 QSTUDY

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

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

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

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

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

→ **Unsatisfactory attendance**

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- [Balmoral State High School Attendance Policy](#)



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 report it to authorities and your student visa may be cancelled.

At Balmoral State High School we provide written reports to you and your Parents or Legal Custodians after the completion of 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 [Suspension of enrolment - subclass 500 \(schools\) visa procedure](#) or [Enrolment – subclass 500 \(schools\) visa procedure](#) section of the [EQI Standard Terms and Conditions](#)).

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

→ **Unsatisfactory course progress**

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

→ **Formal intervention**

If you are not making satisfactory course progress, the Principal will give you and your Parents or Legal Custodians a written warning. You will be required to meet with the Principal to develop a plan to improve your performance.

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

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

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

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools\) visa procedure](#)
- [Balmoral State High School Academic policy](#)

BEHAVIOUR

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

The [Balmoral State High School Responsible Behaviour Plan](#) is available on the school website. The Responsible Behaviour Plan for Students is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

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

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with Balmoral State High School's rules – student code of conduct and school policy and procedures.

→ ***At all time you must***

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

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



ENGLISH AS A SECOND LANGUAGE OR DIALECT (EAL/D)

EAL/D Support is available for students who have recently arrived from overseas. These students may be migrants or International (fee-paying) Students.

This support includes:

- Learning and assessment monitoring by International Mentor Teacher;
- Assistance from EAL/D teacher;
- Assistance and guidance from International Mentor Teacher before school, during morning tea, during lunch and after school;
- Wednesday, Period 4 International study for all interested students (compulsory for all long term senior International Students – year 10 and above).

Learning English is essential for success at school and for further education, training and employment. EAL/D support is provided so that you can fully participate in schooling and reach your full potential. This includes intensive English language support for newly arrived students and ongoing support for continuing EAL/D students.

EAL/D International Students are supported by our International Mentor Teacher, who works closely with class teachers and provides out of class time support. Tutorial assistance is provided to students individually and in groups when necessary. This comprehensive assistance builds success for the students in their regular classes. Students are encouraged to touch base with the International Mentor Teacher on a regular basis, well before the assessment due date.



ADDITIONAL STUDY SUPPORT PROGRAMMES

Students are encouraged to attend the Balmoral After School Enrichment (B.A.S.E.) programme to work with teachers individually in areas of academic support and enrichment.

ACTIVITY	TIME AND LOCATION
B.A.S.E. <i>(Homework and tutoring assistance)</i>	Monday and Thursday, 3.00pm – 4.00pm The Learning Centre

****Please confirm with Ms Ebser, the Librarian. Days can change due to staffing and lack of demand.*

Additional help can be arranged if needed. Students need to ask their teachers, in their own time, to make arrangements or they can ask for help at any time from the International Mentor Teacher.



ACADEMIC POLICY

The Academic Policy at Balmoral State High School are 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;
- Regular reports from teachers based on academic progress, attendance, 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 and EQI if the student is failing;
- Process of cancelling visa will be implemented if a student still fails after two interventions.

People who can assist you with your studies are:

- International Mentor Teacher;
- Classroom teachers;
- Head of Department;
- EAL/D Teacher;
- The Guidance Officer can help with study skills, subject choice/review and tertiary study queries.

ASSIGNMENT POLICY

Balmoral State High School's assessment policy ensures that all students have a fair and equitable opportunity to access assessment and encourages all students to achieve personal excellence by developing their talents and abilities. This policy is designed to empower teachers and students to understand the expectations, roles and responsibilities of each party in the completion of summative assessment in the senior school.

Assessment includes any examination, practical demonstration, performance or product that allows students to demonstrate the objectives as described by the syllabus.

Assessment should be:

- Aligned with curriculum and pedagogy;
- Equitable for all students;
- Evidence-based, using established standards and continua to make defensible and comparable judgments about students' learning;
- Ongoing, with a range and balance of evidence compiled over time to reflect the depth and breadth of students' learning;
- Transparent, to enhance professional and public confidence in the processes used, the information obtained and the decisions made;
- Informative of where students are in their learning.

→ **Ensuring Academic Integrity**

Balmoral State High School has procedures to ensure that there is a consistent application of the assessment policy and that staff and students optimise opportunities to understand

academic integrity.

The following procedures will be applied in this context;

SCAFFOLDING

Scaffolding for assessment helps students understand the process for completing the task. Scaffolding will maintain the integrity of the requirements of the task or assessment instrument, allowing for unique student responses and not lead to a predetermined response. Across the phases of learning, students will gradually be given more responsibility for understanding the processes required to complete their tasks.

CHECKPOINTS

Teachers may set systematic checkpoints over the course of delivery.

Checkpoints will:

- Be detailed on student task sheets - clarify assessment expectations for students;
- Monitor student progress towards task completion;
- Help students develop strategies to submit assessment by the due date;
- Gather evidence on or before the due date;
- Provide points of intervention, if needed;
- Be used to establish student authorship.

Students will work on assessment during designated times and show evidence of progress at scheduled checkpoints. Teachers will use these checkpoints to identify and support students to complete their assessment. Heads of Departments, the International Team and host parents/DHA carers will be contacted if key checkpoints are not met.

DRAFTING

A draft is a preliminary version of a student's response to an assessment instrument and applies to assignments or practical projects only and not exams. 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, a student may be required to develop an outline or discuss their approach with the class teacher. 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.

Draft due dates will be one of the key checkpoint's students must meet. Teachers will be responsible for contacting the International Team, host parents and DHA caregivers within 2 days if the student fails to meet the draft due date. A letter may also be sent home outlining the implications of non-submission and failing to meet due dates. Teachers may use a range of strategies to collect drafts including remaining in class until complete, detention or internal suspension.

Feedback on a draft is:

- Provided on the number of drafts as stipulated in the syllabus or otherwise at teacher's discretion;

- A consultative process that indicates aspects of the response to be improved or further developed;
- Delivered in a consistent manner and format for all students;
- Provided within one week of a submission of a draft.

Feedback on a draft must not:

- Compromise the authenticity of a student response;
- Introduce new ideas, language or research to improve the quality and integrity of the student work;
- Allocate a mark.

A copy of the draft and feedback given will be stored by the teacher and may be used if the student fails to submit final version by the due date without an approved A.A.R.A.

International Students are encouraged to discuss their drafts and draft feedback with the International Mentor Teacher, this ensures that students are on track. Students must seek help from the International Mentor Teacher well before the due date.

→ **Managing Response Length**

In developing a response to an assessment instrument, students are required to meet the conditions outlined in the syllabus. Syllabuses describe assessment techniques and conditions for each assessment technique.

All assessment instruments are to indicate the required length of a response as a word length, duration of time, or page count to match syllabus requirements.

Balmoral State High School policy is that student responses may exceed the word limit by a margin of no more than 10%. Allowing the 10% leeway ensures that student's do not have to be unduly aware of the word count while formulating their response, while making sure that they do not exceed the word count by any more than a modest margin.



→ **Determining Word Length and Page Count of a Written Response**

	WORD LENGTH	PAGE COUNT
Inclusions	<ul style="list-style-type: none"> • All words in the text of the response; • Title, headings and subheadings; • Tables, figures, maps and diagrams containing information other than raw or processed data; • Quotations; • Footnotes and endnotes (unless used for bibliographical purposes). 	<ul style="list-style-type: none"> • All pages that are used as evidence when marking a response.
Exclusions	<ul style="list-style-type: none"> • Title pages ; • Contents pages ; • Abstract ; • Raw or processed data in tables, figures and diagrams; • Bibliography; • Reference list; • Appendixes*; • Page numbers; • In-text citations. 	<ul style="list-style-type: none"> • Title pages ; • Contents pages ; • Abstract ; • Bibliography; • Reference list; • Appendixes*.
<p>*Appendixes should contain only supplementary material that will not be directly used as evidence when marking the response.</p>		

BEFORE THE ASSESSMENT IS SUBMITTED

Teachers proactively support students to meet the syllabus requirements for the response length indicated in the assessment conditions when they: - develop valid assessment instruments of suitable scope and scale, implement teaching and learning strategies so students can learn effective skills to use when responding to assessment instruments, and provide explicit feedback at checkpoints and draft due dates.

AFTER THE ASSESSMENT IS SUBMITTED

If the response is still shown to be over the limit, the student will have 24 hours from the time the teacher is made aware to adjust their work to ensure their response is compliant with response length requirements. This may include deleting words, moving content to an appendix (while noting that work in an appendix is not marked, rather it is seen as supplementary material) or removing sections of work.

If the response is still not compliant after the student has been given the opportunity to redact the teacher will: - mark only the evidence in the student response that meets the assessment conditions for response length, excluding evidence outside the required length, and annotate the student response to indicate the evidence used to determine the result.

Students are encouraged to include the following statement on the title page of their assignment tasks: ‘The word count of this document is ### words, excluding the title pages, table of contents, reference list/bibliography, appendixes and in-text citations’. Including this statement helps indicate compliance with QCAA. word count/page count requirements.

→ **Strategies for Establishing Authorship**

Teachers can collect evidence during the development of responses in order to establish authorship of final responses.

Teachers may:

- Monitor, collect or observe progressive samples of each student's work at various stages. This process may be documented using an authentication record, checklist or photographs;
- Interview or consult with each student at checkpoints during the development of the response to ensure that it was based on the student's own work.

To establish authorship of final responses, teachers may:

- Directly compare the responses of students who have worked together in groups;
- Analyse final student responses using plagiarism-detection software;
- Interview a sample of students after their responses were submitted to determine their understanding of and familiarity with their responses;
- Use internal quality assurance processes such as cross-marking if there is more than one class for a subject cohort.

→ **Non-submission of Student Responses**

When a student does not submit a final response to an assessment instrument on or before the due date set by the school (other than for an examination and without an approved AARA), a result should be awarded using evidence:

- From the preparation of the response during the assessment preparation period;
- Available on or before the due date, e.g. class work, a draft, rehearsal notes, photographs of student work.

If a student is eligible for AARA and an extension of time is granted, this becomes the revised due date for this student. It is not appropriate to award a lower result, mark or standard as a penalty for non-submission. Match evidence collected on or before the due date to the relevant syllabus marking guides or standards. Where there is no evidence collected by the school in response to the planned assessment instrument, a not-rated (NR) is awarded for the response to the instrument.

For general and general (extension) subjects in units 3 and 4, a mark of zero for the internal assessment instrument cannot be allocated if there is no evidence. For all other subjects, an E cannot be awarded when there is no evidence for that grade.

→ **Internal Quality Assurance Processes**

Balmoral State High School's quality management system ensures valid, accessible and reliable assessment of student achievement.

