




TGS

INTERNATIONAL STUDENT HANDBOOK

2026

CRICOS #00564G
Reviewed January 2026

BONUS INTRA MELIOR EXI



This Student Handbook is to be read in conjunction with the Townsville Grammar School policies and procedures relating to International Students. The latest version of these policies is available on the School's website: www.tgs.qld.edu.au/international

Copies are also available by contacting the Advancement Office.

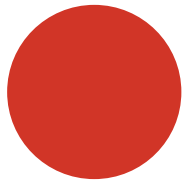
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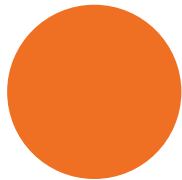
HOW TO USE THIS HANDBOOK

The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance

EXAMPLE: IMMEDIATE PRIORITY - 



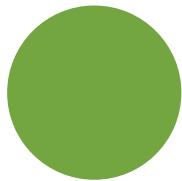
I NEED TO KNOW IMMEDIATELY!



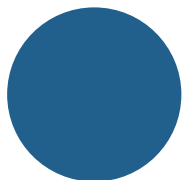
I NEED TO KNOW BY THE FIRST WEEK!



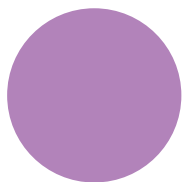
I NEED TO KNOW BEFORE CLASSES BEGIN!



I NEED TO KNOW BY THE END OF WEEK 4



I NEED TO KNOW BY THE END OF WEEK 6



I NEED TO GO BACK AND REMIND MYSELF OF THIS AS I GO THROUGH MY STUDY.



WELCOME



FROM THE PRINCIPAL

Welcome to the Townsville Grammar School.

Townsville Grammar School is a school where young people, irrespective of their innate abilities, can achieve their personal best. The School motto Bonus Intra Melior Exi, i.e. "come in good and go out better" is a guiding philosophy in our approach to the academic, sporting, cultural and character development of all young Grammarians who pass through the School.

I trust that you will enjoy your time as a Grammarian in Townsville.

Mr Connor Barrett

ACTING PRINCIPAL



IMPORTANT INFORMATION AND EMERGENCY CONTACTS

EDUCATION PROVIDER MAIN CONTACT DETAILS:

61 7 4722 4900
45 Paxton Street, North Ward QLD 4810

INTERNATIONAL STUDENTS - ADVANCEMENT OFFICE

Ms Julie Plath

Director of Advancement
61 7 47224900 admissions@tgs.qld.edu.au
45 Paxton Street North Ward Qld 4810 Australia

INTERNATIONAL STUDENT 24 HOUR EMERGENCY CONTACT

Ms Julie Plath - Director of Advancement

0413 999 443

HOMESTAY CO-ORDINATOR

AHN Website: www.homestaynetwork.org

EMERGENCY TELEPHONE NUMBERS:

Police, Fire, Ambulance - 000

DEPARTMENT OF HOME AFFAIRS

Brisbane

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

Cairns

Level 2, GHD Building, 85 Spence Street, Cairns QLD 4870
9 am to 4 pm Monday to Friday.
131 881

MEDICAL CENTRES:

Townsville Family Medical Centre

55 - 59 Keans Street, Currajong QLD 4810
61 7 4759 1100

TRANSPORT:

The easiest way to travel in Townsville is by taxi. There are also buses.

Taxis - 13CABS

Phone contact 24/7: 13 22 27
Online bookings and fare estimate can be found online at:

[HTTPS://WWW.13CABS.COM.AU/LOCATIONS/TOWNSVILLE/](https://www.13cabs.com.au/locations/townsville/)

Buses - Translink

Phone contact 24/7: 13 12 30
Fare, zone and ticket information can be found online at:

[HTTPS://TRANSLINK.COM.AU/TICKETS-AND-FARES/FARES-AND-ZONES/TOWNSVILLE](https://translink.com.au/tickets-and-fares/fares-and-zones/townsville)

PUBLIC FACILITIES:

Location of Automatic Teller Machines (ATMs)

ATMS are located in various locations around Townsville. The closest ATM to Townsville Grammar School is near McDonalds in North Ward.

LOCATION OF PUBLIC TELEPHONES

Public telephones are located in various locations around Townsville. The closest public telephones to Townsville Grammar School are near McDonalds in North Ward Shopping Village.

POST OFFICE

Belgian Gardens Post Office

Shop 12/31-45 Eyre St, North Ward QLD 4810

APPLICATION STEP-BY-STEP PROCESS MODEL

STEP 1: Student enquiry and application (Via agent, exhibition, email, phone or fax)

STEP 2: International admissions issues 'Offer of place'

STEP 3: Student acceptance. Return signed forms and fees

STEP 4: International admissions issues Electronic Confirmation of Enrolment (eCoE) and schedule health insurance (OSHC)

STEP 5: Student finalises visa conditions with Department of Home Affairs

STEP 6: Student makes travel and/or accommodation arrangements

STEP 7: Student arrives in Australia (greeted at airport by school representative if required)

STEP 8: International student orientation registration

STEP 9: Student registers for OSHC card and sets up bank account, mobile phone, etc.

