

International
STUDENT
HANDBOOK

Coolum Beach Christian College Ltd trading as Coolum Beach
Christian College
CRICOS: 02954M



COOLUM BEACH
CHRISTIAN COLLEGE

knowledge · wisdom · love

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SECTION 1 Welcome



Welcome

Welcome to Coolum Beach Christian College. The choice of a school has a major influence on a family and on the life of the child. We have endeavoured to build a school that reflects sound Christian principles within a progressive and proficient educational environment. We have ensured that all staff selected are of the highest calibre and that facilities and resources are designed or purchased to make certain of the highest learning outcomes.



Coolum Beach Christian College is interested in your child as an individual, and our aim is to develop your child in all areas: socially, emotionally, physically, spiritually and intellectually. We are a school that has a strong moral emphasis, and we develop in the individual the ability to make sound moral decisions, become effective members of society and agents for change in the lives of those around them.

In the physical design of our school we are consistently aiming at minimising any impact on the natural environment, whilst making the most of the special features of that environment. For example, buildings have been designed to make the most of natural ventilation and lighting and, in most cases, without interference to the existing land contours. The abundant Queensland sun is to be harvested through solar panels that will feed into the main electricity grid. Environmentally friendly recycling is emphasized wherever possible. These are important illustrations to your children of how to take care of God's creation.

Staff and students at Coolum Beach Christian College welcome every international student and we value the cultural diversity that arises with every overseas student.



Important Information and Emergency Contacts

Education Provider Main Contact Details

Coolum Beach Christian College

www.cbcc.qld.edu.au

2 Arcoona Rd, Coolum Beach QLD 4573 Australia

PO Box 480, Coolum Beach QLD 4573 Australia

TEL: 07 5446 4780

EMAIL: business@cbcc.qld.edu.au

CRICOS 02954M

International Student 24 Hour Emergency Contact

Mr Terry Hornby

0499 270 555

ENROLMENTS OFFICER / HOMESTAY COORDINATOR / STUDENT LIAISON OFFICER

Mrs Allison Leisemann

07 5446 4780

PRISMS Administrator/Principal's PA

Mrs Suzanne Callan

07 5446 4780 / 0423 599 662



Emergency Telephone Numbers

Police, Fire, Ambulance – **000**

Sexual Assault helpline – 1800 737 732. 1800Respect is the National Sexual Assault, Domestic Violence, counselling service and a counselling helpline giving information and support to anyone whose life has been impacted by sexual assault, domestic or family violence. The service is available 24hrs a day 7 days a week.

Department of Immigration and Border Protection

Ground Floor 299 Adelaide Street, Brisbane Queensland 4000
9am – 4pm Monday to Friday
131 881

Medical Centres

- Coolum 7 Day Medical Centre
Coolum Village Shopping Ctr, 8-26 Birtwill St, Coolum Beach QLD 4573
07 5471 6333
- Suncoast Medical Centre
21 South Coolum Road, Coolum Beach Qld 4573
07 5446 5999
- Coolum Beach Medical Centre
Pacific on Coolum 21-37 Birtwill Street, Coolum Beach Qld 4573
07 5446 1466

Public Transport

<https://translink.com.au/>

131 230

Suncoast Cabs

131 008 (local call)

07 5441 8888

www.suncoastcabs.com.au

Sunshine Coast Sunbus

9 Bonanza Court, Mudjimba, Qld 4564.

07 5450 7888

www.sunbus.com.au

Queensland Rail

Rail Station, Nambour, Qld 4560

13 12 30



Sunshine Coast Airport

Friendship Avenue, Marcoola, Qld 4564
+61 07 5453 1500



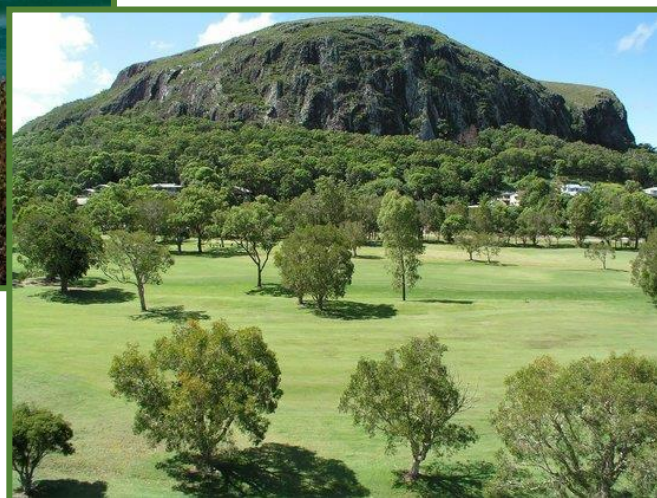
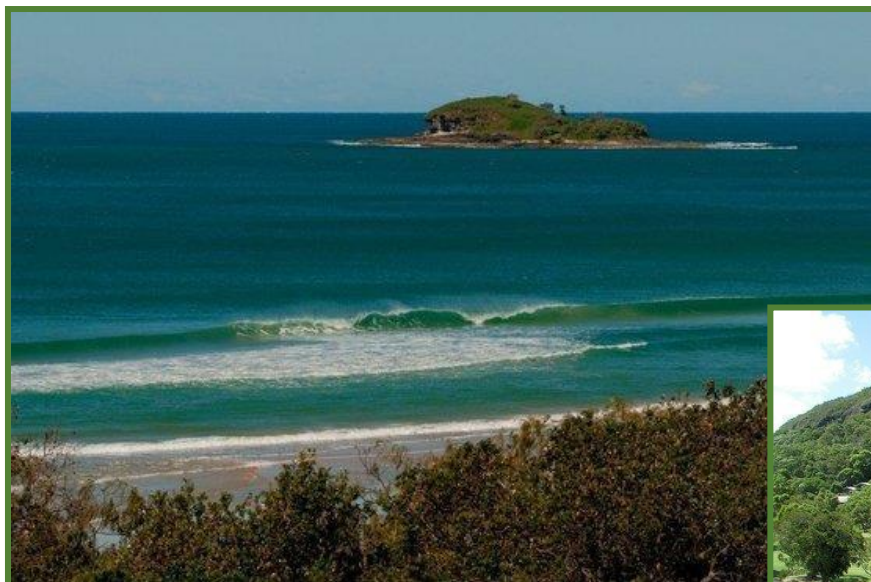
Location of Automatic Teller Machines (ATMs)

- Commonwealth Bank (CBA) 8/26 Birtwill Street, Coolum Beach. Open 24 hours. 13 22 21
- National Australia Bank (NAB) 1806–1814 David Low Way, Coolum Beach. Open 24 hrs 13 22 65
- Westpac Banking Corporation Shop 10/11 The Element, Coolum Beach. 07 5440 2899
- Westpac Banking Corporation, 2 Suncoast Beach Drive, Mt Coolum. Open 24 hrs. 13 20 32.
- rediATM, cnr Birtwill St and Heathfield St, Coolum Beach. 1300 650 501

Post Office

Coolum Beach Post Office

Coolum Village Shopping Centre, 3/8-26 Birtwill Street, Coolum Beach. 07 5446 1143 9am-5pm Monday to Friday.



Application Step-by-Step Process:

- Step 1 Student enquiry and application with supporting documentation
- Step 2 International admissions issues – Offer of placement, Written Agreement, Invoice for tuition and non-tuition fees
- Step 3 Student acceptance – returned signed forms and fees
- Step 4 International admissions issues – electronic – confirmation of enrolment and schedule health insurance
- Step 5 Student finalises visa conditions with Department of Immigration. Family sends a copy of visa to College.
- Step 6 Student makes travel and/or accommodation arrangements
- Step 7 Student arrives in Australia (greeted at airport either by Homestay host or International Student Coordinator)
- Step 9 International student orientation
- Step 10 Classes begin



Things to Do:

Before Leaving Home:

- Apply for passport.....
- Arrange student visa
- Make contact with College.....
- Arrange for immunisations and medications from my doctor.....
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise College of travel details.....
- Arrange accommodation [*some institutions will do this for the student*].....
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
 - Name and contact details of Coolum Beach Christian College representative.....
 - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
 - Important documents:
 - THIS HANDBOOK!
 - Passport.....
 - Letter of offer.....
 - eCoE.....
 - Certified copies of qualifications & certificates.....
 - Travel insurance policy
 - ID cards, birth certificate (or copy

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Upon Arrival in Australia:

- Call home
- Settle into accommodation
- Contact institution
- Attend international student orientation
- Get student ID card.....
- Advise health insurance company of address & get card
- Attend faculty/course specific orientation sessions.....
- Get textbooks
- Start classes
- Get involved in student life
(eg music, sporting and cultural clubs).





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SECTION 2

Pre-Arrival

Application Step by Step Process Model

Introduction to Australia

- Introducing the Sunshine Coast
- Introducing Coolum Beach
- Christian College

Arranging Visas

- DFAT
- Migration Agents
- Visa Conditions

Arranging Travel

- Documents
- What to Bring
- Seasonal Considerations
- Clothing
- Other Items You Might Need to Include
- Bringing Your Computer
- Mobile Phones & Laptops
- On your Flight
- Entry into Australia
- Australian Immigration
- Baggage Claim
- Detector Dogs
- Australian Customs & Quarantine
- Arrivals Hall

Keeping in Contact

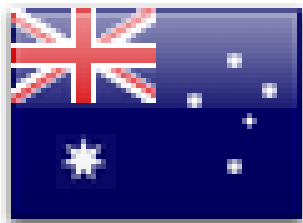
Accessing Money

- How Much to Bring
- Currency Exchange
- Electronic Transfer
- ATMs
- Credit Cards

Arranging Accommodation

- Staying with Friends or Family

Introduction to Australia



Australia: The Land Down Under

Australia is truly like nowhere else on Earth. The country possesses 36,735 kilometres (22,812 miles) of coastline, more than 3,000 national reserves and 15 World Heritage Listed sites. A brilliant combination of natural

wonders, fabulous food and wine, culture, history, vibrant cities and laidback friendly locals it is an idyllic backdrop to any vacation, beckoning visitors to return time and time again for the eclectic array of experiences on offer.

