



# CALOUNDRA CITY PRIVATE SCHOOL



## International Student Orientation Handbook

# WELCOME

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

The aims of the orientation program are to:

- Facilitate a successful adjustment to living and studying in Queensland.
- Provide information and skills to become an independent resident and learner in Queensland and more particularly Caloundra City Private School

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

Your orientation will be an on-going process with the focus initially being on school routine and expectations.

We look forward to working with you.

Sherrie Cuthbert  
**Principal**



## IMPORTANT TELEPHONE NUMBERS

Position	Name	Contact
Main Administration		54375800
International Coordinator	Cheryl McGregor	54375800 <a href="mailto:cmcgregor@ccps.qld.edu.au">cmcgregor@ccps.qld.edu.au</a>
Principal	Sherrie Cuthbert	<a href="mailto:scuthbert@ccps.qld.edu.au">scuthbert@ccps.qld.edu.au</a>
Homestay family		
24hr Emergency Contact	Cheryl McGregor	0437213315
Academic and Careers	Sherrie Cuthbert	<a href="mailto:scuthbert@ccps.qld.edu.au">scuthbert@ccps.qld.edu.au</a>
Student Accounts	Katrina Rava	<a href="mailto:krava@ccps.qld.edu.au">krava@ccps.qld.edu.au</a>

