



ST HILDA'S SCHOOL  
GOLD COAST

# 2024 International Student Handbook

## 2024 International Student Handbook

Registered CRICOS Provider No. 00510M

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## 1. Accommodation – Boarding/Pathway to Boarding via Homestay

St Hilda's School has been offering a caring community life for boarders for nearly a century. Boarders at St Hilda's develop lifelong friendships, enjoy the support and good humour of those around them, develop skills that will equip them for independent living when they leave the security of the school environment and enjoy the many cultural and recreational opportunities that are available on the Gold Coast and in Brisbane.

Students are cared for by staff including academic staff from the Day School, old girls of the School, qualified registered nurses, chaplain, counsellors, and experienced boarding staff.

Boarding accommodation ranges from twin share areas to single rooms in the senior year. The School's catering service endeavours to provide a familiar diet for girls from other countries.

As a renowned Boarding School, we often experience times when our accommodation is at capacity. In these circumstances, we can offer a Pathway to Boarding via Homestay Accommodation for International Students. St Hilda's School has a third-party agreement with Australian Student Accommodation to provide the homestay placements, please visit their website at: <http://australianstudentaccommodation.com.au/>.

Homestay fees and application process will be made available at the enquiry stage should a place in our Boarding School not be available in the first instance.

## 2. Location

St Hilda's School is located at 52 High Street, Southport, Queensland, Australia. Access our school map on our School website [here](#).

## 3. School Uniforms

The Uniform Shop is located on campus for your convenience, adjacent to Gate 13 entrance, via Whitby Street, Southport. Please view the Uniform Shop opening hours and further information regarding prices and uniform requirements on our School website [here](#).



## 4. Where to Find Key Information or Assistance

### 4.1. Assistance with Studies

- English language
  - Mrs Katie Watson – [kwatson@sthildas.qld.edu.au](mailto:kwatson@sthildas.qld.edu.au)
- Academic studies
  - Head of Year or Head of Teaching and Learning
- Assignments
  - Class Teacher, Head of Year or Head of Teaching and Learning
- Careers counselling
  - Mrs Lorna Henderson – [lhenderson@sthildas.qld.edu.au](mailto:lhenderson@sthildas.qld.edu.au)

### 4.2. School Calendar

Current term dates are available on our School website [here](#).

### 4.3. Queensland Certificate of Education (QCE)

The Queensland Certificate of Education (QCE) is Queensland's senior schooling qualification. To achieve a QCE, a student needs to accrue 20 credits in a set pattern. At least 12 credits must come from completed Core courses (such as Authority subjects). An additional 8 credits can come from a combination of any approved courses. You must achieve a C, Pass or equivalent to receive QCE credits in a subject or course. Literacy and numeracy requirements must also be met. A QCE does not give you an Australian Tertiary Admission Rank (ATAR). ATARs are determined by the Queensland Tertiary Admissions Centre (QTAC) and are used for tertiary entrance only.

Please visit the [Queensland Curriculum and Assessment Authority website](#) (QCAA) for more information.

### Australian Tertiary Admission Rank (ATAR) eligibility

The calculation of an Australian Tertiary Admission Rank (ATAR) will be based on a student's:

- best five General subject results, or
- best results in a combination of four General subject results plus an Applied subject result or a Certificate III or higher VET qualification.

The Queensland Tertiary Admissions Centre (QTAC) has responsibility for ATAR calculations. Refer to <https://www.qtac.edu.au/student-resources/atar> for further information.

### 4.4. Code of Conduct

Students and members of St Hilda's community must abide by the School's Expectations of the School Community Policy, Expectations of Students Policy, Expectations of Boarders Policy, rules and the terms and conditions specified in the Application for Admission and the Enrolment Agreement. Students will attend all applicable lessons, classes, tests and examinations during a course as well as submitting all assignments that are applicable to their chosen subjects.

Students are required to start on the first day of each term and finish on the last day of each term, so they are enrolled and participating in school life for the full year. Exception may only be made with the specific permission of the Principal.

To view the full Expectations of the School Community, Students and Boarders policies, please see the School website [here](#).

## 5. Student Protection at St Hilda's School

### 5.1. Statement of Commitment

Anglican Schools and Education and Care Services are committed to providing environments where children and young people receive the highest standard of care, where their rights are supported, and they have opportunity to thrive and be fruitful. Such environments nurture and safeguard the intelligence, dignity, safety and wellbeing of each child or young person, by placing them at the centre of thought, values and actions.

As reflected in our Ethos, our vocation is education, driven in a vision of humanity, shaped by the image of God made visible in Jesus, present in every human being.