This includes:

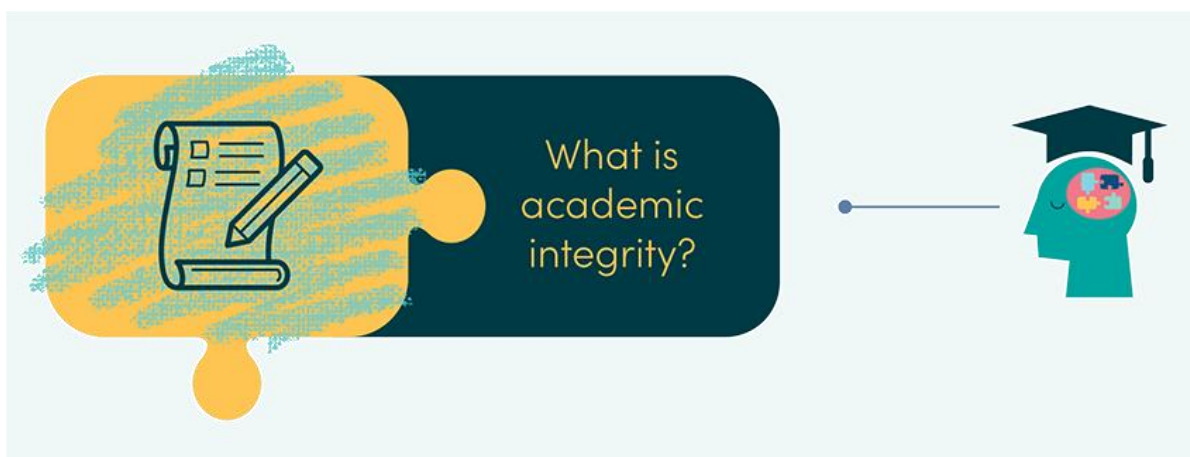
- Quality assurance of all assessment instruments before they are administered to students using quality assurance tools provided by the QCAA;
- Administering only endorsed assessment instruments from the QCAA portal to students to ensure reliability of assessment in alignment with syllabus;
- Quality assurance of judgments about student achievement are adhered to before submission for confirmation. This could include teachers engaging in moderation meetings, blind marking and/or peer reviewing randomly selected responses.

All marks for summative internal assessment for general and general (extension) subjects are provisional until they are confirmed by the QCAA at a confirmation event. Results for Year 10 assessment, VET, applied and applied (essential) subjects and short courses may be subject to advice from the QCAA.

→ **Academic Misconduct**

Academic misconduct incorporates a broad range of behaviours by which students inappropriately and falsely demonstrate their learning. Balmoral State High School is responsible for managing school-based processes and consequences through this school-developed assessment policy when there is evidence of academic misconduct in internal assessment. The school will use proactive strategies to minimise opportunities for academic misconduct.

TYPE OF MISCONDUCT	EXAMPLES
Cheating while under supervised conditions	A student: <ul style="list-style-type: none"> • Begins to write during perusal time or continues to write after the instruction to stop writing is given; • Uses unauthorised equipment or materials; • Has any notation written on the body, clothing or any object brought into an assessment room; • Communicates with any person other than a supervisor during an examination, e.g. through speaking, signing, electronic device or other means such as passing notes, making gestures or sharing equipment with another student.
Collusion	When: <ul style="list-style-type: none"> • More than one student works to produce a response and that response is submitted as individual work by one or multiple students; • A student assists another student to commit an act of academic misconduct; • A student gives or receives a response to an assessment.
Contract cheating	A student: <ul style="list-style-type: none"> • Pays for a person or a service to complete a response to an assessment; • Sells or trades a response to an assessment.
Copying work	A student: <ul style="list-style-type: none"> • Deliberately or knowingly makes it possible for another student to copy responses; • Looks at another student's work during an exam; • Copies another student's work during an exam.
Disclosing or receiving information about an assessment	A student: <ul style="list-style-type: none"> • Gives or accesses unauthorised information that compromises the integrity of the assessment, such as stimulus or suggested answers/responses, prior to completing a response to an assessment; • Makes any attempt to give or receive access to secure assessment materials.
Fabricating	A student: <ul style="list-style-type: none"> • Invents or exaggerates data; • Lists incorrect or fictitious references.
Impersonation	<ul style="list-style-type: none"> • A student arranges for another person to complete a response to an assessment in his or her place; • A student completes a response to an assessment in place of another student.
Misconduct during an examination	<ul style="list-style-type: none"> • A student distracts and/or disrupts others in an assessment room.
Plagiarism or lack of referencing	<ul style="list-style-type: none"> • A student completely or partially copies or alters another person's work without attribution (another person's work may include text, audio or audio-visual material, figures, tables, design, images, information or ideas).
Significant contribution of help	<ul style="list-style-type: none"> • A student arranges for, or allows, a tutor, parent/carer.



TYPES OF ACADEMIC MISCONDUCT, EXAMPLES OF BEHAVIOURS CONSEQUENCES FOR PLAGIARISM, COLLUSION, COPYING WORK, FABRICATING AND/OR IMPERSONATION

Students cannot be rated on work that is not their own. If plagiarism is confirmed, the sections of work in question cannot be used to make a judgment about student achievement. Where a student is found to have plagiarised significant portions of the task, only the elements of task that are their own original work will be rated. Where a student is found to have plagiarised the entire task, it will be treated as a non-submission. In both cases, further consequences may be applied.

CONSEQUENCES FOR CHEATING UNDER SUPERVISED CONDITIONS (INCLUDING EXAMS AND EXTERNAL EXAMS), COPYING WORK, DISCLOSING OR RECEIVING INFORMATION ABOUT AN ASSESSMENT AND/OR MISCONDUCT DURING AN EXAM

When a student is suspected of or observed participating in an act of academic misconduct, students will be still required to complete the assessment despite the alleged incident of misconduct. Serious incidents that are unable to be reasonably managed by the exam supervisor or the external assessment supervisor (e.g. disrupting other students) may result in one or combination of the following:

- The student being excluded from the assessment room;
- Sections of student work where misconduct has occurred taken out and not rated for achievement;
- Required to start again, completing a comparable assessment instrument at a different time and/or venue;
- Parents/care givers and Head of Department/Deputy Principal notified and the incident recorded as a behaviour incident in OneSchool;
- Incident reported to QCAA.

CONSEQUENCES FOR FAILING TO MEET DUE DATES/SIT EXAMS

In the event that a student is unable to submit an assessment item on the due date or is unable to attend an exam for any reason, the student has 5 (five) days from the due date to submit an illness and misadventure AARA. If the AARA is approved, the student can negotiate with the classroom teacher when the next best time to sit exam or submit assessment is. If the AARA is not approved or failed to be submitted, the teacher will determine achievement based on available evidence at the time. This may be in the form of a draft, class notes or observable evidence. For summative assessment in general subjects, QCAA will also be notified.

→ **Access Arrangements and Reasonable Adjustments (AARA)**

The Queensland Curriculum and Assessment Authority (QCAA) recognises that some students have disability, impairment and/or medical conditions, or experience other circumstances that may be a barrier to completing assessment. Access arrangements and reasonable adjustments (AARA) are designed to assist these students.

AARA minimise barriers for eligible students to demonstrate their learning, knowledge and skills in assessment. The school will use the information in the AARA application to inform their decisions about appropriate adjustments and arrangements for all senior summative assessment.

The Guidance Officer and Head of Inclusion have developed a school-based AARA process that supports the early identification of students with unexpected, existing long-term and chronic conditions so the school, parents/carers and students can confidently negotiate and implement AARA according to the guidelines. Please see the Guidance Officer or Head of Inclusion for an application form.

All students in Years 10, 11 and 12 who are wanting extensions and/or variations to the delivery and completion of assessment will be required to complete an AARA application.

→ **Plagiarism**

If you do any of the following in an assignment, or in any piece of work which is to be assessed, without clearly acknowledging your source(s) for each quotation or piece of borrowed material:

- Copy out part(s) of any document or audio-visual material, including computer-based material;
- Use or extract someone else's concepts or experimental results or conclusions, even if you put them in your own words;
- Copy out or take ideas from the work of another student, even if you put the borrowed material in your own words;
- Submit substantially the same final version of any material as a fellow student. On occasions, you may be encouraged to prepare your work with someone else, but the final form of the assignment you hand in must be your own independent endeavour.

Types of PLAGIARISM to be aware of

- Global or complete
- Verbatim or direct
- Source-based
- Paraphrasing
- Mosaic or patchwork
- Ghost-writing
- Self
- Accidental

SCISPACE

LEGAL SERVICES

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

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



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



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



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 and Triple 0 (000).

OVERSEAS STUDENT HEALTH COVER (OSHC)

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

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

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

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

Common advice and support OSHC providers may provide include:

- Medical assistance;
- Referral to a doctor for medical treatment;
- Getting access to an interpreting service;
- Counselling services;
- Referral to a legal service;
- Family and friends messaging services in the event of an emergency;
- Personal safety.

→ **OSHC providers in Australia include:**

Australian Health Management (ahm)

Allianz

BUPA Australia

Medibank Private

NIB Health Funds Limited

www.ahmoshc.com.au

www.allianzassistancehealth.com.au

www.bupa.com.au/health-insurance/oshc

www.medibank.com.au/overseas-health-insurance/oshc

www.nib.com.au/overseas-students



MEDICAL MATTERS AND TREATMENT

HEALTH INFORMATION

To help us support you, we need you to tell us everything about your physical and mental health. This includes your medical history, conditions and allergies. Notify us of any ongoing medications you use so we can organise anything you might need. We need to be informed so we can 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. Full medical disclosure is vital so we can care for you.

If you have a medical condition that was not disclosed on your application, we will need your Parents/Legal Guardians contact EQI with all information, especially if your condition will impact your attendance or ability to participate in certain activities.

VISITING A DOCTOR

If you need to visit a doctor ask your Homestay Family to help you make the arrangements.

Check your overseas health cover, it may be able to help you find a doctor in your area who speaks your language. If needed, the International Team can assist during school hours. Alternatively, you can have a Doctor visit you at your home, after hours (6pm weekdays, 12pm Saturday, all day Sunday) through the [National Home Doctor Service](#) – Call 13 SICK (13 7425).

MEDICATION

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

Further details and consent forms are located under the [Administration of medications in schools procedure](#) section of the Queensland Government's Policy and Procedure Register.

MEDICAL TREATMENT

If you need medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact your Parents, Legal Custodians and Homestay Provider as soon as reasonably possible.

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

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

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

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

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

STUDENT FEES

TUITION

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

- All curriculum schooling and teaching costs;
- curriculum-related excursions.

→ *Non-tuition fees*

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities.

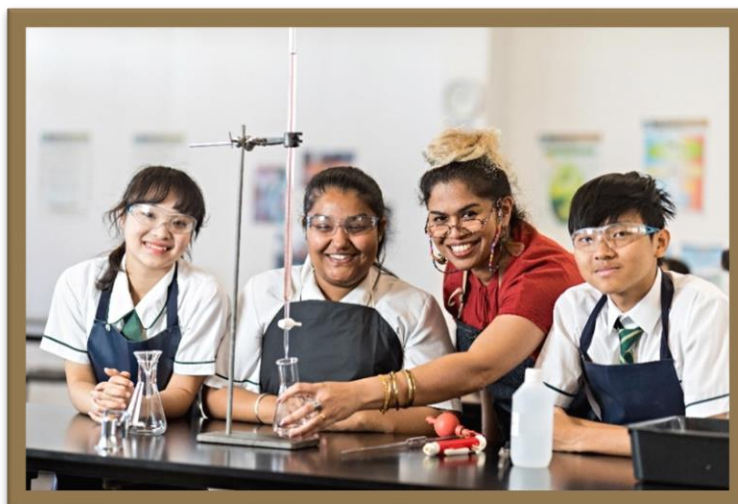
Please check with the International Student Coordinator for specific items and costings.