The Great Barrier Reef, off the Queensland coast, is the world's most spectacular coral reef and protects a mountain coast draped with untouched tropical forest. In the vast inland deserts, the ancient Aboriginal cultures add a spiritual dimension to the timeless landscapes.

The arid Outback in Central Australia is dominated by the mighty Uluru, a towering monolith with mystical tales of the Aborigines, and where centuries old rock paintings are waiting to be discovered. Further north to the wilds of Kakadu National Park, see the rugged Australian beauty and nature that will delight even the most experienced nature lover.

The southernmost state of Victoria offers dramatic coastlines along one of the world's most travelled roads, leading to Adelaide with its multitude of churches and the renowned Barossa Valley where you can indulge in a tippie of fine wine. Wild, mountainous landscapes and colonial architecture provide a diverse encounter with Tasmania, a once forgotten island.

Sydney is a city that never fails to enthrall, visit the iconic Opera House and Harbour Bridge as well as cutting edge restaurants and fashion houses. Last but by no means least, is the largest state of Australia, Western Australia, home to the world's largest fish - the whale shark. Snorkel with manta rays, swim with wild dolphins, walk amongst the tops of ancient trees, sleep under a canopy of stars in the desert, or explore the beehive-like formations of the Bungle Bungles with the help of an Aboriginal guide.

Some facts on Australians you may not be aware of:

- About one in four Australians were born in another country
- Roughly one in four Australians have one or both parents born overseas
- Aboriginal and Torres Strait Islander people make up approximately 2% of the population
- Approximately 17% of Australians speak a language other than English at home
- There are 170 Aboriginal and Torres Strait Islander languages
- There are more than 100 different ethnic groups
- Approximately 70% of 'Aussies' live in one of the eight major cities.

Useful links:

[Choose Australia](#)

[About Australia](#)

[Tourism Australia](#)

Introducing Coolum Beach

Coolum Beach is located on the Sunshine Coast in the Australian State of Queensland and is approximately 120 kilometres north of Brisbane, the State capital. If travelling by car from Brisbane it will take between one to one and a half hours. Coolum Beach is located just 15 minutes south of Noosa.

The closest airport is Sunshine Coast Airport at Maroochydoore (just 10 minutes drive south). There are direct flights to Maroochydoore from Brisbane, Sydney and Melbourne. Virgin Airlines operates daily direct flights from Sydney and Melbourne. For more information visit www.coolum.com.au/virginblue. The trip from Sydney takes around 1 .5 hours, from Melbourne takes around 2 .5 hours. From Brisbane the trip is around 30 minutes.



Introducing Coolum Beach Christian College

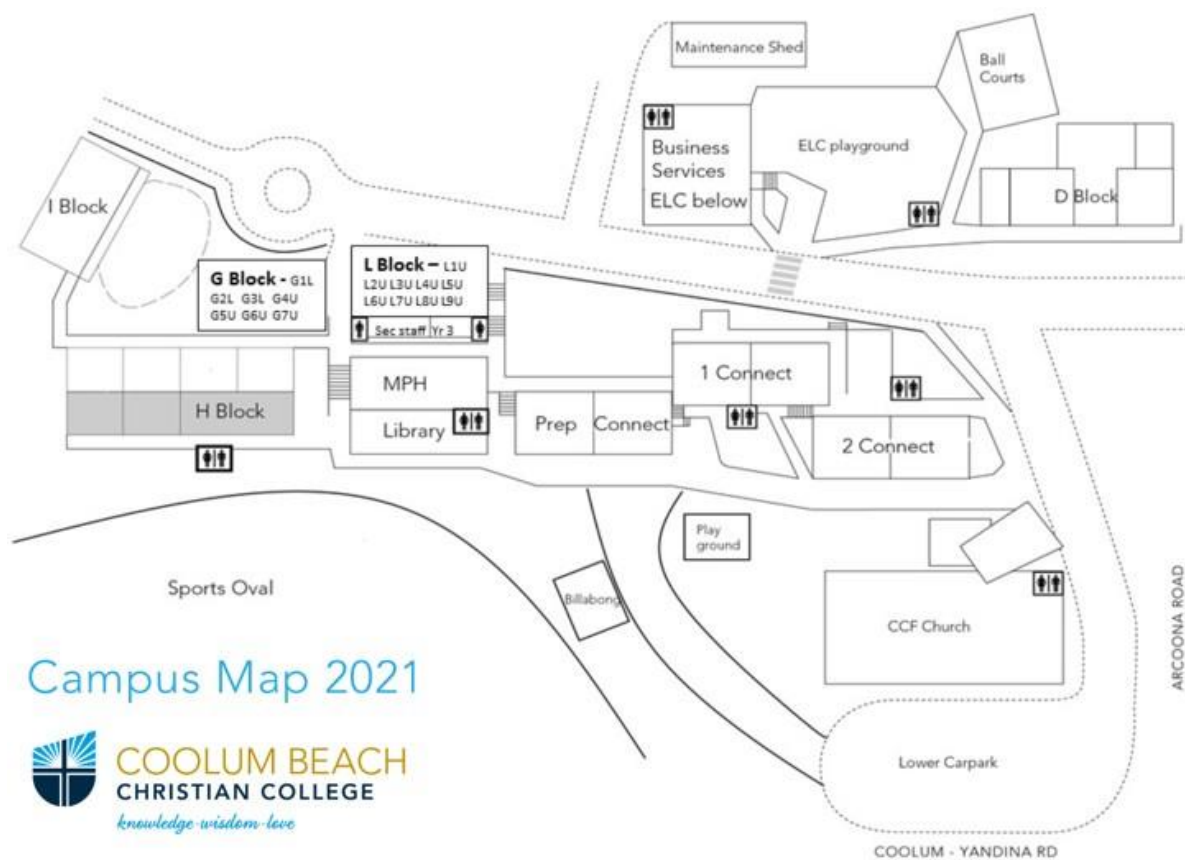
Coolum Beach Christian College is situated at Coolum Beach on Queensland's beautiful Sunshine Coast. Five minutes out of central Coolum, we are blessed with a quiet rural environment in the midst of cane fields and bushland. Access to the many facets of the Sunshine Coast, from beaches and rocky headlands to rainforest areas and a magnificent hinterland, is facilitated by Coolum's central location.

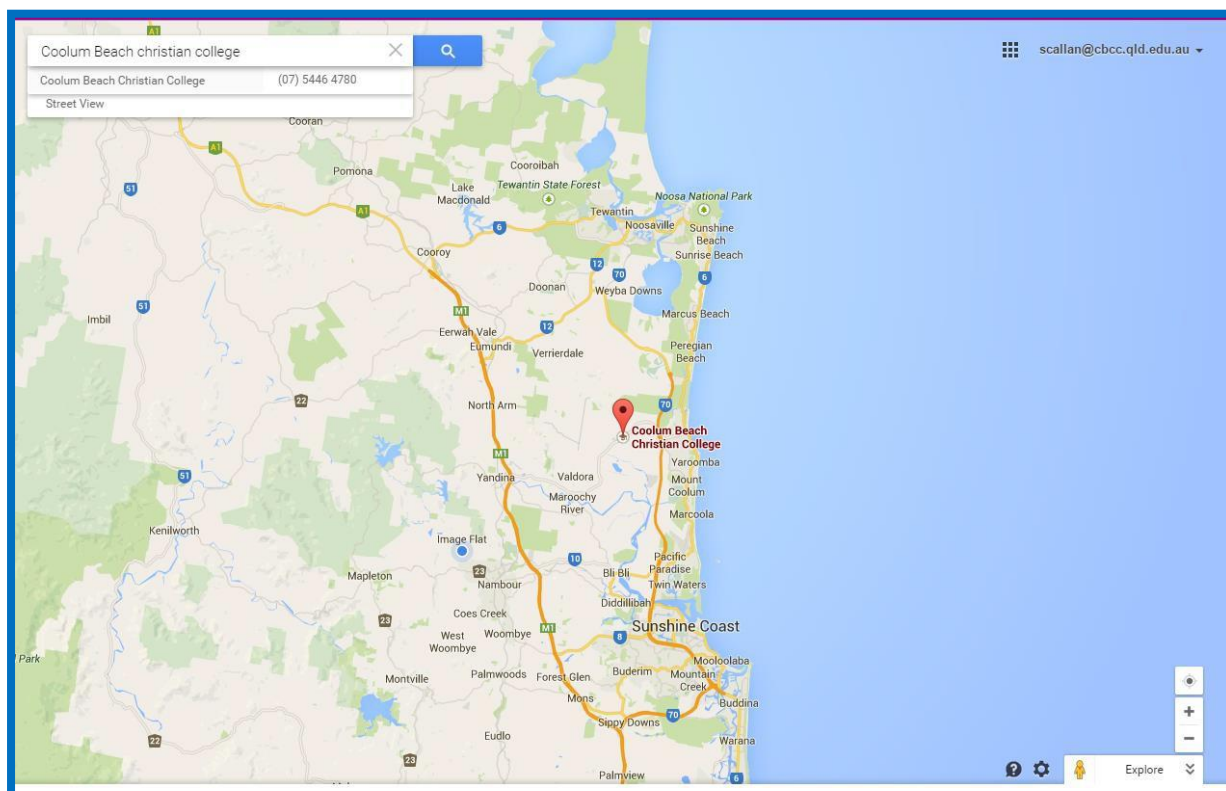
A modern curriculum laced with strong Christian values and an emphasis on the development of the individual allows excellent opportunities for children to succeed in a safe and nurturing environment. Architecturally designed, air conditioned with an emphasis on environmental sustainability.