STEP 10: School orientation

STEP 11: Classes begin

THINGS TO DO:

BEFORE LEAVING HOME:

- ☐ Apply for passport
- ☐ Arrange student visa
- ☐ Make contact with institution
- ☐ Arrange for immunisations and medications from my doctor
- ☐ Apply for a credit card and/or arrange sufficient funds
- ☐ Confirm overseas access to your funds with your bank
- ☐ Make travel arrangements
- ☐ Arrange travel insurance
- ☐ Advise institution of travel details
- ☐ Confirm accommodation
- ☐ Arrange transport from airport to accommodation

PACK BAGS BEING SURE TO INCLUDE THE FOLLOWING:

- ☐ Name and contact details of an institution representative
- ☐ Enough currency for taxis, buses, calls etc. in the event of an emergency

IMPORTANT DOCUMENTS:

- ☐ THIS HANDBOOK!
- ☐ Passport
- ☐ Letter of offer
- ☐ eCoE
- ☐ Certified copies of qualifications & certificates
- ☐ Travel insurance policy
- ☐ ID cards, drivers licence, birth certificate (or copy)

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

UPON ARRIVAL IN AUSTRALIA:

- ☐ Call home
- ☐ Settle into accommodation
- ☐ Contact institution
- ☐ Attend international student orientation
- ☐ Advise health insurance company of address & get card
- ☐ Open a bank account
- ☐ Get textbooks
- ☐ Start classes
- ☐ Get involved in student life and associations (eg music, sporting and cultural clubs).



PRE-ARRIVAL

INTRODUCTION TO AUSTRALIA

Australia is a modern and vibrant multicultural country. On your breaks from study you will have a wide choice of activities to enrich your experience - from cultural festivals, concerts and museums, to major sporting events.

Australian education has a strong international reputation for excellence. Whether you study at a university, school, vocational or English language institute, you will receive a quality education that will form a strong foundation for your future success.



Feeding a kangaroo



The beautiful Strand (Townsville)



Aboriginal art on a rock face



Visit the Great Barrier Reef

USEFUL LINKS:

WHY STUDY IN AUSTRALIA

WWW.STUDYAUSTRALIA.GOV.AU/EN/WHY-AUSTRALIA

THE AUSTRALIAN LIFESTYLE

WWW.AUSTRALIA.COM/EN/FACTS-AND-PLANNING/ABOUT-AUSTRALIA/THE-AUSSIE-WAY-OF-LIFE.HTML

TOURISM AUSTRALIA

WWW.TOURISM.AUSTRALIA.COM/EN

INTRODUCING TOWNSVILLE

Townsville is a city on the north-eastern coast of Australia, in the state of Queensland. Adjacent to the central section of the Great Barrier Reef, it is in the dry tropics region of Queensland. Townsville is Australia's largest urban centre north of the Sunshine Coast, with an estimated population of 181,743. Considered the unofficial capital of North Queensland, Townsville hosts a significant number of governmental, community and major business administrative offices for the northern half of the state.

Popular attractions include 'The Strand', a long tropical beach and garden strip; Riverway, a riverfront parkland attraction located on the banks of Ross River; Reef HQ, a large tropical aquarium holding many of the Great Barrier Reef's native flora and fauna; the Museum of Tropical Queensland, built around a display of relics from the sunken British warship HMS Pandora; and Magnetic Island, a large neighbouring island, the vast majority of which is national park.

INTRODUCING TOWNSVILLE GRAMMAR SCHOOL

Townsville Grammar School is the oldest secondary school in North Queensland, having commenced operations in 1888. The School's graduates include Rhodes Scholars and numerous academic prize winners, together with many prominent persons in government, law, medicine, education, the arts and industry.

The Senior and Middle Schools (Years 7-12) still remain on its original site of 6.53 hectares in the seaside suburb of North Ward, sitting in the shadow of Castle Hill and enjoying cooling breezes off Cleveland Bay.

In 1997, Townsville Grammar opened a Junior School campus at Annandale, and in 2015 a campus at North Shore. Both campuses cater for students from Pre-Prep to Year 6.

Townsville Grammar has approximately 1350 students, 120 of whom are boarders. The School hosts students from many different cultures and countries.

ARRANGING VISAS

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country.

The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field.

You should check with the education provider in Australia for their accredited agents in your country.