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 at the following link:

- [Fees](#)



TRANSFER POLICY

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

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

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

For more detailed information please see the following documents:

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



COMPLAINTS

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

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

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

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

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

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



APPEALS

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

- To report you to authorities (see the [Attendance Policy](#) and [Course Progress Policy](#));
- Not to defer or suspend your enrolment, as requested by you (see the [Suspension of Enrolment Procedure](#));
- To suspend or cancel your enrolment, as initiated by us (see the [Suspension of Enrolment Procedure](#));
- To refuse your request for a transfer (see the [Transfer Policy](#)); or
- As a result of your complaint to us (see the [Complaints and Appeals Policy](#)).

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

→ **External appeal**

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

EQI will comply with any decision the Ombudsman makes.



TRAVEL AND ACTIVITIES

ROUTINE ACTIVITIES FOR HOMESTAY STUDENTS

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

NON-ROUTINE ACTIVITIES FOR HOMESTAY STUDENTS

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

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

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

Related documents:

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

Travel forms are also required when travelling home for vacations. It must be completed and sent to your Parents for their signature/approval. This form also requires a copy of your electronic flight ticket.

NO HIGH-RISK ACTIVITIES

You must not undertake high-risk activities, even if you have the permission of your Parents, Legal Custodians or Homestay Provider, unless the activities are approved by EQI.

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



REFUND POLICY

YOUR RIGHTS

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

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

Refund requests for OSHC fees must be made to your overseas student Health Insurance (OSHC) provider.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- [Refund Request Form](#)

REFUND POLICY



SCHOOL POLICY AND PROCEDURES

CLASS ROUTINES

- Students are to line up outside the classroom with all books and equipment ready and be in neat, well-presented and correct uniform;
- Your student planner must be taken to every class;
- At the beginning of each lesson, move to your place quietly;
- Homework will be written into the student planner at the conclusion of each lesson;
- At the conclusion of each lesson; put your chair in. Stand behind your chair and ensure that the area is clean and tidy.

STUDENT PLANNER

→ Purpose

- To help you plan and organise your activities, homework and study commitments;
- To be a means of communication between students, caregivers and teachers.

→ Use

- You must have your planner with you in every lesson;
- Record homework set for each lesson;
- Record assignments/assessments due and messages;
- Keep your planner neat and tidy at all times – it will be checked by teachers and Leadership Team;
- If you lose your planner, you must purchase a new one from the office.

→ Useful Tips

- Keep a copy of your timetable in the plastic sleeve at the back of the student planner;
- Use the weekly study planner to organise your time each day making sure that you have time for homework and study as well as other regular commitments such as sports training or part time work;
- Use the assessment planner (which will be checked by the International Mentor Teacher on a regular basis) to record tasks on a calendar. Remember to also record due dates on the weekly pages of your diary;
- Set your learning and attendance goals and review these on a regular basis.

→ General Stationery Requirements for All Subjects

- | | | |
|----------------------------|--------------------------------------|-------------------------|
| • Lead Pencils | • Ruler | • USB Hard Drive |
| • Blue Pens | • Scissors | • Clear Plastic Pockets |
| • Black Pens | • Sharpener | A4 |
| • Red Pens | • Glue Stick | • Highlighters |
| • Pack 12 Coloured Pencils | • Eraser | • Calculator |
| • BYOD Device | • Correction tape (not Liquid Paper) | • Stapler and Staples |

- Each subject area has requirements of either a notebook/exercise book or a folder;
- Items which are not permitted include metal rulers, liquid paper and permanent marker pens;
- Leather shoes are mandatory requirements in workshop, kitchen and laboratory areas;
- Students must wear a school hat during all outdoor lessons and at lunch breaks.

BOOKWORK EXPECTATIONS

→ **Across All Subjects, the Following Expectations Will Apply:**

- Students will have a separate note book for each subject. Multiple subjects combined in a single writing note book is not acceptable;
- Subject note books may be stored in a folder with plastic sleeves for storage of handouts and assignments;
- All subject note books must be clearly named;
- Note books and the student diary must be brought to every lesson;
- All books and diaries are to be maintained in a neat, orderly fashion and be free of graffiti.

→ **Setting Out**

- The relevant course and assessment outline are to be glued in the front of each subject book, each term and semester;
- A margin of approximately one ruler's width is to be ruled on each page, unless the page already has a margin imprinted;
- Each unit of work may have one full page dedicated to a title page. This page does not need a margin;
- The date of the work is to be written in the margin;
- Always draw all lines with a ruler – not freehand.

→ **Class Work**

- The **learning goals and success criteria** the teacher writes on the board are to be copied into student books at the start of each lesson;
- Create headings and sub headings as directed by the teacher;
- Rule off across the page after each lesson's work;
- All sheets (hand-outs) provided need to be glued into the exercise book. This can be underneath the work, on the next available page or folded in half and glued neatly under the current work;
- Students may store handouts and assessment tasks in plastic sleeves if they have a folder for the subject;
- If a mistake is made a **neat single line** may be ruled through the error;
- All written work is to be done in a blue or black pen only with the exception of mathematics, where pencils may be used;
- All diagrams or pictures are to be completed using the materials stipulated by the teacher;
- All work is to be your best effort and should be neat and well presented;
- Any work missed must be caught up in your own time;
- Individual subject areas may outline minor additions to this policy including the use of laptops for note taking in senior subjects.

→ **Computer Based Subjects (no exercise book)**

- All subjects using computers as the preferred model for student work will use either OneNote or Word to maintain their class notes;
- Each entry will be kept within a subject folder and saved with the subject, day and date clearly outlined;
- Class notes will adhere to all expectations with all requirements as detailed above;
- Additional handouts and additional materials must be dated and kept sequentially in a folder or stuck into a note book exercise book.

ANTI-BULLYING AND HARASSMENT POLICY

Balmoral State High School is a place where all members of our school community should be able to enjoy a safe and supportive environment, free from fear or harassment. Bullying or harassing behaviour is contradictory to our values of:

Responsible Excellence Acceptance Learning

Balmoral State High School community, like any other, is a diverse one which includes students, teachers, parents, caregivers, administration, cleaning and grounds staff, volunteers and other visitors. Bullying and harassment of any member of Balmoral State High School community will not be tolerated.

→ **Aims of the Anti-Bullying Policy**

- To raise awareness in the school and wider community regarding bullying and harassing behaviour and its negative impact on the school community;
- To promote the development of skills to minimise the incidence and impacts of bullying and harassment;
- To encourage everyone to believe they can make a difference;
- To develop a whole school commitment to tolerance of differences, whether they be based on gender, age, ethnicity or ability;
- To provide guidelines and procedures for dealing with bullying when it occurs.

→ **What is Bullying?**

Bullying is repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons. Behaviours that do not constitute bullying includes:

- Mutual arguments and disagreements (where there are no power imbalance);
- Not liking someone or a single act of social rejection;
- One-off acts of meanness or spite;
- Isolated incidents of aggression, intimidation or violence.

However, these conflicts may still need to be addressed and resolved.

→ **Bullying and Harassment Behaviours Which May Occur at Schools Include:**

Physical

Inappropriate, threatening or offensive conduct.

VERBAL

Inappropriate verbal conduct that is offensive, insulting or hurtful.

EXTORTION

Using or threatening force, or implying the use of force, in demanding something from another against the person's will.

EXCLUSION

Deliberate isolation of a student from his or her peer group.

GESTURING

Making gestures which intimidate, harass or embarrass others, inappropriate actions which invade another person's space or personal comfort.

DIGITAL AND ELECTRONIC

Using digital media or electronic means to intimidate harass or embarrass another.

CYBERBULLYING

Often does not occur at school. Students are taught about cyber safety; what cyberbullying is and what they should do if they receive unwanted messages including for example:

- Not to respond to messages but keep them to report to parents/guardians and/or teachers immediately;
- Report any instances they see as a bystander of cyberbullying to parents/guardians and/or teachers immediately;
- Our school will then investigate and respond to any incident of cyberbullying.

SEXUAL HARASSMENT

Any behaviour that constitutes sex-based harassment will be regarded as sexual harassment. Sexual harassment is any unwelcome sexual attention that is offensive, humiliating or intimidating. Sexual harassment may occur between students; between staff and students- harassment of a student by a staff member or of a staff member by a student; or between all staff members.

Sexual harassment can be:

- Teasing, calling names or making rude signs;
- Telling smutty jokes or making suggestive comments; displaying offensive picture, posters or graffiti;
- Staring or ogling;
- Following someone home from school;
- Patting, pinching or touching another person;
- Pestering someone to “go out” or persistently asking for sexual favours;
- Sending offensive messages in writing, by telephone or electronically;
- Ridiculing, leering or wolf whistling at, or making sexual comments about, a person or group of people;
- Spreading rumours about someone’s sex life;
- Making belittling or ridiculing comments based on sex-role stereotypes.

If you believe that you are being sexually harassed, your options are to:

- Tell the person who is harassing you that you don’t like it and that you want it to stop;
- Talk it over with your parents/carers/colleagues/Host Family/the International Team;
- Discuss what you should do with the Guidance Officer or a member of the Leadership Team. If someone’s behaviour makes you feel offended, humiliated, intimidated, frightened, or uncomfortable on school grounds, then you have the right to object and make a complaint;
- Talk to someone you feel comfortable with;
- Report incidents to the Principal;
- Make a complaint to the Queensland Anti-Discrimination Commission.

→ **Strategies to Prevent Bullying**

Balmoral State High School takes a proactive approach to preventing bullying and harassment by:

- Awareness raising and discussion of bullying in connect classes, and at year level and school assemblies. Developing and modelling a positive recognition of difference and diversity in others;
- Conducting professional development for teachers in recognising, preventing and managing bullying or harassing behaviours;
- Developing whole school and peer support programmes.

→ **Strategies to Manage Bullying or Harassment**

All members of the school community (staff, students and parents etc.) have an obligation to report cases of bullying or harassment. Advising the school about bullying or harassment is not 'dobbing' or 'telling tales'.

Reporting abuse is the responsibility of all members of the community. Anyone who is bullied or witnesses bullying, should report the incident/s to a member of the school staff. All reports will be acted upon. The seriousness of the incident and the perceived impact of the bullying will guide the type of response.

MINOR 1 RESPONSE

This response addresses thoughtless actions, such as name calling, often seen as harassment. Such behaviour is often considered harmless teasing but can have long term effects on both the bully and the person targeted. An educational response is used to focus on the impact of the behaviour, the feelings and perceptions of both parties and alternative, acceptable behaviour. Recording of the incident in OneSchool is optional.

MINOR 2 RESPONSE

This response is appropriate to types of bullying behaviour including incidents of name calling, taking or hiding property, intimidation and isolating individuals. Logical consequences will follow from the incident. Where appropriate both the bully and person targeted will be supported in developing alternative strategies. A report of the incident will be made by a staff member and recorded on OneSchool.

