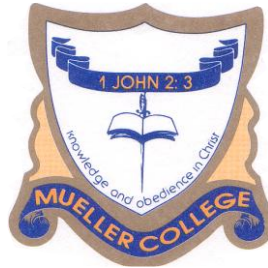


Mueller College



International Student Handbook

2010



Knowledge and Obedience in Christ

www.mueller.qld.edu.au

CRICOS No 01058B

Mueller College Directors

Mr R L Heazlewood	MSc, BSc (Hons), MRACI (Exec Dir)
Dr M D Heazlewood	MB, BS, MA, DipPM, ThL, FRACGP
Dr V J Heazlewood	MB, BS, (Hons), FRACP
Mr L G Miller	MSc, BAppSc, DipEd
Mr W R Lowe	DipTh

PRIMARY SCHOOL

Principal (Primary)	Mr P Vales, BA(Asian Studies), DipEd, GradCertAppLing
Education Consultant	Miss A E Kielly, MEd(ChristEd), BEd, Dip T, Cert T
Assistant Principal (Primary)	Mrs C Winwood, BEd, DipT
Early Years Co-Ordinator	Mrs J Kapinga, DipT
Early Years Learning Centre	Miss S Coulson, BEd, DipTeach(EC)

SECONDARY SCHOOL

Principal (Secondary)	Mr C R Krueger, MEd, BEd, DipT, GradDipEdAdminCert, Mech.Engin, MIIA(Aust), MACEA
Dean of Studies (Secondary)	Mr N Jacob, MSc(Hons), BSc, DipEd
Dean of Students (Secondary)	Mr L G Miller, MSc,BAppSc, DipEd

HEADS OF DEPARTMENT

Maths/Science	Mr R Everitt, MSc, BA, DipEd
English/Humanities	Mr W Gilliver, BD, BA, GradDipMin, DipEd
Practical Arts	Mr T Langford, BAppSc, (HMS-Ed)
Lote/China Missions/International Students	Mr P Vales, BA(Asian Studies), DipEd, GradCertAppLing
Director of Music	Mr R Yusupov, BMusic, BEd
Learning Support	Mrs C Moller, BEd, MEd
Careers Guidance Counsellor/VET	Mr Gregg Nowell, Qual Print (TAFE), DipArt (TAFE), BAdVoc Teach, MCA
Guidance and School Counsellor	Ms C Malengret, BEd, GradDip Counselling
Information Technology	Mr A Banks, GradDipComp, DipT.

SUPPORT SERVICES

Workplace Health and Safety Officer	Mr L Heazlewood, BSc, DipEd, DipEngin(CS), GradOIEAust, AACS
Chief Financial Officer	Mr T Tang, BCom, FCA, FCPA, FTIA
Technologies Manager	Mr Anthony Kuhl



Dear Student

Welcome to Mueller College.

We are delighted to have you with us at Mueller College. We hope you have a wonderful time at the College and in Australia. We are here to help you, so please feel free to ask us as many questions as you like.

On your first day at the College you will be given a copy of this handbook. Please read all the information carefully. It will help you to familiarise yourself with the College Staff, College rules and other useful tips about life in Australia.

You will be introduced to all key staff at Mueller. The International Coordinator will be your first contact person and will look after you. You will also have access to other staff that will be able to help you with any concerns or problems.

If you are confused or don't understand something, remember to ask your friendly Coordinator for assistance.

We hope you make a lot of friends, have fun and most importantly work very hard at the College, so you can be successful in your studies.

Warmly Welcomed

Mr Krueger

Mr Colin Krueger
Mueller College Secondary Principal



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FOUNDATIONS OF MUELLER COLLEGE

MINISTRY OF MUELLER COMMUNITY CHURCH

Mueller College has been developed as a ministry of the Mueller Community Church. It is a part of the church vision to become more effective in outreach and service to the local community and further afield in global evangelism.

College Mission Statement

The aim of Mueller College is to prepare its students for life in the world and eternity by applying Biblical principles through excellent education and exemplary Christian living.

Goals And Objectives:

- To present God as Sovereign Ruler of all things and Christ, His Son as Saviour and Lord, through the power of the Holy Spirit.
- To prepare educational programs which are in harmony with the revealed truth of the Bible and fulfil Government educational requirements consistent with this truth.
- To help students develop and use their God-given talents in the service of God and mankind by providing quality educational programs addressing spiritual, academic, physical, social and emotional needs.
- To teach students a Biblical world view, their roles and responsibilities as individuals and as members of the community.
- To present to students the choice they have in becoming a disciple of Christ and to help them understand the consequences of their decision.
- To resource the College with dedicated Christians, committed to the Mission of the College, who, through professional skills and spiritual gifts, influence and encourage students and the wider College community in the ways of God and recognise the role of faith in their ministry.
- To support families in the role of raising their children and to encourage them to be involved in the life of the College.
- To create an educational environment which encourages students to learn of God and respond to Him in love and obedience.
- To encourage the College community to be active participants in their local Churches.

College Administration

The Management Committee consists of a minimum of five persons which includes at least one Church Elder and the Primary and Secondary School Principals. Its primary function is to:

- promote Christian education
- be responsible for financial management
- develop and maintain facilities and resources
- employ teaching personnel
- manage the College consistent with the aims and purposes of the church

The Executive Director, as Chairman of the Management Committee welcomes any enquiries regarding the Mission Statement, Goals and Objectives, and College Administration.



The Principals are responsible for:

- the welfare of all students and staff,
- the smooth and efficient school operation,
- enrolments and continuing attendance,
- ensuring educational programs, resources and facilities are appropriate and adequate,
- ensuring professional development and support of staff is consistent and ongoing,
- providing open communication for the whole College community,
- advising the College Management Committee and the Faith and Action Association.
- advising all relevant stakeholders and authorities (CRICOS)

Appointments to discuss day to day affairs of the College with the Principals, should be made through the College office (3897 2990).

Chaplaincy Services

In keeping with the Mueller College mission statement the aim of the College is to prepare students for life in the world and eternity by applying Biblical principles through excellent education and exemplary Christian living. Chaplaincy services seek to facilitate this aim and provide effective counsel and support to students and families open to such support.

Chaplains at Mueller College operate in both the Primary and Secondary schools. Each sub-school has a dedicated chaplain, specifically focussing on the needs of the students at their stage of schooling. Chaplaincy services are voluntary, with students able to freely approach a chaplain at any time.

College Facilities

Mueller College commenced in 1990 using temporary accommodation while its first primary school building was being constructed. Students and staff moved into the new premises at 75 Morris Road, Rothwell, in January, 1991. A substantial building program has been implemented to provide the necessary facilities for our school population.

There is a tax deductible Mueller College Building Fund and Mueller College Library Fund. Families are encouraged to donate to either or both of these funds. A suggested family contribution is \$300 per year to either fund. Cheques should be made payable to the particular fund.

College Policies

Mueller College is strongly committed to the care and well-being of students and staff and maintains Policies on many issues, including Child Protection, Bullying and Harassment, Emergency Procedures, Crisis Care and Counselling, Drugs, Workplace Health and Safety and Privacy. Policies may be accessed by contacting the Principals or the Workplace Health and Safety Officer or the College website at www.mueller.qld.edu.au. Please refer to Policies for International Students pages 35-52.

The interests of the students are best served when home and school are united in their approach. Parents are therefore required to support the Policies and Guidelines of the College, including matters of discipline, attendance, completion of prescribed homework, assessment items and the correct wearing of school uniforms. Reference should be made to other sections in this Parent Handbook for further details on policies, guidelines, codes of behaviour, dress etc. These may be varied at any time by announcement at school assembly and publication in the school's newsletter or through daily notices to students.



IMPORTANT CONTACT DETAILS

Mueller College

75 Morris Road
Rothwell
Queensland 4022
Phone: (07) 3897 2990
Fax: (07) 3204 0404
Email: admin@mueller.qld.edu.au
Website: www.mueller.qld.edu.au



International Student Coordinator

Mr Paul Valese
Phone: (07) 3897 2747

International Student 24 Hour Emergency Contact

Mr Paul Valese
0438 691052

Emergency Telephone Numbers:

Police **000**

Fire **000**

Ambulance **000**

(000 calls are answered by an operator who will ask you about your emergency)

Department of Immigration and Citizenship (DIAC)

Ground Floor
299 Adelaide Street
Brisbane QLD 4000
Office Hours: 0900-1600 Mon-Frid
Phone: 131 881



KEY STAFF MEMBERS

<i>Staff Member in this Role</i>	<i>Area of Responsibility for Overseas Students</i>	<i>Method to Contact / make Appointment</i>
Mr Colin Krueger	College Principal	Main Office
Mr Geoff Miller	Dean of Students	Main Office
Mr Ninan Jacob	Dean of Studies	Main Office
Mrs C Moller	Learning Support	O Block
Mr Paul Valese	International Student Coordinator Orientation on arrival ESL support	Phone 3897 2728 Primary Office
Mrs Jenny Evans Ms Anne Moran	ESL Support	Monday/Friday Afternoons 3:30-5:00pm
Mr Greg Nowell	Careers Counselling	Careers Guidance D17
Mrs K Nowell	First Aid Contact Student Monitoring	D25
Ms C Malengret	Personal Counselling	Appointment can be made through D17
Mr Lloyd Heazlewood	Workplace Health and Safety	MPAC Level 3
Mrs H Valese	International Student Administration/Student Monitoring	3897 2741 H3



YOUR FIRST DAY AT SCHOOL

What to bring?

- Pen, pencil, notebook
- Lunch, Morning tea



What will happen on Day 1?

- You should reach the school at 8:25 am.
- Go to the Front Office.
- You will meet the International Student Coordinator.
- The International Student Coordinator will give you this Handbook.
- He will introduce you to the Principal, Dean of Students and Dean of Studies.
- The International Student Coordinator will take you to the uniform shop to organise your uniform.
- You will also be taken to textbook hire to organise your books.
- The International Student Coordinator will introduce you to staff in D25.
- He will then take you for a tour of the school and introduce other staff.
- You will have your photo taken for your identification card.
- The International Student Coordinator will take you to the Dean of Studies to discuss your subject selection.
- The International Student Coordinator will explain policies and procedures for international students.

Check the following before you go home on Day 1

- Do I know how to get home after school?
- Do I know what to do if I get lost?
- Do I know who to see if I have a problem at school?
- Do I have all of the books and stationery that I need to begin my course?
- Do I know what my teacher expects of me?
- Do I understand the school rules?
- Do I know how long I will be studying here and what my future goal is?



YOUR SECOND DAY AT SCHOOL

What to bring?

- Pen, pencil
- Lunch, Morning tea
- Your Student Handbook
- Textbooks
- School Diary



What will happen on Day 2?

- You should reach the school at 8:25am.
- Go to your class or form class.
- Commence classes

AFTER THE FIRST TWO WEEKS AT SCHOOL

Ask yourself the following questions:

- Am I happy at school? If the answer is 'No', please talk to the International Student Coordinator
- Have I made friends at school? If the answer is 'No', please talk to your teacher or the International Student Coordinator

In Week 4, the International Student Coordinator will invite you for a meeting.

After talking to you the International Student Coordinator will talk with your homestay parents to tell them about how you have adjusted to the school.

DO YOU NEED HELP WITH SOMETHING?



DON'T WORRY! JUST ASK US FOR HELP.

If you need help with something in particular, please contact the following staff

- International Student Coordinator
Mr Paul Valese
Office D31a
Phone: 07 3897 2747
- Your Form Teacher
- Your ESL Teacher





STUDY PROGRAM

Daily Routine

Teachers are involved in fellowship meetings daily until 8.30am. Teacher supervision before this time is limited. School begins at 8.35am each day, the primary school finishes at 3.05pm and secondary classes at 3.10pm.

Supervision Outside School Hours

Staff members are not rostered for duty until 8:00am each morning. Parents are discouraged from sending their children to school before this time. Staff members are also rostered to undertake supervision until 3:30pm each day. Parents are requested to ensure that their children have been collected or have left the school grounds by this time.