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

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

DEPARTMENT OF HOME AFFAIRS AND BORDER PROTECTION (IMMIGRATION)

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

WWW.HOMEAFFAIRS.GOV.AU/

Department of Foreign Affairs and Trade (DFAT)

As well as links from the Department of Home Affairs website the Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

WWW.DFAT.GOV.AU/EMBASSIES

MIGRATION AGENTS

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

EDUCATION AGENTS

Education agents promote various Australian education programmes and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle

free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

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

VISA CONDITIONS:

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

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

For a full list of mandatory and discretionary student visa conditions please visit

IMMI.HOMEAFFAIRS.GOV.AU/VISAS/GETTING-A-VISA/VISA-FINDER/STUDY

ARRANGING TRAVEL:

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

You should fly into either Brisbane or Cairns International Airport which is the closest international airport to Townsville. Townsville Grammar is located 5km from Townsville Airport.

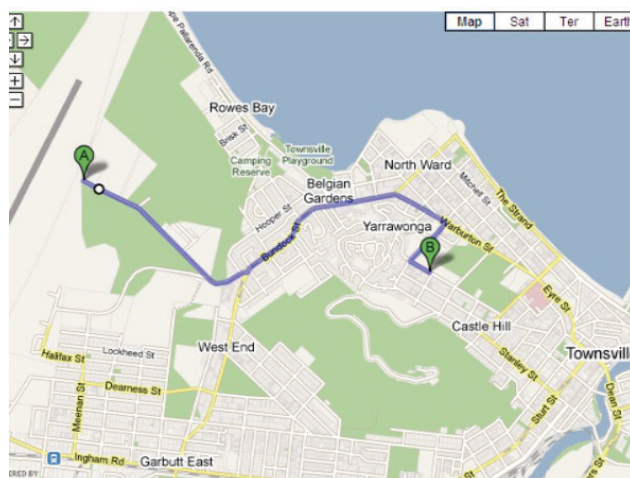
[HTTP://WWW.TOWNSVILLEAIRPORT.COM.AU](http://WWW.TOWNSVILLEAIRPORT.COM.AU)

DOCUMENTS

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

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

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.



WHAT TO BRING

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Border Force website to find out what you can bring into Australia:

WWW.ABF.GOV.AU/ENTERING-AND-LEAVING-AUSTRALIA/CAN-YOU-BRING-IT-IN

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia, but the price may be higher than in your own country.

SEASONAL CONSIDERATIONS

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February. Townsville is a tropical city, so most of the time the weather is warm.

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

CLOTHING

During the School day students will be wearing School uniform which you will purchase upon arrival. Outside school hours students usually dress informally. Jeans or shorts with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts; this is common during the hotter months.

OTHER ITEMS YOU MIGHT NEED TO INCLUDE

(MOST CAN ALSO BE PURCHASED IN AUSTRALIA)

Alarm clock
Handkerchiefs
Sandals, Thongs, Casual Shoes
Toiletries
Hat
Nightwear
Single bed sheets (2 fitted and 2 flat)
4 Pillowcases
Doona and cover
Mattress protector
Pillow
3 Towels
Sleeping bag
Casual clothing
Underwear
Good clothing for outings (eg collar shirts for boys)
Water bottle
Shoe cleaning kit
Coat hangers
Quantity of embroidered name tapes and a sewing kit
Swimming costume
Umbrella
Dictionary (bilingual)
Spare spectacles or contact lenses (if applicable)
Your optical prescription (if applicable)

OPTIONAL

Camera
Small gifts from home
Photos of friends and family
Music CDs or iPod
Personal Fan
Airtight plastic containers for storage of food

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

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



BRINGING YOUR COMPUTER, MOBILE PHONES, LAPTOPS OR MODEM

Australian customs have several laws regarding what you can and cannot bring into Australia.

Most electronic items can be brought into Australia without declaring. However, there are some items that may attract a Goods and Services tax (GST).

Extensive information regarding what you can bring into Australia is available online at the below websites:

[WWW.ABF.GOV.AU/ENTERING-AND-LEAVING-AUSTRALIA/
CAN-YOU-BRING-IT-IN/OVERVIEW](http://WWW.ABF.GOV.AU/ENTERING-AND-LEAVING-AUSTRALIA/CAN-YOU-BRING-IT-IN/OVERVIEW)

[WWW.ABF.GOV.AU/ENTERING-AND-LEAVING-AUSTRALIA/
DUTY-FREE](http://WWW.ABF.GOV.AU/ENTERING-AND-LEAVING-AUSTRALIA/DUTY-FREE)

Most overseas mobile devices can be used in Australia using wifi, international roaming or by purchasing a pre-paid sim through any Australian internet service provider.

Before bringing an overseas modem make sure that the modem is compatible with your chosen Australian internet service provider. There is also an option to 'hotspot' from your mobile device. Keep in mind hot spotting uses your mobile devices internet so be mindful of the amount of data you may use.