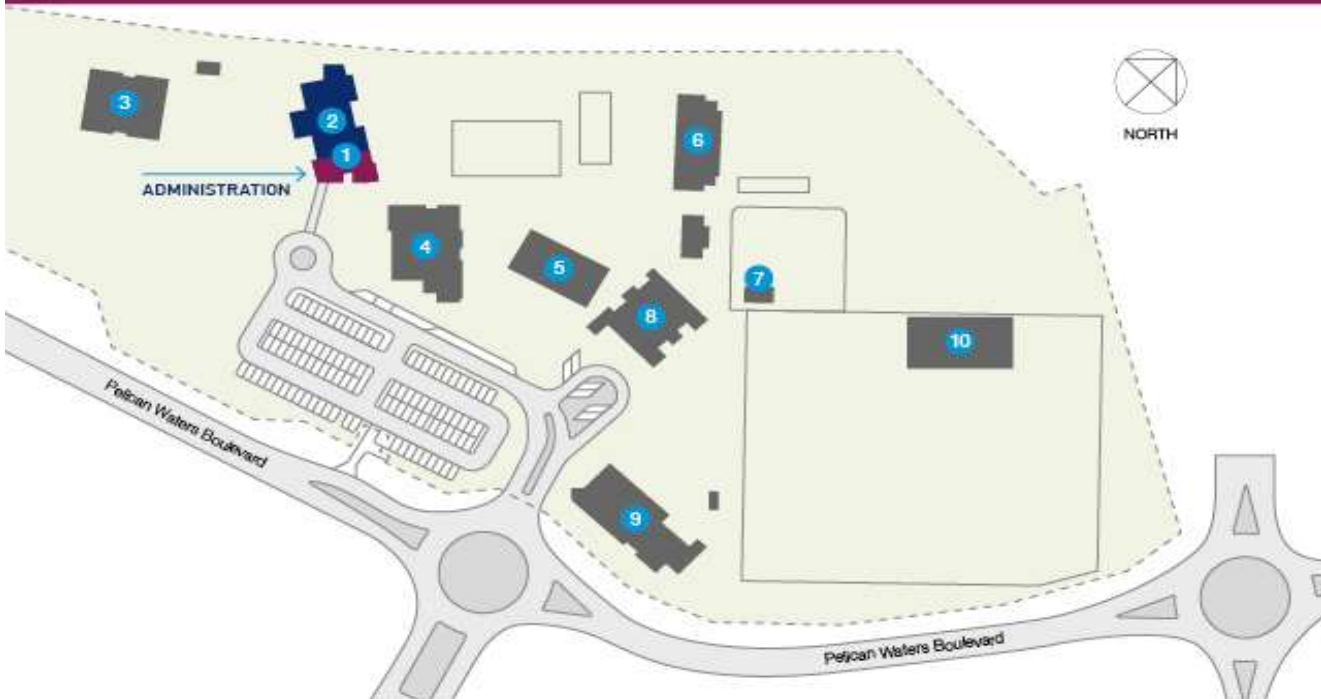
**Absentee Line: 54375888**

**Address: 200 Pelican Waters Boulevard  
Pelican Waters, QLD 4551  
AUSTRALIA**

<b>Police, Fire, Ambulance:</b>	<b>000</b>
<b>State Emergency Service:</b>	<b>132 500</b>
<b>Department of Immigration:</b>	<b>131 881</b>
<b>Lifeline:</b>	<b>131114</b>
<b>Poisons Information Line:</b>	<b>131 126</b>
<b>Emergency Translation:</b>	<b>1300 655 010</b>
<b>Medical Centre:</b>	<b>Pelican Waters</b>
<b>Transport:</b>	<b>Translink</b>



# CALOUNDRA CITY PRIVATE SCHOOL



## LEGEND

- |                                  |  |
|----------------------------------|--|
| 1 Administration                 | 6 Ford Building                        |
| 2 Henzell Building               | 7 Tuckshop/Uniform Shop                |
| 3 Professor Ian Frazer Building  | 8 Munns Building                       |
| 4 Dame Elisabeth Murdoch Library | 9 Pelican's Nest Early Learning Centre |
| 5 City Stars Kindergarten        | 10 Multi-Purpose Hall                  |



[ccps.qld.edu.au](http://ccps.qld.edu.au)

LOCATED IN PELICAN WATERS

## SCHOOL HOURS

Kindergarten	8.15 am - 3.00 pm
Prep – Years 6:	8.30 am - 3.00 pm
Years 7-12:	8.30 am –3.10pm

## BELL TIMES

	Prep – Year 6	Years 7-12
<b>Commence</b>	8:30am	8:30am
<b>First Break</b>	11:05am – 11:25am	
<b>Second Break</b>	12:55pm – 1:40pm	
<b>Dismissal</b>	3:00pm	3:10pm

## TERM DATES 2021

### Term 1

**All School commences**  
**Last day of Term**

**Wednesday 27 January 2021**  
**Thursday 1 April 2021**

### Term 2

**School Commences**  
*ANZAC Day Holiday*  
*Labour Day Holiday*  
**Last Day of Term**

**Tuesday 20 April 2021**  
*Monday 26 April 2021*  
*Monday 3 May 2021*  
**Friday 18 June 2021**

### Term 3

**School Commences**  
*Student Free Day*  
**Last Day of Term**

**Monday 12 July 2021**  
*Friday 3 September 2021*  
**Friday 17 September 2021**

### Term 4

**School Commences**  
**Last Day of Term (K-11)**

**Tuesday 5 October 2021**  
**Friday 26 November 2021**

# SCHOOL UNIFORM

## Kindergarten-Yr2 Formal

<b>Kindergarten</b>	
Bucket Hat – used as formal hat	\$15.70
Unisex Polo Shirt	\$44.95
Jumper	\$31.50
<b>To be worn with culottes/shorts and socks below</b>	
<b>Prep-Boys</b>	
Hat Blue	\$35.60
Shirt Checked	\$43.90
Shorts Navy	\$39.60
Socks Navy Ankle	\$8.50
Pants Navy (optional winter)	\$40.80
<b>Prep-Girls</b>	
Hat Blue	\$35.60
Blouse Formal Checked	\$46.50
Culottes Navy	\$38.55
Socks Pwd Blue	\$8.95
Hair Scrunchie Navy or Check	\$4.60
Tights Navy (optional winter)	\$13.95

## Year 3 – Year 12 Formal

<b>Boys</b>	
Hat Grey Felt	\$65.00
Shirt Pwd Blue	\$48.00
Tie Elastic (Yr 3-6)	\$24.60
Tie Conventional (Yr7+)	\$26.00
Belt Black	\$15.95
Shorts College Grey	\$33.00
Socks Knee Grey	\$9.95
Trousers College Grey (optional winter)	\$41.50
Socks Ankle Grey (worn with trousers)	\$6.50
Blazer (Yr 11 & 12 compulsory)	\$193.80
<b>Girls</b>	
Hat Grey Panama	\$65.00
Blouse Formal Pwd Blue	\$47.55
Tie Button	\$13.20
Skirt Grey/Blue Checked	\$52.80
Socks Pwd Blue	\$8.95
Hair Scrunchie Pwd Blue or ¼ Check	\$4.70
Tights Navy-Red Robin (optional winter)	\$13.95
Blazer (Yr 11 & 12 compulsory)	\$193.80