School Bell Times

	PRIMARY	SECONDARY
Start	8:35 am	8:30 am
Morning Tea	10:45-11:20 am	10:25-10:50 am
Lunch	12:55-1:30 pm	12:50-1:40 pm
Finish	3:05 pm	3:10 pm

Courses of Study

Primary

Our Primary syllabus meets all requirements of Education Queensland and includes the core subjects of English, Mathematics, Science, Studies of Society and the Environment, Health and Physical Education, Music, Art, Technology, and Chinese. Students in Years P/1/2 are involved in a Motor Program for several weeks each term. The students in Years 3/4/5/6 will commence a regular fitness program for several weeks each term also. Swimming is taught in Term 1 and 4 of each year.

Subjects have been written to be consistent with the Word of God. Students are involved in daily Christian Studies. This includes the teaching of Godly values and attitudes which are in line with the values espoused by our National Safe Schools Framework.

All students are expected to take part in all aspects of the program provided.

Assessment is of an on-going nature for all primary grades. There are times towards the end of terms when whole year level testing may occur, especially in the upper primary grades. A parent information evening is held in the first few weeks of Term 1. Parent/ teacher interviews are arranged at the beginning of Term 2 and the middle of Term 3. Reports to parents are sent home at the end of Term 2 and Term 4.



Middle School

Year 7, 8, 9

The Middle School incorporates Years 7, 8 and 9 and is specifically concerned with the development of students in early adolescence. As well as providing a smooth transition to the Secondary School, our Middle School promotes a continuing seamless curriculum from Prep to Year 12.

Generally, Year 7 students will have a home teacher for Devotions, English, Mathematics and Social Studies. Specialist teachers will take Science, Art, Music, Chinese, Health/Physical Education and Computer Studies and Biblical Studies.

Years 8 and 9 will follow the normal curriculum for these years, but will meet with Year 7 for Sport, Swimming and Athletic carnivals, Parade and Chapel. Each term there will be some inter-school competition with local schools. Middle School students wear the Secondary School uniform but with distinguishing socks and ties. Year 7 students wear the Secondary sport shirt (Red Polo Shirt).

Year 8

In harmony with the College philosophy and to provide children with a broad range of learning experiences, the following subjects are offered.

Art	Industrial Technology
Biblical Studies	Introducing Consumerism
Computer Literacy	Chinese
English	SOSE (History, Geography, Civics)
Graphics	Mathematics
Health and Physical Education	Music
Home Economics	Science

These subjects are consistent with the requirements of Education Queensland and the National Curriculum requirements. Special classes and curriculum are provided for students who require extra help in English, Maths, Science or SOSE.

NOTE: Students experiencing difficulty with English may be exempted from another subject to attend the Learning Support Unit for additional English.

Year 9

Students in Year 9 study nine subjects. All students will study a common core of English, Mathematics, Science, at least one Social Science (History, Geography, or Civics), Biblical Studies, as well as FOUR subjects from the following list:

Art	Health and Physical Education
Business Information Processing	Home Economics
Business Studies	Industrial Technology
Computer Studies	Chinese
Drama	Music
Graphics	



Middle Secondary

Year 10

Students in Year 10 will study six subjects in preparation for the Senior Studies of Years 11 and 12. All students will study a common core of English, Mathematics, Science and Biblical Studies, as well as THREE elective subjects

Senior Secondary

Years 11 and 12

Students will be required to study six subjects, with English being the only compulsory subject. Biblical Studies and Sport are part of the common core of the student's education. Students will be required to study a mathematics subject at least one semester in Year 11 to be eligible for a Queensland Certificate of Education (QCE).

Five subjects must be selected from the following list:

Authority Subjects

Accounting	Information Processing and Technology
Ancient History	Health and Physical Education
Art	Legal Studies
Biology	Mathematics A
Business Communication Technology	Mathematics B
Chemistry	Mathematics C
Chinese	Modern History
Drama	Multi-Strand Science
English as a Second Language	Music
Geography	Music Extension
Graphics	Physics
Home Economics	Technology Studies
English Extension	Aerospace Studies

Authority Registered Subjects

Communication English	Leisure and Recreational Studies
Computer Studies	Certificate III in Christian Ministry and Theology
Creative Arts	Pre-Vocational Maths
Hospitality Practices	Information Communication and Technology Studies
Industrial Technology	

International students must study 6 subjects for Year 11 before being eligible to drop one subject in Year 12 but this will be determined on a case to case basis conditional on meeting QSA requirements. Students may apply to drop a subject in the final week of Year 11. The spare lessons must be used for supervised study. Students at the end of Year 12 will be given the opportunity to take part in the QSA external Chinese exam.



Vocational Education Subjects and Traineeships

Vocational Education Subjects/Traineeships will be offered in some subject areas and may involve industry placement. Offerings will be confirmed by an interview with the Careers Guidance Counsellor.

Authority Registered Subjects will not contribute to an O.P.

Subjects not listed may be available to study externally through the Queensland School of Distance Education (maximum of 2 subjects). The Principal reserves the right to cancel any subject due to insufficient numbers to make a viable class size.

Courses Approved by Queensland Studies Authority

Courses of study are approved by the Queensland Studies Authority (QSA). The Principal reserves the right to cancel any subject due to financial constraints, teacher unavailability or lack of participants in the subject.

Subject Changes

If a subject change becomes necessary, this will need to be effected within the first three weeks of the semester. This requires consultation with the relevant teachers, the parents and administration. A written request is required from the parent or guardian to consider the change and the student must discuss this with the Dean of Studies.

Assessment and Reporting

Assessment is on-going and regular, with Parent/Teacher interviews planned at various stages of the year. Formal written reports will be issued at the end of each Semester and will provide a summary of the progress of the student. Informal reporting will occur throughout the year through comments and suggestions on assignments, projects or homework. Parents are encouraged to communicate with class teachers if there are concerns or problems. Communication between parents and teachers can be greatly enhanced by the use of email.

Academic performance is monitored on a regular basis. Mueller College reports on student progress and application to studies are issued at the conclusion of Term 1, 2 and 4. In cases where performance by a student does not match the student's ability, counselling occurs. If students continue to have difficulty and are not able to achieve what is considered by the College as satisfactory academic performance then further consultation and parent involvement will occur.

Homework and Assignments

All students will be expected to review all material covered during the school day and to complete tasks which may be assigned by the teacher. Set homework assignments will not be excessive for written and learning activities and will generally be as follows:

Prep School	No homework
Year 1- 4	Up to an hour per week
Year 5-6	Up to 2 hours per week
Year 7	Up to 3-4 hours per week
Years 8-9	Up to five hours per week
Years 10-12	Will vary per subject



All Primary children are expected to learn memory verses, review tables and spelling and read aloud to parents.

Homework should not be seen as an imposition on families. If there are any problems associated with this activity, please contact your class/subject teacher. Failure to adequately complete homework tasks by children in Years 7 to 12 will adversely affect their final results. Parents will be contacted in the event of continued failure by their children to complete homework tasks. Parents are expected to monitor homework by regularly viewing and signing your child's student Diary.

Tutorial Service

Teachers of secondary students offer tutorials in some subjects during lunch breaks and also after school hours, by arrangement.

Textbook Hire

A textbook hire and stationery facility is available to all students. Textbook Hire encompasses students from Years 7 – 12. Whilst participation in the stationery scheme is not compulsory, we encourage all families to participate in these facilities, as all profit is channelled back into providing additional school resources.

Booklist and Stationary

Years 1-12 book list requirements are also sold through Textbook Hire and Stationery (pencils, exercise books, etc.).

- Book lists are issued directly to students during fourth term and stationery items are packed for collection prior to school finishing or on designated dates in January.
- All stationery must be labelled with the student's name.
- Opening Hours are Monday to Friday, 8.30am to 3.30pm and is situated in N2.
- Eftpos is available for payment.
- Phone 3897 2744, Fax 3897 2720 or email – k.nolan@mueller.qld.edu.au

Work experience/Work Placement

Students in Year 10 are involved in work experience. This involves working in industry or specialised locations outside the school. Unless there are no other alternatives, generally, students will not be placed with immediate family or relatives.

Some students in Years 11 and 12 are involved in Work Placement in accordance with Traineeship, TAFE or School-based Apprenticeship requirements.

Excursion/Camps

Mueller College is committed to the provision of educationally valid excursions – including camps, as part of the school curriculum. Excursions will be prepared, managed, supervised and monitored in a way that seeks to ensure the health, safety and security of the participating students and staff, as well as others who may be affected by the conduct of an excursion.



UNIFORM REQUIREMENTS

UNIFORM SHOP HOURS (“N” BLOCK)

Monday 8.15am - 9.30am

Tuesday 8.30am - 9.30am, 12.30pm - 1.30pm, 2.30pm - 4.00pm

Thursday 8.15am - 11.30am

ORDERS AND PAYMENT

Orders may be placed and collected at a later date, or alternatively, Lay-By is available. Payments may be made by cash, cheque, Eftpos or Credit Card. Cheques should be made payable to “Mueller Community Church Ladies Ministry”.

SECOND HAND UNIFORM POLICY

Uniforms being left for resale must be:

- washed, ironed and in good condition;
- clearly labelled with name and price and contact telephone number;
- listed on a signed “for sale” form available from the Uniform Shop.

A 20% charge applies to all items sold. GST applies to all new sales and commissions on second-hand goods.

UNIFORM SHOP INFORMATION

Prep, Primary, Middle and Senior Secondary School

FORMAL UNIFORM

Formal Uniform must be worn on all days except specified Sports Days when it is replaced with the Sports Uniform. Primary Girls may wear Navy Bike Pants under the formal dress for modesty or warmth.

FORMAL HATS are to be worn with formal uniform by all students in Years 7-12 at all times when out of class.

SHOES Plain Black, leather, flat-soled lace-up school shoes are part of the formal school uniform. Thick-soled or platform shoes or buckled shoes are not permitted, due to workplace health and safety requirements. Velcro and “skate” shoes not acceptable.

SOCKS

** All Socks must be purchased from the Uniform Shop (see Uniform Requirements).

SPORTS UNIFORM - Students must wear hats and sunscreen for all outdoor sports and bathing caps for swimming. The wearing of sunglasses is encouraged and these are available from the Uniform Shop. While House shirts are worn on other specific days, we ask that parents please check students’ timetables to confirm days of wear.

ADDITIONAL ITEMS - All uniform items, (except shoes) are available from the Uniform Shop as well as a range of School accessories, Band, Choir and Orchestra Uniforms, including assorted Spartan navy school bags with 12 months’ warranty and Swimming bags in assorted colours, Bathing Caps and Sunglasses.