ON YOUR FLIGHT

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

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

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

ENTRY INTO AUSTRALIA

AUSTRALIAN IMMIGRATION

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

BAGGAGE CLAIM

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

DETECTOR DOGS

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

AUSTRALIAN CUSTOMS AND QUARANTINE

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

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

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

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives online at:

[WWW.ABF.GOV.AU/ENTERING-AND-LEAVING-AUSTRALIA/
CAN-YOU-BRING-IT-IN](http://WWW.ABF.GOV.AU/ENTERING-AND-LEAVING-AUSTRALIA/CAN-YOU-BRING-IT-IN)

ARRIVALS HALL

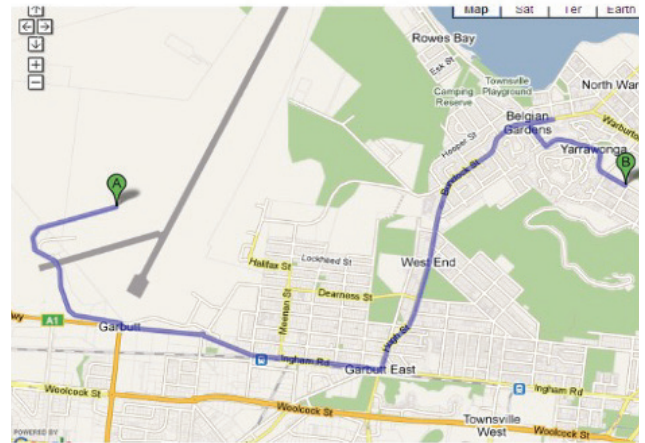
You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money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

From the international Arrival Hall you will then need to transfer to the Domestic terminal in that city. In Cairns, this is a short walk along a signposted path. In Brisbane, you will need to transfer via the train or bus. This service

is free of charge when you present your boarding pass for your domestic flight. Once in the Domestic terminal re-check your luggage for your domestic flight to Townsville and check the flights departure time.

GETTING FROM THE AIRPORT

The best way to get from the Townsville Airport is by Taxi.



SHUTTLE BUSES

Townsville Shuttle Services undertakes scheduled services to various hotels and motels, The Strand, City and Magnetic Island Ferries, The Transit Centre and the Coral Princess. Bookings are required and must be made at least 3hrs in advance to allow for shuttle scheduling. Bookings can be made online <https://shuttletsv.com.au/> or via phone: 0478 160 036

TAXIS

A Taxi rank is available outside the Townsville Airport entrance. Please instruct the taxi to take you to the "North Ward campus of Townsville Grammar School".

AIRPORT RECEPTION SERVICE

If you have pre-arranged for us to meet you at the Townsville Airport, a member of staff or Homestay supervisor will be there to meet you.

KEEPING IN CONTACT

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

Upon arrival, please make contact with the Homestay Co-ordinator or the International Student Contact person, using the contact details provided at the front of this book.

Arrangements will then be made for your School orientation, purchase of school uniforms, etc.

ACCESSING MONEY

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

HOW MUCH TO BRING

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$1500 to AU\$2000 available for the first two to three weeks to pay for temporary accommodation and transport.

You should bring most of this money on your debit or credit card. Traveller's cheques are another option to bring your money to Australia from overseas as they can be cashed at any bank or currency exchange in Australia.

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

CURRENCY EXCHANGE

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

ELECTRONIC TRANSFER

You can transfer money into Australia by electronic banking at any time. This is the fastest option and can be done through your mobile banking app or online. If you require help to setup internet banking please contact your Australian banking provider.

ATMS

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs.

Most Australian ATMs accept Cirrus, Maestro (both owned by MasterCard) and Plus (owned by Visa) cards. The ATM should display the logos of all networks it's compatible with.

All major international credit cards are accepted in Australia and your repayments can be made through online banking. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws

ARRANGING ACCOMMODATION

Your long-term accommodation arrangements will have been made at the time of applying for a Student Visa. You will be accommodated in one of the following ways:

- Boarding accommodation in the on-campus boarding facilities
- Homestay with an approved Homestay family
- With family or relatives living within Townsville

TEMPORARY ACCOMMODATION:

HOTELS, MOTELS

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time.

If you arrive early and would like to stay in a motel, the following are within close proximity of Townsville Grammar School.

Island View Motel

WWW.ISLANDVIEWMOTEL.COM.AU/

15-19 Victoria Street, North Ward QLD 4810

Phone: (61) 7 4771 2164 / Fax: (61) 7 4772 1270

Email: stay@islandviewmotel.com.au

Aquarius on the Beach

WWW.AQUARIUSONTHEBEACH.COM.AU/

75 The Strand, North Ward QLD 4810

Phone: (61) 7 4772 4255

Email: res@aquariusonthebeach.com.au

Robert Towns

WWW.ROBERTTOWNS.COM.AU/

261 Stanley Street, Townsville QLD 4810

(61) 7 4771 6900

Email: info@roberttowns.com.au

STAYING WITH FRIENDS OR FAMILY

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, as an international student you are required at all times to gain permission from Townsville Grammar School for any accommodation arrangements.