Our large rooms are easily able to accommodate all of the learning experiences you would expect in a modern educational facility.

CBCC offers ...

- ❖ Strong academic emphasis
- ❖ Fully air-conditioned classrooms
- ❖ Committed, caring Christian Teachers
- ❖ Small class sizes
- ❖ Low fee structure
- ❖ New, quality facilities and resources
- ❖ Classes from Prep to Year 12
- ❖ Integrated curriculum and real-life education
- ❖ Experiential learning through an age-appropriate camping program
- ❖ Family and community atmosphere
- ❖ Safe and Secure environment





Arranging Visas

Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field.

In order to apply for a visa you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed **CAAW form** to ensure your accommodation and welfare is approved by your education provider.

You must ensure to **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Immigration

The Australian Government's Department of Immigration provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit [Explore visa options for studying in Australia \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au) for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIAC website the Department of Foreign Affairs and Trade website:

[Our embassies and consulates overseas | Australian Government Department of Foreign Affairs and Trade \(dfat.gov.au\)](https://www.dfat.gov.au) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIAC on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Visa Conditions:

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Remain enrolled and complete the course within the duration specific in the CoE
- Maintain satisfactory course and academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

Arranging Travel:

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of a term to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Brisbane International Airport which is the closest international airport to Coolum Beach. Visit Sunshine Coast airport www.sunshinecoastairport.com.au. Coolum Beach is located 1.5hours from Brisbane International Airport.

With regards to airport pick-up, please contact the Enrolments Officer two to three weeks prior to your arrival to make arrangements.

Documents

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from Coolum Beach Christian College.
- Confirmation of Enrolment (eCoE) issued by Coolum Beach Christian College
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.

If you are travelling with your family you will need to include their documents as well.

Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au:

- Read “**What can't I take into Australia?**”
- And also let your family and friends know “**What can't be mailed to Australia?**”

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within

Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing.

Clothing

Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

Other Items You Might Need to Include (most can also be purchased in Australia)

- | | |
|---------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> alarm clock | <input checked="" type="checkbox"/> scientific or graphics calculator |
| <input checked="" type="checkbox"/> bath towels, bed sheets, pillow cases | <input checked="" type="checkbox"/> camera |
| <input checked="" type="checkbox"/> dictionary (bilingual) | <input checked="" type="checkbox"/> micro recorder for lectures |
| <input checked="" type="checkbox"/> small sewing kit | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> music CDs or iPod | <input checked="" type="checkbox"/> your optical prescription |
| <input checked="" type="checkbox"/> sporting equipment | <input checked="" type="checkbox"/> photos of friends and family |
| <input checked="" type="checkbox"/> toiletries | <input checked="" type="checkbox"/> swimming costume |
| <input checked="" type="checkbox"/> umbrella | <input checked="" type="checkbox"/> small gifts from home |



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Bringing Your Computer

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be **Austel Approved** in order to function in Australia.

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia, passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit **www.daffa.gov.au/aqis**.

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Coolum Beach Christian College International Student Liaison Officer will already have made arrangements with you regarding meeting you at the airport and transfer to your homestay host.

Sunshine Coast Airport is located on Friendship Avenue at Marcoola. Its location in the heart of the Sunshine Coast region makes it the ideal entry and exit point to this relaxed, yet sophisticated destination.

Keeping in Contact:

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.



Accessing Money:

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$150** available until you have access to ATM's and banking facilities. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Brisbane, you can also change money at any bank or at currency exchanges at Brisbane International Airport.

Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo** (if your ATM card has international access). Check this with your financial institution before leaving home.



Credit Cards

All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Arranging Accommodation:

Please contact the International Student Liaison Officer, Mrs Deb Mills, for homestay accommodation details.

Staying with Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first if you intend to stay with friends/families that are in addition to your homestay family.





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SECTION 3

Settling-In

Living in the Sunshine Coast

- Weather and Seasons
- Time Zones
- Lifestyle

Accommodation

- Homestay

Where can I get help?

Services

- Telephones
 - Calling Emergency Services
 - Public Telephones
 - Making Phone Calls within
- Australia
 - Calling Australia from Overseas
- Mobile/Cell Phones
- Computer & Internet Access
- Australia Post
 - Small Letters
 - Envelope Layout
 - Getting Around
 - Public Transport
 - Taxis
 - Driving
 - Bicycles
- Shopping
 - Where to Shop
 - Business Hours
 - How to Shop

Health

- Emergencies – Dial 000
 - Police
 - Fire
 - Ambulance
 - State Emergency Service
 - Lifeline
 - Poisons Information Line
 - Emergency Translation
- Overseas Student Health Cover (OSHC)**
 - How Do I Get OSHC?
 - What Am I Covered For?
 - How Do I Use My OSHC Card?
 - Types of Health Care in Australia
 - Public System
 - Private System
 - Attending an Australian Hospital
 - General Practitioners (GPs)

Medical Services

- What do I do if I'm sick?
- Seeing a Doctor (GP)
- Public Hospital Waiting Times
- Pharmacies
- Prescription Medication
- Over-the-counter Medication
- Dental and Optical
- Interpreter Services

Medical Facilities in Coolum Beach

Hospitals

Medical Centres

Pharmacies

General Health

Mental Health

Physical Health

Managing my Finances

Bank & ATM locations

Bank & ATM locations

Banking Hours

Bank Fees

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Smoking

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Living on the Sunshine Coast

Living on the Sunshine Coast offers an environment that is laid back and relaxed in atmosphere, yet offers a myriad of activities to participate in. The hinterland areas hold rainforests, waterfalls, streams and quaint villages selling their art and crafts. The area is only 1.5 hours from Brisbane and is home to 65km of the world's most beautiful beaches.



The Sunshine Coast has easy access to national parks, Noosa, Fraser Island, the Glasshouse Mountains, Eumundi Markets, Underwater World and Australia Zoo. The area is one of Queensland's premier tourist destinations and enjoys great support from national and international tourists.

Its agricultural areas produce sugar, ginger, vegetables, macadamia nuts and sub-tropical fruits. Fishing is also a significant major sector of the economy. The Sunshine Coast has a well-established infrastructure network and community services including primary and secondary schools, tertiary institutions, hospitals, nursing homes, recreation, cultural and sporting facilities.

In January (summer), the temperatures average around 28°C. The average winter temperatures in July are around 20°C.

Sunshine Coast	Summer	Autumn	Winter	Spring
Weather at a Glance	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov
On a Really Hot Day (°C)	37°	32°	27°	33°
Average Daytime (°C)	29°	26°	21°	26°
Average Night-time (°C)	21°	16°	10°	16°
Rainy Days	35	38	23	24
Rainfall (mm)	525	540	250	250
Humidity	71%	67%	61%	65%
Ave Daily Sunshine (Hrs)	7	6+	7	8

On Coolum Beach

Coolum's main beach is patrolled every day until 5pm by our dedicated lifeguards. As it is safest to swim between the flags, it leaves miles of pristine beaches for you to stretch out and have for yourself.

You can also explore the Coolum bays to the south, First Bay, Second Bay and Third Bay, between the scenic lookouts at Point Perry and Point Arkwright for private sun baking and relaxation.



Stumers Creek end of Coolum Beach

A short stroll north on walk from the main beach entry leads to the Stumers Creek end of Coolum Beach. This is one of few dog walking areas on the Sunshine Coast with most pooches off-leash. The creek itself is great for canoeing and exploring, the unique colouring of the creek, due to the pre-ice age coffee rock and tannins from the trees.

The Parks

Tickle Park is the big park across from the Coolum Beach shops on the Esplanade as you cross over onto the beach. There is the skate park for kids and free and clean barbeques for you to enjoy.

Lions Park is a short walk towards the north, on the other side of the Caravan Park and has a fitness equipment trail and free barbeques for your use.

Not just a sleepy old beachside Village, Coolum Beach is the perfect getaway for everyone. Family holidays in self-catered accommodation just across from the beach will have you coming back for more.



Time Zones

Coolum Beach follows the Eastern Standard Time. There is no daylight savings time in Queensland. The time zone abbreviation is AEST – Australian Eastern Standard Time.



Accommodation:

Homestay

We can arrange homestay style accommodation with approved homestay families. Contact our International Student Liaison Officer for more information.

Services:

Telephones

Calling Emergency Services

DIAL

000

In Australia dial **000** from any phone for **fire, police or ambulance** services. **112** may also be dialled from mobile phones. Dialling **112** will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need, tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health – Emergencies)

Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. All calls from a public phone box are free. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day.



Making Phone Calls within Australia


- **To make international phone calls:**

☎ Dial – international access code (**0011**) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

- **To make domestic phone calls:**

☎ Dial – the area code + phone number

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT



Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (**61**) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 XXXX XXXX

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phone-plans/>



(Source: on-line search)

Computer & Internet Access

Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

Coolum Beach Christian College has computers in every classroom and in the computer lab. Internet access is available.

Australia Post



within Australia.

Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people

Small Letters

The cost of posting a small letter for distribution in Australia is an **AU\$1.10 postage stamp** which you affix to the envelope.