PREP AND PRIMARY REQUIREMENTS

PREP UNIFORM

BOYS	GIRLS	Winter Additions
Prep/Primary Polo	Prep/Primary Polo	Navy Fleecy Sloppy Jo
Navy Boys Shorts with Logo	Navy Girls Shorts with Logo	Cardigan
Prep/Primary Mueller Hat	Prep/Primary Mueller Hat	Track Pants
Dark Sandals	Dark Sandals	White Sport Shoes/White Socks

PRIMARY UNIFORM

Boys - Years 1- 6

Formal Uniform	Sports Uniform	Winter Additions
Check Shirt	Primary Polo	Navy Fleecy Sloppy Jo
Navy Shorts with Logo	Navy Shorts with Logo (same as formal)	Cardigan
Navy Mueller Hat	Hat (same as formal)	Track Pants
Plain Black Lace Up Shoes	White Shoes	
Mueller Socks **	Mueller Socks **	

Girls - Years 1- 6

Formal Uniform	Sports Uniform	Winter Additions
Check Dress (knee length)	Primary Polo	Navy Fleece Sloppy Jo
Navy Mueller Hat	Navy Girls Shorts with Logo	Cardigan
Plain Black Lace Up Shoes	Hat (same as formal)	Track Pants or
Mueller Socks **	White Shoes	Navy Tights
	Mueller Socks **	



MIDDLE AND SENIOR SECONDARY SCHOOL REQUIREMENTS

BOYS - MIDDLE & SECONDARY SCHOOL

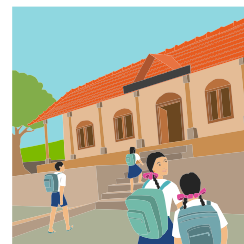
Formal Uniform	Sports Uniform	Winter Uniform (Terms 2 & 3)
Blue & White Striped Shirt	Red Polo Shirt and House Shirt	Navy Trousers - Optional
Navy Dress Shorts/Trousers		
Plain Black Belt (purchased from Uniform Shop)	Navy Sports Shorts	Mid Boys' Tie (Years 7 – 9) Snr Boys' Tie (Years 10-12)
Mid Boys Socks -Years 7-9 Snr Boys Socks -Years 10-12	Mueller Sports Socks	Navy Jumpers or Microfibre Sports Jackets may be worn with either Formal or Sports Uniforms
Plain Black Leather Lace up Shoes	White Sports Shoes	MicrofibreTrack Pants (Sports Days only)
Formal Hat	Navy Cap	Blazers (Optional)

GIRLS - MIDDLE & SECONDARY SCHOOL

Formal Uniform	Sports Uniform (Sports Day Only)	Winter Uniform (Terms 2 & 3)
Blue & White Striped Blouse	Red Polo Shirt and House Shirt	Navy Stockings – Optional (No Knee-Hi allowed)
Navy calf length Skirt	Sports Shorts with logo	Navy Jumper or Microfibre Jacket may be worn with either Sports or Formal Uniform
Mid Tie - Yr 7 – 9 Snr Tie - Yr 10 – 12	Mueller Sports Socks	MicrofibreTrack Pants (Sports days only)
Mid Socks - Years 7 - 9 Snr Socks - Years 10–12	White Sports Shoes	
Plain Black Leather Lace up Shoes	Navy Cap	Blazers (optional)
Formal Hat		



GENERAL INFORMATION



School Captains, Prefects and Student Leaders

Student leaders will be selected from each year level, Year 6 to Year 12. Students will be nominated for these positions and will be selected according to the leadership qualities, behaviour, attitude and modelling of outstanding attributes. They will have various responsibilities and duties and their main role will be to encourage other students in the school to give of their best. School Captains and Prefects will be chosen from student leaders at the end of Year 11. Their role will be to mentor and assist the student leaders within the School, as well as accepting responsibilities for various events and functions.

Code of Conduct

- The Christian orientation of the College means that the responsibility of the students is to obey God's Word, to respect authority and to care for others.
- Students are encouraged to participate in and contribute to the broader life of the College.
- Students are expected to represent the College and its high standards of behaviour and dress at all times, including travel to and from school and when in school uniform in public.
- Standards of honesty, courtesy, modesty, moral purity in word, action and language are to be maintained.
- Students must remain in the grounds unless prior permission has been obtained from the Principal. Students must sign in/out from D25 when arriving or leaving outside set times.
- Students are expected to wear their uniforms without additional adornments (e.g. jewellery, coloured socks).
- Only natural foundation, clear nail polish and lip balm are permitted.
- **Boys' hair.** Faddish hairstyles, ponytails and beards are unacceptable. Generally hair should be evenly layered and neatly groomed. No cut below a number 3 blade is acceptable. Hair length should be no longer than the collar, above the eyes if combed forward and cut above the ears. Earrings, chains, and visible body piercing or tattoos are not permitted. One plain ring is acceptable.
- Hair should be of the student's own natural hair colour. A plain colour just one shade different from the natural colour is acceptable – no foils or streaks allowed.
- **Girls' hair.** Faddish hairstyles and colours are unacceptable. Hair is to be well groomed and cut in a moderate style. Shoulder length and longer hair should be tied back using white, blue or red hair ties. Hair needs to be tied back neatly off the face and eyes. Hair should be of the students' own natural hair colour. A plain colour just one shade different from the natural colour is acceptable – no foils or streaks allowed. Girls with pierced ears may wear only **one** sleeper in each ear **lobe** and one dress ring only. Other visible body piercing is unacceptable.
- The Principals are the final arbiters with respect to appropriateness of all uniform requirements.
- Each student is expected to respect the property rights of the school and every member of the school. All breakages and damage must be reported to the Principals,



Deans, Co-ordinators or Assistant Principal immediately by the person responsible. All breakages and damage caused by irresponsible or malicious actions of a student must be paid for by the student, parents or guardian of the student. Payment for breakages and damage will be in addition to any disciplinary measures or other appropriate action deemed necessary by the College.

Detentions and Suspensions

- Students who disrupt classes, breach school rules and/or display disrespectful behaviour will be placed on detention, under supervision. Such detentions may be at lunchtime or from 3.10pm to 5.00pm.
- If a student continues to be placed on detention, he/she may be placed on an internal or external suspension for a period of time. Internal suspensions commence at 8.30am and conclude at 5.00pm.
- The school will endeavour to assist the student to respect the school behaviour code; however, failure to do so may result in exclusion.
- Incidents involving serious breaches of behaviour may require immediate removal of students by parents or guardians.
- Any process involving suspension or exclusion will involve consultation with Homestay parents.
- Principals are the final arbiters on matters of behaviour management.
- Periods of 'exclusion from class' will not be included in the attendance calculations as per Mueller College's Course Progress and Attendance Policy.

Communication

- It is our desire that regular communication between the College and home is considered to be of great importance.
- To accomplish this, weekly newsletters will be sent home.
- Parents/Homestay contacts are encouraged to contact the school for any information or general communication.
- The Principals may not always be available, so please telephone to make appointments.
- Teachers are only available for calls during non-teaching periods. Appointments must be made for interviews through the Office. Please remember teachers are better contacted during lunch hours or immediately after school. The use of email for communication is encouraged.
- Student absences must be explained by a note from parent/guardian.
- Please advise the College of change of address and/or personal details. This information is important, so parents can be contacted in the event of an accident, etc.
- Correspondence in relation to student's welfare will be given to; student, NIC, Homestay Parent and Parent.



Absence from School

Parents or guardians must telephone the school and leave a message (see number below) on the day the student is absent, giving a reason. On return to school the student should bring a note from the parent or guardian and give it to the form teacher during form class.

- **Primary** students' absences must be reported by telephoning **3897 2793**
- **Secondary** students' absences must be reported by telephoning **3897 2792**

It is very important for notes and Doctors' certificates, where appropriate, to be supplied for absences involving Years 11 and 12 students as assessment consideration can be given in extenuating circumstances.

International students will have their classroom absences monitored weekly and calculated over a term.

When attendance drops the following procedures take place:

- **Attendance at 90%:**
Students receive first counselling from the International Coordinator or Dean of Students.
- **Attendance at 85%:**
Students receive second counselling from the International Coordinator or Dean of Students. Students will also receive a formal warning letter sent also to NIC, Homestay Parents and Parents. A copy will also be kept on students file.
- **Attendance at 80%:**
The Second warning letter will be issued to Students, NIC and Parents. Student will be required within 20days to submit reasons why they should not be reported for incomplete course attendance.

Further absences after the second warning letter is issued may result in immediate reporting to the Department of Immigration.

Late arrivals/leaving early from the College may be taken into account when attendance calculations are made at the discretion of the College Principal.

Sick Students

If students are sick it is advisable to keep them at home. Parents will be contacted by the school to collect students who exhibit signs of illness during the day.

First Aid

Primary School please report to OFFICE OR TEACHER ON DUTY

High School please report to D25 OR TEACHER ON DUTY

First Aid may be provided at school. In the cases of serious injury or illness parents will be requested to take students to a doctor or to hospital by ambulance if necessary. Where there is an emergency, the school will arrange for an ambulance to attend the scene, and if necessary the ambulance will take the student to hospital.



Infectious Diseases

ILLNESS	EXCLUSION PERIOD
Measles	At least 7 days from when rash appears
German Measles (Rubella)	At least 5 days from when rash appears
Chicken Pox	At least 7 days after last eruption when all blisters have crusted.
Mumps	At least 9 days after onset of swelling
Diarrhoea	At least 24 hours without symptoms
Vomiting	At least 24 hours without symptoms
Glandular Fever	Illness lasts 2-6 weeks (blood test to diagnose)
School Sores (Impetigo)	Sores must be completely covered.
Conjunctivitis	Very contagious. Characterised by red/sore/itchy/weeping eyes

Please be considerate of your child's friends and teachers. These illnesses spread quickly and easily through whole classes and families. Parents should ensure their child/ren receives appropriate vaccinations.

Medication

A "**Student Medication Request Form**" must be completed by a parent or person with legal responsibility for a student who requires medication to be administered during school time or who may require administration of emergency medication (e.g. for a severe allergic condition). These forms are available from the school office. Only certain medications can be administered and must be authorised by the student's medical practitioner.

In certain cases students may self-administer medication (e.g. asthma puffers) but the school should be notified of such requirements. Medication will only be administered by persons authorised by the Principal, typically office staff (primary) and teacher aides (secondary).

Parents or guardians must advise the College of any changes in medication and if such a change occurs a new Student Medication Request Form is required.

Late Slips and Early Departures

- Primary students will report to Reception. They must collect a late slip and hand it to their class teacher. If a student is being taken home early, parents must complete the sign-out sheet at Reception.
- Secondary students must report to D25 (Teacher Aide Room) and sign in the late register. Teacher Aides will then adjust the roll. A late note will be given to the student from the Teacher Aide's office which must be given to the class teacher. Blank slips are available in the back of the Student's Diary. Parents/guardians are required to provide the school with a legitimate reason for the student's late arrival or early departure in writing. If a student is being taken home early, parents must sign secondary students out at D25



Visitors

For security and Workplace Health and Safety reasons, all visitors to the school must first report to the main College Reception. After permission is obtained a register detailing the name and reason for the visit must be signed. A visitor badge will be issued and returned to the Office before leaving the school.

Friendships

Students are encouraged to make friends and be friendly to others. However, we have a “hands-off”, “lips-off” policy which precludes outward displays of affection between students while in attendance at school or travelling to and from school.

Lost And Found

When property goes astray, or something is found that belongs to someone else, please check the lost property boxes, either:

- Near the Primary toilets (A Block courtyard), or
- The box outside D25 (Secondary)



Mobile Phones

Procedure/Policy

1. All student mobile phones must be handed in to D25 (secondary) or Front Office/Primary Teacher (primary) at start of school day and collected at the end of the day.
2. The school accepts no responsibility for replacing lost, stolen or damaged mobile phones.
3. The school accepts no responsibility for students who lose or have their mobile phones stolen while travelling to and from school.
4. Phones should be clearly marked with the name of the owner.

Unacceptable Use

1. It should be noted that it is a criminal offence to use mobile phones to menace, harass or offend another person. Students who use their phones to engage in personal attacks, harass another person, or post private information about another person using SMS messages, taking or sending photos or objectionable images or bullying other students, or who use vulgar, derogatory or obscene language while using a mobile phone will have their phones confiscated for a period decided by the Principal. Students should note that, in extreme cases, the school may consider it appropriate to involve the police.
2. Students found in possession of a mobile phone during school hours will face disciplinary action and confiscation of the phone.
3. Students should not phone parents or guardians requesting to go home or be picked up from school. Such requests should be made through the Office or D25.



Internet Safety Tips for Parents

Tips for parents for student use of e-mail and Internet at home.
Growing up with the Internet.

Children need parents and carers to teach them how to make smart choices about who and what they find online.

- Spend time online with your kids. Check out good sites together. The Internet can be a fun family activity!
- Help your kids use the Internet as an effective research tool – learn about handy homework tips for kids and also good searching ideas.
- Be aware of online stranger danger, particularly in chat rooms. Set house rules about what information your children can give out and where they can go online.
- Put the Internet computer in a public area of the home, such as the living room, rather than a child's bedroom. It needs to be visible.
- Talk to your kids about their Internet experiences, the good and the bad. Let them know it is okay to tell you if they come across something that worries them. (It doesn't mean that they're going to get into trouble.)
- Teach your kids that there are ways they can deal with disturbing material – they should not respond if someone says something inappropriate and they should immediately exit any site if they feel uncomfortable or worried by it.
- Teach children that information on the Internet is not always reliable.
- Encourage children to treat others in the same way they should in real life by giving them understanding of netiquette.
- Know the best ways of avoiding SPAM.
- Consider using filters, labels and safe zones.