SETTLING-IN

LIVING IN TOWNSVILLE

Townsville is the largest regional city in Queensland, with a population of approximately 200,000 people. As a hub of industry, economics, medical and education facilities, Townsville has all of the features of a modern city, but is still small enough to be a safe and personal environment for its visitors and residents.

WEATHER AND SEASONS

Townsville has approximately 300 days of sunshine a year. The weather is usually tropical and warm, but the winter is often around 23 degrees in the daytime and slightly cooler in the evening. In the summer months (November – January) it is usually very warm and the city experiences a 'wet season' with heavy rainfall.

TIME ZONES

Australian Eastern Standard Time
Time zone in Townsville QLD (GMT+10)

LIFESTYLE

Townsville has a generally relaxed lifestyle, with many weekend activities to participate in. Students may experience such weekend activities as ten pin bowling, going to see the local sporting team – the Cowboys, or eating out at one of Townsville's many restaurants.

TYPES OF ACCOMMODATION

HOMESTAY

If accepted as a Homestay student to Townsville Grammar School, you will be placed with an approved Homestay family. The Homestay Co-ordinator will introduce you to your Homestay family and will also provide an orientation for you about the way that families will operate within the Homestay system. This will let you know exactly what you can expect from a Homestay family.

ON-CAMPUS BOARDING

If you are accepted as a Boarder student to Townsville Grammar School, you will be provided with a boarding area within one of our on-campus boarding houses. In this situation you will be living in a close proximity with a number of other students from Australia and you will be provided with shared facilities.

Please find Townsville Grammar School's Accommodation and Welfare policy in the Appendices section of this handbook.

SERVICES

TELEPHONES CALLING EMERGENCY SERVICES DIAL 000

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

PUBLIC TELEPHONES

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the Telstra emblem. All public telephone are now free for everyone to make calls anywhere within Australia.

Some 1300, 019 numbers and international calls from pay phones are charged from 50c per call up to 50c per 15 seconds. Exact cost can be found on the Telstra website at.

WWW.TELSTRA.COM.AU/CONSUMER-ADVICE/PAYPHONES

MAKING PHONE CALLS WITHIN AUSTRALIA

TO MAKE INTERNATIONAL PHONE CALLS:

Dial – international access code (0011) + the country code + the area code (if required) + phone number
Overseas country codes can be found on the Telstra website:

WWW.TELSTRA.COM.AU/HOME-PHONE/INTERNATIONAL-CALLING/INTERNATIONAL-DIALLING-CODES

TO MAKE DOMESTIC PHONE CALLS:

Dial – the area code + phone number

- (02) ACT, NSW
- (03) VIC, TAS
- (07) QLD
- (08) SA, WA, NT



Using your web browser to search or visiting www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

CALLING AUSTRALIA FROM OVERSEAS

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Townsville would be 7 instead of 07), and then dial the required number.

Example: International access number +61 7 4722 4900

MOBILE/CELL PHONES

Chances are your mobile phone will work in Australia, however, you have a few different options if you want to stay connected during your stay – activate your international roaming (or your mobile phone's data roaming plan), connect to local wifi, or purchase an Australian SIM card and join a local network.

Australian phone networks work on GSM technology. This is the standard in most countries around the world, so your phone should work in significant parts of Europe, Asia, US, UK, and New Zealand. Other countries may have a mix of technologies, so you might have to do a bit of research to make sure there's a provider who'll support your device.

COMPUTER & INTERNET ACCESS

Australia has many internet providers who will also provide you with internet access.

Some of Australia's top internet providers are, Telstra, Optus, Vodaphone, Dodo, TPG, iiNet.

You may be able to make arrangements with your chosen provider to bundle your internet and mobile phone.

On campus you are able to access the internet and email via your student login code and password. There are several computer labs and computers available in the Library before and after school each day. Internet access is available also through your Homestay and through the Boarding Houses via wireless internet access.

You will find free Wi-Fi hotspots in many public places such as shopping malls, libraries, cafes and restaurants, however, the security of your data will not be guaranteed.

You can purchase a mobile data plan to access the internet from your phone or device. Important: Remember to have your device unlocked before you arrive in Australia.

AUSTRALIA POST

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

SMALL LETTERS

The cost of posting a small letter for distribution in Australia is an AU\$1.50 postage stamp which you affix to the envelope.