## SPORTS UNIFORM

Shirt House – Henzell McLean, Ford, Munns (all students)		\$36.50	
Shirt (Yr 3+)		\$35.50	
Shorts (Yr 3+)		\$31.80	
Socks		\$9.40	
Cap or Bucket Hat		\$15.70	
Boys Speedos	\$36.00	Girls Bathers	\$54.00
Shorts Size 10 -14 (Yr 7+)	\$46.90	Low Cut Style (Yr7+)	\$57.00
Shorts Size M-5XL	\$49.90		
Swimming Shirt		\$38.50	
Netball Cap		\$9.90	
Track Suit Jacket (worn with sports clothes only)		\$77.90	



# BANKING / HEALTHCOVER / TRANSPORT / PHONES

It is important that you understand the information that follows. If you have any concerns/questions please ask.

TOPIC	GUIDELINES						
<p><b>Banking</b></p> 	<ul style="list-style-type: none"> <li>❓ To open an <b>Australian bank account</b> you will need to present your passport and possibly some other identification.</li> <li>❓ All banks and Building Societies have telephone banking, internet banking, Automatic Teller Machines (ATM) and branch access.</li> <li>❓ Once your account is opened you will receive in the mail a <b>card and PIN</b> (Personal identification Number) which should not be disclosed to anyone.</li> <li>❓ For your parents to transfer funds into your account you will need to provide them with the local branch identification, bank contact details and swift code.</li> <li>❓ <b>Bank Hours</b> <table style="margin-left: 20px; border: none;"> <tr> <td>Monday to Thursday</td> <td style="text-align: right;">9:30 am to 4 pm</td> </tr> <tr> <td>Friday</td> <td style="text-align: right;">9:30 am to 5 pm</td> </tr> <tr> <td>Saturday and Saturday</td> <td style="text-align: right;">Closed</td> </tr> </table> </li> <li>❓ Visa, Master Card, American Express and Diners cards are widely accepted in Australia.</li> <li>❓ Avoid carrying large sums of money at school.</li> </ul>	Monday to Thursday	9:30 am to 4 pm	Friday	9:30 am to 5 pm	Saturday and Saturday	Closed
Monday to Thursday	9:30 am to 4 pm						
Friday	9:30 am to 5 pm						
Saturday and Saturday	Closed						
<p><b>Transport</b></p> <p style="text-align: center;"><b>Bus Taxi</b></p> 	<ul style="list-style-type: none"> <li>❓ Your homestay family will be able to provide you with directions to the nearest bus stop.</li> <li>❓ Caloundra City Private School offers a private bus service to and from school. Schedule available from School Administration.</li> <li>❓ They can also advise you about the <b>best transport routes</b> for travel to and from school, the city and local shops.</li> <li>❓ <b>Translink buses</b> cover the city's public transport needs with daily services across the region.</li> <li>❓ Timetables and route details are available from the internet <a href="http://www.translink.com.au">www.translink.com.au</a></li> <li>❓ <b>Suncoast Cabs</b> 131 008</li> </ul>						
<p><b>Medication</b></p> 	<ul style="list-style-type: none"> <li>❓ All medication you may need must be taken to the front office desk with details from your doctor. To make this easier, you need to <b>show Ms McGregor</b> the tablets and notes from the doctor when you have them.</li> </ul>						

## Private Health Cover



- This card helps cover **some** of the cost of medical treatment while you are in Australia.
- If you need to visit a medical practitioner ask your homestay family to help you make the arrangements.
- Remember that when you are away from school due to illness you will need to provide a medical certificate on your return or within 5 days at the latest.
- You will also need to get your Homestay family to ring Ms McGregor if you are going to be away on 54375888.
- When you go to the doctor or health provider (eg dentist) you will need to pay for the service and obtain a receipt in order to obtain reimbursement.
- To obtain reimbursement complete **Claim Form** and attach receipt. You then visit a Medibank private claims office or post the claim form to the office.
- There is a Medibank Private office at the Sunshine Plaza.
- You will be reimbursed for part of the medical or health service cost on the spot or mailed to you if posted.
- If you require medication the doctor will supply you with a prescription that allows you to obtain medication. This can be obtained from any pharmacy/chemist. If you are sick at school you need to go to the office to access Sick bay.
- During orientation you will be given a **24 hour emergency contact card** which is to be used in the case of any emergency. In case of emergency the school staff will contact CCPS who will contact your parents.  
Please read the Membership Guide for Overseas Student Health Cover. It is a visa requirement that your OSHC is kept current.
- DENTAL may or may not be covered. It is imperative that you check this with your Travel Agent.