REMEMBER: Children need parents and family members to help them become cybersmart.

Source: www.cybersmartkids.com.au

Money and Valuables

Students must not bring large sums of money or other items of value to school. If, however, it is necessary, any money or valuable item(s) should be left in safekeeping with Teacher Aides in Room D25 or at the main office Reception. They can be collected at the end of the school day. The school accepts no responsibility for loss of money and/or valuables or damage to same.

Portable CD Players, IPODS, MP3'S AND MP4'S etc.

Any electronic devices should not be brought to school and if found will be confiscated and returned at a later date.



Car Park and Internal Road Safety

Parents are asked to observe the speed limits (15KPH) posted on the College internal roads. *Special care is required where pedestrians and vehicles may use the same area or where children may cross internal roads.*

Children using on-site car parks which contain median strips must use these strips for walking away from cars (when arriving at school) and for walking to cars (when leaving school).

School Crossing Safety

School Crossing Supervisors are employed by the Transport Department. The supervisors for Mueller College work the crossing in the mornings from 7:45am to 8:45am and in the afternoons from 3:00pm to 3:30pm. All students and parents crossing Morris Road are asked to use the crossing at these times.

When the Supervisor has placed the “Children Crossing” signs, pedestrians are to wait behind the yellow line until the Supervisor is in place in the middle of the road with the STOP sign and blows the whistle. When the whistle blows pedestrians are to cross between the red and white poles. When the signs are taken down the Supervisor can no longer allow pedestrians to cross under his/her supervision and the crossing becomes once again a simple pedestrian crossing.

Motorists parking or setting down or picking up passengers **PLEASE DO NOT USE** the “No Standing” zones. **Bus zones must be kept clear at all times.**

The Morris Road speed limit is 40 kph at all times.



Cycling

Students may cycle to school provided they are competent riders, their bicycles are in safe working condition, and they wear appropriate bicycle helmets. Students should dismount when crossing all roads. Students must abide by road rules, and dismount once in the school grounds. Once at school all bicycles must be locked in the bike racks provided.



BUS TRANSPORT

There is a Code of Conduct that applies for all students travelling by bus.

SAFE BUS BEHAVIOUR

Parents are asked to help reinforce our rules for children who catch buses:

BEHAVIOUR	ACTIONS REQUIRED
Respect other people and property	<ul style="list-style-type: none"> • Treat other people and their possessions with respect. • Follow the teacher & driver's directions without argument. • Do not cause damage to the bus in any way.
Wait for the bus in an orderly manner	<ul style="list-style-type: none"> • Wait well back from the bus (2m+) until it stops. • Stand quietly without calling out or shouting. • Do not push other people in the line.
Whilst on the bus, conduct yourself in an orderly manner	<p>STUDENTS SHOULD:</p> <ul style="list-style-type: none"> • Always follow instructions from the teacher/ driver about safety on the bus. • Sit properly on a seat if one is available (in an allocated seat if directed by the teacher/ driver). • Always wear a seat belt if bus fitted with seat belts. • Store bags under the seat or in appropriate luggage areas. • Speak quietly and not create unnecessary noise. <p>STUDENTS SHOULD NOT:</p> <ul style="list-style-type: none"> • Bully other students. • Place feet on the seat. • Fight, spit or use offensive language. • Throw any article around or from the bus. • Consume food or drink (except water). • Allow any part of their body to protrude out of the bus windows. • Stand forward of the front seat.
Use designated stops	<ul style="list-style-type: none"> • Get on and get off the bus at the correct designated stop.
When getting off the bus, do so in an orderly manner	<ul style="list-style-type: none"> • Wait until the bus stops before standing to get off. • Get off the bus in a quiet and orderly fashion. • When you get off the bus, take two (2) big steps away from the bus. • If an article is dropped under the bus DO NOT retrieve it. • <i>Never cross the road in front of or behind the bus; wait until the bus has moved away and it is safe to cross the road.</i>
In case of an emergency or a breakdown, follow the driver's directions	<ul style="list-style-type: none"> • Wait until the bus stops before standing to get off. • Leave the bus in a quiet and orderly fashion. • Wait in the area indicated by the driver.

Mueller College is serviced by two different external bus providers:

- **Hornibrook Bus Lines – Telephone 3284 1622**
Parents who live at Kallangur, Mango Hill, Petrie, Strathpine, Redcliffe, Sandgate or Bracken Ridge should contact the Hornibrook Bus Lines for details of bus times and fares.
- **College Bus Arrangements**
Parents who live at Deception Bay, Narangba, Burpengary, Morayfield, and Caboolture may be catered for by the College buses. If parents wish their children to travel on any of the four Mueller College bus runs from these catchment areas, please contact the school office.



PROCEDURE FOR TUCKSHOP

The Tuckshop is open five days a week, from 8.30 am till 1.30 pm.

Parents are encouraged to join our voluntary workers who make this service available for students (Lunch is provided for workers).

All Primary Orders Are To Be Placed On Bags. Method of Ordering Follows:

Please Note:

When printed bags are not used, please add 5 cents for each bag required. If your child writes out his/her own bag, please ensure they use a ballpoint pen and that their writing is clearly legible. Also if your child goes to Sport on Friday, please ensure that SPORT is written on the front of the bag. Correct money is appreciated but change will always be given, taped to front of order bag. All prices are subject to price rise without notice. If insufficient money is tendered, a substitute will be placed in the order.

NO OTHER CREDIT WILL BE GIVEN.

Thank you for your co-operation. We welcome all help and any suggestions can be directed in writing to the Tuckshop Convenor.

NO CREDIT WILL BE GIVEN TO SECONDARY STUDENTS (YEARS 7 - 12).

Method of Ordering

All orders are to be placed in Tuckshop box in classroom each morning BEFORE 9.00am. ALL FOOD MUST BE ORDERED. PLEASE USE A SEPARATE BAG FOR BIG AND LITTLE LUNCH. Please write orders on each bag and place money inside the bag, stating amount of money enclosed and how much change is required. Fold bag over several times. DO NOT STAPLE OR TAPE BAGS. If one amount of money is enclosed for both big and little lunch, please put money in main bag and state on bag that it is for both meals.

Little Lunch

Little lunch is done by bag ordering only (Years 1-6). These orders require only one bag whether for hot and/or cold food.

All Hot Food Must Be Ordered In The Morning as we cook only what is ordered. Over the counter service is available from 12.40pm for snacks, drinks, ice blocks etc. If drinks are ordered children are to bring the order bag back to the Tuckshop counter to collect them - drinks or ice blocks.

Primary school children are not permitted to go to the Tuckshop. They are to order their little lunch and big lunch on bags prior to morning tea.

Tuckshop is not available for PREP children.

Volunteers are urgently needed. Please come along and enjoy meeting new mums and dads. volunteers do not need to handle cash.



ENROLMENT

Enrolment Procedures

Mueller is an Alliance Partner with Nudgee International College and we agree to utilise their enrolment process and refund policies as outlined below:

Mueller College will issue provisional enrolment pending the student fulfilling the following conditions:

- That the applicant passes the ISLPR or other equivalent test agreed to by both NIC and Mueller College.
- That the applicant has a good academic and behaviour record from NIC
- That the applicant participates in an interview with the Principal (or designate) of Mueller College, and upon completion of an interview and having met all other criteria, is deemed to be a student who displays the ability to support the ethos and the expectations of Mueller College.

Following the interview, Mueller College (through NIC) will advise successful students in writing that they have been accepted for enrolment at the College, and that they will be unconditionally enrolled when all required fees are paid. Copies of correspondence to students will be forwarded to NIC.

Course Credit

Mueller College does not offer course credit. Entry into any course is subject to the assessment and decision of the College. This also applies to school transfers, either within the state or from interstate.

Criteria for Course Entry

The offer of a position at the College is dependent on College personnel being satisfied that the applicant's proficiency in English is such that, given appropriate support, they will be able to effectively participate in regular classes. This evidence is to be determined by testing designed by or acceptable to the College and within legislative requirements of the State of Queensland and the Commonwealth Government of Australia.

The College reserves the right to deny or delay enrolment until the applicant's proficiency in English has reached an appropriate level.

Academic Requirements

Nudgee International College must provide evidence of satisfactory academic performance appropriate to entry to the year level requested.

English Language Requirement

Mueller College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

Students wishing to enter the school below year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to



undertake a language proficiency test set by the school either IELTS, ISLPR (or another equivalent agreed test).

Changes to Enrolment

Changes to the status of a student's enrolment can be:

- Deferment of commencement of study, requested by the student
- Suspension of study, requested by the student
- Transfer of Enrolment, requested by the student
- Termination and/or suspension of enrolment, initiated by the College.

Deferment of Commencement of Study, Requested by Student

The College will only grant a deferment of commencement of studies for compassionate and compelling circumstances.

These include but are not limited to:

- illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (a death certificate may need to be provided)
- major political upheaval or a natural disaster in the home country requiring emergency travel that has impacted on studies
- a traumatic experience which has impacted on the student
- inability to begin study on the course commencement date due to delay in receiving a student visa

Applications for deferment of enrolment should be submitted in writing to the International Student Coordinator. All applications for deferment will be considered within 10 working days of receipt of the written request being received. Deferment will be recorded on PRISMS depending on the student's eCoE status.

Applications will be assessed on merit by the College Principal, who will have the final decision when assessing and granting deferments.

Suspension of Study, Requested by Student

Once the student has commenced the course, the College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;

- illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (a death certificate may need to be provided)
- major political upheaval or a natural disaster in the home country requiring
- emergency travel that has impacted on studies
- a traumatic experience which has impacted on the student

Applications for suspension of enrolment should be submitted in writing to the International Student Coordinator. All applications for suspension will be considered within 10 working days of receipt of the written request being received.



Applications will be assessed on merit by the College Principal, who will have the final decision when assessing and granting deferments and suspensions. Suspensions will be recorded on PRISMS. The period of suspension will not be included in attendance calculations (*attendance monitoring*). Overseas students are restricted from transferring from their principal course of study for a period of six months unless compelling and compassionate circumstances and at the discretion of the College Principal.

Student Transfer Request Assessment

Students can apply for a letter of release to enable them to transfer to another education provider.

- The College will not actively market, recruit or accept enrolments from students enrolled with another registered provider, unless:
- The original provider has ceased to be registered or the course in which the student was enrolled is ceased to be registered.
- The original provider is unable to deliver the enrolled course, due to Commonwealth or state government sanction.
- The original provider issues the student with a “Letter of Release” and the student is accepted through the enrolment process.
- A government sponsor of the student considers the change to be appropriate and provides written support for the change

The College will NOT provide a letter of release to students in the first six months of their course in the following circumstances:

- The student’s progress is likely to be academically disadvantaged
- The College is concerned that the student’s application to transfer is a consequence of the adverse influence of another party.

Students Applying for Transfer from the College

Students applying for a letter of release MUST provide;

- Written confirmation that a valid offer of enrolment has been made by another provider (Letter of Offer)
- Written evidence that the student’s parent(s)/legal guardian supports the transfer
- Written confirmation that the new provider will accept responsibility for approving the students accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian
- Evidence that the student is always in DIAC approved welfare and accommodation arrangements

Students applying for Transfer to the College

Students applying for enrolment MUST provide:

- A Letter of Release from the previous provider and payment of fees
- Once received, the College will issue a Confirmation of Enrolment



Arrangements and Welfare Letter

Applications for transfer should be submitted in writing to the International Student Coordinator. All applications for transfer will be considered within 10 working days of receipt of the written request being received. The College Principal has the responsibility for reviewing and approving/refusing overseas student transfers and whose decision is final. Students whose request for transfer has been refused may appeal the decision in accordance with the College Written Dispute Resolution Policy. The complaints and appeals policy is available at the time of enrolment and upon request. An approved Letter of Release will be provided at no cost to the student. If the College will not grant a "Letter of Release", the College will provide written advice as to the reasons for the decision. The College has a dispute resolution process in place, should the student decide to dispute the decision.