MAJOR 3 RESPONSE

This response is directed at more vicious behaviour including physical assault, repeated physical and verbal harassment or offences of the types outlined in Minor 2 but judged to have a more serious impact on either the individual or the good order of the school. In student-related cases, parents/guardians of the students involved in bullying incidents will be contacted. Bullying of this nature may lead to the suspension or exclusion of the offending student. Other strategies that may be used include conflict resolution and mediation involving both the students and families. A report of the incident will be made by a staff member and recorded on OneSchool. Both in Minor 2 and Minor 3 the Principal or Education Queensland nominee will determine the most appropriate responses involving other members of the school community.

BRING YOUR OWN DEVICE

Since 2019 Balmoral State High School has operated a whole school Bring Your Own Device (BYOD). BYOD engages the digital generation by nurturing individual learning experiences and 21st Century Skills.

→ **BYOD Programme JB Hi-Fi**

JB Hi-Fi Education's Bring Your Own Device (BYOD) programme is the easy way to purchase education-specific laptops, tablets and accessories that are compatible with Balmoral State High School and designed for the rigours of student life.

How to Access BYOD Program:

1. Go to jbeducation.com.au/byod;
2. Enter your school code: **BSHSBYOD2023**;
3. Once logged in, select the relevant student program;
4. Select home delivery or your preferred JB Hi-Fi store for pick up;
5. Follow the prompts to choose your device and accessories, as well as extended warranty and insurance options.



JB Hi-Fi Education's Bring Your Own Device (BYOD) program is the easy way to purchase education-specific laptops, tablets and accessories that are compatible with your child's school and designed for the rigours of student life.

Education pricing means great value. Extended warranty and insurance options facilitate consistency of learning, whether at home or in the classroom.

Follow the step-by-step instructions below to order today.



Enhanced performance and connectivity



Dedicated online portal



Education-specific products at commercial pricing



Extended warranty and insurance options



Robust devices suited to the rigours of student life



Home delivery, JB Hi-Fi store or school pick up



Finance options



A wide range of accessories

How to order.

1. Go to jbeducation.com.au/byod
2. Enter your school code **BSHSBYOD2023**
3. Once logged in, select the relevant student program.
4. Select home delivery or your preferred JB Hi-Fi store for pick up.
5. Follow the prompts to choose your device and accessories, as well as extended warranty and insurance options
6. Enter your personal details.
7. Select a payment method and complete your order.
8. If you have any questions, please contact us at jbeducation.com.au/byod or call **1300 730 548**.

For more information, refer to [BYOD Toolkit for Parents](#) document.

→ **Selecting a Device for School**

- Do not purchase a Chromebook as they are not compatible with the EQ Network;
- Do not purchase a device without 5ghz Wi-Fi often called "Dual Band Wi-Fi".

→ **Device Requirements**

The best way to purchase a laptop is to shop around your local retailers and take advantage of sales.

To make sure your device is suitable for the school please ask your retailer the following questions:

1. CAN IT CONNECT TO A SCHOOL NETWORK?

Devices must be compatible with a **5Ghz Wi-Fi Network**, often called “**Dual Band Wi-Fi**”. We recommend **Windows 10** devices over Apple devices at our school.

Never buy a Chromebook as they are not compatible with our school network.

If in doubt, ask your retailer “*Does this device run Windows 10 and will this device connect to five Gigahertz Wi-Fi?*”.

2. WILL IT LAST THE WHOLE SCHOOL DAY?

Battery life can vary depending on usage and batteries degrade over time.

We recommend an advertised battery life of 8 hours.

If in doubt, ask your retailer “*Will this device last an entire school day, even after three years of use?*”.

3. IS IT FAST ENOUGH TO BE USEFUL?

Our experience shows the two main indicators of BYOD performance is the number of CPU threads and SSD storage.

Never buy a device with a Mechanical HDD, always choose a device with at least a **128gb Solid State Drive (SSD)**.

Always buy a device with 4 or more CPU threads. In doubt, ask your retailer “*Is the storage drive a 128 Gigabyte or larger solid-state drive and does this device have four or more CPU threads?*”.

4. IF IT BREAKS, CAN IT BE FIXED?

Technology fails and accidents happen. Choose a device with more repair options to:

- Save money by repairing instead of replacing;
- Reduce stress when accidents occur.

We recommend choosing a 3-year Warranty and \$0 excess Accidental Damage Protection (ADP) with your device.

Or, choose a device which can be repaired by your local repair shop if it breaks

If in doubt, ask your retailer “*What repair options do I have for this device if it breaks?*”.

→ **Minimum Specs Rundown**

- Windows 10;
- 5ghz Wi-Fi (often called “Dual Band”);
- 8 hours Battery Life;
- 4 thread CPU;
- 128GB SSD Storage;
- 4GB RAM.

→ **Other Devices**

- **Chromebooks** are **not suitable** for the school network;
- Tablets like Android or iPads are **not recommended**.

→ **Required Software**

You **don't** need to purchase any optional software (e.g. Microsoft Office) with your device. We **don't** recommend purchasing Trend Micro or McAfee anti-virus as they often have issues on school network. Once you have your school username and password, you can access software downloads for **Microsoft Office, Adobe** and other software from our student intranet:

<https://qedu.sharepoint.com/sites/2043/student>

→ **Questions**

Please get in contact with us at byod@balmoralshs.eq.edu.

MINIMUM RECOMMENDED SPECIFICATIONS FOR BYOD DEVICES

Screen size	Minimum 10" recommended
Battery	Minimum 8 hour battery life
Specifications	i5, 4GB RAM, 128GB SSD (not eMMC)
Software	Anti Malware software, Windows Defender
Operating System	Windows 10



I.T. RULES AND APPROPROATE USE

Balmoral State High School is pleased to offer students access to a computer network for learning. The school runs a bring your own device (**BYOD**) technology programme.

This student charter is relevant for all students, regardless of participation in the **BYOD** programme or if devices are borrowed from the school on a temporary basis.

→ **Rules of Appropriate Use:**

I WILL ...

- Respect computer equipment;
- Use the internet primarily for educational purposes and limit recreational use;
- Observe all copyright laws, including those relating to computer software;
- Not plagiarise works – which means taking the ideas of others and presenting them as my own;
- Respect the rights and privacy of other users and not trespass in another's folders, work or files;
- Report any security lapses that I discover;
- Check my department email frequently and delete unwanted messages promptly to stay within my email quota;
- Protect my password to ensure system security and never allow others to access my account.

I WILL NOT...

- Download, distribute or publish offensive messages, pictures or video;
- Use obscene or abusive language to harass, insult or attack others;
- Attempt to bypass security or monitoring software installed on school computers or networks;
- Deliberately waste printing and internet resources;
- Damage computers, printers or the network equipment;
- Violate copyright laws which includes plagiarism;
- Store games or illegally acquired files (e.g. pirated movies, music) on the network;
- Divulge personal information (e.g. name, parent's name, address), via the internet or email, to unknown entities.

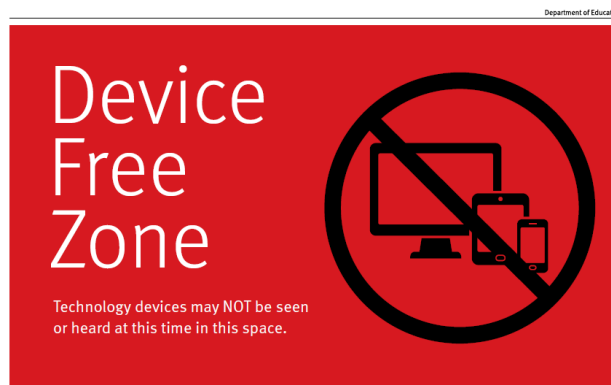
→ **Misuse of Computers and Internet**

Be prepared to be held accountable for your actions and for the loss of privileges if these rules and conditions are violated. Be aware that your use of internet and online communication services can be audited and traced to your account. If International Students violate these rules and conditions, behaviour warning letters will be issued which may impact their visa.



MOBILE PHONE AND DEVICE POLICY

Digital literacy refers to the skills needed to live, learn and work in a society where communication and access to information is dominated by digital technologies like mobile phones. The benefits brought about through these diverse technologies can be easily overshadowed by deliberate misuse which harms others or disrupts learning. In consultation with the broader school community, Balmoral State High School has determined that:



→ **Junior School – Years 7, 8 and 9**

All electronic devices (mobile phones, iPhone, MP3 player, iPad, and all similar devices) are to be switched off and out of sight during school contact hours and including excursions and visits to other schools. Phones are not to be visible e.g. in shirt pockets. Contact hours are from 8.45 am to 2.45 pm each day. **No wireless ear buds are permitted.**

→ **Senior School – Years 10, 11 and 12**

All electronic devices (mobile phones, iPhone, MP3 player, iPad, and all similar devices) are to be switched off and out of sight during all class lessons. Phones are not to be visible e.g. in shirt pockets. **No wireless ear buds are permitted.**

Senior Students are allowed to use phones at lunch times under the following conditions:

- Cannot be used to record images or video of other people;
- Cannot be charged at school;
- Cannot be used as a communication device unless communicating with a teacher via a school approved email or app when directed to do so by the teacher;
- Cannot be used for listening to music or gaming;
- Cannot 'hot spot' from their device to other devices (including another student's).

Other devices which may be used for video and image capture are not to be used on school grounds during school hours.

This policy excludes:

- Computer devices that are used for learning;
- Use of the device for the management of a health condition;
- The use of electronic devices used for approved school activities with written permission from the principal;
- When electronic devices are required to be used for payment i.e. through the school cashier or in the canteen;
- Approved medical devices;
- E-readers in the library.

The knowledge and confidence to navigate and use these technologies safely while developing digital

literacy is a responsibility shared between Parents/Carers, School Staff and Students. Students, Parents/Guardians and Visitors will see posters (such as the example shown at the start of this section) around the school that clearly identify our technology-free zones and times. Please respect the community agreed expectation for these spaces and behaviour.

If a Parent/Carers needs to contact their Student during school hours, this must be done through the school office. Should a Student need to go home due to illness or any other reason during the school day, it is the school’s responsibility to contact Parents/Carers to coordinate and organise arrangements. In urgent circumstances Students can ask permission to contact Parents/Carers and use the phone in Student Services. Every attempt will be made to contact Students should Parents/Carers need to get an urgent message to Students.

→ **Policy Guidelines – Consequences**

Students who breach the policy will have their phone confiscated for the remainder of the school day. For repeated breaches of the policy, Students will be dealt with through level 2 and 3 behaviour consequences listed in the Balmoral State High School code of conduct for students. Additionally, International Students will be issues with behaviour warning letters which may impact their visa.

Electronic devices such as mobile phones and iPods can be expensive. The school does not accept responsibility for loss or theft of such items.

Unauthorised Use of Electronic Device	Possible Consequence
1st Offence	<ul style="list-style-type: none"> ➔ Phone/device sent to the office. Office records incident; ➔ Student provided with electronic device slip to take back to class and to hand in at the end of the day to collect device from the office; ➔ Teacher enters the offence on OneSchool as I.T. misconduct.
2nd Offence	<ul style="list-style-type: none"> ➔ Phone/device sent to the office. Office records incident; ➔ Teacher enters the offence on OneSchool as I.T. misconduct with referral; ➔ Teacher contacts parent/guardians; ➔ Student has a referral to the reflection room.
3rd Offence	<ul style="list-style-type: none"> ➔ Phone/device sent to the office. Office records incident; ➔ Parent/guardian contacted and meeting is arranged with Deputy Principal and student where device will be returned to parent/guardian.
4th Offence	<ul style="list-style-type: none"> ➔ Phone/device sent to the office. Office records incident; ➔ In consultation with the Principal (or officer in charge) consequences will be applied.