- Every child: made in the image and likeness of God.
- Every child: loveable and loved, unique and unrepeatable.
- Outstanding education for the flourishing of people and the good of community.

Our faith is lived. We are hospitable and welcoming communities, who embody compassion, kindness, fairness, justice and love, where exceptional pastoral care is practiced.

Working and serving the best interests of children and young people is in everyone's best interest. This is achieved through sustaining living and learning environments that are safe, supportive and stimulating. Specifically, we:

- place emphasis on genuine engagement with children and young people;
- create conditions that reduce the likelihood of harm to children and young people;
- create conditions that increase the likelihood of identifying harm where it exists; and
- respond swiftly and appropriately to any concerns, disclosures, allegations or suspicions.

This commitment is sought to be consistently reflected through the decisions and behaviour of all persons within the School or Service, who are guided by effective governance, policies, tools and processes. This fosters a child safe culture, where acting in children and young people's best interests is at the heart of what we do.

### 5.2. Who Can Help?

If you are at any time feeling unsafe or fearful of being harmed or you are concerned for another student, we encourage you to speak with a trusted adult. This could be:

- A trusted teacher
- Principal
- One of the School's Student Protection Officers, listed below:
  - Deputy Principal – Head of Senior School – Mrs Nicole Devlin
  - Head of Students, Research and Engagement – Ms Sheri Upasiri
  - School Psychologist – Miss Tamara Sheppard
  - Assistant Head of Students – Mr Peter Shaw
  - Head of Boarding – Mrs Amanda Rigby
  - Head of Senior Boarding – Mrs Justine Bishop
  - Deputy Principal – Head of Junior School – Mrs Amanda Shuttlewood
  - Deputy Head of Junior School – Mrs Kat Humphris
  - Head of Teaching and Learning Junior School – Mrs Jacqueline Pearson
  - Coordinator of Student Initiatives – Ms Katherine Holmes
  - Head of Junior Boarding – Miss Eloise Slattery
  - Head of Athena & Director of Pre-Preparatory – Mrs Lisa Cleverly

There are times when issues may arise which cause you concern but are not related to student protection. These concerns may include:

- Academic performance
- Friendship issues

- Stress and anxiety management

In these circumstances, we encourage you to speak with a trusted adult, such as your Thrive Connect (TC) teacher or another trusted teacher, your Head of Year, or the Head of Students, Research and Engagement (Senior School) or Deputy Principal – Head of Junior School (Junior School).

The Safeguarding Students policies including the Anglican Schools Commission Protecting Children and Young People in Anglican Education Policy and Procedures and the Code of Conduct for Anglican Schools and Education & Care Services, are available on the School website [here](#).

### **5.3. Professional Counselling Service**

St Hilda's School provides initial professional counselling services with the School Psychologist to students and families. The School Psychologist is a member of the School's Student Wellbeing Team, and consequently works within a team-based framework. Where ongoing or extensive counselling is required by a student, the School will provide referrals to external agencies.

School Psychologist appointments are generally booked during the hours of 8.00am – 4.30pm, Monday to Friday, and are available to all students.

Parent/Carer consent for a referral to the School Psychologist is necessary for all Junior School students. Formal parent permission is not required of students in Senior School; however, it is the responsibility of the School Psychologist to determine whether or not a young person is capable of understanding and is aware of what their involvement in engaging with the School Psychologist consists of. Students should be informed of the limits to confidentiality prior to the beginning of a counselling service.

### **5.4. School Counsellors**

The School Counsellors, who are available to all students and parents, take a pro-active approach to student health and personal development, helping to design programs in these areas as well as working with girls on an individual basis and providing referrals.

### **5.5. Chapel**

St Hilda's School is a Christian community which upholds the values, traditions and teachings of the Anglican Church; therefore, worship is an essential and integral part of the weekly rhythm within the School. Students come together to worship weekly as a Senior School community or with their individual year levels. Students are encouraged to contribute to the Chapel services as they are designed to be inclusive and participatory in nature.

### **5.6. School Chaplain**

The School offers a Religious Education program which plays an important role in the Thrive Connect (TC) program for the Senior School community. The School's Chaplain, Father Patrick Duckworth, provides spiritual leadership for the School as well as organising Chapel services.

### **5.7. Security**

Duty of Care is of prime importance to the St Hilda's staff. To ensure that our students are able to identify staff, all staff members wear a name badge. All visitors to the School are required to obtain a Visitor's Badge to wear whilst on the premises. We ask, if you need to visit the School during the school day, that you report to Visitors' Reception in the James Administration Building (via Gate 2 Cougal Street, Southport) where you will be required to 'sign in' and obtain a Visitor's Badge. Visitors are required to leave the School via Visitors' Reception, 'sign out' and return your Visitor's Badge.