Termination and/or Suspension of Enrolment, acted by the College

Fair, appropriate, and objective measures are employed for the correction and/or discipline of students, including detention, suspension of, and/or termination of enrolment, after each individual case has been carefully considered. Please refer to the College Code of Conduct on the next page which is issued to all current and newly enrolled students on a yearly basis.

The College authority may suspend or terminate an enrolment at its discretion for failure to comply with the conditions of entry outlined in the Written Agreement, signed during the enrolment process, or other serious breaches of the Colleges rules and regulations. Should the College have grounds to terminate or suspend a student's enrolment; a process of consultation will be entered into between the Principal or other authorised staff members and the parents or legal guardians.

All conversations and outcomes will be documented and placed on the students file. If a student is found to have unsatisfactory attendance, (under 80%) the College will notify relevant authorities through the PRISMS system. Deferring, suspending or cancelling a student's enrolment may affect the student's visa entitlements.

In the event of termination that is initiated by the College, the student will have 20 working days to access the Colleges Complaints and Appeals Policy.

During this time, the student's enrolment will NOT be affected. Should a dispute be lodged, once resolved, DIAC will be notified immediately, via PRISMS of the outcome should the termination continue. Arrangements will be made for the return of the student to parental/custodial care as soon as possible, with expenses to be met by the person with whom the College has a signed agreement. A refund, less any relocation expenses for the student and/or monies owed by the student, will also be due, as per the Refund Policy. At all times, documentary evidence will be held on the students file, to support any changes to enrolment status.



COLLEGE POLICIES

Mueller College is strongly committed to the care and well-being of students and staff and maintains Policies on many issues, including Child Protection, Bullying and Harassment, Emergency Procedures, Crisis Care and Counselling, Drugs, Workplace Health and Safety and Privacy. Policies may be accessed by contacting the Principals or the Workplace Health and Safety Officer or the College website at www.mueller.qld.edu.au.

The interests of the students are best served when home and school are united in their approach. Parents are therefore required to support the Policies and Guidelines of the College, including matters of discipline, attendance, completion of prescribed homework, assessment items, correct wearing of school uniforms and satisfactory achievement of courses and attendance requirements. Reference should be made to other sections in this Parent Handbook for further details on policies, guidelines, codes of behaviour, dress etc. These may be varied at any time by announcement at school assembly and publication in the school's newsletter or through daily notices to students.

Mueller College is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

CRICOS Provider No: 01095B

CRICOS Course No: 030896F (Primary School Studies)

CRICOS Course No: 013750K (Secondary Junior Years 8-10)

CRICOS Course No: 026423G (Secondary Senior Years 11-12)



Child Protection Policy

Mueller College recognises that protecting students from harm and the risk of harm is fundamental to maximising their personal and academic potential. For this reason the welfare and best interests of the children within our College will always be a primary consideration.

We expect our students to show respect to our staff and volunteers and to comply with safe practices and we expect all employees to ensure that their behaviour towards, and relationships with students reflect proper standards of care for students, and are not unlawful. The College will respond diligently to a report of suspected or actual harm, or risk of harm to a student.

What does the College mean by harm?

Recent Queensland legislation defines harm as:

- Any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:
 - Physical, psychological or emotional abuse or neglect;
 - Sexual abuse or exploitation; or
 - Domestic or family violence.

How does the College protect students from harm?

The College has a comprehensive Child Protection Policy, which covers the actions to be taken if a member of staff or a parent of the College becomes aware or reasonably suspects that harm has been done to a student of the College by a member of staff, people outside the College or by other students.

What should you do if you become aware or reasonably suspect that harm has been caused to a student of the College by a member of staff, someone outside of the College or by other students?

You should report your concerns to a Principal, other senior administrator, or to any other College staff member.

What will happen next?

If you report your concerns to a member of staff other than the Principal, the member of staff will report it to the Principal immediately, or if the subject of the complaint is the Principal then the member of staff will report to the Chairman of the College Management Committee.

What will the Principal or the Chairman of the College Management Committee do?

If the Principal or Chairman of the Management Committee receives a report of harm or suspected harm to a student of the College and he/she becomes aware of the harm having been caused or reasonably suspects the harm to have been caused, then it will be reported to police immediately if the harm relates to sexual abuse; or to the Department of Families if appropriate; or it may be dealt with internally if the matter does not require mandatory reporting to an outside authority.



What happens about confidentiality?

Your report will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Principal and those directly involved. The Chairman of the College Management Committee may also need to be informed. It is the College's policy that confidentiality between the College and parents will be respected as much as possible and any concerns raised by parents will not rebound adversely on their children.

Each person who has access to information regarding suspected or disclosed harm has an obligation to observe appropriate confidentiality. However, the College is unable to promise absolute confidentiality since the steps of the Policy will require disclosing, internally and externally, certain details involved in responding to the report. State authorities can compel people to give evidence about actions under the Policy and to produce documents. You would be fully informed if information you provided were to be passed on to a third party.

Any action, which needed to be taken under staff disciplinary procedures as a result of an allegation not requiring police intervention, would be handled confidentially within the College.

How will the College help my child?

The Principal will ensure that the following things are done to reduce the chance of harm occurring:

- Ensure that each staff member understands and fulfils their obligations under this Policy and the Policy for reporting abuse.
- Ensure that there is an acceptable reference for each staff member engaged since the commencement of this protocol, from his or her previous employer.
- Ensure that each staff member (who is not a teacher) and volunteer (who is not a school parent) who has contact with children has a current positive suitability notice issued by the Commissioner for Children and Young People and Child Guardian.

If the Principal receives a report of harm to your child, he/she will support the child by:

- Responding rapidly and diligently to the report;
- Reassuring the student;
- Protecting the child's confidentiality as much as possible;
- Offering continuous support; and
- Providing counselling if requested.

What should I do if I require more information?

The College's complete Child Protection Policy is available at the school administration. Parents and students may have access to this policy at any time. You may also make an appointment to discuss the policy with the Principal if you wish to clarify any matters



Bullying Prevention Policy

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 Mueller College bullying is entirely contrary to the ideals of the school. In accordance with the school's Mission statement therefore 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.
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 Bullying Prevention Policy.

Students

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.

Students who have bullied will be helped 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.



Grievance Policy

Mueller College welcomes suggestions and comments from parents and takes seriously complaints and concerns that may be raised.

The College will endeavour to ensure that concerns are dealt with speedily and those who have raised them are kept informed about progress. If a parent has a grievance concerning a student matter or the child's teacher, in the first instance, please discuss the issue with the teacher. If the problem is not resolved then please contact the Principal.

Parents

If you have a problem you can advise the Registrar yourself or through your agent and you will receive a written response within three days. If you are not satisfied you or your agent can advise the Deputy Principal or Principal and the matter will be considered further.

In all cases where you remain dissatisfied, the Principal will advise you of the method for accessing an external mediation service and of your legal rights under Australian law.

In Queensland, this is the Department of Education.

Contact:

The Senior Education Officer

Office of Non-State Education

Queensland Department of Education

PO Box 15033

CITY EAST QLD 4002

Complaints must be made in writing.



The ESOS Framework

Providing Quality Education and Protecting Your Rights

The ESOS framework—providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and include the Education Services for Overseas (ESOS) Act 2000 and the National Code. Mueller College are bound by the National Code.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
 - how to use your provider's student support services;
 - who the contact officer or officers are for overseas students;
 - if you can apply for course credit; when your enrolment can be deferred, suspended or cancelled;
 - what your provider's requirements are for satisfactory progress in the courses you study;
 - if attendance will be monitored for tHead of Academic Departmente courses;
 - what will happen if you want to change providers; and how to use your provider's complaints and appeals process.

Your responsibilities as an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy; and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangement



Course Progress and Attendance Policy

1) Course Progress

- a) The College will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each term of enrolment.
- c) Students who have begun part way through a term will be assessed after one full period of attendance.
- d) To demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any study period.
- e) If a student does not achieve competency in at least 50% of units studied in an assessment period, the International Student Coordinator will meet with the student to develop an intervention strategy for academic improvement. This may include;
 - i) additional supervised study periods
 - ii) tutorial assistance
 - iii) other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following semester by the International Student Coordinator and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, Mueller College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- i) The school will notify DEST via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
 - i) the student does not access the complaints and appeals process within 20 days, or
 - ii) withdraws from the complaints and appeals process, or
 - iii) the complaints and appeals process results in favour of the school

2) Completion within expected duration of study (course progression)

- a) As noted in 1.a., the College will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.



- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The school will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
 - i) compassionate or compelling circumstances
 - ii) student participation in an intervention strategy as outlined in 1.e.
 - iii) an approved deferment or suspension of study has been granted in accordance with Mueller Colleges Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report via PRISMS and/or issue a new COE if required.

3) Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
 - i) checked and recorded daily
 - ii) assessed regularly
 - iii) recorded and calculated over each semester.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Dean of Students/Principal.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the International Coordinator every week over a term
 - i) Any period of exclusion from class will not be included in student attendance calculations.
- g) Students at risk of breaching Mueller College's attendance requirements will be counselled and offered any necessary support when they have absences totalling 90% during any assessment period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Mueller College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.
- i) The school will notify DEST via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:



- i) the student does not access the complaints and appeals process within 20 days
 - ii) withdraws from the complaints and appeals process
 - iii) the complaints and appeals process results in a decision for the school.
- j) Students will not be reported for failing to meet the 80% threshold where:
- i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
 - ii) has not fallen below 70% attendance.
- k) If a student is assessed as having nearly reached the threshold for 70% attendance, the College Principal will assess whether a suspension of studies is in the interests of the student as per Mueller College's School's Deferment, Suspension and Cancellation Policy.
- l) If the student does not obtain a suspension of studies under the College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h. – 3.i

4) Definitions

- a) *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
- i) serious illness, where a medical certificate states that the student was unable to attend classes
 - ii) bereavement of close family members such as parents or grandparents
 - iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v) where the school was unable to offer a pre-requisite unit
 - vi) inability to begin studying on the course commencement date due to delay in receiving a student visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) *School day* – any day for which the school has scheduled course contact hours



Student Accommodation Policy

This Policy exists to give guidelines to the College's provision of accommodation for Mueller's International students and to ensure compliance with regulations mandated by Government authorities and to meet the College's obligations with regard to Duty of Care.

Mueller College approves the following accommodation options for overseas students:

1. The student will live with a parent or relative as permitted by DIAC.
In this case the School does not provide a welfare letter (CAAW) via PRISMS. The student's family provides proof of relationship to DIAC for the purposes of visa application.
2. The student will live in a Mueller College approved accommodation or Nudgee International College accommodation and Mueller College/NIC will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).
3. It is a condition of enrolment that students all students, under 18 years of age and over, maintain school approved accommodation arrangements. School approved accommodation options for all FFPOS include:
 - Homestay Program operated by Nudgee International College
 - Private accommodation arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation
4. For College Holiday periods, the following accommodation options are available to all FFPOS:
Student returns home to parents
 1. Student continues to live in / is placed in Homestay arranged and approved by the school
 2. Student may spend vacation with friend's family or relatives if all requirements are met in order to attain school approval
 3. Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approvalAll Conditions for holidays must be met in accordance with the Student Travel Policy.

If the College has taken responsibility for approving arrangements for student care and welfare, should the College not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the College will advise the student this will be reported to DIAC via the pro forma letter in PRISMS and the student may have his/her visa cancelled. DIAC will contact the student directly to ensure visa implications are understood. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

All students are required to notify the School of a change of address while enrolled in the course, and students who live in school approved accommodation must not change agreed arrangements without prior approval of the School.