→ **Student Responsibilities:**

- Ensure mobile phones or other items of value are always stored in a safe and secure place;
- Ensure adherence to the schools ‘acceptable use policy’ and do not use mobile phones or other electronic equipment (including those with Bluetooth functionality) in an inappropriate manner;
- Report any suspected inappropriate behaviour to the supervising teacher or Principal.

UNIFORM POLICY

Balmoral State High School is a **100% full uniform school**. This position is fully endorsed and supported by our Parents and Citizens Association, the school staff and the wider school community. It is expected that students enrolling and studying at Balmoral will have carefully considered the expectations of and will abide by the dress code.

A full uniform code is strongly supported because:

- It makes a statement that our Balmoral State High School community cares about standards, that we are a school where 'near enough' is not good enough;
- It encourages identification with our school and the development of school spirit which is essential for us to be an effective learning environment;
- It reinforces the concept of team and community – of students, staff and parents/carers working together for the benefit of all;
- It removes distractions and competitions about clothes, which can be stressful to teenagers;
- It provides an economical means of clothing students during the high school years;
- It reflects the reality of the workplace, where business and industry expect that corporate uniforms will be worn neatly and with pride;
- It covers basic health and safety requirements for schools as workplaces.



Students can wear the uniform style they feel most comfortable in, however, they cannot “mix and match”. They must either choose style 1 or style 2.

DAY/FORMAL UNIFORM		
STYLE	JUNIOR SECONDARY – YEARS 7, 8, 9	SENIOR SECONDARY – YEARS 10, 11, 12
STYLE 1	<ul style="list-style-type: none"> Green pleated skirt or skort, worn at the waist and to the knee or long school grey slacks; Green and white V-necked collared, checked blouse with gold trim and gold embroidery on the green pocket bar. Worn to cover skirt, skort or slacks; Two-sided button on tie with fixed front fold over. Colour of tie – green with yellow, green side on display; White quarter crew cut socks, which are visible above the shoe. <p><u>Optional:</u></p> <ul style="list-style-type: none"> Balmoral panama style hat; Balmoral bottle green blazer with embroidered pocket. 	<ul style="list-style-type: none"> Green pleated skirt or skort, worn at the waist and to the knee or long school grey slacks; White V-necked collared blouse with green trim and green embroidery on the pocket bar. Worn to cover skirt, skort or slacks; Two-sided button on tie with fixed front fold over. Colour of Tie – green with yellow, green side on display; White quarter crew cut socks, which are visible above the shoe. <p><u>Optional:</u></p> <ul style="list-style-type: none"> Balmoral panama style hat. Balmoral bottle green blazer with embroidered pocket.
STYLE 2	<ul style="list-style-type: none"> School grey shorts or long trousers; Grey, short sleeved shirt with green and gold trim and embroidered pocket – must be worn tucked into pants with belt; Grey knee socks, with fold down band must be worn with shorts. Standard, grey business socks must be worn with long trousers. <p><u>Optional:</u></p> <ul style="list-style-type: none"> Balmoral bolero style hat; Balmoral bottle green blazer with embroidered pocket. 	<ul style="list-style-type: none"> School grey shorts or long trousers; White, short sleeved shirt with green trim and embroidered pocket – must be worn tucked into pants with belt; Grey knee socks, with fold down band must be worn with shorts. Standard, grey business socks must be worn with long trousers. <p><u>Optional:</u></p> <ul style="list-style-type: none"> Balmoral bolero style hat; Balmoral bottle green blazer with embroidered pocket.
WINTER UNIFORM (Terms 2 and 3 Only)		
ALL YEAR LEVELS	<ul style="list-style-type: none"> Opaque black or natural toned stockings with dress skirt or skort; Long school grey slacks or trousers; Bottle green knitted pull-over sweater, Balmoral zip-up fleece jumper or Balmoral bottle green blazer with embroidered pocket; Black Balmoral scarf; Senior jersey (<u>Year 12 students only</u>); School tracksuit pants can be with <u>sports uniform only</u>. 	
SPORTS UNIFORM		
ALL YEAR LEVELS	<ul style="list-style-type: none"> Black sport shorts with embroidered Balmoral State High School logo; Green, gold, black and white Balmoral short sleeved active polo shirt; Suitable lace up sport shoes with appropriate arch support and shock absorption – black and white in colour; White quarter crew cut socks, which are visible above the shoe; Balmoral State High School black bucket hat or green cap. 	




COMPULSORY SPORT UNIFORM

→ **Consequences of Non-Compliance**

Students will be asked to dress appropriately. This may require the delivery of an appropriate item to school as a replacement, the supply of a school item or the removal of the student from an excursion, activity or grounds.

As a general rule, if it is not specified, it should not be worn. Students not complying with the uniform requirements will receive consequences, you may be issued with a behaviour warning letter which may impact your visa. Balmoral State High School is a full uniform school.

→ **Additional Uniform Information and Expectations**

BODY ART AND MODIFICATIONS

Tattoos and other body art or modifications are not permitted. If tattoos and modifications are a religious or cultural tradition/requirement, a full written application must be made to the Principal.

DAY/FORMAL UNIFORM

The formal uniform is expected to be worn (as specified in this code) at all times whilst travelling to and from school and on special occasions. Dress/formal school uniform is to be worn on school excursions and when a student is representing the school. Neatness tidiness and presentation of uniform is essential.

FORMAL SHOES

Black leather (traditional oxford style) lace up leather shoes must be worn with the dress/formal uniform for workplace health and safety requirements. Only impervious shoes are allowed (No casual or sporting shoe to be worn with the dress/formal uniform).

HAIR

Student's hair should be neat and tidy in appearance and tied back. Only natural shades of hair colour are allowed. No 'outlandish' hairstyles are permitted. Hair ties must be green, white, or natural in colour.

When a student's hair touches their shirt collar, it must be tied up neatly.

Facial hair must be clean shaven or neatly groomed at all times. The Principal may grant exemptions based on medical and religious reasons.

JEWELLERY

- Two small sleeper or stud earrings in each ear;
- One flat ring.

Religious, cultural, or medical jewellery items can be worn out of sight, or if this is not possible a full written application must be made to the Principal. No other visible piercings are acceptable. Clear "spacers" must be worn in existing piercing holes or it must be removed or covered with a Band-Aid. Badges that are not provided by the school cannot be worn on school shirts, jackets or ties.

JUMPERS

Only Balmoral State High School jumpers are permitted to be worn on campus. If students do not have an appropriate jumper, they will be provided with a clean jumper from the office to wear for the day. This jumper must then be washed and returned to the office within 5 business days.

MAKE-UP AND NAILS

Make-up and any form of eyelash extensions are not to be worn at school. No coloured nail polish or false nail extensions are permitted. Natural, neat, short nails only.

SENIOR JERSEY

Senior jerseys are only to be worn by current Year 12 students. The senior jersey must only be worn over a uniform blouse, or shirt and cannot substitute a uniform blouse, or shirt. Senior jerseys from previous cohorts, ex-students or siblings cannot be worn on campus.

FORMAL SHOES

Black leather (traditional oxford style) lace up leather shoes must be worn with the day/formal uniform for workplace health and safety requirements. Only impervious shoes are allowed. No casual, sporting shoe, or 8 lace Doc Martin style boots etc. are permitted to be worn with the dress/formal uniform. Including but not limited to the examples provided.



SPORT SHOES

Lace up sneaker style sports shoes, that stop at the ankle are the only style of shoe accepted with the sports uniform. Neutral black or white colouring is preferred, avoid bright and outlandish colours. Sports shoes must have arch support and be designed for physical activity, casual/dress sneakers are not approved.



Canvas shoes are not to be worn with either the day/ formal or sports uniform.

SOCKS

Students are not permitted to wear white socks that are knee-high, invisible, mid-crew or long crew. Students are not permitted to wear any form of black socks. Only quarter-crew length white socks, grey knee-high Balmoral State High School socks and grey socks worn only with slacks or trousers are permitted. Ensure to wear only those described in the school's dress code.

UNDER SHIRTS

A plain white t-shirt may be worn under day or sports uniform. Coloured or printed t-shirts are not permitted.

SHORTS

Shorts do not include "stubbies" style shorts, "cargo" shorts, leggings, running shorts, or bicycle shorts. Only official Balmoral State High School shorts are permitted.

The sport uniform can only be worn both to and from school on Wednesday ONLY. For practical H.P.E. or dance lessons, students must change into their sports uniform before class and back into their formal uniform after class, even if the practical lesson takes place in period 1 or 4 – **No exceptions.**



ABSENCES

All students are expected to attend school each and every day of the school year. Education Queensland's attendance strategy, Every Day Counts, ensures appropriate student attendance at school.

- School hours are between 8.45am and 2.45pm. Students are required to attend regularly and punctually;
- Students may not leave the school grounds during the day without permission;
- Each day you are absent from school, your Parent/Carer/Homestay must call the student absence line, text or email the school office. A written note may be brought to the office to explain the absence;
- Continued unexplained lateness or unexplained absenteeism will necessitate contact with Parent/Carer/Homestay/EQI/Department of Home Affairs and initiate intervention meetings and warning letters which may impact your visa;
- All information regarding late arrivals or early departures through illness, injury or appointments must be made through the school office;
- Students will not be permitted to leave the school during the day unless there is a clear, legitimate reason and Parent/Carer/Homestay contact has been obtained;
- Students are not to make appointments during the school day (where possible). Students are certainly not permitted to avoid Wednesday sport and activities by signing out of school;
- All International Students who do not meet attendance requirements, will have their enrolment and visa cancelled due to their non-participation in the learning programme.

BANNED ACTIVITIES AND ITEMS

Banned activities for all students include smoking, vaping, gambling and the consumption of alcohol or drugs. Students who are identified in participating in this behaviour will have serious consequences imposed in accordance with the school's responsible behaviour plan. In serious circumstances, students will also be reported to the police and/or issued with a behaviour warning letter that may cancel your visa.

Students may not bring to school any spray deodorant cans, weapons or replicas of weapons, items capable of being used a weapon, lasers, firearms and knives (pen knives, fruit knives, knife blades, razor blades or any other blades are all regarded as knives).

International Students, even when over the age of 18, are not permitted to consume alcohol.

Additionally, International Students are not permitted, under any circumstance, to go out to pubs/night clubs or participate in "Schoolies" celebrations. These rules are implemented by EQI and must be strictly followed, if broken students will be issued with a behaviour warning letter that may result in visa cancellation.

BEHAVIOUR IN PUBLIC

We rely on the good sense and appropriate conduct of students when in public. Inappropriate behaviour is quickly reported to the school. The school will act on information provided. With reference to appearance and behaviour, the reputation of the school largely depends on how the students are seen to act outside the school grounds. Always present yourself and Balmoral State High School in a positive and respectful manner.