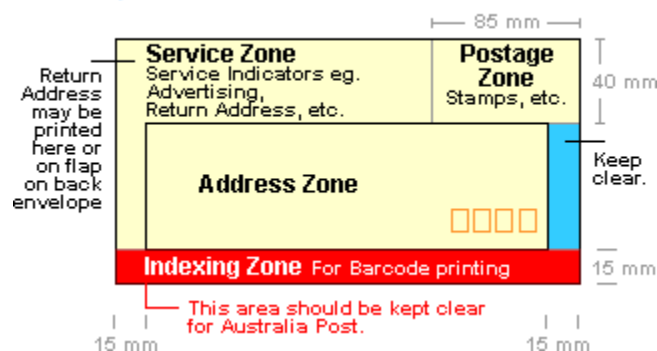
A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

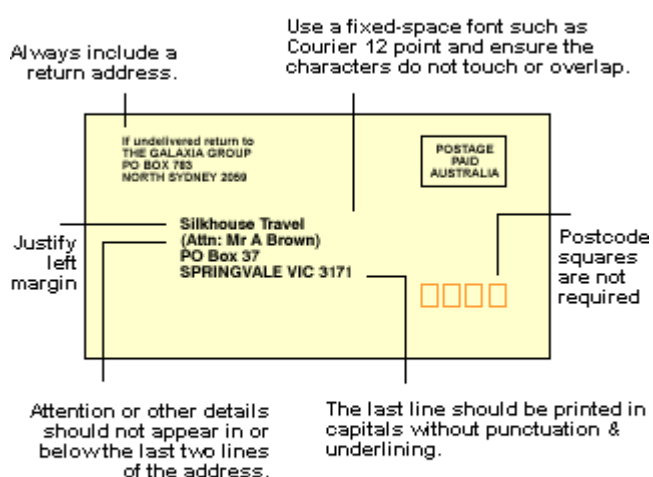
Envelope Layout

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information below demonstrates how. www.auspost.com.au

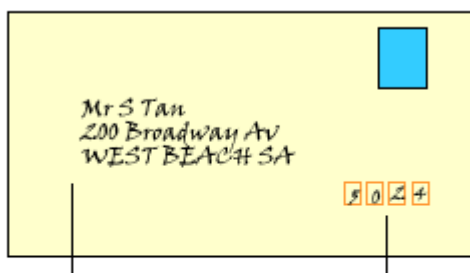
Envelope Face Format - Allocation of Zones



Typical Machine Addressed Envelope



Typical Hand Addressed Envelope



The bottom line should be in CAPITALS and include only the placename or post office of delivery and the State or Territory, in abbreviated form.

Write the destination postcode clearly in the four squares postcode squares.

Do not use the squares when addressing letters for overseas - even if the overseas postal code can fit in the squares.

Health:



Emergencies – Dial 000

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation** you can contact the local police station directly on: *[Insert phone number of local police station]*.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial **000**

Lifeline

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Emergency Translation

For translation service in an emergency situation dial **1300 655 010**

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers

Medibank Private: www.medibank.com.au

OSHC Worldcare: www.oshcworldcare.com.au

BUPA OSHC: www.overseasstudenthealth.com

Australian Health Management: www.ahm.com.au

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that **may** be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.



Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities.

See also: Attending an Australian hospital.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.



There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

See also: Public hospital waiting times.



General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

Medical Services

What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

- *If you are under 18, your International Student Advisor or homestay parent can help you find a doctor and accompany you to the appointment.*

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.



Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to **wait a VERY long time**. It is not uncommon to wait **more than 3 hours**, and at some hospitals you could wait as long as **5-6 hours** to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can

leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU\$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are **not covered by your OSHC** unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used. For more information visit www.immi.gov.au or phone **131 450**

*2008 Applicable limit – confirm with your OSHC provider

Medical Facilities in Coolum Beach and surrounding areas

Coolum Beach 7 Day Doctors

Birtwill Street
COOLUM BEACH QLD 4573
open until 6:00pm

Suncoast Medical Centre

South Coolum Road
COOLUM BEACH QLD 4573

Mt Coolum Medical Centre

2 Suncoast Beach Drive
MT COOLUM QLD 4567

Peregian Springs Doctors

Ridgeview Drive
PEREGIAN SPRINGS QLD 4573

Peregian Beach Family Medical Centre

Shop 9 "Marquesas" 247 David Low Way
PEREGIAN BEACH QLD 4573

General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad **is not** a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates **unexpected physical and emotional stress, which can exacerbate otherwise mild disorders**.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)

Mental Health

For issues related to homesickness, grief, bullying, stress, anxiety, relationships, etc, please contact the International Student Liaison Officer.

Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website www.nutritionaustralia.org.

Exercise –do at least 30 mins of moderate exercise a day

Sleep – get at least 8-9 hours of sleep a night

Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday



Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

Bank Fees

Bank fees are **the price you pay for the products and services that banks offer**. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. **Some banks waive some fees if you are a full-time student.** The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

If you don't understand any fee which has been charged, contact your bank.

Accessing Money from My Account

Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

See also: Using an ATM.

EFTPOS

Short for 'Electronic Funds Transfer at Point of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Telephone Banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It's important never to give your password to anyone else.

Internet Banking

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

Over-the-Counter Service

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic

transactions.

Account Statements

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs.

Check your statements regularly to make sure you've got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank's ATMs instead of other banks' ATMs).

(Source: Australian Bankers' Association Inc.)

Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.



These general rules should be followed for **ATM safety**, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.



If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank.

Safety When Carrying Money

The first and fundamental rule of safety when carry money is:

“Don't carry large amounts of cash!”

The second is:

“Don't advertise the fact that you are carrying money!”

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

Laws and Safety in Australia

Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to **respect Australian values** and **obey the laws of Australia** for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: **www.australia.gov.au**.

Legal Services & Advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

Jurisdiction	Legislation
<p>Australian Capital Territory (Department of Disability, Housing and Community Services) http://www.legislation.act.gov.au/</p>	<p>Principal Acts: Children and Young People Act 1999 (ACT) Other relevant Acts: Adoption Act 1993 (ACT) Human Rights Act 2004 (ACT) Human Rights Commission Act 2005 (ACT) Public Advocate Act 2005 (ACT) Family Law Act 1975 (Cth)</p>
<p>New South Wales (Department of Community Services) http://www.legislation.nsw.gov.au/</p>	<p>Principal Acts: Children and Young Persons (Care and Protection) Act 1998 (NSW) Other relevant Acts: Children and Young Persons (Care and Protection) Amendment (Parental Responsibility Contracts) Act 2006 (NSW) Child Protection (Offenders Registration) Act 2000 (NSW) Crimes Act 1900 (NSW) Commission for Children and</p>



	<p>Young People Act 1998 (NSW) The Ombudsman Act 1974 (NSW) Family Law Act 1975 (Cth)</p>
<p>Northern Territory (Family and Children's Services, Department of Health and Community Services) http://www.nt.gov.au/lant/hansard/hansard.shtml</p>	<p>Principal Acts: Community Welfare Act 1983 (NT) Care and Protection of Children Draft Act (NT) (currently before Cabinet) Other relevant Acts: Information Act 2006 (NT) Disability Services Act 2004 (NT) Criminal Code Act 2006 (NT) Family Law Act 1975 (Cth)</p>
<p>Queensland (Department of Child Safety) http://www.legislation.qld.gov.au/OQPChome.htm</p>	<p>Principal Acts: Child Protection Act 1999 (Qld) Other relevant Acts: Commission for Children and Young People and Child Guardian Act 2000 (Qld) Education (General Provisions) Act 2006 (Qld) Public Health Act 2005 (Qld) Adoption of Children Act 1964 (Qld) Family Law Act 1975 (Cth)</p>
<p>South Australia (Families SA; Department for Families and Communities) http://www.legislation.sa.gov.au/index.aspx</p>	<p>Principal Acts: Children's Protection Act 1993 (SA) Other relevant Acts/Legislation: Young Offenders Act 1994 (SA) Adoption Act 1988 (SA) Children's Protection Regulations 2006 (SA) Family Law Act 1975 (Cth) Family and Community Services Act 1972 (SA)</p>
<p>Tasmania (Department of Health and Human Services) http://www.thelaw.tas.gov.au/index.w3p</p>	<p>Principal Acts: Children, Young Persons and their Families Act 1997 (Tas) Other relevant Acts: The Family Violence Act 2004 (Tas) Family Law Act 1975 (Cth)</p>
<p>Victoria (Children Protection and Juvenile Justice Branch; Department of Human Services) http://www.ocsc.vic.gov.au/index.htm</p>	<p>Principal Acts: Children, Youth and Families Act 2005 (Vic) Other relevant Acts: Working with Children Act (Vic) Child Wellbeing and Safety Act 2005 (Vic) The Charter of Human Rights and Responsibilities Act 2006 (Vic) Family Law Act 1975 (Cth)</p>

Western Australia

(Department for Community Development, now the Department for Child Protection)
http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_132_homepage.html

Principal Acts:

Children and Community Services Act 2004 (WA)

Other relevant Acts:

Working with Children (Criminal Record Checking) Act 2004 (WA)

Family Court Act 1997 (WA)

Adoption Act 1994 (WA)

Family Law Act 1975 (Cth)



Personal Safety

When you are out and about it is important to be alert and aware of your personal safety. If you are **going out at night** remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

If you are **out and about**:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body

- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits.



Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver



Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.



Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination



If the driver harasses you when travelling in a taxi your options include:

- Ask the driver to stop. You may choose to make up an excuse to do so;

- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

Alcohol, Smoking and Drugs

Alcohol

Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia.

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/L/LiquorA92.pdf>

Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces. *[Please include your State/Territory laws]*

Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

DANGER: Drink Spiking! Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, **call 000 (zero zero zero)** immediately to report it and get help.

(Source: Australian Drug Foundation)

Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

HOWEVER: Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is: **DON'T HITCHHIKE!** It simply is not worth the risk.