A SMALL LETTER HAS THE FOLLOWING CHARACTERISTICS:

No larger than 130mm x 240mm

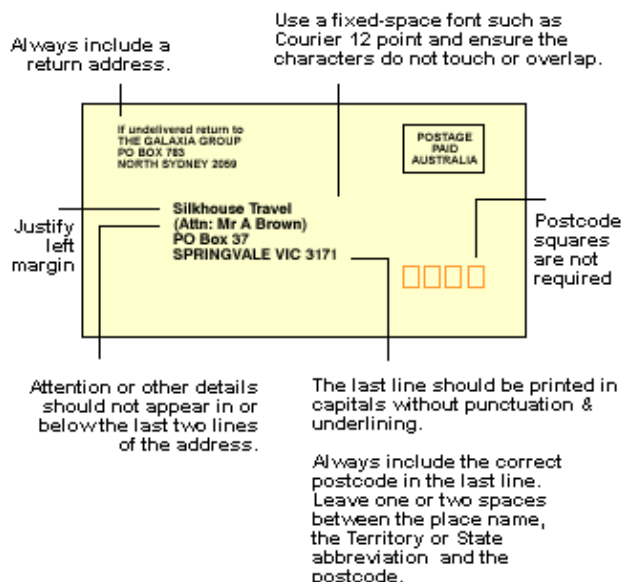
No thicker than 5mm

Maximum weight 250g.

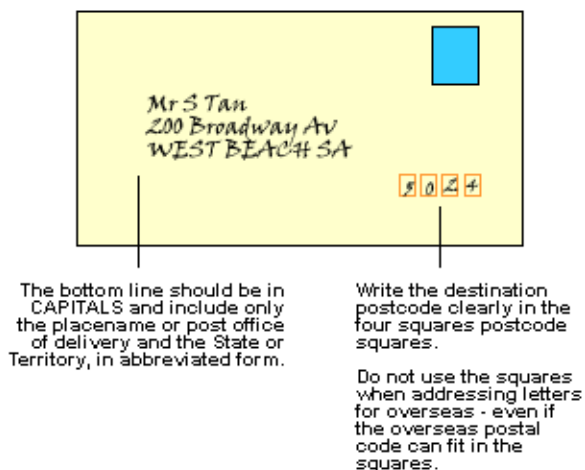
ENVELOPE LAYOUT

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

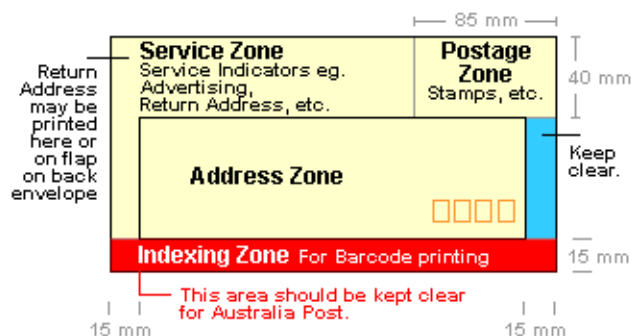
Typical Machine Addressed Envelope



Typical Hand Addressed Envelope



Envelope Face Format - Allocation of Zones



SUPPORT GROUPS

Most support will come from your House Parents, the Director of Boarding, the Director of Enrolments, and your Year Level Co-ordinators. If there is another support group or church group that you would like to detail, please write it here:

GETTING AROUND

PUBLIC TRANSPORT

Taxis & UBER

13CABS – 13 22 27

Taxi fare estimates and online bookings can be made online:

WWW.13CABS.COM.AU/LOCATIONS/TOWNSVILLE/

Buses

Translink – 13 12 30

Bus fares, zones and ticket prices are available online:

TRANSLINK.COM.AU/TICKETS-AND-FARES/FARES-AND-ZONES/TOWNSVILLE

Bicycles

Australia has safety, road rules and laws when riding a bicycle.

Anyone riding a bike in Australia must wear a proper fitting bike helmet that meets the Australian/New Zealand safety standard AS/NZS 2063.

Mandatory bicycle helmet laws were introduced in July 1990. This applies when riding on roads, bike and shared paths, in bike lanes, recreational parks and car parks, and on footpaths (where legal).

Police may stop bike riders and issue a fine or a warning for not wearing an approved bicycle helmet.

Queensland bicycle laws are available online at:

WWW.QLD.GOV.AU/TRANSPORT/SAFETY/RULES/WHEELED-DEVICES/BICYCLE

SHOPPING

WHERE TO SHOP

Major shopping centres within Townsville can be found in Aitkenvale – “Townsville Shopping Centre”, in Hyde Park, “Castletown Shoppingworld” and Kirwan at “Willows Shopping Centre”.

BUSINESS HOURS

These centres all open 7 days a week, except for public holidays, and are generally open from about 9am until about 5pm.

BARGAINING/HAGGLING

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price. If you are purchasing more than one item, you may have more bargaining power. Begin the bargaining process by asking:

"What's the best price you can give me?"

Or at a garage sale, you might pick up several items whose combined total is \$50 and say:

"I'll offer you \$30 for all of these."

PURCHASING AN ITEM

The most common methods of purchasing items are by cash or EFTPOS. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia. Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

HEALTH:



EMERGENCIES – DIAL 000

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

POLICE

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly on: (07) 4759 9777

FIRE

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

AMBULANCE

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

STATE EMERGENCY SERVICE (SES)

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

LIFELINE

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

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone

counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

POISONS INFORMATION LINE

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 13 11 26.