## 6. The Thrive Program

It has long been acknowledged that wellbeing is more than the absence of physical or psychological illness. In broad terms, wellbeing can be described as the quality of a person's life. Feeling good, experiencing pleasure and positive emotions, and functioning well – our potential to flourish.

When we cultivate wellbeing, research suggests a number of positive outcomes, both socially and emotionally, as well as in relation to performance and productivity.

Research has found that school-based social and emotional learning is associated with improved social and emotional skills, behaviour and academic achievement (Durlak, Weissberg, Dymnicki, Taylor, & Schellinger, 2011). Furthermore, within a study of 287 Australian schools, the highest academic scores occurred when mental health promotion was included in a school's priorities (Allen, Kern, Vella-Brodrick, & Waters, 2017).

Given this, approaching wellbeing in schools isn't a competing agenda, but rather, supports the infrastructure to enable students to function at their best and flourish.

At St Hilda's, our wellbeing approach includes:

- A comprehensive, developmentally appropriate wellbeing curriculum.
- Integration of wellbeing within teacher methods and practice.
- Opportunity to practice the skills of wellbeing and build community wellbeing through the Thrive Connect, Thrive Succeed and Thrive Contribute programs.

## 7. School ID Card

Students are issued with an ID card. They use this card for borrowing from the library and signing in late or signing out early. All students must carry their ID card on them when at school.

## 8. Student Driver Guidelines

As more and more students are driving to school, the School has a responsibility to take all reasonable measures to ensure the safety and welfare of all students. While we know that most young drivers are responsible and do make good decisions about their own safety and the safety of others, they are one of the most vulnerable road user groups. Travelling with teenage passengers adds to the risk for the young drivers.

Student Driver Guidelines (Welfare and Safety of Student Drivers) outline what our School expects of student drivers and their passengers. A copy of the Guidelines and associated forms can be obtained from the Head of Students, Research and Engagement. All student drivers and their parents/carers must complete and sign Form A and return it to School. If parents/carers wish a student who is not a sibling to be a passenger in the car, both parents/carers must come into the Senior School Centre and complete and sign Form B (Permission to Drive Another Student to School) and Form C (Permission to be a Passenger in Another Student's Vehicle). The Head of Students, Research and Engagement must approve the request before a student can commence driving to School and/or transporting passengers.

### 8.1. Student Driver Agreement – Year 12 Students Only

For students, driving to and from School and parking on the school grounds is a privilege, rather than a right, and all students who do so must be aware of the high level of duty of care that the School must exert in the protection of all of its students. Students who fail to abide by the procedures as outlined below may have this privilege denied.



Please note, students and parents/carers need to be aware that there is limited parking on the campus. Permission to drive does not guarantee a place in the carpark.

### **Student Driver Guidelines**

1. The following must be completed before driving to/from school:
  - a. Form A (to be completed by the parent/carer)
  - b. Written authority from the Head of Students, Research and Engagement
  - c. A separate letter of approval from the parent/carer of any student passengers (who are not siblings).
2. If parent/s wish their daughter to be driven to school by another student, both sets of parents are expected to visit the Senior School Centre to complete and sign Forms B and C acknowledging they are aware of the arrangement.
3. Under no circumstances may another student from St Hilda's School (other than a sibling) travel as a passenger in a car driven by a St Hilda's student, to or from School without prior written approval.
4. The speed limit on School grounds is up to 10km per hour.
5. Cars are to be parked only in the area designated for students behind the Netball courts. The carpark should be entered from Gate 7 on Cougal Street and exited via High Street, Southport. This also applies during Exam Block and on days when there is Saturday sport. There is no other parking on the School grounds for students and students must not drive or park anywhere else in the School grounds.
  - a. Please note: during the construction of the Granowski Building (2023 to approximately February 2024), temporary parking is available via Gate 10 on Whitby Street – grassed area only. The Head of Students, Research and Engagement will advise upon confirmation from the Operations team, when arrangements for student parking changes.
6. Cars are parked at their owner's risk; the school is not responsible for any damage.
7. No other student is permitted to drive the car designated for that student.
8. Students will drive to and from school in a safe and responsible manner and adhere to road rules. This includes a speed limit of 10km per hour within the school grounds.
9. Students who may have reason to leave school early (e.g. medical appointment) must have signed consent from their parent/carer in their Student Organiser or email to [Absentees@sthildas.qld.edu.au](mailto:Absentees@sthildas.qld.edu.au) and will need to sign out at the Senior School Centre prior to departure. By providing consent for your daughter to leave school early via her own car, you acknowledge that you, the parent/carer, are responsible for your daughter's welfare once she leaves the school grounds.
10. Students who struggle to arrive at school in time for lessons may lose their permission to drive to school.
11. Students are not to return to their cars at any time during the school day without permission from their Head of Year or the Head of Students, Research and Engagement.
12. Details of any cars driven must be provided when completing Form A (car make, model and registration number). If any of these details change, please contact the Senior School Centre to advise.
13. A copy of the student's driver's licence will be kept on file.
14. Students who do not comply with School requirements may have the "Permission to drive and park a car at School" withdrawn or suspended (e.g. for fast, dangerous or careless driving, frequent late arrival, carrying unauthorised passengers, etc).