## Phones

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



# STAYING WITH AN AUSTRALIAN FAMILY

## HOMESTAY

Your homestay is very important to your success and happiness in Australia. Please make a huge effort to make friends with them as this will provide you with many things in return to make your life easier. Whatever the makeup of your host family, each one has decided to welcome an international student into their home, so feel welcome and enjoy your time with them.

Your homestay family will provide you with a room of your own, a place to put your belongings, and a place to study. You will be given three meals a day and have access to the laundry and the main living areas in the house. You will also be given the opportunity to learn about Australian culture within a caring family environment.

## Talking to the family

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

If you do not speak English well, you can still communicate. Write down what you want to say if your written English is better than your spoken English. Draw a picture of what you want to say or find someone or some way else to translate.

If you spend most of the time in your room with the door closed, the homestay family may think you do not like them. Spend some time each day with the family talking, watching television, or helping the family with household tasks. Tell your homestay about your culture and find out about theirs.

## Make the most of your homestay experience

Staying in homestay gives you an excellent opportunity to:

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

## Tips and Hints

Advice for students:

- ☐ Be open-minded
- ☐ It's not wrong, just different
- ☐ If things go wrong, don't panic – stay calm!
- ☐ Create your own opportunities – be enthusiastic, committed and motivated
- ☐ Communication is the key to a successful stay – talk over your problems immediately
- ☐ The more interest you show the more people will try to help you
- ☐ If homesick, get busy and more involved
- ☐ Accept cultural differences, don't resent them
- ☐ Be prepared to try new things
- ☐ Make the most of every day – don't think of the things you miss about home, think about what you will gain by being here
- ☐ Be patient, things won't be perfect from the start – you have to work at it
- ☐ Always remember why you came to Australia and what you hope to achieve during your stay. It will give you more motivation when times are tough.

Coming to stay with an Australian family can be a great experience for both you and the homestay family, but although people are the same in most ways in all countries, you may find that your host family may do some things differently from what you are used to in your country. It may take a little time for you and your host family to get used to each other and for you to feel at home.

Here are some ideas on how to make sure that you have a good relationship with your host family:

- Offer to help with household chores. Ask for a specific job that you can do to help and do it.
- Keep your room tidy.
- Don't leave clothing and towels on the floor of the bathroom.
- Let your homestay family know where you are AT ALL TIMES. Your host family is responsible for you while you are here, so you must tell them where you are going, give a contact number so they can reach you, and tell them when you will be home. If you are going to be late for a meal let them know.
- Ask before inviting friends over. Most homestay families will be happy for you to have friends over to visit or stay but you must always ask first and obey the rules they set.
- No smoking or alcohol.
- Offer to pay for yourself when you go to a restaurant or on an expensive outing
  - Your host family will pay for most of your meals but if they take you out to an expensive restaurant or to a theme park for example, offer to pay for yourself. They may wish to pay for you, but it is important that you offer to pay.

### **Helpful things to ask your host family**

- What would you like me to call you?
- What do you expect me to do daily?
- Where do I put my dirty washing?
- Can I use the washing machine or iron at any time?
- What are the best times to use the bathroom?
- Can I help myself to food and drink at any time?
- Is there a special getting up time on weekends?
- Is there a bedtime?
- Can I invite friends around?
- What are the general procedures in the household? How do I use any appliances eg shower, television .....?
- Please let me know if there is something that I am doing that is not acceptable.



## ORIENTATION CHECKLIST

The Principal has ensured the Student has been introduced to:

- ☐ Office Administrator
- ☐ Finance Department
- ☐ Head of School
- ☐ Student Counsellor
- ☐ Learning Support: ESL Teacher
- ☐ Homeroom Teacher
- ☐ Student Buddy

The following topics will be covered as part of the orientation process; they do not necessarily follow the chronological order as listed below.

This document is given in support of the Student Handbook for Overseas Students.