BEHAVIOUR ON PUBLIC TRANSPORT AND BUS PROCEDURE

All students must use their GoCard for bus travel. Students who catch a bus from school in the afternoon meet at the front of the school (Thynne Road) and stay inside the grounds until the bus arrives. Students must follow the directions of teachers and staff to board. Students should show

every courtesy to fellow travellers, i.e. standing and offering a seat to adults, stowing school bags away from aisles, thanking the driver, allowing other members of the public to enter the bus or train before they enter themselves etc. Students are not to move about the bus or train and should only converse with students near them. They should not shout, call out loudly or engage in long conversations with the bus driver. On the train, students should move down the aisle, leave the doorway free and be careful their bags do not knock passengers. Students who travel to and from school by public transport must follow Translink's [Passenger code of conduct](#).

BELL TIMES

All students should be at school no later than 8.30am to arrive in time for period 1 which commences at 8.45am.

BICYCLES AND CARS

All bicycles must be placed in the racks provided. Bicycles, scooters or skateboards are not to be ridden in the school grounds. Students on bicycles are required to wear helmets and comply with Queensland transport regulations.

Students who are licensed drivers and who wish to drive their own car to school:

- a. Must advise the Year Coordinator by completing the form, "application to drive a vehicle to and from school";
- b. May not use their car to transport other students to and from school, unless the parents of those students have provided the Principal with a note indicating approval;
- c. May not use cars for school excursions or any other activity throughout the school day;
- d. No parking on school grounds.

If an International Student wants to get their learners permit for driving, they **MUST** talk to the International Student Coordinator before doing so. International Students can only achieve the hours required through an accredited driving school and a risk assessment must be completed, lodged and approved with EQI before any lessons can commence.

CHANGE OF ADDRESS/PERSONAL DETAILS

If a change of address, phone number or other details occur, International Students must inform the International Team within 7 days. Inability to do so may impact your student visa.

Up-to-date contact and emergency details are essential in cases of accident or illness.

ROAD SAFETY

Road safety is paramount. Students should cross roads only at marked crossings. Students must not jaywalk when crossing Thynne or Lytton Roads. Students must wait inside the school gate for all buses which depart from the school.

ELECTRONIC RESOURCES

Every International Student are required to sign a statement relating to appropriate and responsible use of the internet and school network.

The term BYOD (bring your own device) refers to digital technology devices such as laptops that are to be used in class as a learning device. Mobile phones are **NOT** an inclusion of the BYOD programme.

At Balmoral, all students should have a device to suit their learning needs whilst at school and completing work at home. Students must have their own device that they will bring to school.

Students may use their own BYOD in our school learning environment provided they are used in accordance with the school technology procedures. Failure to comply with school policies will result in the withdrawal of permission to use BYOD at school. Additionally, a behaviour warning letter may be issued, which may affect your student visa.

Students are responsible for the security, integrity, insurance and maintenance of their personal mobile devices, laptops and their private network accounts.

DEVICE CARE

The student is responsible for taking care of and securing the device and accessories in accordance with school policy and guidelines. Responsibility for loss or damage of a device at home, in transit or at school belongs to the student.

It is advised that accidental damage and warranty policies are discussed at point of purchase to minimise financial impact and disruption to learning should a device not be operational.

Students are reminded to always back up work on a USB stick. Assignment extensions will not be granted if your work has been lost due to device glitches or damage.

ALLERGY MANAGEMENT

A number of people suffer from potentially life-threatening allergies to certain foods, aerosols or toxins from insects. Therefore, the school seeks Parent/Carer/Homestay Host/International Student support towards maintaining a minimised risk environment, whilst also concentrating on ensuring effective medical response to potential anaphylactic episodes.

The school position is not to guarantee a completely allergen-free environment. Rather, it seeks to minimise the risk of exposure, encourage self-responsibility and plan for effective response to possible emergencies. This approach is consistent with contemporary specialist medical advice and supports students to self-manage their condition.

If you need assistance managing your allergy, inform the International Team immediately (if you have not already done so).

SCHOOL PROPERTY

School property such as textbooks, library resources, computer equipment, audio-visual equipment, bathrooms and classroom furniture etc. must be treated with care. Any vandalism to the school or another student's property is a serious offence. The school will notify Parents/Carers/Host Parents/Agents and where appropriate the police. Restitution for loss or damaged goods and property is a policy of the school.

LOST PERSONAL PROPERTY

If students misplace any personal items, lost property is held at the office in the designated receptacle. Ask Student Services for assistance where needed. Students are advised to write their name clearly on all personal belongings to increase the likelihood of their return.

UNIFORM SHOP

The school uniform shop is operated by the Balmoral State High School P and C. The Uniform Shop is located next to our school tuckshop, under D-Block. All profits made by the Uniform Shop go towards

providing resources and financial contributions to the school.

During term, the Uniform Shop is opening hours are:

Monday, Wednesday and Thursday mornings, 8:00am – 10:30am.

Uniforms can also be purchased online at:

<https://balmoral-state-high-school-pc-association.square.site/>

Online orders will be ready for pick up the next day. The Uniform Shop is closed on Tuesday's so online orders will be available on Wednesday's.

The uniform shop can be contacted by phone on (07) 3823 8525 or email

uniformshop@balmoralshs.eq.edu.au



BANKING

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

If you are experiencing difficulties please see the International Student Coordinator:

- To open an Australian bank account, you will need to present your passport and possibly additional information.
- The majority of banks and building societies have internet banking, telephone banking, Automatic Teller Machines (ATM's) and branch access.

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

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

TOP 10 BANKS			
Customer-owned		Shareholder-owned	
 Life rich banking			
			
			
			
			

TRANSPORT



Depending on where your Homestay family is located, your journey to school may vary. Balmoral State High School is accessible via bus, train and ferry. Please ask your homestay family for help to navigate the TransLink Journey Planner. This is an online public transport timetable and planner that will give you comprehensive directions to help you travel from “A to B”.

Access the TransLink Journey Planner via <https://jp.translink.com.au/plan-your-journey/journey-planner>

HOW TO GET A GOCARD

To use public transport in Brisbane, you will need a GoCard. To obtain a GoCard you will need to visit your local News Agency. You are required to show proof that you go to a Queensland Government school, a school ID is required. On the first day of term you will receive a “Confirmation of Enrolment” letter, use this document until your official student I.D is delivered.

If you have any issues, ask your Homestay Family, DHA guardian or the International Team for assistance.

A screenshot of the TransLink Journey Planner website. The top navigation bar includes 'Home', 'Plan your journey', 'Service updates', and 'Travel with...'. Below the navigation bar, the breadcrumb trail reads 'Home / Plan your journey / Journey planner'. The main heading is 'Journey planner'. Underneath, there's a sub-heading 'Plan your journey'. The form contains several input fields: 'Enter a start location', 'Enter an end location', and a date selector set to 'Tue 19 Apr'. There are also buttons for 'Leave after', 'Arrive before' (set to '12:00am'), 'Advanced options', and a 'Find a journey' button. A 'swap' button is located between the start and end location fields.

DRIVING



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

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

For more information about obtaining your learners permit in Queensland, please visit the Department of Transport and Main Roads [website](#).



WORKING

If you are considering work, you must speak to your International Student Coordinator. Your 500 visa allows you to work part time. During school time it is recommended you work no more than 12 hours a week. If it interferes with your study you will need to meet with the International Team to discuss strategies to manage your time. You will need to follow Australian law when working.

Please see the link below for more visa conditions.

[Check visa details and conditions \(homeaffairs.gov.au\)](http://homeaffairs.gov.au)

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.

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.

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.



HOUSE STRUCTURE

When a student enrolls at Balmoral State High School, they will be allocated to a house. There are 4 houses – **Coffey (red)**, **Toyne (orange)**, **Tunstall (purple)** and **Wilson (blue)**. The Balmoral house groups are named after important, influential and famous Balmoral alumni students.



HOUSE GROUPS THROUGH THE DECADES

→ 1958

Balmoral State High School opened with a population of 163 students; by the end of the first year this number had reached 166. Students were organised into four Houses for intra-school competitions in academic studies, sports and athletics. The House groups were Kennedy, Leichardt, Mitchell and Oxley. Leichardt won both Best Academic House (Houston Cup) and Best Athletic House (Robinson Shield for Best Sports and M. Rayner Cup).

HOUSE CAPTAINS

Kennedy: Wendy Swile and Frank Timmermans

Leichardt: Margaret Wendell and Graham Watson

Mitchell: Natalie Savin and Frank Ashworth

Oxley: Joyclin Farrell and John Sargeant

→ 1998

The number of houses were reduced from four to three (Kennedy, Mitchell and Oxley). The Inter-house Athletics Carnival (Sports Carnival) was won by Mitchell House, while the Swimming Competition (Swimming Carnival) was won by Kennedy House.

→ **Modern Day**

In the early 2000's, Balmoral's house group names changed to Apollo, Ares and Olympus.

A NEW ERA OF WELLBEING AND TEAM SPIRIT AT BALMORAL



The 2021 school year marked a new era of wellbeing and learning at Balmoral State High School with the introduction of four new Houses and a vertical House system, aimed at fostering student wellbeing, growth and connection.

Over a six-month period, all members of the school community were involved in a consultative review which highlighted the need to reinvigorate the House System at the school. During this time, it was decided that each of the four new Houses should be named after a Balmoral Alumna or Alumnus who had made a significant contribution to the local community. In May of 2021, a community vote determined that the Houses of Wilson, Tunstall, Coffey and Toyne would be established.

As a part of this process, all of our students have been allocated to one of our new Houses and to a vertical home group and will remain in this group for the entirety of their Balmoral SHS journey. This system of pastoral care engenders a strong sense of belonging and encourages support and collaboration amongst peers. As a member of one of our home groups, students develop team spirit and interact with a cross section of other students in academic, sporting and cultural events. The reinvigorated system seeks to increase participation and school pride at school events, motivate students to focus on learning and increase school community engagement and participation, resulting in stronger learning outcomes for students.

As a team, we look forward to continuing to embrace the opportunities that arise due to our new House system. We are very proud of the Alumni that are represented, the progress that we have made over the past 6 months and the student leaders who are working in this space. It is definitely an exciting time to be a member of the Balmoral Community!

Rebecca Gardiner
Deputy Principal
Senior Secondary



HOUSE GROUP NAMESAKES

→ Coffey House – Dennis Coffey



Dennis Coffey was born in Brisbane on 28 March 1945 and completed his secondary education at Balmoral High School. He attended the University of Queensland and graduated as a Diploma of Physical Education in 1966. Before entering the Army as a National Serviceman, he was employed as a Physical Education High School Teacher by the Department of Education (Queensland). Whilst at the Operational Training Unit, Dennis obtained the rank of Under Officer. He received the Skill at Arms Prize for the highest aggregate score in range practices and the Athletics Prize for the outstanding

sportsman of the class. He graduated 7th in the class and was allocated to the Royal Australian Artillery.

In early 1970, Dennis Coffey was posted to Vietnam. He was a fixed wing pilot with 161 (Indep) Recce Flt in Vietnam from 30 April 1970 until 1 May 1971. Dennis flew in excess of 1200 hours whilst posted to 161. Dennis had the honour of flying Cessna 180 A98-045 on its last flight in Vietnam on 14 February 1971. From Vietnam he was posted to 171 Air Cav Flt at Holsworthy where as a Section Commander, he gained some leadership experience. In 1972 he was selected for instructor training in the UK with the RAF and during this time he met his wife Carol.