Extra Holiday Policy

The National Code of Practice produced by the Australian Government clearly states in Standard 13:

“Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstance”.

- 13.2 the registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of
- a) compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) or
 - b) misbehaviour by the student.
- 13.3 the registered provider must:
- a) inform the student that deferring, suspending or cancelling his enrolment may affect his or her student visa, and
 - b) notify the Secretary of DEST via PRISMS as required under section 19 of the ESOS Act where the student’s enrolment is deferred, temporarily suspended or cancelled.

In addition to this being a legal obligation by Mueller College there are other consequences:

- Students may fail to attain the attendance requirements as set by the Department of Immigration and Citizenship.
- Students may lose confidence and skills in their English Proficiency
- Students may miss important assessment which will impact on QSA requirements.
- Days absent will be counted towards your attendance record.

Students intending to leave Brisbane at any time who wish to take holidays away from their approved homestay must inform Mueller College by completing the Extra Holiday Application Form.

To take holidays outside of the Term dates (as specified in the Student Handbook) the signed form must be given to the International Coordinator and Dean of Studies for acknowledgement by signature.



Refund Policy

This refund policy applies to all course monies paid to Mueller College by Full Fee Paying International Students.

- 1) Fees for services paid to education agents by students (or parent(s)/legal guardian if the student is under 18) are not covered by this refund policy.
- 2) Payment of Course Fees and Refunds
 - a. Fees are payable 12 months in advance.
 - b. All fees must be paid in Australian dollars.
 - c. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that calendar year.
 - d. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
 - e. Refunds will be paid to the student or the person specified in the written agreement.
- 3) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the College Principal, Mr Col Krueger.
- 4) Unsuccessful Enrolment/Visa Rejection
 - a. The school will refund within 4 weeks all course monies paid where the student's application for enrolment is refused by the school. (Applicable only if payment of fees has accompanied the application/enrolment form and lodgement of the written agreement).
 - b. The school will refund within 4 weeks all course monies paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
- 5) Student Default
 - a. Refunds for student default apply to tuition fees only.
 - b. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term's (or ten weeks) tuition fees will be refunded from the annual tuition fee
 - c. The school will refund within 4 weeks of the receipt of written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - i. If written notice is received up to 4 weeks prior to commencement of the course, the school will be entitled to retain an administration fee of \$1000.



- ii. If written notice is received less than 4 weeks prior to commencement of the course 70% of the tuition fee will be refunded.
 - iii. If written notice is received within six months of the commencement date of the student's course, only one term's (or ten weeks) tuition fees will be refunded from the annual tuition fee.
 - iv. If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees will be made.
- d. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons;
- i. Failure to maintain satisfactory course progress (visa condition 8202)
 - ii. Failure to maintain satisfactory attendance (visa condition 8202)
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv. Failure to pay course fees
 - v. Any behaviour identified as resulting in enrolment cancellation in Mueller College Code of Conduct Policy.

6) School Default

- a. If for any reason the school is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
- b. If for any reason the school is unable to continue offering a course after commencement, a full refund of fees paid, including for the portion of the course already taught will be made within 14 days of notification of course cancellation.

This agreement does not remove the right to take further action under Australia's consumer protection laws. If the student or parent/guardian is not satisfied with the decision made by the College with regards to the matters mentioned above they should follow the College Dispute Resolution and Grievance Process. The College dispute resolution process does not circumscribe the student's right to pursue other legal remedies. Complaints may be made as provided for in the Education Overseas Students Act and Regulations. This involves contacting Education Queensland International on (07) 32246958 or Commonwealth Department of Education, Science & Training on (07) 32231000.

It is an Enrolment Condition of the College that all College Policies, including the Refund Policy, be fully understood by the person signing an Agreement with the College, prior to signing the Agreement.

Definitions

- a. *Course money* – includes tuition fees, any amount received by the school for Overseas Student Health Cover (OSHC) and any other amount the student has to pay in order to undertake the course.
- b. *Course* – is the period of the CRICOS registered course. (03086F Primary, 013750K Secondary 8-10, 0264239 Senior Secondary 11-12).



Transfer Policy

Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.

Students can apply for a letter of release to enable them to transfer to another education provider. However, if the student is under 18 years of age, conditions apply.

Students under 18 years of age MUST also have;

1. Written evidence that the student's parent(s)/legal guardian supports the transfer.
2. Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative
3. Evidence that the student is always in DIAC approved welfare and accommodation arrangements

Mueller College will only provide a letter of release to students in the first six months of their principal course in the following circumstances:

- a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
- b) It has been agreed by the College the student would be better placed in a course that is not available at Mueller College.
- c) Any other reason stated in the policies of Mueller College or at the discretion of the College Principal.

Mueller College will NOT provide a letter of release to students in the first six months of their principal course in the following circumstances:

- a) The student's progress is likely to be academically disadvantaged
- b) Mueller College is concerned that the student's application to transfer is a consequence of the adverse influence of another party

In order to apply for a letter of release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.

All applications for transfer will be considered within 10 working days and the applicant notified of the decision.

Students whose request for transfer has been refused may appeal the decision in accordance with Mueller College's complaints and appeals policy



Complaints and Appeals Policy

Purpose

The purpose of Mueller College's Complaints and Appeals Policy is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

The internal complaints and appeals processes are conciliatory and non-legal.

Complaints against other students

Grievances brought by a student against another student will be dealt with under the school's Code of Conduct Policy.

Informal Complaints Resolution

In the first instance, Mueller College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

Students should contact the International Coordinator in the first instance to attempt mediation/informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Dean of Students and Mueller's internal formal complaints and appeals handling procedure will be followed.

Formal Complaints Handling Procedure

The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.

- The student must notify the school in writing of the nature and details of the complaint or appeal.
- Written complaints or appeals are to be lodged with the International Student Coordinator.
- Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.
- Internal complaints and appeals processes are available to students at no cost.
- Each complainant has the opportunity to present his/her case to the International Coordinator.
- Students may be accompanied and assisted by support person at all relevant meetings.
- The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Dean of Students/Principal.
- Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome.



- If the grievance procedure finds in favour of the student, Mueller College will immediately implement the decision and any corrective and preventative action required.
- Mueller College undertakes to finalise all grievance procedures within 3 working days.
- For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

External Appeals Process

If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, the Deputy Principal will advise you of the method for accessing an external mediation service and of your legal rights under Australian law.

1) Definitions

Working Day – any day other than a Saturday, Sunday or public holiday during term time

Student – a student enrolled at Mueller College or the parent(s)/legal guardian of a student where that student is under 18 years of age

Support person – a friend/teacher/relative not involved



Academic and English Language Requirements

Academic Requirements

Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.

- *For Primary School:*
Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum
- *For Year 8 – 12 students:*
A pass level or “C” grade or better for the majority of core subjects

English Language Proficiency Requirements

Mueller College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

Evidence of English Language Assessment must meet the requirements of the Migration Regulations where required. In the case of AL4 applicants 16 years of age or older, as of 1 April, 2004, Migration Regulations must be met.

This evidence may be presented as evidence of previous study in English as the medium of instruction, or as results of an acceptable English language proficiency test. Where Migration Regulations do not apply, Mueller College accepts results from the following test instruments:

For Entry Level	IELTS	ISLPR
8-10	4.5	2 (average)
11-12	5	2+/3

Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.

Students wishing to enter the school below year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.



Deferment, Suspension & Cancellation Policy

Deferment of commencement of study requested by student

Mueller College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

- a) illness, where a medical certificate states that the student was unable to attend classes
- b) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- c) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- d) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)

The final decision for assessing and granting a deferment of commencement of studies lies with the College Principal.

Deferment will be recorded on PRISMS depending on the students CoE status.

Suspension of study requested by student

Once the student has commenced the course, Mueller College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;

- illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)

Suspensions will be recorded on PRISMS.

The period of suspension will not be included in attendance calculations.

The final decision for assessing and granting a suspension of studies lies with the College Principal.

Assessing requests for deferment or suspension of studies

Applications will be assessed on merit by the International Coordinator.

All applications for deferment or suspension will be considered within 10 working days.

Exclusion from class (1 – 28 days)

Mueller College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in the College's Behaviour Policy/Code of Conduct.



Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the International Coordinator.

Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

Exclusions from class will not be recorded on PRISMS.

Periods of 'exclusion from class' will not be included in attendance calculations as per Mueller College Course Progress and Attendance Policy

School initiated suspension of studies (28 days +)

Mueller College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Mueller College's Behaviour Policy/Code of Conduct.

Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the International Coordinator.

Students who have been suspended for more than 28 days are required to return to their home country by DIAC unless special circumstances exist (e.g. the student is medically unfit to travel)

If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Dean of Students.

Suspensions will be recorded on PRISMS.

The period of suspension will not be included in attendance calculations.

Cancellation of enrolment

- a) Mueller College will cancel the enrolment of a student under the following conditions;
 - Failure to pay course fees
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - Any behaviour identified as resulting in cancellation in Mueller College's Behaviour Policy/Code of Conduct.

- b) Mueller College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC which will result in automatic cancellation.

Complaints and Appeals

Student requested deferment and suspension are not subject to Mueller College's Complaints and Appeals Policy.

Exclusion from class is subject to Mueller College's Complaints and Appeals Policy.



School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Mueller College's Complaints and Appeals Policy.

For the duration of the appeals process, the student is required to maintain your enrolment and attendance at all classes as normal. The Dean of Students will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If students access Mueller College's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances include;

- a) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- b) the student is missing
- c) the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
- d) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- e) is at risk of committing a criminal offence, or
- f) the student is the subject of investigation relating to criminal matters
- g) The use of extenuating circumstances by the College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal

Student Advice

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration for advice.

Definitions

Day – any day including weekends and public holidays in or out of term time



Overseas Student Health Policy

The Overseas Student Health Cover (OSHC) is required by Mueller College for all enrolled International Students.

Students must maintain current OSHC for the period covered by their visa.

The responsibility for seeking any refund from the medical insurance authority lies with the student.

For detailed information regarding Medibank Private's OSHC, including what can be claimed please access the following link: www.medibank.com.au

Social Networking and Media Policy

It is a condition of enrolment or continued enrolment at Mueller College that students adhere to the following boundaries in regard to computer use of social networking sites and electronic media:-

Students must demonstrate respect to others and their school.

Students must not make any comment on social networking sites (whether the profile or user-generated content is identifiably theirs or belonging to someone else) or any other digital media including email that targets any Mueller College student or staff person with perceived negative intent, or undermines the name and/or good work of the school.

Current social networking sites and digital media forms would include, but not be limited to:-

Myspace, Facebook, email, Bebo, MSN, text messaging, all mobile content - all texting and mobile transmission of photos, as well as mobile platforms of social networking sites.

Sun Protection Policy

The College is a Sun Smart Accredited School. All students are required to wear suitable sun protective hats (as per section on School Uniforms) and sunscreen for all outdoor activities for all seasons, including winter. Sunscreen is provided by the College and kept in classrooms, sports kits and buses.

Where possible, events are organised outside peak UV radiation periods. Swimming carnivals are held either in the evening or in covered venues. Sun protection issues are included in the health curricula.



MUELLER COLLEGE - 2010 FEES

(CRICOS Provider Number 01095B)

OVERSEAS STUDENTS ATTENDING MUELLER COLLEGE FEE SCHEDULE AND REFUND POLICY

	Yrs 8, 9 & 10	Yrs 11 & 12	Payable	Refund Conditions
Tuition Fees (per year)	19,500.00	19,500.00	Prior to commencement	Only refundable if enrolment cancelled in writing prior to commencement
	Yrs 1 - 7		Payable	Refund Conditions
Tuition Fees (per year)	16,000.00		Prior to commencement	Only refundable if enrolment cancelled in writing prior to commencement

All applications for a full or part refund of tuition fees should be made in writing to the Principal by the person who has a signed agreement with the College. The Principal should receive the refund application 4 weeks before the student's withdrawal from the course.

Please refer to our refund policy for International Students for complete instructions on withdrawal and tuition fee refunds.