## 9. Co-Curricular Activities

The school places a high importance on the co-curricular program because we believe it adds significantly to each student's school experience, offering opportunities for personal growth and development. The co-curricular program is extensive and includes opportunities for students to participate in both cultural and sporting activities. These activities help students to create meaningful connections through common experiences, encouraging a sense of belonging as well as school spirit. It is expected that students will involve themselves in at least one co-curricular activity each term.

Please view the Co-Curricular and Extra-Curricular Handbook on the School website [here](#).



## 10. Your Community

### 10.1. Being Connected

Students are provided with a user account allowing access to the school network, email and storage on the student server. Student iPads, will be connected to the School's wireless network to access relevant class resources.

### 10.2. Getting Around

#### Transport

- Taxi – Gold Coast Cabs. Download the Gold Coast Cabs App: <https://book.13cabs.com.au>
- Shebah - deliver a safe transport option to women and children: <https://www.shebah.com.au>
- Public transport – Translink: <https://translink.com.au>

### 10.3. Shopping

Most stores in Australia are open between the hours of;

- 9.00am to 5.00pm Monday to Friday
- 9.00am to 4.00pm Saturday
- 10.00am to 4.00pm Sunday

The major shopping centres close to St Hilda's School are Australia Fair Shopping Centre (5-minute walk) or Pacific Fair Shopping Centre in Broadbeach (30-minute tram ride).

### 10.4. Banking and Money

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$1,500 to AU\$2,000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

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

You may need to establish an Australian bank account and you can choose to open an account in any **Bank, Credit Union or Building Society**. Do your research to get the best deal.

To open a bank account, you will need:

- ☐ your passport (with arrival date stamped by Australian immigration)
- ☐ student ID card
- ☐ money to deposit into the account (this can be as little as \$10.00)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account **within six weeks** of arrival in Australia. After this time, you will be required to produce additional documentation.

Most people in Australia enjoy the convenience of **Internet Banking** and/or **Telephone Banking**, which enables them to manage their money, pay bills etc, from home/school. At the time you are setting up your account, you can request these services from your bank.

Banks are generally open:

- 9.30am to 4.00pm Monday to Thursday
- 9.30am to 5.00pm Friday

### **ATMs**

Automatic Teller Machines are located everywhere (including at the airport), and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home. **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around. There is an ATM near to Boarding House Reception, behind the Senior School Library.

### **Credit Cards**

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

### **Banking**

**Bank fees** are **the price you pay for the products and services that banks offer.** Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch. If you do not understand any fee which has been charged, contact your bank.

### **Safety When Carrying Money**

Whilst the Gold Coast and most of Australia are safe places, do not carry large amounts of cash and do not advertise the fact that you are carrying money. Some rules to follow to ensure your safety.

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

## 11. Adjusting to a New Environment

### 11.1. Culture Shock

#### What is it?

When you study abroad, your daily routine, culture, and the attitudes of people around you are no longer familiar. The process of recognising, understanding, and adapting to these changes is called culture shock.

#### Who can help?

We encourage you to speak to your peers, teachers or seek assistance from boarding staff, your homestay family or the School's Counsellors.

### 11.2. Asking For Help

If you are having problems with your **studies**, speak with your class teacher, Head of Year or Head of Students, Research and Engagement (Senior School) or Deputy Principal – Head of Junior School (Junior School).

If you are having problems in your **accommodation**, if you are in boarding, speak with you're the Head of Senior Boarding or Head of Junior Boarding, or Head of Boarding. If you are in homestay, speak with your Head of Year or Head of Enrolments.