TRANSLATION SERVICES

The Australian Translation Services offer 24/7 support and can be contacted by phone (03) 52940570 or online via website at

AUSTRALIANTRANSLATIONSERVICES.COM.AU/NAATI-TRANSLATOR

OVERSEAS STUDENT HEALTH COVER (OSHC)

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

HOW DO I GET OSHC?

You have been asked for an OSHC payment in the education offer package you receive from Townsville Grammar School. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia. This cover will then extend for the length of your approved visa period.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to

change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

At Townsville Grammar we will arrange your OSHC with Medibank Private on your behalf, unless you provide evidence of alternative OSHC from one of the 4 registered providers.

OSHC PROVIDERS

Medibank Private:

WWW.MEDIBANK.COM.AU

Allianz Care Australia:

WWW.ALLIANZCARE.COM.AU

BUPA OSHC:

WWW.BUPA.COM.AU/HEALTH-INSURANCE/OSHC

Australian Health Management:

WWW.AHMOSHC.COM.AU/

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

FURTHER INFORMATION ON OSHC CAN BE FOUND AT:

[HTTPS://WWW.HEALTH.GOV.AU/RESOURCES/COLLECTIONS/OVERSEAS-STUDENT-HEALTH-COVER-OSHC-RESOURCES](https://www.health.gov.au/resources/collections/overseas-student-health-cover-oshc-resources)

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

WHAT AM I COVERED FOR?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals. Please visit the website for further information: Medibank Private:

WWW.MEDIBANK.COM.AU

HOW DO I USE MY OSHC CARD?

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

HOW DO I MAKE A CLAIM?

Information regarding making a claim can be found on their website at:

[HTTPS://WWW.MEDIBANK.COM.AU/HEALTH-INSURANCE/USING-YOUR-COVER/CLAIM/](https://www.medibank.com.au/health-insurance/using-your-cover/claim/)

If you are a boarder at the School, the School nurse will be able to assist you. If in Homestay, your Homestay family will be able to assist you with this.

TYPES OF HEALTH CARE IN AUSTRALIA

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



PUBLIC SYSTEM

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

SEE ALSO: ATTENDING AN AUSTRALIAN HOSPITAL

PRIVATE SYSTEM

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

ATTENDING AN AUSTRALIAN HOSPITAL

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

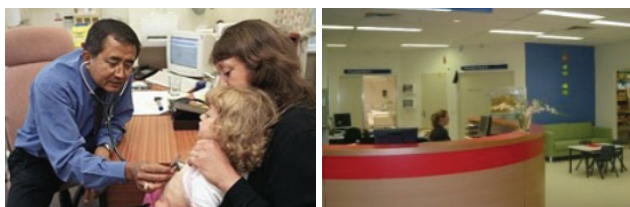
There are extensive waiting times for elective surgeries at public hospitals, e.g., for orthopedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

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

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

GENERAL PRACTITIONERS (GPs)

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



MEDICAL SERVICES

WHAT DO I DO IF I'M SICK?

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

If you are under 18, the School Nurse or homestay parent can help you find a doctor and accompany you to the appointment.

SEEING A DOCTOR

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

PUBLIC HOSPITAL WAITING TIMES

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients - international students and Australian citizens alike.

PHARMACIES

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

PRESCRIPTION MEDICATION

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than Approx. AU\$30.00 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

OVER-THE-COUNTER MEDICATION

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

DENTAL AND OPTICAL

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

INTERPRETER SERVICES

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

[HTTPS://WWW.TISNATIONAL.GOV.AU/](https://www.tisnational.gov.au/)

MEDICAL FACILITIES IN TOWNSVILLE

Townsville has excellent medical services available. If you do become ill speak with your Houseparent, the School Nurse and / or your Homestay parents and they will assist you in accessing the appropriate services for your illness or injury.

For your own knowledge below is a list of the different medical services you could need and telephone numbers for each. Below are some of Townsville's most frequently used medical services.

HOSPITALS

TOWNSVILLE HOSPITAL

100 Angus Smith Drive Douglas QLD 4814
Ph: (07) 4796 1111

MATER HOSPITAL

21-37 Fulham Road, Pimlico QLD 4812
Ph: (07) 4727 4444

MEDICAL CENTRES

Townsville GP Superclinic

87 Charters Towers Rd, Hyde Park QLD 4812
Ph: (07) 4753 0888

X-RAY

Queensland X-Ray

9-13 Bayswater Rd, Hyde Park QLD 4812
Ph: (07) 4759 2800

PATHOLOGY

Sullivan Nicolaides Pathology Townsville - Pimlico

32 Fulham Rd, Townsville City QLD 4812
Ph: (07) 4727 5558

PHARMACIES

North Ward Pharmacy

Shop 5, North Ward Shopping Village 31-45 Eyre St,
North Ward QLD 4810
Ph: (07) 4721 2211

GENERAL HEALTH

Maintaining good health is of vital importance when studying abroad.