In 1982, it was decided that Dennis Coffey in the company of Steve Graham would attempt a cross country flight in a large tanked Pilatus Porter PC6 aircraft. The month of August in 1983 was chosen to be the best time to attempt the flight as it was the annual period with the strongest west-east airflow over central Australia. On 8 August 1983, Major Dennis Coffey and Captain Steve Graham successfully flew from Carnarvon in Western Australia to Amberley Air Force base in Queensland. The unpressurised plane was airborne for 16 hours and 20 minutes. The World and Australian Records aimed for and accomplished in this journey included-

For a single-engine plane:

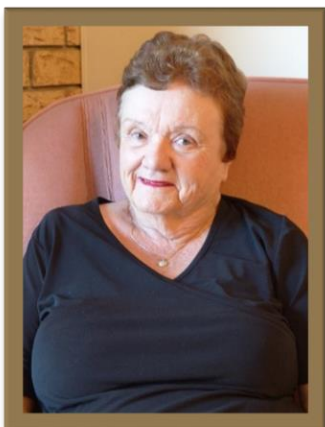
1. Distance in a straight line without landing (3893.56kms), and
2. Speed over a recognised course (275.14kph)

Dennis completed 27 years of Army service and retired in Canberra in 1992.

In addition to his work in the Army, Dennis was also very involved in the sport of Touch Football. His involvement within the sport spanned over three decades, being the inaugural National Coaching Director of the organisation and the National Coaching Director between the years of 2000-2010. He was previously an Australian Touch Football representative, playing in the 1988 World Cup as well as against New Zealand in 1991.

Whilst Dennis has now passed, his contribution to our country, the Australian Army and the sport of Touch Football will always be remembered.

→ *Toyne House - Fay Wain née Toyne*



Fay Toyne enrolled at Cannon Hill School in January 1949. She studied at the school for 8 years prior to commencing her schooling at Balmoral State High School in 1958. Fay was a foundation year student at Balmoral.

Her parents, Ben, a superintendent at the abattoirs, and Mary, a home maker, enjoyed playing tennis and Fay would rush from church on Sundays to have a hit with anyone who was willing to indulge the youngster with the dream of winning Wimbledon.

Fay had learnt to play the game on the school tennis courts at a time when this sport was very popular with many private homes boasting their own courts in the backyard. By 1954, when she was only nine or ten years old, Fay was playing in tournaments around Brisbane. Her experience and talent led to selection in the Brisbane State Primary School Tennis Association Premiership Team, which she won, and then in the Queensland State Primary School Team to play in Sydney when she was in Grade's Seven and Eight. Her father was her first fan and brought Fay her first tennis racquet.

In 1957, '58 and '59, Fay was a member of the Hopman Squad and was coached by the legendary Harry Hopman. Her mother religiously and meticulously kept all the newspaper clippings as Fay's career took off plating in the Open Tournaments in Queensland.

At the age of twenty in 1964, Fay decided to travel overseas. She had to support herself by taking menial jobs as her parents were not in a position to help her financially and this was in the days before players were supported by promoters.

Between 1964 and 1972, Fay played at Wimbledon in addition to tournaments in France, Europe, Wales, Italy, Germany, the Middle East and South Africa. In 1966, she reached the finals of the Women's Doubles in the French Championships being defeated by Margaret Court and Judy Tegart. She won ninety pounds for her success in reaching the last sixteen of the Wimbledon Singles in 1968. She lost 6/2, 6/4 to Billy-Jean King. She played forty-four matches at Wimbledon; got to the fourth round of the Singles in 1968; quarter finals of the Doubles in 1969; third round in 1969 and the fourth round in 1968 in the Mixed division. She also lived and coached for a year at a French tennis club. When Fay returned to Australia in 1978, she returned with such success that today she would have been ranked in the top ten tennis Players in the world.

Fay then ran her own coaching business in schools and privately for a number of years before marrying Kevin Wain in 1982 and relocating to Mackay where she helped him to run the Slade Point Tennis Centre for eight years. They returned to Brisbane in 1990 and eventually retired in 2002. In 2004, Fay was interviewed by the Queensland Tennis Association and has donated much of her memorabilia to the Tennis Museum at Tennyson.

Her advice to young players, some of whom she coached at Cannon Hill State School when she returned from overseas has always been: As with any other sport, practice doesn't necessarily make perfect but any youngster with aspirations beyond the social tennis level has to be ready to put in a lot of hard work and this means practising nearly every day. They must also try to keep up their physical fitness standard to a point where they can play a third set with the same vigour and enthusiasm with which they started the match.

→ **Tunstall House – James Tunstall**



Jim Tunstall is one of Balmoral State High School's foundation students, attending the school in 1958 to 1961.

Balmoral introduced a newly formed cadet unit near the end of 1958, Jim undertook a training course and proudly became Sergeant. Following this, he undertook further training in 1959 to be awarded Cadet Under Officer in the cadet unit. In 1960, Jim was appointed a school Sub-Prefect and in 1961, he was appointed a school Prefect position.

At the end of 1959, he sat the Junior Public Examinations and was awarded a Junior Teachers' Scholarship. This enabled him the opportunity to continue his secondary school education for a further two years (1960-1961). Jim passed his Senior Public Examinations at the end of 1961 and was awarded a Senior Teachers' Scholarship, enabling him the opportunity to access further education at Kelvin Grove Teachers' College (1962-1963) and become a teacher.

While studying at Kelvin Grove Teachers' College, Jim also studied at the University of Queensland. Jim balanced his studies while he was teaching and eventually gained three degrees: Bachelor of Arts, Bachelor of Education and Master of Educational Studies.

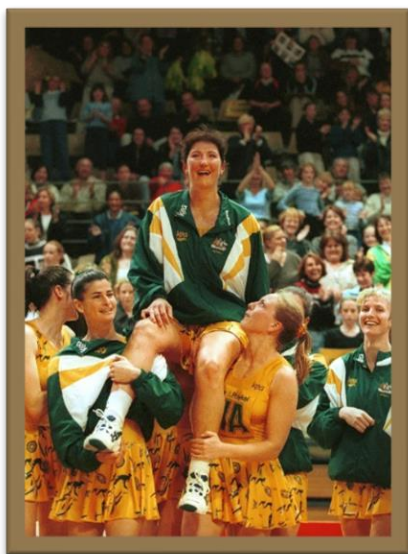
Jim began his teaching career at Morningside State School in 1964. He continued teaching at Redland Bay State School (1965), Town View State School (1966), Mount Isa (1966-1967) and Manly State School (1968-1969). In 1970, Jim was seconded to the Department of Education's Research and Curriculum Branch to facilitate research duties. He was involved in the revision of the primary school English syllabus and several other projects in the English, Language and Arts curriculum areas, and in a number of national curriculum projects, notably the Curriculum Development Centre's Language Development Project. He undertook the review of primary school curriculum in Australia for a UNESCO-funded survey of curriculum in Asia and the Pacific.

In 1988, Jim was appointed Director of the Department of Education's Division of Curriculum Services, and subsequently Deputy Executive Director of the South Coast Region and Executive Director of the North West Region. In 1996, he was appointed Director of the Queensland School Curriculum Council, the position he occupied until just prior to his retirement from the Queensland Public Service in 2013.

Since his retirement from the Queensland Public Service, Jim has undertaken a number of review and evaluation studies and projects for the Queensland Department of Education and Training, the Queensland Curriculum and Assessment Authority and has been engaged in casual and full-time teaching appointments at the Queensland University of Technology, Griffith University and the University of the Sunshine Coast.

Jim has been actively participating in local clubs, associations and organisations since 1953. Some of these roles include Treasurer, Camp Hill Infants State School Parents and Citizens' Association; President, Coorparoo State High School Parents and Citizens' Association; President, Queensland Institute of Senior Education Officers (QISEO); Global Learning Centre (Queensland); Member, Bulimba and District Historical Society; 2014 Queensland Week Award and the 2016 Griffith Australia Day Award. In addition, Jim Tunstall is a most valued member of our community and is the long serving president of the Balmoral State High School Alumni Association.

→ Wilson House – Vicki Wilson



Vicki Wilson, OAM, was born in Brisbane in 1965. Growing up in the Brisbane suburb of Murarrie, Vicki attended Murarrie State School and Balmoral State High School.

Vicki started playing netball in 1972 at the age of seven. Vicki's talent for sport was nurtured while she was still in primary school when she played netball with the Cannon Hill Stars. Vicki also enjoyed softball and played in State and district softball teams.

Vicki became an A grade player for the Hytec club when she was sixteen and still at school. Originally a defence player, Vicki always wanted to be a goal shooter. Vicki then joined the Police Youth Club team. At the Under 19 championships, she was identified by the Australian Institute of Sport as a player they hoped would join them. However, Vicki was still a student in the Physical Education course at the Queensland University of Technology and subsequently delayed the move from Brisbane to join the Australian Institute of Sport for over a year.

Vicki first played for Australia in 1985, when she was twenty. She continued to represent Queensland as captain of the Firebirds team in the National League competition.

In 1992, Vicki moved from teaching at school to the position of Schools Sports Promotions Officer with the Department of Education in Queensland.

Vicki was awarded the Medal of the Order of Australia in 1992, named Queensland Sportswoman of the Year in 1993, presented with the keys to the city of Brisbane in 1999 and awarded an Honorary Doctorate by Griffith University. Vicki was inducted into the Australian Institute of Sport 'Best of the Best' in 2001. Additionally, she was inducted into the Sport Australia Hall of Fame in 2004 and the Australian Netball Hall of Fame in November 2008. All were important milestones for the recognition of netball.

At the time of her retirement from representative sport, Vicki Wilson was the world's greatest goal shooter in netball and the only Australian player to have played in four world championships. She also captained the Australian team to inaugural Commonwealth Games netball gold medal in 1998.

Vicki has always been committed to the future development of the sport she loves. She was the Founder and coordinator of the Secondary Schools Netball championships. As well as her coaching activities, Vicki is a member of the board of the Queensland Academy of Sport, the Gabba Trust, the Womensport Queensland Board and the Centenary of Federation committee. Vicki Wilson relishes all challenges and believes strongly in recognising good opportunities. She continues to coach and mentor talented players and is currently working with the Sunshine Coast Lightning Suncorp Super Netball Team.

SCHOOL LEADERSHIP OPPORTUNITIES

Balmoral State High School strives to inspire our students by challenging and enriching the students so they may reach their full potential. Students participate in a Leadership Program and are given the opportunity to be active members of the school's leadership team.

Our student leadership team is made up of School Captains and Vice-Captains, Junior School Captains and Junior School Vice Captains, School Leaders in the areas of Academic, Cultural, Literary, Engagement, Environment and Sporting, Student Council Chair Person and Student Council representatives of each year level.

ROLE DESCRIPTIONS:

→ **School Captains**

School Captains will:

- Be the public face of the school and work at the level of the broader community;
- Participate in community events such as Anzac Day, Lord Mayoral meetings and functions;
- Speak at community events and to community groups;
- Build relationships with members of the community;
- Act as Principal's representative at community events;
- Provide advice to the Principal on school strategic matters;
- Support other school leaders;
- Participate in the Student Council.