If you are having problems with **other students**, feel lonely or unhappy, speak with any teacher, Head of Year, School Counsellor or Head of Students, Research and Engagement (Senior School) or Deputy Principal – Head of Junior School (Junior School).

If you are **not feeling well**, advise your teacher and present to the School's Health Centre.

If you are **not feeling safe**, speak to any of the School's Student Protection Officers (SPO). If you think you **have an addiction**, speak to any of the SPOs:

- Deputy Principal – Head of Senior School – Mrs Nicole Devlin
- Head of Students, Research and Engagement – Ms Sheri Upasiri
- School Psychologist – Miss Tamara Sheppard
- Assistant Head of Students – Mr Peter Shaw
- Head of Boarding – Mrs Amanda Rigby
- Head of Senior Boarding – Mrs Justine Bishop
- Deputy Principal – Head of Junior School – Mrs Amanda Shuttlewood
- Deputy Head of Junior School – Mrs Kat Humphris
- Head of Teaching and Learning Junior School – Mrs Jacqueline Pearson
- Coordinator of Student Initiatives – Ms Katherine Holmes
- Head of Junior Boarding – Miss Eloise Slattery
- Head of Athena & Director of Pre-Preparatory – Mrs Lisa Cleverly

## 12. Living Safely in Australia

### 12.1. Emergency Contacts

- 000 for emergency services
- 112 for emergency services if calling from a mobile phone without a sim card or pin number

### 12.2. How to Report Harm or Abuse

#### What is Harm?

The Child Protection Act 1999 (Qld) defines harm as any detrimental effect of a significant nature on a child's physical, psychological or emotional wellbeing and can include harm to an unborn child after he or she is born.

Harm can be caused by physical abuse, psychological or emotional abuse, neglect and sexual abuse or exploitation. Harm can also result from a single incident or several different incidents that take place over time (also known as cumulative harm).

Any action or inaction by an individual that harms a child or unborn child or places a child or unborn child at significant risk of harm is NOT acceptable.

#### What is abuse?

There are four different types of child abuse.

**Physical abuse** occurs when a child has suffered, or is at risk of suffering, non-accidental physical trauma or injury. **Emotional or psychological abuse** occurs when a child's social, emotional, cognitive or intellectual development is impaired or threatened and may include emotional deprivation due to persistent rejection, hostility, teasing or bullying, yelling, criticism and exposure to domestic and family violence.

**Neglect** occurs when a parent or other caregiver does not adequately provide for a child's needs. This may include the child's need for food, clothing, hygiene, supervision, housing or healthcare/treatment or precautions to ensure the child's safety.

**Sexual abuse** includes sexual behaviour involving a child and another person where the other person bribes, coerces, exploits, threatens or is violent toward the child, the child has less power than the other person or there is a significant disparity between the child and the other person in terms of intellectual capacity or maturity.

Sexual abuse can happen suddenly or after a period of **grooming**. Sexual abusers and victims often know each other for significant periods of time before the first abuse incident.

Research by Professor Stephen Smallbone indicates that grooming typically involves a graduation from attention giving and non-sexual touching to increasingly more intimate behaviours. Much of this will appear ambiguous, both to the victim and others who may observe it.

#### Who You Can Tell

If you are at any time feeling unsafe or fearful of being harmed or you are concerned for another student, we encourage you to speak with a trusted adult. This could be:

- A trusted teacher
- Principal
- One of the School's Student Protection Officers, listed below:
  - Deputy Principal – Head of Senior School – Mrs Nicole Devlin
  - Head of Students, Research and Engagement – Ms Sheri Upasiri
  - School Psychologist – Miss Tamara Sheppard
  - Assistant Head of Students – Mr Peter Shaw
  - Head of Boarding – Mrs Amanda Rigby



- Head of Senior Boarding – Mrs Justine Bishop
- Deputy Principal – Head of Junior School – Mrs Amanda Shuttlewood
- Deputy Head of Junior School – Mrs Kat Humphris
- Head of Teaching and Learning Junior School – Mrs Jacqueline Pearson
- Coordinator of Student Initiatives – Ms Katherine Holmes
- Head of Junior Boarding – Miss Eloise Slattery
- Head of Athena & Director of Pre-Preparatory – Mrs Lisa Cleverly

### 12.3. Keeping safe outdoors

#### Sun Safety

Please be aware of the dangers of sunburn and do not stay in the sun for long periods of time without protection. The Gold Coast has some beautiful beaches; however, the beach is one area where it is very easy to become sunburnt in a very short space of time. It is worthwhile remembering that as well as being exposed to direct sunlight, you are also receiving reflected sunlight from the water and the sand, trebling the intensity. It is essential to apply sunscreen often. While swimming at the beach, pay particular attention to warning signs and always swim 'between the flags' in patrolled areas.