Avoiding Dangerous Areas and Activities

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. For example:

The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. **Alcohol consumption** has now become a factor in these places, and for many (particularly for women), **some areas may become less safe.**

A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.

A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. **Being in a place when it is busy is very different from when the place is isolated.** There is often no reason to be afraid, But – be alert, be aware, and be careful.



Making New Friends

There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. **Be kind to yourself - remember that making friends takes time.** If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

However you meet people, **remember to be careful.** When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a

stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. **With people you don't know well; always arrange to meet them in a public place**, like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many international students spend time socialising with other students and people from their own country and culture while they're in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, **you need to be careful at first**, until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, **remain cautious until you feel you know them reasonably well and can trust them**. Crimes against international students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication "norms" (widely acceptable behaviour), make an appointment to talk it over with your **International Student Advisor**.

Sexual Assault

Sexual assault is a **criminal offence**. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain **precautions** may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say **"No!"** loudly and with conviction.

What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service. *[Please include this information for your area. You may also wish to include an interpreting service]*

1. From a **public phone or mobile phone**, ring the police on **000**.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.
3. Remember, **you are the victim**. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

For counselling services, please contact the International Student Liaison Officer.

Sexual Assault helpline – 1800 737 732. 1800Respect is the National Sexual Assault, Domestic Violence, counselling service and a counselling helpline giving information and support to anyone whose life has been impacted by sexual assault, domestic or family violence. The service is available 24hrs a day 7 days a week.

Social Activities

What is Schoolies Week?

If you are an international student attending high school in Australia you will hear a lot of talk about **"Schoolies Week"** which refers to the Australian tradition of **high-school graduates** (known as "Schoolies" or "Leavers") having week-long holidays following the end of their final exams in late November and early December.

Official schoolies events, which are drug and alcohol free, are held at many schoolies destinations, they include concerts, dances and parties. For all official events, attendees are required to be a registered schoolie and present schoolie ID on entry. This schoolies ID, which at some locations includes a photo, is given to schoolies upon registering, which requires the presentation of current school ID and incurs a small fee. At many destinations, the official events are held in fenced-off areas or in nightclubs to

prevent the infiltration of toolies ("too old for schoolies", which are associated with the targeting of drunk teenagers for sex) and to maintain crowd control. Some events are free while others (often those held at nightclubs) incur an entry fee.

If you are a school leaver and choose to be a part of schoolies celebrations, here are some good safety tips to keep in mind:

Celebrate but watch your friends:

- Stay with friends and don't take chances. Remember there is safety in numbers.
- Plan ahead with your friends. Work out how you will share costs and how you will look out for each other.
- Book your own accommodation - don't expect that you can just stay with friends.
- Know where you are staying and how to get there.
- Before you go out, have a plan for getting home and tell someone where you are going.
- Negotiate a designated driver at the beginning of the evening and support them in their decision not to drink. During the week, take turns to be the designated driver.
- Stay clear of a driver who has been drinking or using drugs.
- Ask an official volunteer to walk you home if you are alone — don't walk home at night alone.
- Always keep enough money for a phone call, taxi or public transport.
- Stranger danger still exists for adults — don't accept lifts from anyone you don't know, and don't stay at a stranger's place.
 - Don't swim at night and don't swim at all if you are intoxicated or using drugs.

Stay with your friends and don't take chances.

Volunteers will be clearly identifiable and are there to assist you in a number of ways.

Look out for them

if you require assistance.

(Source: Queensland Government Schoolies Week)





COOLUM BEACH
CHRISTIAN COLLEGE

knowledge · wisdom · love

SECTION 4

Studying at Coolum Beach Christian College

To Begin

Arrive Early

What to Do First

International Student Orientation

Faculty/Course Orientation

International Student

'Code of

Conduct

Academic Policies & Procedures

Complaints & Grievances International Student Visa Conditions Academic Progress
Attendance
Current Address Details

Student Administration Information

Paying fees Enrolment ID Cards
Refund & Cancellation Policy Textbooks

Student Support Services

International Student Office Key Personnel
Academic Skills Assistance Key Personnel
Campus Ministry/Pastoral Care Key Personnel
Counselling
Key Personnel Disability Services
Key Personnel Ancillary Student Services
Student Accommodation Office Student Employment
Office Student Notice Boards

Key Personnel

International Student Coordinator Accommodation/Homestay Coordinator
Academic Skills Advisor/s ESL Support Officer

Quick Guide to Key Personnel Campus & Facilities

List of Facilities
Campus map **Subject Selection Timetables**

Term Dates Public Holidays

My Student Survival Page

To Begin:

Arrive early

Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the College.
 - International Office staff and their duties
 - Course or Academic Advisor
 - ESL Advisor
 - Student Services staff
 - Religious/Cultural/Ministry staff
 - Accommodation/Homestay Coordinator
 - Counsellors
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
- Meet and get advice from your Academic or Course Advisor
- Meet your “buddy” - a fellow student who will help with your orientation
- Find your way around the campus
 - Library
 - Computer rooms and facilities
 - Recreation and eating areas
 - Classrooms
- Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

The Business Office will be open from 8:00am to 4.00pm daily. The office will be open during most school holidays: during these times it will be open from 8:30am to 3:00pm. The office will be closed on weekends and public holidays.

School Hours:

First bell – 8.20am (place bags in bag rack and line up outside the class)

Starting bell – 8.25am (sitting down ready for roll marking and messages)

Please note: Any student arriving after 8.25am is classed as late and should sign in at Business Services or Student Services.

The school day finishes at 2:55pm for Secondary students and 2:50pm for Primary students. For all students morning tea is from 10:50am to 11:20am, and the lunch break is from 12:50pm to 1:30pm. Prep students will have breaks according to the teacher’s program.

“Busted” Cards, Achievement Stickers and “Think Tank” Card

In honour and praise of student achievement, the ‘Busted’ card rewards students for their behaviour and for upholding the College’s values. The rewards serve as credit at the College canteen or accumulate towards acknowledgement on College Celebration and Award Evenings. The “Think Tank” Card is awarded to Primary students to acknowledge great “thinking” in the classroom. It enables the student to participate in the Think Tank Enrichment area.

Books and Belongings

Books and belongings are to be kept neat and tidy clean of graffiti. Please ensure all items brought to school are labelled to allow for easy identification.

Camps

Students will participate in a camping program to foster relationships, build self-reliance and character. Camp attendance is compulsory as the camping program augments our curriculum.

Classwork

Work progress or lack thereof, will be communicated home via the diary for parental comment. Parents will be further contacted re persistent non submission of work.

Developing an Environment that Nurtures

The College has a responsibility to ensure that the rights of its students are safeguarded. These include the right to a learning environment free from discrimination and harassment. All schools must take reasonable steps to ensure that students learn in a safe, supportive and caring environment without fear of being bullied, discriminated against or harassed.

By definition, bullying is **repeated oppression, psychological or physical, of a less powerful person or group by a more powerful person or group of persons**. It may be manifested in many ways e.g. harassment (verbal, sexual or psychological), victimisation, alienation, coercion, intimidation, exclusion, ostracism, discrimination.

In any form bullying is not acceptable behaviour and results in hurt, fear, loss of self-esteem and decreased social effectiveness for the victim. Within the context of the Coolum Beach Christian College, bullying is entirely contrary to the ideals of the school. In accordance with the College's Mission Statement, this policy seeks to:

- Develop in students' respect and concern for others, of all races and creeds
- Develop in students' an understanding that they must take responsibility for their own behaviour
- Develop in students' critical and effective thinking and problem solving skills
- Develop in students' life skills related to healthy life styles, and
- Develop an environment that nurtures and promotes student self-esteem and self-confidence.

Implementation: The following steps are a guide to dealing with reports of bullying.

1. If bullying is suspected or reported, the incident should be dealt with **immediately** by the member of staff who has been approached, to ensure the student's safety. It is never acceptable to turn a blind eye to bullying. It is imperative that the child being bullied informs a teacher immediately.

2. A clear account of the incident should be recorded and given to the Principal or delegate.
3. The Principal or delegate will then work through the school's anti-bullying policy.

Students who have been bullied will be supported by:

- offering an immediate opportunity to discuss the experience with a member of staff of their choice
- reassuring the student
- offering continuous support, and
- providing encouragement to form and maintain friendships with non-bullying students
- Contact with the College's Chaplains
- Contact with home via the student's Pastoral Care teacher and ongoing liaising if required.

The College will help students who have been bullied by:

- discussing what happened
- discovering why the student became involved
- establishing the wrong doing and the need to change, and
- enlisting the support of parents/caregivers to help change the behaviour and attitude of the student, where appropriate.

Within the curriculum the school will raise the awareness of the nature of bullying through inclusion in assemblies and subject areas, in an attempt to eradicate such behaviour. Parents are asked to work in conjunction with the College in dealing with bullying issues. This would include notifying the College when you become aware of any incidents of bullying and assisting us in working with both bullies and victims of bullying.

GENERAL INFORMATION

Diaries

Keep diaries clean and free of graffiti or illustrations. Replacement diaries will need to be purchased promptly from **Student Services** if diaries are lost. Enter all due dates, reminders, special events, etc. into your diary.

Be sure to take diaries, school books, your device and pencil case with all requirements to all classes.

Drink Bottles

Students are permitted to bring bottles of water into class rooms for hydration.

Electronic Items and Mobile Phone Policy

For the students of CBCC, the school is a mobile free environment; therefore, mobile phones are not to be brought to school. Other electronic devices such as iPods and MP3 players are not to be used during school hours. Whilst the College has taken this position, there will be times where parents need their child to be in possession of a

phone for important contact requirements before and after school, or a teacher requires the student to bring in a device for specific class related activities. In these situations, permission will be given on a case-by-case basis, for the student to bring a phone to school.