Additional fees will be payable for music tuition, uniforms, stationery and for the cost of any subject camps which the student may wish to attend.



CALENDER - 2010

(When booking family holidays please reconfirm school dates with the office)

The calendar was accurate at the time of printing, but the College reserves the right to change or vary dates and to add further items to the calendar as circumstances may require.

JANUARY

- 25 Pupil Free Day
- 26 Australia Day Holiday
- 27 All students attend – Years 1-12 at 8.30am – Opening Chapel, Parents welcome
- 27 Prep A students commence
- 28 Prep B students commence
- 29 All Prep students commence

FEBRUARY

- 7 Mueller College Staff Commissioning Service
- 8 Faith and Action Meeting
- 9 Secondary Twilight Swimming Carnival – Deception Bay Pool
- 10 Primary Parent Information Evening
- 12-14 Secondary Sports Camp
- 19-21 Music/Art Camp
- 22 Prayer Afternoon
- Primary Swimming Carnival (date to be advised)

MARCH

- 1 Years 11 and 12 Assessment Information Evening (QSA)
- 8 Faith and Action Meeting
- 9 Primary Cross Country
- 14 Mueller College Church Service – Years 4, 5, 6
- 24-31 Mid-Semester Exams for Secondary
- 31 Primary Parent/Teacher Interviews Years 1-6 (3.30pm – 7.00pm)

APRIL

- 1 Whole School Easter Celebration – Parents welcome
- 2-19 Mid Semester Vacation
- 19 Pupil Free Day (Monday)
- 20 Term 2 commences (Tuesday)
- 23 Mid Semester Reports - Secondary
- 26 Anzac Day Holiday (Monday)
- 30 Secondary Cross Country

MAY

- 3 Labour Day Holiday
- 4 Secondary Parent Teacher Interviews – 3.30pm – 7.30pm Yrs 7-12
- 8 Mueller College Fete
- 10 Faith and Action Meeting
- 11-14 National Testing Week – Years 3, 5, 7 and 9
- 17 Prayer Afternoon
- 19 Secondary Music Concert
- 21-24 Year 11 Leadership Camp
- 30 Mueller College Church Service – Years 10, 11, 12

JUNE

- 7 Faith and Action Meeting
- 9 Primary Music Concert
- 10 Prep-Year 3 Tabloid Sports
- 14 Queen's Birthday Holiday
- 15-21 End Semester Exams
- 24 Report Cards for Years 1-6
- 24-25 Trial QCS Test
- 26 June -12 July Semester 1 Vacation



JULY

- 12 Pupil Free Day
- 13 Term 3 commences for students (Tuesday) – Whole School Chapel Service – Parents Welcome
- 19 Faith and Action Meeting
- 19 Years 7 – 12 Reports
- 26 Parent/Teacher Interviews for Middle and Secondary Schools – Yrs 7-12 from 3.30pm to 7.30pm

AUGUST

- 2 1.45pm – 3.00pm Year 9 into 10 Course Information Afternoon
- 2 6.00pm – 7.15pm Year 8 into 9 Course Information Evening
- 2 7.00pm – 8.45pm Year 10 into 11 Course Information Evening
- 6-9 Music Tour
- 7 MCC Missionary Conference
- 9 Pupil Free Day (All students)
- 9 Parent/Teacher Interviews for Primary
- 10 Market Day
- 11 Brisbane Show Holiday (All students)
- 16 Prayer Afternoon
- 29 Mueller College Church Service – Years 7, 8 9
- 31 August – 1st September – Year 12 QCS Test

SEPTEMBER

- 6 Music Arts Cafe
- 9-15 Mid-Semester 2 Exams
- 13 Faith and Action Meeting
- 17 End of Term 3
- 18 – 3 Oct Mid-Semester 2 Vacation

OCTOBER

- 4 Term 3 Commences (Monday)
- 11 Faith and Action Meeting
- 11 Prayer Afternoon
- 18 Pupil Free Day for Primary and Secondary
- 18-22 Year 10 Work Experience
- 24 Mueller College Church Service – Years Prep to 3
- 20 Mueller Sports Awards

NOVEMBER

- 3 Mueller College Presentation Evening
- 8 Faith and Action Meeting
- 9 Orientation Day – Years 1-12
- 15 Prep Orientation Evening
- 10-16 Year 12 Exams
- 17 Year 12 Graduation
- 18 Primary Music Concert
- 19 Last Day for Year 12 / Senior Formal
- 22-26 Exams for Years 7-11
- 26 Last Day for Years 10 and 11
- 29 Year 6 Graduation
- 30 Graduation Day for Year 9

DECEMBER

- 2 Prep Graduation
- 3 Report Cards Years 1 – 9, 11
- 3 Exit Statements Years 10 and 12
- 3 Last day for Years Prep–9 – Years 1-9 Christmas Celebration Chapel, Parents welcome

NOTE: Athletics, Cross Country and Swimming Carnival dates to be confirmed through the Mueller Messenger (Wednesdays for Primary and Thursdays for Secondary).



MUELLER COLLEGE PRIVACY INFORMATION NOTICE

Notice to all Parents:

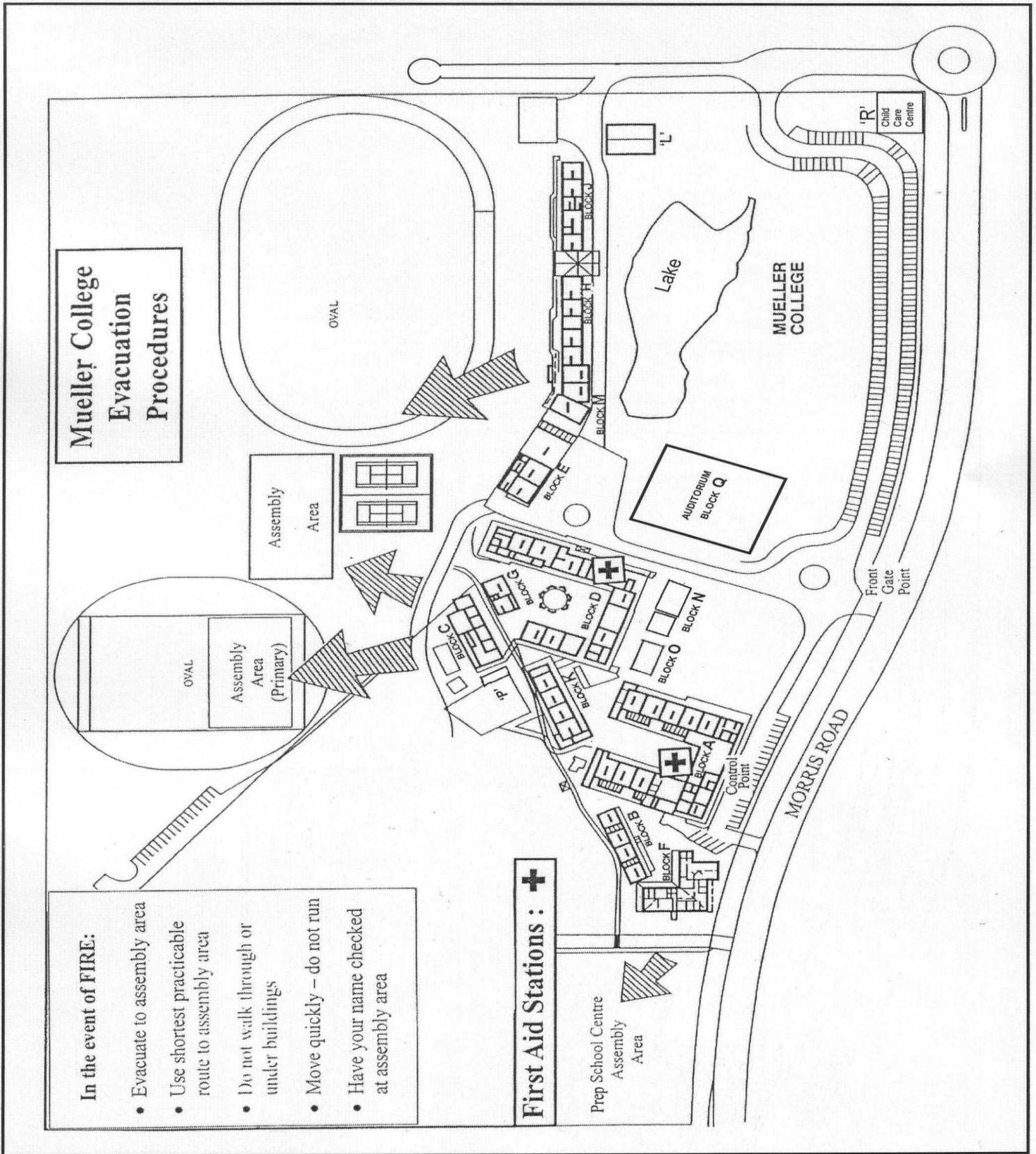
A copy of our Privacy Policy is available from the College office or on our website.

MUELLER COLLEGE - STANDARD COLLECTION NOTICE

1. The College collects personal information, including sensitive information about pupils and parents or guardians before and during the course of a pupil's enrolment at the College. The primary purpose of collecting this information is to enable the College to provide schooling for your son/daughter.
2. Some of the information we collect is to satisfy the College's legal obligations, particularly to enable the College to discharge its duty of care.
3. Certain laws governing or relating to the operation of schools require that certain information is collected, for example Public Health laws.
4. Health information about pupils is sensitive information within the terms of the National Privacy Principles under the Privacy Act. We may ask you to provide medical reports about pupils from time to time.
5. The College from time to time discloses personal and sensitive information to others for administrative and educational purposes. This includes to other schools, government departments, medical practitioners, and people or organisations providing services to the College, including specialist visiting teachers, coaches and volunteers.
6. If we do not obtain the information referred to above we may not be able to enrol or continue the enrolment of your son/daughter.
7. Personal information collected from pupils is regularly disclosed to their parents or guardians. On occasions, information such as academic and sporting achievements, pupil activities and other news is published in School newsletters, magazines and on our website. This may also be in video clip or photo form.
8. Parents may seek access to personal information collected about them and their son/daughter by contacting the College. Pupils may also seek access to personal information about them. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the School's duty of care to the pupil, or where pupils have provided information in confidence.
9. As you may know the College from time to time engages in fundraising activities. Information received from you may be used to make an appeal to you. It may also be disclosed to organisations that assist in the College's fundraising activities solely for that purpose. We will not disclose your personal information to third parties for their own marketing purposes without your consent.
10. We may include your contact details in a class list and School directory. If you do not agree to this you must advise us prior to enrolment.
11. If you provide the College with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the College. The reason for disclosure is that they can access the information if they wish. The College does not usually disclose information to third parties.



COLLEGE MAP



HELPFUL INFORMATION ABOUT AUSTRALIAN FAMILIES



Homestay and Cultural Differences

The way Australian families live may be different from the way you live in your home country. When you live in homestay with an Australian family you are usually considered part of the family. The Australian families that take international students for homestay are generally considerate, kind people who try to understand the cultural differences between themselves and their international students. You, also, need to try to understand these differences so that your homestay is a good experience for you.

Australian Families are not all the same

Australian families, like families everywhere, differ from each other in many ways. This is especially so because Australia is a multi-cultural country. It has been settled by people from all over the world, including Europe and Asia. There is freedom of religion in Australia and people practise many different religions (for example, Christianity, Buddhism, Islam, Hinduism, Judaism).

In general, Australians live in nuclear families (that is, mother, father and children) rather than with grandparents, uncles and aunts, although they often have regular contact with their relatives. In recent years, the number of single parent families (one parent and children) and childless families (husband and wife only) has increased.

Everyone helps

In Australia, families do not normally have household help and, frequently, both parents work. Therefore, it is usual for all members of the family to be expected to help with household tasks. These might include helping with food preparation and clean-up, keeping their own room clean, and washing and ironing their own clothes. In many families, the children prepare their own breakfast and lunch and either the mother or the father prepares the evening meal.