#### 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 – do not try and swim against it.

#### Remember

**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

#### Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. The larger



the surf the stronger the rip. Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

### Identifying a Rip

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

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

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, do not fight it. Swim parallel to the shore for about 30-40 metres 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, and 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 duck dive 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.

## 13. Personal Health and Safety

### 13.1. Doctors and Medical Centres & Overseas Student Health Cover

The Gold Coast has high medical standards. Major public hospitals include the Gold Coast Hospital at Southport and The Tweed Hospital, Tweed Heads (Northern NSW). (Private hospitals and 24-hour clinics are also available).

It is a condition of your student visa that you purchase Overseas Student Health Cover (OSHC) **for the duration of your visa**. You will need to buy OSHC prior to coming to Australia. This is a necessary step to obtain your student visa from an Australian visa issue office and have health cover when you arrive.

Please ensure you take your OSHC card with you to doctors' appointments as this will help cover some of the cost.

## 14. Key Policies, Forms and Other Information

### 14.1. Accommodation and Welfare Policy

All International Student policies are available on the School website [here](#).

#### What you need to know

It is a condition of your student visa that appropriate welfare arrangements are in place for the length of the student visa or until you turn 18. Students must either be accompanied by a parent or legal custodian, or live in the School Boarding House or Homestay. Please refer to the School's Welfare and Accommodation Policy in this regard.

### 14.2. Homestay – Information and Key People

Australian Student Accommodation  
Melanie Duff  
Homestay Manager  
+61 7 5527 8688  
[info@studymatch.com.au](mailto:info@studymatch.com.au)

- **How is the homestay family chosen?** A homestay application form is completed by parents giving a profile of the student. Homestay families are required to transport students to and from school. They will provide three meals a day and also access to the internet.
- **Who makes the homestay placements?** St Hilda's School has a third-party agreement with Australian Student Accommodation who choose the homestay family for the student. Australian Student Accommodation currently has over 1,000 great families offering Homestay accommodation. These families have been interviewed, assessed and trained. We provide students with a one-page profile of their family before arrival (including photos of the families and homes).
- **Single or twin-shared rooms?** More often than not a student will have their own room. There may be occasions when a homestay family has a larger bedroom with twin beds for sharing. Each student should have their own desk for study.
- **How much pocket money is suggested per week?** Approximately AUD \$50.00.

### **14.3. Boarding – Information and Key People**

Boarding Reception: 07 5577 7370

McCulloch House: 0414 031 434

Whitby House: 0414 031 505

Darragh 1: 0414 031 134

Darragh 2: 0414 031 157

Head of Boarding – Mrs Amanda Rigby

+61 7 5577 7219 or within Australia, 07 5577 7219

+61 420 372 499 or within Australia, 0420 372 499

[arigby@sthildas.qld.edu.au](mailto:arigby@sthildas.qld.edu.au)

### **14.4. Living with a Relative – Information and Key People**

#### **Emergency Contact – During School Hours**

If you or a parent/carer needs to contact the School urgently about a student, please telephone +61 7 5532 4922 or within Australia, 07 5532 4922, and ask to speak to the Head of Students, Research and Engagement (Senior School) or Deputy Principal – Head of Junior School (Junior School), as applicable.

#### **Emergency Contact – After School Hours**

Before and after School or on weekends, please telephone:

Head of Boarding – Mrs Amanda Rigby

+61 7 5577 7219 or within Australia, 07 5577 7219

+61 420 372 499 or within Australia, 0420 372 499

[arigby@sthildas.qld.edu.au](mailto:arigby@sthildas.qld.edu.au)

### **14.5. Accommodation and Travel Requests**

- **Change of homestay requests** are to be sent to the Head of Enrolments via email – [enrolments@sthildas.qld.edu.au](mailto:enrolments@sthildas.qld.edu.au).
- **Leave requests** are to be emailed to the Head of Students, Research and Engagement (Senior School) or Deputy Principal – Head of Junior School (Junior School), as applicable.
- **End of Term travel** must be submitted to Head of Enrolments for homestay students and via Boarding, for Boarding students.

### **14.6. International Student Policies**

All International Student policies are available on the School website [here](#).

### **14.7. Deferment, Suspension or Cancellation Policy**

The Deferment, Suspension or Cancellation Policy is available on the School website [here](#).