→ **Vice School Captains**

Vice Captains will assist the School Captains to:

- Represent the school in the broader community;
- Participate in community events such as Anzac Day, Lord Mayoral meetings and functions;
- Speak at community events and to community groups;
- Build relationships with members of the community;
- Act as Principal's representative at community events;
- Provide advice to the Principal on school strategic matters;
- Support other school leaders;
- Participate in the Student Council.

→ **School Leaders**

School Leaders will (depending on role):

- Reflect high level Academic/Cultural/Engagement/Environmental/ Sporting achievement in results reports and participation;
- Encourage student participation in competitions;
- Connect with and support students who are disengaged, disengaging or struggling in each area;
- Share success stories;
- Line manage Academic/Cultural/Engagement/Environmental/ Sporting events;
- Lead house in all respects;
- Organise lunch activities;
- Encourage participation in house activities – house spirit;
- Report success to school community by creating Newsletter and social media posts (to be posted on your behalf by Balmoral SHS);
- Support other school leaders;
- Participate in the Student Council.

→ **Student Council**

The purpose of the student council is to enable the school leaders to develop with year levels, cross school initiatives to support community service projects. Each year level will participate organise and participate in an event to support a community group or project.

Year level groups will assist each other in brainstorming ideas and planning the community service calendar. School Captains and year level representatives will work with year level representatives to develop their strategies.

School Captains, Vice School Captains and the Student Council Chair Person will assist year levels to design, develop, and implement community projects. School Leaders may use the student council to discuss plans for lunch time activities.

Student Council is not a forum to discuss school maintenance issues, all projects must be approved by the teacher responsible for the student council.

Leadership positions are finalised at the end of Term 4, the year prior.



AUSTRALIAN FAMILIES

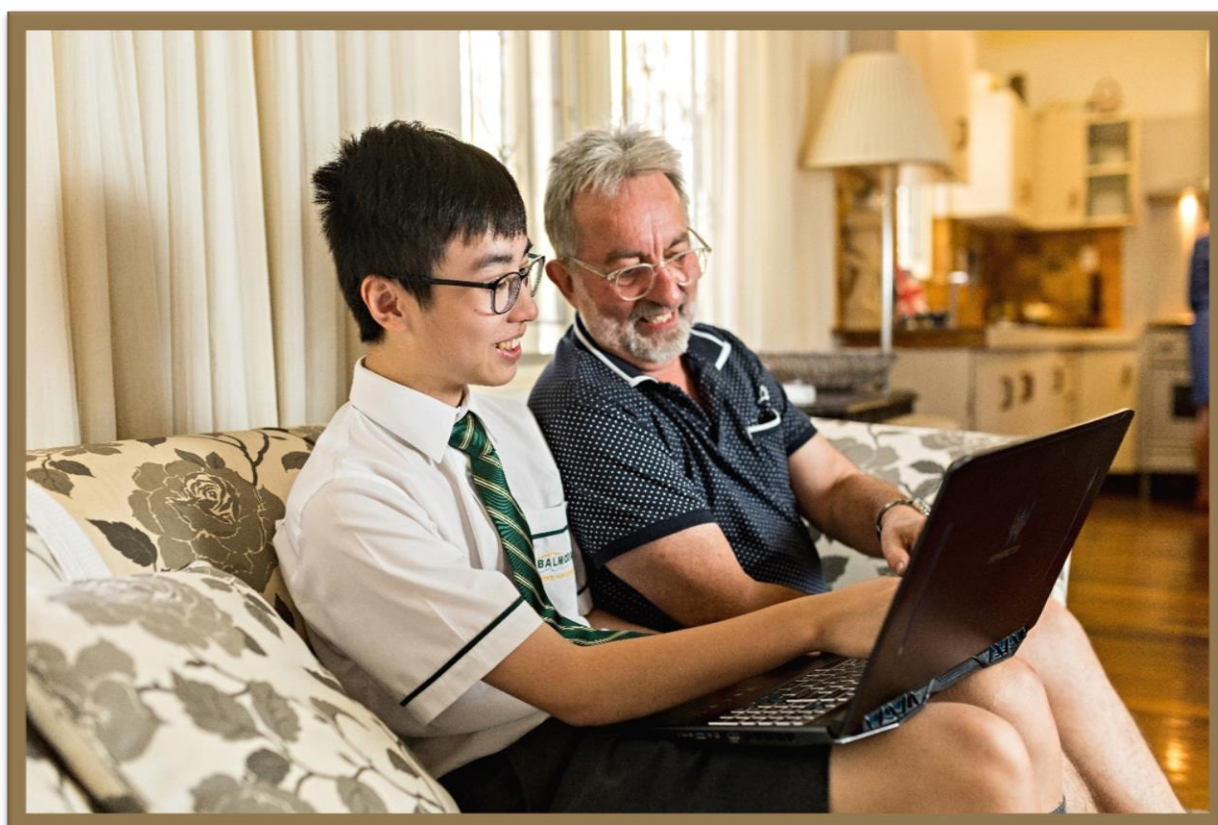
In Australia there is no typical family and families differ widely from each other in many ways. This is in part due to Australia being a multicultural society i.e. many cultures from all over the world choose to settle in Australia.

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

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

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

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



MEALTIMES

BREAKFAST

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



- Cereal (a carbohydrate consisting of grains such as wheat, oats or corn) served with milk;



- Toast (sliced bread that is heated in an electrical appliance called a toaster) with toppings such as peanut butter spread, Vegemite, Jam 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 and clean up afterwards. Let your homestay know if there are certain foods that you like or dislike so that they know what to buy when shopping. Please wake up early enough to allow yourself time to prepare a nutritious breakfast before leaving for school, and remember to clean up afterwards.

LUNCH

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



Sometimes families give students leftover food from dinner and it can be heated up using the microwave at school. Talk to your homestay family about the choice of foods available for lunches, and if you have any problem's please see the Homestay Coordinator.

DINNER

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



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

EXPECTED TABLE MANNERS

Do:

- Wait until everyone is seated before eating;
- Eat with your mouth closed;
- Make a positive comment on the meal;
- Clear up your plate and help clean up;
- Use knife and fork.



Don't:

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

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

Manners 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 not acceptable to say “*What*” if you do not understand. Say: “*Pardon*” or “*Sorry*”.

SOCIALISING WITH FRIENDS

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

Please remember to complete a travel form for overnight travel.



COMMUNICATION

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

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

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

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



→ **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).



SWIMMING, SURF AND BEACH SAFETY

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

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

SURF 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.

→ *Surf Life Saving Australia's 10 surf safety hints*

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

USEFUL LINKS

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



SUN SAFE



Slip **Slop** **Slap** **Seek** **Slide**



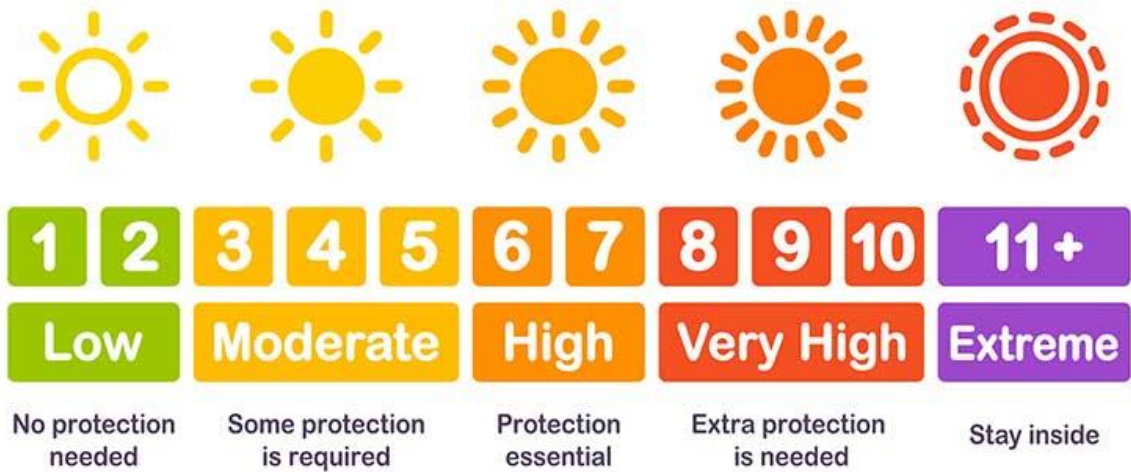
Protect yourself in five ways from skin cancer

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 (minimum).

UV Index




ROAD SAFETY

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

Did you know? ^{1,2}

Pedestrians account for
14% of road fatalities
in Queensland



There was a
32% 
increase in pedestrian
fatalities in 2018
compared to five
years prior

1. Market Facts. 2019. *Queensland Walking Survey, Survey Analysis Report Summary*. Brisbane. Report prepared for the Department of Transport and Main Roads.
2. Department of Transport and Main Roads. 2019. *Queensland Road Crash Weekly Report*. Report No. 1095a, Extracted 2 January 2019. Brisbane.



INTERNET USAGE GUIDELINES FOR INTERNATIONAL STUDENTS

As an International Student, you may be given permission to share internet with your homestay provider, you may like to pre-purchase mobile internet, or you may be staying with your own family. Regardless of your situation, it is important to be aware of risks and costs associated with using the internet. The aim of this guide is to provide advice and information to students about using internet during your stay here in Australia.

If you live with a homestay provider, sharing the household internet is not always an option. A major reason internet problem occur in homestays is that Australian internet plans are different from what is available in your home country where there may be no limits to internet use. In Australia, some families are on set internet plans that only allow a certain amount of data downloads to be used. If the homestay provider is allowing you to share their home internet, it is important to be aware of their data download limits and the costs associated. You may be required to obtain your own pre-paid data device to manage your own data. The International Team at Balmoral can assist you with this.

WHAT IS APPROPRIATE INTERNET USE?

All students require access to the internet to perform tasks associated with their studies. The amount of time required will vary from week to week, depending on the assignments or research required. You may need an hour or more some days to perform some study tasks. Additionally, you need time to communicate with family and friends and the internet generally provides a lower cost alternative for this communication than telephone.

WHEN DOES INTERNET USE BECOME INAPPROPRIATE?

If sharing internet with the homestay provider, ask for clear instructions regarding what your homestay family considers inappropriate use and any limitations with data downloads. You must respect and adhere to these restrictions.

Inappropriate use of the internet may include:

- Spending excessive amounts of time online (playing games, watching movies etc.);
- Engaging in unlawful online behaviours (e.g. hacking, accessing pornographic content, visiting prohibited websites, downloading TV series, movies and music);
- Cyberbullying and/or inappropriately communicating with others;
- Possible outcomes from inappropriate internet use include:
 - A reduction in internet speed, or additional charges;
 - Loss of sleep and study time, that may lead to poor performance at school (maintaining satisfactory course progress is a condition of your student visa);
 - Addiction to certain games and/or activities, may lead to social and psychological problems;
 - Exposure to unwanted material or communication (e.g. spam and advertising);
 - Being a victim of cyberbullying and/or being harassed or offensive content posted about you. (by other students or strangers);
 - The risk of criminal prosecution from engaging in unlawful online behaviour
 - Tension within the home.

If you engage in inappropriate behaviour online, your school will be informed and may issue you with a behaviour warning letter.