Free Dress Days

Occasionally “Free Dress” days are organised where, for the price of a gold coin, you may attend the College out of uniform. Sensible and modest dress standards still apply, including:

- Covered/enclosed shoes (no thongs or sandals)
- Hats (no hat, no play)
- Shirts with sleeves and midriffs covered
- Shorts and skirts of a modest length
- No inappropriate logos, images or text
- Minimal jewellery and make-up
- Girls’ hair may be out during these events. (No colours or radical styles, boys included.)

If you choose inappropriate clothing on a free dress day, you may be withdrawn for the day from the school and your parents contacted.

- Minimal jewellery and make-up
- Girls’ hair may be out during these events. (No colours or radical styles, boys included).

Be aware that this is a Christian school and as such, certain standards of dress and attire are inappropriate. If in doubt, do not wear clothing which may cause you to be challenged by the College.

Hair

- Hair is to be natural in colour, and worn neatly brushed and clean (no extreme hairstyles and attention-seeking presentation)
- Hair is to be off the collar, out of the eyes and off the face with short cuts no less than a number 3 (#3) blade
- Boys should also be clean shaven, and sideburns must not pass the lobe of the ear.
- Girls hair is to be out of the eyes and face. For practical subjects, students will be asked to put their hair up for safety reasons.

Hats

- All people on the College campus are obliged to take measures to reduce sun exposure. Secondary students have a formal hat and a sports hat.
- Your formal hat is to wear with formal uniform, and sports hat to wear with sports uniform.
- Whilst all hats need to have a name inside the crown of the hat, no other

writing of any sort should be on the hat — defaced or significantly damaged hats must be replaced.

- Wear your hat during outside activities and upon arrival and departure to the College.

Late Arrivals and Early Departure

Students who arrive at school after the second bell at 8.25am are deemed as late and must be signed in at Student Services. Similarly, parents who collect their children early if they are unwell or for appointments, are required to sign out at Student Services or the Business Services Office.

Makeup (Secondary students only)

- Secondary students may wear a light foundation to cover blemishes.
- You may wear a small amount of mascara and clear lip gloss, but no pencil liner, blusher or lipstick should be worn.
- Clear nail polish is acceptable, but no acrylic nails or French tips.

Out of Uniform

If you are out of uniform, you must bring a note from your parent/caregiver that clearly explains when the uniform issue will be corrected. This note must be given to your Pastoral Care teacher.

Printing

Students are not allowed to print on the College machines at any time except lunchtime. Students need to plan ahead if their assignment is due in first period and have it printed the day before.

There must be a note from home requesting this service. Not every request will be granted. If the reason was foreseeable then the student will have their request declined. Foreseeable reasons include: Running out of paper, mum forgot to remind me, etc.

Punctuality

Students will be expected to use their break times for all food, drink and personal care issues. All students will need to be lined up and ready for class at the second bell.

Reporting

Formal reporting will take the form of report cards detailing individual growth in each subject area to be sent home each semester.

Sick Bay

Students may be admitted to Sick Bay for short periods for minor illnesses. However, if the sickness appears to be prolonged, parents will be requested to collect their child. Children are not to be sent to school when parents/guardians know them to be unwell.

Student Conduct

As a school we endeavour to teach students to follow the biblical principle of Luke 6:31 “Do to others as you would have them do to you” and to C.A.R.E. by upholding the following attributes:

- ❖ Christlikeness
- ❖ Attitude
- ❖ Responsibility (to self, to family, to country, to God)
- ❖ Excellence

Text Books

Text books are loaned for a year. A \$20 admin fee (per book) is applied to fee statements if you do not return all textbooks by the last day of school — this applies if you are leaving the College as well as to continuing students. This non-refundable processing fee is in addition to replacement costs if the book is damaged or lost.

Timetables

Students will be provided with a copy of the timetable at the beginning of each Semester.

Uniform:



Prep



Primary



Secondary



Sports

Jewellery and Body Art

- You may wear a watch and a single small ring of special significance such as a covenant ring
- Girls may wear one only pair of small, plain, matching earrings (standard size sleepers, studs or a cross) on the earlobes, and/or a bracelet and a necklace of appropriate design
- Boys are not permitted to wear earrings
- No other visible piercing or body art is permitted.

Footwear for Students

- Wear the CBCC navy logo socks
- Black formal school shoes are to be worn with the formal uniform (no slip-on shoes, ballet flats etc).
- Sports shoes need to be supportive of the feet with a non-marking sole (no Converse/Vans type of low cut/slip on shoes)
- At the beginning of the year, classroom teachers will inform you which days sports uniforms are to be worn. Please note that secondary sport attire is only to be worn on sport or carnival day, or on a timetabled PE day.

Middle and Senior School Information

Assessment

Assessment can consist of class and homework, assignments, results of standardized tests and class tests.

Assignments

Students will be issued with assignment instructions as per subject requirements. These will also be available on the school website for downloading if the assignment sheet is lost or for parents to refer to. Drafts are required to be submitted before the due date to prove work is in progress.

Authenticity

Students are expected to present all original work. Plagiarism or copying is not acceptable and may result in an immediate fail grade. Students will be required to attest to authenticity of their work for all work requirements and sign off on assessment tasks where allocated.

Bags

All students need to have a school bag which is suitable for transporting school belongings to and from school and from classroom to classroom.

Bibliography

All research-based assessment requires a bibliography and sufficient scaffolding research notes.

Criteria sheets

A criteria sheet outlines how work requirements will be marked. These will accompany each work requirement and will need to be signed.

Criteria sheets **must** be handed in with assignments.

Home Groups (Middle and Senior School)

Students will be assigned a Pastoral Care Group and a Pastoral Care Group teacher. The home group will meet at the beginning of most days for pastoral care, daily attendance roll, uniform check, collection of any notes and dissemination of notices. The Pastoral Care Group teacher will be the main point of contact between home and the College for non-academic matters and general queries.

Homework

Homework is an important part of learning. It reinforces and gives you the chance to practice and extend skills and knowledge covered at school. It is expected that all students will complete homework at home by the due date.

As a guide, Year 7 students should be doing a minimum of about 60 minutes a night with increases expected over subsequent years.

Homework takes many forms including set work, working on extended assignments and projects, formal revision for tests, reading of texts and novels. You are encouraged to review and informally revise work completed.

Parents, please provide a well-lit table or desk and chair in a location which is free from interruptions such as TV, phones, music, friends, etc for this time. If you need help to monitor homework, then a place where you can see or walk past is advisable.

Lockers

Lockers are provided for use in order to store books and other school materials. The lock must remain attached to the locker at all times. Keep lockers clean of food and graffiti, and keep tidy. Students are not permitted to access other students' lockers.

What to Do First

Report to the Business Office.

International Student Orientation

1. Student meets key CBCC personnel: Principal, Head of Primary, Careers Officer, Chaplain, International Liaison Officer, ESL Teacher, student buddy, bus driver (if applicable).
2. Student receives documents (Student Handbook, arrival package)
3. Student receives tour of College facilities.

International Student 'Code of Conduct'

This information is available in the Prospectus and Student Handbook.

At Coolum Beach Christian College we endeavour to teach the children to C.A.R.E. by upholding the following attributes:

- ❖ **C**hristlikeness (character, integrity, empathy, etc)
- ❖ **A**ttitude
- ❖ **R**espect & Responsibility (to self, to family, to country, to God)
- ❖ **E**xcellence

This is summed up in four broad school rules:

- Be prepared and on time
- Follow directions
- Speak at the right time and in the right way
- Respect other people and their property.

Behaviour which is strictly not permitted:

- Verbal abuse including profane or offensive language or actions, physical or sexual assault or harassment, intimidation, bullying, extortion or other dangerous behaviour.
- Misconduct including fraud, theft, and/or engaging in any action that causes imminent and serious risk to the health and safety of a person, property, or the reputation of CBCC. If damage of property occurs, restoration, repair or replacement will be required at the Principal's discretion.
- Possession or use of weapons.
- Use or distribution of alcohol or unlawful drugs while on College property, including being under the influence of the same while on the property.

When there are disagreements between students or students cause disruption, staff engage in a process of questioning students to encourage them to manage their own attitudes and behaviours and restore each other in such a way that values everyone involved. The College's approach is essentially firm and friendly. Acts of physical violence would not be tolerated and the student would be removed from the classroom, but other issues are generally worked through by structured discussion.

There are several key elements to our pastoral care system:

- ❖ Rewarding positive behaviour and attitudes
- ❖ Having clear expectations both in class and in the playground
- ❖ Students are made aware of or agree on appropriate consequences
- ❖ Students who willing disrupt the learning of others follow the strike system detailed below

Strike 1: Student is given the first official warning for inappropriate behaviour or asked what they should be doing. (Students should be clearly notified at this point that the process has commenced and why.)

Strike 2: Student is given the second official warning for inappropriate behaviour AND is asked to move to separate from other they may be disrupting (preferably placed so that the offending student can have no visual or other contact with their peers) where they continue doing class work.

Strike 3: Student is given their third and final warning for inappropriate behaviour AND is sent immediately to an assigned buddy class with a note from the issuing teacher and any necessary work books pencils etc.

On arrival at their buddy class the offending student is directed to an appropriate seat and notified to fill out the reflection sheet quietly and notify the teacher when finished so that they are ready to discuss their behaviour. The buddy class teacher would then check the reflection sheet and talk to the offending student about their behaviour. If the teacher considers the reflection sheet (and the student's attitude) to be acceptable they would sign it and direct the student to quietly complete work set by their class teacher until the next break (morning tea, lunch or home). At this time (if the offending student's behaviour is still considered to be acceptable) they would be sent back to their home class with instructions to deliver their reflection sheet to their class teacher (and most likely further discussion about re-entry to the class).