This policy includes:

- Deferring or suspending my studies,
- Cancelling my enrolment,
- What exclusion from school means, and
- Complaints and appeals process.

### **14.8. Forms**

- Application for Deferment of Commencement or Suspension of Studies can be obtained from the Head of Students, Research and Engagement (Senior School) or Deputy Principal – Head of Junior School (Junior School), or Head of Enrolments.

#### 14.9. Course Progress and Attendance Policy

The Course Progression and Attendance Policy is available on the School website [here](#).

What you need to know:

- **Why course progress and attendance is important for your student visa.** Overseas students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- **What are the course progress requirements?** To demonstrate satisfactory course progress, students will need to achieve a satisfactory level (C grade) in 65% of the subjects studied in any semester.
- **What are the course attendance requirements?** Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- **What are compassionate or compelling circumstances?** Compassionate or compelling circumstances – circumstances beyond the control of the student that are having an impact on the student's progress through a course.

#### 14.10. International Tuition and Boarding Fees and Refunds Policy

The International Tuition and Boarding Fees and Refund Policy is available on the School website [here](#).

What you need to know:

- **Payment of course fees.** Tuition and Boarding and Homestay Fees are charged by the semester. There are two semesters per year. Yearly payment is acceptable.
- **What if I default?** Students will not be permitted to commence a new semester while all or part of the previous semester's fees remain unpaid unless approved arrangements apply in writing and are maintained.
- **How do I ask for a refund?**  
Refund requests must be made in writing to [fees@sthildas.qld.edu.au](mailto:fees@sthildas.qld.edu.au).

#### 14.11. Student Transfer Request Policy

What you need to know:

- **When can I transfer?** International students are restricted from transferring from their first registered school sector course of study for a period of six months.
- **What do I need to do?** Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
- **Who can help me?** Head of Enrolments.

## **14.12. Complaints and Appeals Policy**

The purpose of St Hilda's School's CRICOS – Complaints and Appeals (Grievance) Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving St Hilda's School, or an education agent or third party engaged by St Hilda's School to deliver a service on behalf of St Hilda's School. These internal procedures are a conciliatory and non-legal process.

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to an Enrolment Contract being signed, and again during orientation or within 7 days of the commencement of student attendance of the enrolled course.

### **1. Complaints against other students**

- a) Grievances brought by a student against another student will be dealt with under the School's Behaviour Management Policy.

### **2. Informal Complaints Resolution**

- a) In the first instance, St Hilda's School requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, the Anglican Schools Commission (ASC) Complaints Management in Anglican Education Guidelines and Procedures will be followed.
- b) Students should contact:
  - i. for academic issues: the student's teacher or Head of Teaching and Learning
  - ii. for boarding issues: the Head of Boarding
  - iii. for homestay issues: the Enrolments Office
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Anglican Schools Commission (ASC) Complaints Management in Anglican Education Guidelines and Procedures will be followed.

### **3. Formal Complaints Handling and Appeals Procedure**

- a) 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.
- b) The student must notify the School in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the ASC's complaints and appeals process is being accessed because the student has received notice by the School that the School intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present her case to the Principal.
- g) Students and/or the School may be accompanied or assisted by a support person at all relevant meetings.

- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised within 15 working days or as soon as practicable.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

However, if the Principal deems that the student's health or wellbeing, or the wellbeing of others is at risk she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) 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 and a copy will be retained on the student's file.
- k) If the grievance procedure finds in favour of the student, St Hilda's School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) Where the outcome of a complaint or appeal is not in the student's favour, the School will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in Provider Registration and International Student Management System (PRISMS)) in accordance with the outcome of the internal appeal.

#### **4. External Appeals Processes**

- a) If the student is dissatisfied with the conduct or result of the ASC's complaints and appeals procedure, she may contact and or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by St Hilda's School that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by St Hilda's School that relates to:
  - i. refusal to approve a transfer application (under Standard 7), or
  - ii. suspension or cancellation of the student's enrolment (under Standard 9) any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

#### **5. Other legal redress**

- a) Nothing in the School's CRICOS – Complaints and Appeals (Grievance) Policy negates the right of any overseas student to pursue other legal remedies.