1. School tour
2. Subject Selection
3. School information –structure, student diaries, school calendar, emergency
4. ID photos, textbooks, uniforms, timetables
5. Internet/email account/laptop
6. Textbooks/Lockers
7. Fire drill procedure/ lock down procedure
8. Assessment policy/assessment schedule
9. Complaints and Appeals Process
10. Available student support services
11. Legal services available to students
12. Student visa conditions relating to course progress and attendance
13. Grounds for suspension or cancellation of enrolment
14. Student Transfer Assessment Policy
15. Behaviour Management Policy
16. Student Protection
17. Banking/ phone cards/ medical insurance/prescriptions/ go cards
18. Map of local area
19. Academic performance
20. ESL assignment and exam support
21. Cultural differences/living with an Australian family
22. Making the most of your experience
23. Drinking/drugs
24. Driving in Australia

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

## WHAT SHOULD I DO IF...?

Please see Ms Cheryl McGregor in Administration for help

### QUESTION

If I cannot find my class?

If I get lost?

If I am absent from school?

If I need to leave school during school time for any reason and do not have home stay or parental written permission?

If I have to see a teacher in a staffroom?

If I have issues with home stay?

If I am having difficulty settling into the school routine?

If I want advice regarding my personal life?

I want to use my mobile phone at school?

If I need to submit an assignment?

If I have problems accessing computers or difficulties logging on the school system?

If I wish to travel on my own or with home stay family?

If I am late to school and don't make it to my form class?

## SOLVING PROBLEMS

### GRIEVANCE PROCEDURES

If you are unhappy with any aspect of your program, please notify Ms Cheryl McGregor.

- If problems continue or you continue to be unhappy with the situation, you can contact the Head of House, Head of School or Principal. For more detail about grievance procedures, please see Caloundra City Private School's Refund, Grievance and Privacy Policy.
- Guidance and counselling are available to you through the schools Wellbeing Officer Mrs Stephanie Evans.

## STUDENT VISA CONDITIONS

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



### 1. ATTENDANCE

- You are expected to maintain 100 per cent attendance unless you are sick with a medical certificate.
  - Medical certificates must be provided to your school within 5 days of your absence.
  - The school keeps records of your attendance and notifies the Department of Immigration and Indigenous Affairs (DIAC) when your attendance rates fall below 80%. This can lead to cancellation of your student visa and in this case, you will be required to leave the country immediately.
- ❖ **Academic Progress**
- You will be expected to maintain satisfactory progress in all subjects studied as part of your visa conditions.
  - A failing grade in any subject may result in you being contacted by DIAC

### 2. ADDRESS

- The school and DIMIA must know your contact details at all times while you are in Australia. For this reason you must always leave a contact number with your homestay family if you are going out.
- You must be contactable on holidays and weekends and you cannot change your address without permission from the International Program Manager.(Ms McGregor)
- You will need to let Ms McGregor know if you are going away with or without your host family.

### 3. WORK PERMISSION

- Your visa does not give you permission to work in Australia.

## DEALING WITH CULTURE SHOCK

### ADJUSTMENT

SYMPTOMS	WHAT TO DO
<ul style="list-style-type: none"> <li>• Sleep disturbances</li> </ul>	<ul style="list-style-type: none"> <li>• Talk to host family</li> </ul>
<ul style="list-style-type: none"> <li>• Eating problems</li> </ul>	<ul style="list-style-type: none"> <li>• See Ms McGregor</li> </ul>
<ul style="list-style-type: none"> <li>• Illness</li> </ul>	<ul style="list-style-type: none"> <li>• Phone home</li> </ul>
<ul style="list-style-type: none"> <li>• Homesickness</li> </ul>	<ul style="list-style-type: none"> <li>• Keep busy</li> </ul>
<ul style="list-style-type: none"> <li>• Loneliness/Isolation</li> </ul>	<ul style="list-style-type: none"> <li>• Talk to other International students</li> </ul>
<ul style="list-style-type: none"> <li>• Boredom</li> </ul>	<ul style="list-style-type: none"> <li>• Talk to Australian friends</li> </ul>
<ul style="list-style-type: none"> <li>• Hostility/withdrawal</li> </ul>	<ul style="list-style-type: none"> <li>• Talk to buddy</li> </ul>

- Contact details and arrangements (your homestay parents should always know where you are and how to contact you).

## WEEKENDS AND HOLIDAYS

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



# FINDING YOUR WAY AROUND

## Local Area Map