Academic Policies & Procedures

Policies are listed in this Handbook.

International Student Visa Conditions

For a full list of **mandatory** and **discretionary** student visa conditions please visit [Visa list \(homeaffairs.gov.au\)](http://www.homeaffairs.gov.au)

Paying Fees

College Fees are to be paid according to our Fees Policy, which is in this Handbook. Medical Insurance is to be paid prior to the student entering the College. There are no other costs to be met by the student, other than the purchase of stationery items, bus costs if applicable and uniform shoes.

Home Stay Board is payable in advance twice per year, due at the end of January and June.

Enrolment

Attendance and Absences

It is expected that students will attend school as required by law. Any absences need to be explained promptly with an email or call to the school office. If students are to be absent for any length of time please notify the school in advance. Please provide a note of explanation to the class teacher immediately upon return from any absence. It may be appropriate for a teacher to provide some work depending on the circumstances.



Student Support Services

Staff Member in this Role	Area of Responsibility for Overseas Students	Method to Contact / make Appointment
Allison Leisemann	Orientation on arrival	07 5446 4780 07 5446 4263 0423 599 662
Yasmin Jovette	ESL Support	07 5446 4263
Pastoral Care Teacher – student would be advised	Other tutorial support	07 5446 4780
Principal – Mr Terry Hornby and Careers Officer – Mrs Glenda Hornby	Academic and Careers Counselling	07 5446 4780
Laura Harle - Chaplain	Personal Counselling	07 5446 4780
Allison Leisemann	Monitoring of homestay / accommodation /care arrangements	07 5446 4780 07 5446 4263 0423 599 662
Mr Terry Hornby / Suzanne Callan	Complaints and appeals	07 5446 4780
Allison Leisemann	Visa / Passport issues	07 5446 4780 07 5446 4263 0423 599 662
Allison Leisemann	OSHC	07 5446 4780

International Student Office

Mrs Allison Leisemann – 07 5446 4780

Academic Skills Assistance

Office – 07 5446 4780

Principal – Mr Terry Hornby
Head of Primary – Mrs Elisha Corry
Careers Officer – Mrs Glenda Hornby
Head of Teaching and Learning – Mrs Tracey Shields

Campus Ministry/Pastoral Care/Counselling

Office – 07 5446 4780
Laura Harle - Chaplain

Ancillary Student Services

Student Support:

Mrs Allison Leisemann – 07 5446 4780

Key Personnel:

International Student Coordinator / Homestay Coordinator

Mrs Allison Leisemann – 07 5446 4780

Academic Skills Advisor/s

Principal – Mr Terry Hornby

Head of Primary and Curriculum – Mrs Tracey Shields

Careers Officer – Mrs Glenda Hornby

Contact these personnel on the office line: 07 5446 4780

ESL Support Officer

Ms Yasmin Jovette

Office – 07 5446 4780

Quick Guide to Key Personnel:

WHO TO SEE

ISSUES

ACADEMIC

Subject teacher

Questions about content of units, teaching procedures, assessment.

Principal

Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (**Inform International Education Office**)

Pastoral Care teacher

Help with reading, writing, note taking, preparation for exams & assignments

ADMINISTRATIVE

International Liaison Officer

Visa problems, financial problems, enrolment and short term accommodation.

Health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.

Timetable, registration in subject units, change of address.

PERSONAL

Chaplain

Problems with relationships, home-sickness, gambling, depression, relationship issues.

Chaplain

Spiritual / religious issues, personal problems.

Principal

Sexual harassment, discrimination issues.

Disability Adviser

Examination / study adjustments.

International Liaison Officer

Accommodation issues

Campus & Facilities:

List of Facilities

Prep

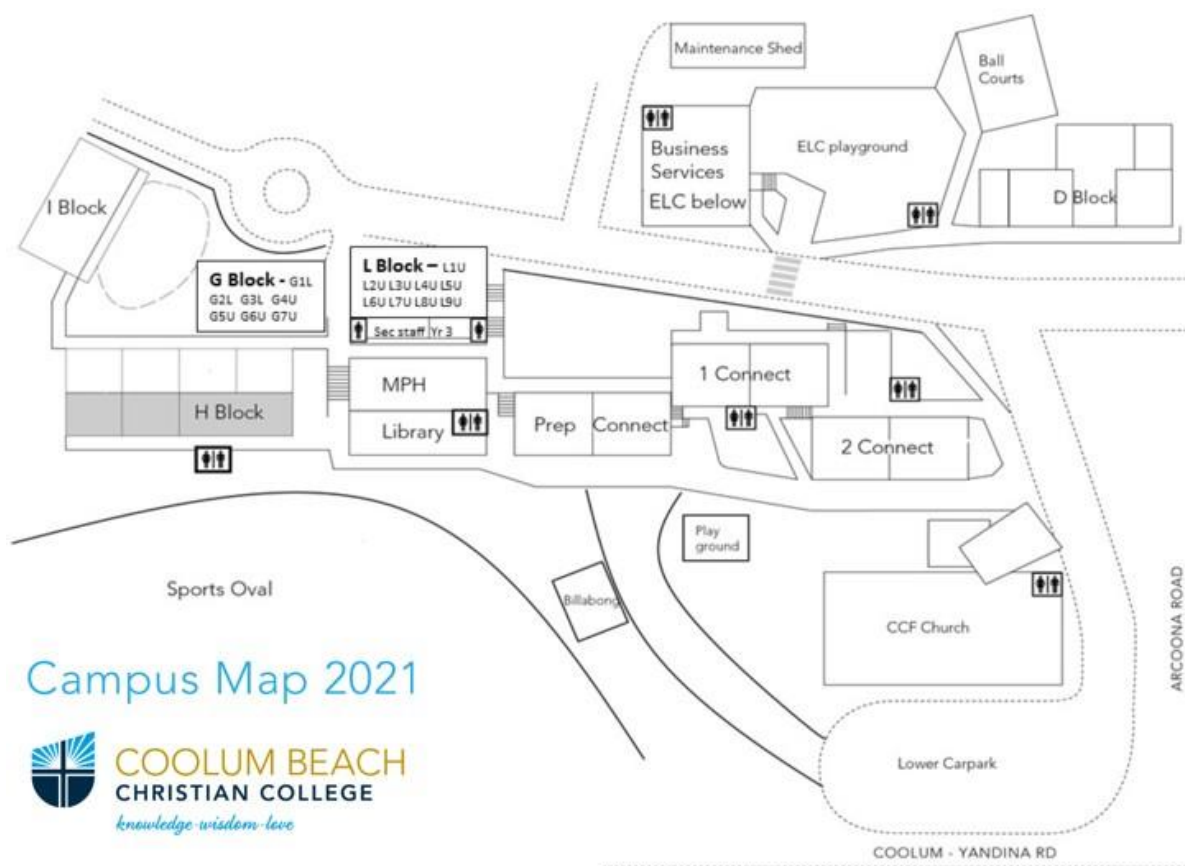
Primary School Years 1 – 6

Middle School Years 7 – 9

Senior School years 10 - 12

Campus map

A tour of our campus and facilities is available during student orientation.



Subject Selection and Timetables:

Subjects selection forms are given to students prior to commencing studies. Timetables are given to students during Orientation.

My Student Survival Page

EMERGENCY **000 or 112 from my mobile (to override key locks)**

Government Departments

DIAC – Department of Immigration & Citizenship

tel: 61131881

[Department of Home Affairs](#)

ATP – Australian Taxation Office

Tax File Number: **132 861** www.ato.gov.au

My Pastoral Care Teacher:

My bus driver's name:

My bus driver's phone number:

My Homestay host's phone number:

My friends' names:

My friends' phone numbers:

Term Dates 2022

Term 1	Term 2	Term 3	Term 4
<p>Start: Monday, 24 January Kindy to Year 7</p> <p>Tuesday, 25 January Year 8 to Year 12</p> <p>Ends: Friday, 1 April</p> <p>10 Weeks</p>	<p>Start: Tuesday, 19 April</p> <p>Ends: Friday, 17 June</p> <p>9 Weeks</p>	<p>Start: Monday, 11 July</p> <p>Ends: Friday, 16 September</p> <p>10 Weeks</p>	<p>Start: Tuesday, 4 October</p> <p>Ends: Friday, 18 November Year 12 7 Weeks</p> <p>Tuesday, 29 November Kindy to Year 11</p> <p>9 Weeks</p>

Term dates are subject to change

Public Holidays 2022

New Year's Day	Saturday, 1 January
New Year's Day Holiday	Monday, 3 January
Australia Day Public Holiday	Wednesday, 26 January
Good Friday	Friday, 15 April
Holy Saturday	Saturday, 16 April
Easter Sunday	Sunday, 17 April
Easter Monday	Monday, 18 April
ANZAC Day	Monday, 25 April
Labour Day	Monday, 2 May
Sunshine Coast Show Day (Nambour) <i>confirmed</i>	Friday, 10 June – <i>To be</i>
Queen's Birthday	Monday, 3 October
Christmas Day December)	Sunday, 25 December (also Tuesday, 27
Boxing Day	Monday, 26 December



COOLUM BEACH
CHRISTIAN COLLEGE

knowledge · wisdom · love

SECTION 5

Social and Cultural

Adjusting to Life in Australia

Culture Shock

- Overcoming Culture Shock
- Recognition
- Be Objective
- Set Goals
- Share Your Feelings

Australian Culture

- Social Customs
- Greeting People
- Clothing Customs
- Polite Behaviour
- Australian Slang
- Responding to an Invitation
- Tipping