Mealtimes

The food eaten by Australian families and the customs associated with eating depend on the cultural background of the family. For example, families from an Australian background eat mainly European food, although many families like to try different types of food and may buy or cook dishes from China, Mexico, Thailand, Lebanon, etc. Breakfast, for many Australians, consists of cereal or toast, and perhaps fruit and a juice drink. Lunch is often sandwiches and fruit or cake. All members of the family normally eat their evening meal together. This meal is often a time for discussion and sharing of information about what has happened during the



day. European families, while encouraging their children to join in discussions at mealtime, consider noisy eating (e.g. loud chewing, slurping, chewing with your mouth open) to be impolite.

Emotions

Australians, especially European Australians, tend to express their emotions openly. They are usually not embarrassed about showing others that they are angry, happy, sad, etc. Many Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive, reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and children to say 'please' and 'thank you' when they ask for something and to apologise (say 'I am sorry') when they upset someone.

Homes

Most Australian homes have a kitchen, living room (where the family may watch TV, entertain friends, etc), bedrooms, laundry and bathroom. The bathroom usually contains a bath or shower or both. Sometimes the toilet is also located in the bathroom and toilet paper, not water, is used. When Australians bathe, they usually do so in the bath or shower cubicle so water does not splash on the bathroom floor. If there are many people in the family or if there is a drought, water (especially hot water) may be scarce and family members must limit the length of time they spend bathing.

Australian Teenagers

Australian teenagers, in general, are fairly independent although parents would expect to be told where they are going, who they are going with, what they will be doing, and the time they will be home. It is extremely important that international students let their homestay parents know these things also. This will avoid a lot of worry for the homestay parents. It is also polite for students to tell homestay parents in advance (the day before) if they are not coming home for dinner.

Most parents set a time by which their children must return home when they go out at night. Sometimes they set a time for going to sleep (for example, 10.30pm). Some international students find this difficult because, in their home country, they stay up very late at night. Australian teenagers participate in a wide range of leisure activities, including sports, movies, parties and visiting friends. Shopping with friends is also enjoyed, although most shops close at 5pm and some shopping centres are open on Sundays. A favourite activity of Australian teenagers is telephoning friends. Parents, however, normally place a time limit on telephone calls so that other family members have access to the phone.

International students are expected to pay for the telephone calls they make. This may be done after each call or at a time negotiated between the student and the homestay parents. As most Australian teenagers are students, much of their time is spent at school and doing homework. Students normally attend school between 8.30am and 3.00pm, five days a week, two semesters a year.



Australian teenagers often invite their friends to their home. This is with their parents' permission and knowledge. International students can do this also, but they must first make sure it is okay with their homestay parents.

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. Use your bilingual dictionary. Mime or act out your message. Ask another student to interpret for you or use the telephone interpreter service (your homestay or school can tell you about this).

If you spend most of your 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 TV, or helping the family with household tasks. Tell the homestay family about your culture and find out about theirs.

Make the most of your stay

Staying in homestay gives you an excellent opportunity to:

- learn about Australian culture;
- make friends with Australians;
- improve your English language skills;
- share information about your culture; and
- adjust to a new country while living in a safe and caring environment.
- Your homestay parents act as your guardian, and as such, are responsible for your welfare.

Since your safety and welfare is of paramount concern, the Homestay Parents have the authority to reprimand you for inappropriate behaviour.

- You should treat the homestay family like your family and try to involve yourself in family outings and leisure activities.
- You should use your own pocket and spending money for extra things you want and also pay your own way on family outings or trips.
- The homestay parents will check that you complete all given homework. You will be encouraged with his/her study as much as possible.
- Smoking, the consumption of alcohol, the possession and/or use of illicit drugs and inappropriate behaviour will not to be tolerated by your homestay.



Use of Homestay Facilities

Bathroom

- Your homestay family will tell you when would be a convenient time take a bath or shower. They may also tell you to shower for 3-4 minutes only, because of water restrictions in Queensland.
- They will show you how to use the bathroom.
- They will tell you where wet towels should be hung so they can dry.
- There are water restrictions in Queensland. You must shower quickly and not waste too much water.
- TURN OFF TAPS SHORT SHOWERS ONLY 3-4 minutes

Telephone

- You are expected to pay for all phone calls made.
- You can buy phone cards from the college Reception. Although all overseas calls will be charged to this card, there is a local call charge for every connection made. The homestay family may make a list of all the calls made and present this to you at the end of the month.

Other Facilities

- In general, you can expect to have the facilities in the home available to you. These items include the television, video, swimming pool etc. However, the homestay may have some items to be off-limits, eg. personal computers, piano etc. Please ask your homestay about this.

General Behaviour

- If you wish to go out on your own must seek and gain the permission of the homestay parents, supply details of the venue and the approximate return time. You are not to sleep over at a friend's house unless it is agreed to by both the Homestay parents.
- You should not smoke in their homestay accommodation. Alcohol is not to be consumed.
- You may not be used to going to bed early. However, most Australian families go to bed by 9:00pm on weekdays. Try to adapt to the Australian lifestyle so that you do not disturb your family after this time.

Good Manners

- You are encouraged to say "please" when asking for something and "thank you" when receiving something or if someone does something for you. This is considered extremely important and it is customary to say "thank you" when someone serves you some food or drink. Saying "hello" and "goodbye" daily is part of good manners in Australia. Family members usually greet each other with a friendly "hello" when they come out of their room of a morning and say "goodbye" or "I'm leaving now, see you



tonight” when departing for work or college. When you come home at night it is polite to greet everyone with a “hello” or “hi” and a smile, perhaps asking them how their day went.

- Show your homestay that you really appreciate it if they take the initiative and chat to you. You can ask them about their day and tell them about how your day went.

Security

- ***Make sure you do not carry large sums of money with you and do not keep large amounts in your room****.

Homestay Rules

- 1) Show respect to the homestay family members and follow all homestay household rules.
- 2) As the homestay parents are acting as your carers you need to accept they are able to reprimand you for inappropriate behaviour and administer non-physical punishment.
- 3) Keep your room tidy including keeping clothing off the floor and putting dirty laundry out to be washed or your homestay parent will assist you to use the washing facilities.
- 4) If aged 17 years and over you must return to the homestay by 6pm Sunday to Thursday and by 10:00pm on Friday and Saturday nights. If aged 15 to 16 years, you must return to the homestay by 6pm Sunday to Thursday and by 8:00pm on Friday and Saturday nights. If aged 14 years and under, you must return to the homestay every night before dark or 6pm, whichever is the earlier? Your homestay parents have the right to impose stricter curfew rules if they feel it is necessary to do so.
- 5) If aged 17 and over you must refrain from using the internet and telephone after 11pm Sunday to Thursday and after midnight on Friday and Saturday nights. If aged 16 and under, you must refrain from using the internet and telephone after 10pm Sunday to Thursday and 11pm on Friday and Saturday nights. Your homestay parents have the right to impose stricter internet and telephone rules if they feel it is necessary to do so.
- 6) There will be no sleeping over at others’ homes. You MUST inform your homestay parents of your whereabouts at all times. You MUST keep your homestay and the school informed of your current mobile numbers at all times.
- 7) You will not go to Chinatown, the City or Sunnybank after school, from Mondays through Thursdays.
- 8) Smoking and the consumption of alcohol by a minor (under 18), the possession and/or use of illicit drugs and inappropriate behaviour will not be tolerated.
- 9) You will be responsible for any loss or damage you may cause to the homestay property.



10) You need permission to use, and will be responsible for, all phone usage and access to the internet. Internet access will NOT be available to students after 10.00pm Monday to Thursdays.

HELPFUL THINGS TO DISCUSS WITH YOUR HOMESTAY FAMILY

- What do you call them?
- What do they expect you to do daily?
- Where do you put your dirty clothes?
- Can you use the washing machine & iron any time?
- Where do you keep your bathroom accessories?
- When can you use the bathroom?
- When are meals?
- Can you help yourself to food and drink anytime?
- Are there strictly private areas in their home?
- Can pictures and posters be put up in your room?
- What time must you get up on week days?
- What time must you go to bed at night (week days)?
- What time must you get up on weekends and holidays?
- Can you invite friends around any time?
- How long can you speak on the phone and must you pay?
- Latest time you can accept phone calls.
- Any rules e.g. shirt at dinner table.
- How late can you stay out on weekends?
- Can you use house hold equipment any time?

YOU ARE SUPPOSED TO ENJOY YOUR HOMESTAY EXPERIENCE. IF AT ANY TIME YOU ARE UNCOMFORTABLE OR NEED ASSISTANCE, TALK TO YOUR HOMESTAY FAMILY OR CONTACT THE NIC ACCOMMODATION OFFICER.



Behaviour Management

If you choose not to follow the homestay rules, then the following steps may be taken:

Discussion and counselling by the Homestay parent, International Student Coordinator.

You may be given a grounding at home (this may involve work activities around the home or extra school work to be undertaken at home, or not allowed to go out for some time)

You may be issued a Warning Letter 1. A copy of the letter may be sent to your parents if you repeatedly break homestay rules or fail to attend previously assigned detentions or more serious issues

You may be issued a Warning Letter 2, for continued infractions after issuing Warning Letter 1 or for a Serious incident putting a Student, Staff, Homestay or School at risk or including Police involvement

If you continue to break school rules you may be asked to attend a meeting to explain reasons for your behaviour to the Principal and or Dean of Students.

As an international student on a student visa, you are required to have Overseas Student Health Cover (OSHC) for the duration of your studies. OSHC is medical and hospital insurance that you may need while studying in Australia. It is a government requirement and is compulsory.

OSHC covers you when you need to visit a doctor or go to the hospital. You may possibly be required to pay at the time of consultation approx \$50 – \$55. Pay, and obtain a receipt from the doctor's receptionist. This should be forwarded to Medibank Private with your receipt and receive a rebate of 100% of the Medicare Benefits Schedule fee. Alternatively you may visit a Medibank Private Centre and submit your receipt and Medibank Private Membership Card.

What am I covered for? OSHC helps you pay for:

- Medical practitioners (including specialists) who treat you at the doctor's surgery, hospital or at home.
- Pathology services as such blood tests
- X-rays
- Hospitals – Public or Private
- Emergency ambulance transport (medically necessary). OSHC pays 100% of the charge for medically necessary ambulance transport when medical attention is required immediately.
- OSHC provides benefits for prescription medicines. You are required to pay a contribution towards the cost of each prescription item. Medibank Private will pay the rest of the cost up to a maximum of \$50 per item.



Australian Culture

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 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.
- **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.



- **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 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)



Public Holidays & 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

- **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



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.

Labour Day

Labour Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labour 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 the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket 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" is Australia's most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)



HOME FIRE SAFETY

Smoke Alarms

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You **MUST** have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.



Look after your smoke alarm, it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- **DON'T** remove the battery
- **DON'T** take the smoke alarm down
- **DON'T** cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.



Electricity

The safe use of electricity assists in preventing house fires.

- **Improper use of power boards and double adaptors can lead to fires.**

A double adaptor or a powerboard plugged into another double adaptor or powerboard creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.



- **Be careful to keep electrical appliances away from water.**
A hair dryer takes time to cool down. For safety, allow this to happen on a inflammable surface before storing it.



- **Computers, monitors and TVs can overheat and cause fires even when not in use.**

They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs



should be turned off at the set, not only with the remote control.



Light globes can become very hot.

It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.

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

RIP - 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



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.



BUSH AND OUTBACK SAFETY

Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

In the Bush

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.



- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- **Never walk alone.** Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- **Never dive** into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.



STORM SAFETY

Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.



Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.

You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.



The SES is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm

If you are caught outside during storm

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group – spread out, keeping people several metres apart.



DANGEROUS PLANTS AND ANIMALS

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

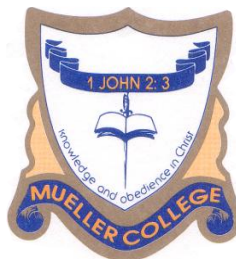
Apply an ice-pack to reduce local pain and swelling

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





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