## 6. Definitions

- a) **ASC** – Anglican Schools Commission
- b) **Cancellation of enrolment** – The provider notifies the Department of Education through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.
- c) **PRISMS** – The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education, Skills and Employment (DESE) by registered providers.
- d) **Student** – a student enrolled at St Hilda's School or the parent(s)/legal guardian where that student is under 18 years of age
- e) **Support person** – for example, a friend/teacher/relative not involved in the grievance
- f) **Working Day** – any day other than a Saturday, Sunday or public holiday during term time

## 15. Other Mandatory Information

### 15.1. Student Visas

- For information about your student visa and visa conditions, please refer to the Department of Home Affairs website: [www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students](http://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students)
- If you are under 18 years of age, you must maintain the welfare arrangements approved for you by the Department of Home Affairs. For information, please refer to: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions#>

### 15.2. Tuition Protections (TPS)

- Brochure for students: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Review/Documents/TPSStudentBrochure03.pdf>

### 15.3. Overseas Students Health Cover (OSHC)

- It is a visa condition to have OSHC for the full duration of your student visa. For more information, please refer to the Department of Home Affairs website: <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health/adequate-health-insurance>

### 15.4. Working in Australia

- For information about working in Australia with a student visa, please refer to:
  - <https://www.fairwork.gov.au/>
  - <https://www.fairwork.gov.au/find-help-for/visa-holders-migrants>
  - <https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>
  - <https://www.fairwork.gov.au/sites/default/files/migration/723/international-students.pdf>



### **15.5. Other Forms**

- Change of Contact Details must be emailed to [enrolments@sthildas.qld.edu.au](mailto:enrolments@sthildas.qld.edu.au).
- Change of Subject Form is available at the Senior School Centre.
- Request for appointment with teachers/staff is made via email to that teacher/staff member.

## **16. Orientation**

During your orientation you will meet KEY PEOPLE and learn THINGS YOU NEED TO KNOW about St Hilda's School, your community, keeping safe and living and learning in a new environment.

**The best way to learn things you need to know is to ask questions.**



# ST HILDA'S SCHOOL GOLD COAST

<b>Type:</b> School Handbook	<b>Name:</b> International Student Handbook	<b>Policy No:</b> OS7.14
<b>Implementation Date:</b> Unknown	<b>Last Reviewed:</b> January 2024	<b>Next Review Date:</b> January 2025

## International Student Handbook

### Related documents

- **Legislation**
  - [Child Protection Act 1999 \(Qld\)](#)
  - [Department of Home Affairs](#)
  - [Fair Work Ombudsman](#)
  - [Queensland Tertiary Admissions Centre](#)
  - [Queensland Curriculum and Assessment Authority](#)
- **St Hilda's School**
  - Change of Subject Form
  - [Co-Curricular and Extra-Curricular Handbook](#)
  - [Homestay Program](#)
  - [International Student Fees and Policies](#)
  - Student Driver Guidelines (Welfare and Safety of Student Drivers)
- **Anglican Schools Commission**
  - [Code of Conduct for Anglican Schools and Education & Care Services](#)
  - [Protecting Children and Young People in Anglican Education Policy](#)
  - [Protecting Children and Young People in Anglican Education Procedures](#)
- **Other**
  - [Australian Student Accommodation](#)

### Document Control

Version	Description	Date
V1.0	Document created – date unknown	
V2.0	Document updated.	02/02/2023
V3.0	Document allocated a policy number, updated and formatted to current branding, including: <ul style="list-style-type: none"> <li>• Contact for English language.</li> <li>• Student Protection Officers.</li> <li>• Changed of Head of School to Head of Students, Research and Engagement (Senior School) and Deputy Principal – Head of Junior School (Junior School), as applicable.</li> <li>• Student Driver Guidelines – updated section to match the Student Driver Guidelines and associated forms.</li> <li>• Updated Boarding contact numbers.</li> <li>• Updated Complaints and Appeals Policy section according to current version of the Complaints and Appeals Policy (V2.0 20/12/2023).</li> <li>• Links to policies and websites.</li> </ul>	08/01/2024

**Distribution Checklist**

No.	Recipient	Responsible	✓
1	Document location: T:\Policies and Procedures\7. CRICOS\Reference	EA to the Deputy Principal – Head of Senior School	✓
2	Staff Portal – PDF format, all St Hilda's staff access	Payroll & Compliance Officer <a href="mailto:compliance@sthildas.qld.edu.au">compliance@sthildas.qld.edu.au</a>	✓
3	St Hilda's School website sthildas.qld.edu.au	St Hilda's School marketing team <a href="mailto:marketing@sthildas.qld.edu.au">marketing@sthildas.qld.edu.au</a>	✓
4	Printed form: <ul style="list-style-type: none"><li>Principal's office</li></ul>	EA to the Deputy Principal – Head of Senior School	✓



ST HILDA'S SCHOOL  
GOLD COAST

# Non Nobis Solum

- Not for Ourselves Alone -