Public Holidays & Special Celebrations

- New Year
- Australia Day
- Easter
- Easter Traditions
- Anzac Day
- Labor Day
- Queen's Birthday

Melbourne Cup Day

Christmas

Sports & Recreation

Clubs & Organisations

Entertainment

Eating Out

Religion & Faith

Where to Find Out What's Going On

Sun Safety

Sun Protection

Beach Safety

- Remember the F-L-A-G-S
- The Surf Environment
- Rips
- Surf Skills
- Escaping from a Rip
- Negotiating the Surf

Dangerous Animals & Plants

- Bites and Stings
- Anaphylaxis – allergic reactions
- General First Aid for Bites & Stings

Adjusting to Life in Australia:

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

➤ **Listen, observe and ask questions**

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

➤ **Become involved**

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

➤ **Try to maintain a sense of perspective**

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

➤ **Maintain some of the routines and rituals you may have had in your home country.**

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

➤ **Keep lines of communication open with those at home.**

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you

connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

➤ **Sense of humour**

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

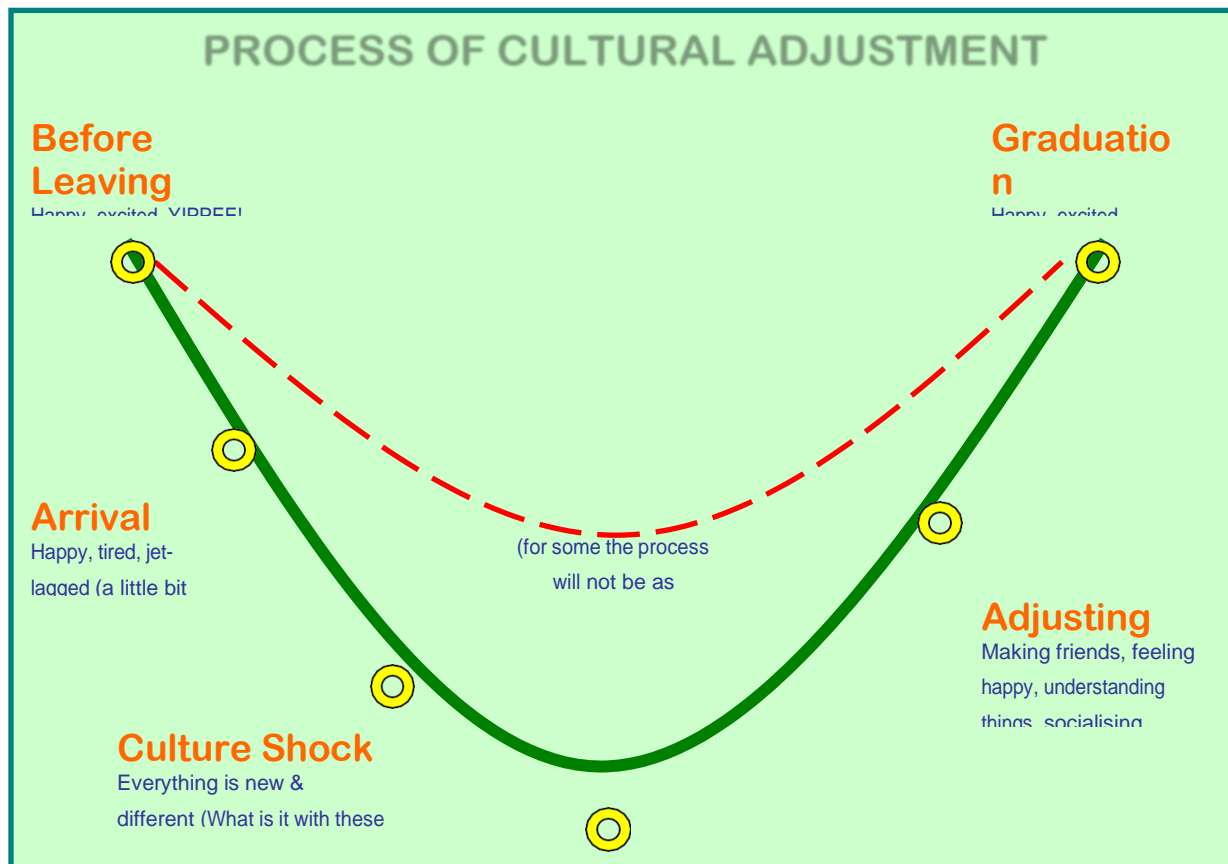
➤ **Ask for help**

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

➤ **Finally, relax and enjoy the journey!** (Source: Macquarie University)

Culture Shock:

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.



Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

1. **Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
2. **Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!
3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.
4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

Australian Culture:

Social Customs

Greeting People

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians **look at the eyes of the people** they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.



Clothing Customs

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.



Polite Behaviour

'**Please**' and '**thank you**' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship. Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, '**Excuse me**' to get a person's attention and '**sorry**' if we bump into them. We also say, 'Excuse me' or '**pardon me**' if we burp or belch in public or a person's home.

You should always try to **be on time** for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, '**Bless you**' when you sneeze. This phrase has no religious intent.

Australian Slang

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work, church or a club. If you are unsure what to bring, you can ask the host.
- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **Fortnight** - This term describes a period of two weeks.

- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.



- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.

- **Chook** - The term chook means a chicken, usually a hen.

- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.



- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'

- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'

- **To be crook** - to be sick or ill.

- **Flat out** - busy.

- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaler'. This also means you are not obliged to shout.

- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.

- **How ya goin?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.

For more information on Australian slang visit:

www.cultureandrecreation.gov.au/articles/slang

Responding to an Invitation

- **What could I be invited to?** If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea'. 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.
- **How are invitations made?** Invitations can be written or spoken. Written ones usually ask for RSVP, (which is *repondez s'il vous plait* in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.
- **What if I do accept an invitation?** When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. **It is not polite to arrive late** and you should make a telephone call to your host to explain if you are going to be late.
- **What if I cannot accept an invitation?** You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration & Citizenship)

Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.

Public Holidays and Special Celebrations:

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world.

January 1 is a public holiday.



Australia Day

Australia Day, **January 26**, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.

Easter

Easter commemorates the resurrection (return to life) of Jesus Christ following His death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.



Easter Traditions

- **Shrove Tuesday or Pancake Day:** Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the shroving Tuesday, and eat up all the foods that wouldn't last the forty days of Lent without going off.



Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour.

Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

- **Hot Cross Buns:** Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.



A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.

- **Easter Eggs:** Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.



- **The “Easter Bunny”:** Early on Easter Sunday morning, the “Easter Bunny” 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world. The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

Anzac Day

Anzac Day is on **April 25** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War I. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial



wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional “Dawn Service”, which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.



ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen’s League) Club to experience a traditional game of **“TWO-UP”**. A game of chance played by the ANZACS where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of “mate-ship” and friendliness to all and the experience of a game of two-up is a memorable one.

Labor Day

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving ‘working people’ a day off and recognising the roots of trade unionist movements and workers’ rights.

Queen’s Birthday

The Queen’s Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen’s Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen’s Birthday on a Monday, results in a three-day long weekend.



Melbourne Cup Day

The Melbourne Cup is a 2 mile international horse race run on the **first Tuesday of November each year** attracting the finest racehorses from around the world. Known as the “race that stops a Nation” due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory “Cup Day Breakfast”, lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a “Cup Sweep” where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, & 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the “Spring Racing Carnival” which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It’s a very colourful time to be in Melbourne.



Christmas



Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to

eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.

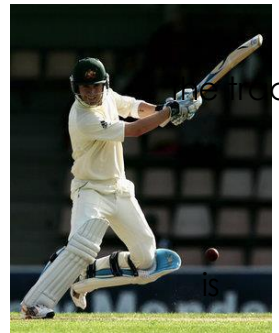
Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.



Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

- **The Boxing Day Test:** December 26 is the opening day of (Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.
- **The Sydney to Hobart Yacht Race:** the “Sydney-to-Hobart” Australia’s most prestigious yachting race and on the calendar of international yacht racing and begins 26 December in beautiful Sydney Harbour.



Sun Safety:

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.



Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.



Beach Safety:



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, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

Remember the F-L-A-G-S and Stay Safe

F Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.



L Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

A Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

G Get a friend to swim with you - so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.

S Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.



And remember – **NEVER**

Never swim at unpatrolled beaches

Never swim at night

Never swim under the influence of alcohol

Never run and dive into the water

Never swim directly after a meal

The Surf Environment

Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. **The larger the surf the stronger the rip.** Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm



Surf Skills

Escaping from a Rip

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.



Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the



bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.

(Source: Surf Lifesaving Australia)

Dangerous Animals and Plants:

Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you

If you are visiting any of Australia's beautiful parks or forests:

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- **Take care to avoid marine stingers.**
- **Do not enter water where crocodiles may live.**



Bites and Stings

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide **Poisons Information Centres** have a common telephone number:

131 126.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or **000**.

Anaphylaxis – allergic reactions

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. **For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.**

General First Aid for Bites and Stings

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

For all other bites and stings: Seek or apply basic first aid.

Wash with soap and water and apply an antiseptic if available

Ensure that the patient's tetanus vaccination is up to date

Apply an ice-pack to reduce local pain and swelling

Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)

The patient should seek medical advice if they develop any other symptoms or signs of infection.

www.health.qld.gov.au/poisonsinformationcentre/bits_stings (Source Queensland Health)

Appendices

Acknowledgements

This project could not have been completed if it were not for all the wonderful international student resources that have been developed to support international students and programs throughout Australia. This is specifically to acknowledge the International Student Handbooks and online support services developed by the following education providers from whom examples of 'best practice' were sought:

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[La Trobe University](#)

[Macquarie University](#)

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