[HTTPS://NUTRITIONAUSTRALIA.ORG/](https://nutritionaustralia.org/)

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

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

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

(Source: Education Abroad Programme, UCLA)

MENTAL HEALTH

Most students experience homesickness at some stage and some experience anxiety and stress, especially when they are far from home. In these cases, feel free to talk openly and honestly about your feelings with your Boarding master / mistress or Homestay parents. During School times you can also discuss your feelings with your Year Level Co-ordinator, Head of School, the School Counsellor, the International Student Co-ordinator, or any other adult or teacher in the School with whom you feel comfortable.

There are also other services available over the phone, online or even one on one. Please see below some possible services should you require:

Headspace National Youth Mental Health Foundation:

[HTTPS://HEADSPACE.ORG.AU/](https://headspace.org.au/)

Beyond Blue:

[HTTPS://WWW.BEYONDBLUE.ORG.AU/](https://www.beyondblue.org.au/)

Head To Health Townsville:

[HTTPS://HEADTOHEALTH.NEAMINATIONAL.ORG.AU/TOWNSVILLE/TOWNSVILLE-HEAD-TO-HEALTH](https://headtohealth.neaminational.org.au/townsville/townsville-head-to-health)

PHYSICAL HEALTH

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

- Exercise – do at least 30mins of moderate exercise a day
- Sleep – get at least 8-9 hours of sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday

MANAGING MY FINANCES:

INITIAL EXPENSES

This is an example of some of the expenses you might encounter when you first come to Australia:

EXPENSE	ESTIMATED COST (AUD)
Mobile phone and/or network sim card	100
Uniforms (all new uniform costs only estimated)	1200
Textbooks & stationary (estimate only)	350
Sheets, towels, pillow, bed covering	150
School shoes (Leather lace-up particular style)	100
TOTAL:	\$1900

SETTING UP A BANK ACCOUNT

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. 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)

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. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see:

[HTTPS://WWW.RATECITY.COM.AU/BANK-ACCOUNTS/BEST](https://www.ratecity.com.au/bank-accounts/best)

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. At the time you are setting up your account you can request these services from your bank.

BANK & ATM LOCATIONS IN TOWNSVILLE

NATIONAL AUSTRALIA BANK

420 Flinders Street, Townsville QLD 4810
Phone: 13 22 65

[WWW.NAB.COM.AU](http://www.nab.com.au)

ANZ

121 Sturt Street, Townsville QLD 4810
Phone: 13 13 14

[WWW.ANZ.COM.AU](http://www.anz.com.au)

COMMONWEALTH BANK

121 Sturt Street, Townsville QLD 4810
Phone: 13 22 21

[WWW.COMMBANK.COM.AU](http://www.commbank.com.au)

WESTPAC BANK

Shop 56, Woolcock Street, Castletown Shoppingworld
Phone: 4722 2911

[WWW.WESTPAC.COM.AU](http://www.westpac.com.au)

SUNCORP

Shop 205, Woolcock Street, Castletown Shoppingworld
Phone: 13 11 55

[WWW.SUNCORPBANK.COM.AU](http://www.suncorpbank.com.au)

CREDIT UNION AUSTRALIA

Shop 3/383 Flinders Street, City Arcade Townsville City
Phone: 4766 1200

[WWW.CUA.COM.AU](http://www.cua.com.au)

(NB – this list is just a sample of some financial institutions in Australia)

BANKING HOURS

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

BANK FEES

Bank fees are the price you pay for the products and services that banks offer. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account.

Some banks waive some fees if you are a full-time student. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

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

ACCESSING MONEY FROM MY ACCOUNT

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

ATMS (AUTOMATIC TELLING MACHINES)

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

SEE ALSO: USING AN ATM.

EFTPOS

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

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

SEE: USING AN ATM.

TELEPHONE BANKING

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

INTERNET BANKING

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

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

OVER-THE-COUNTER SERVICE

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

PAYING BILLS

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonored payment – both can cost you money.

ACCOUNT STATEMENTS

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

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

(Source: Australian Bankers' Association Inc.)

USING AN ATM

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

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

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

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

(Source: Australian Bankers' Association Inc.)

SAFETY WHEN CARRYING MONEY

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

"Don't carry large amounts of cash!"

The second is:

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

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

WORKING IN AUSTRALIA

PERMISSION TO WORK

From 1 July 2023, student visa holders can work no more than 48 hours a fortnight while studying. Student visa holders have no work restrictions when their course of study or training is not in session. These restrictions allow students to focus on obtaining a quality Australian education and qualification, while also gaining valuable work experience and contributing to Australia's workforce needs.

For more information please visit the Australian Government department of Home Affairs website:

[HTTPS://IMMI.HOMEAFFAIRS.GOV.AU/VISAS/GETTING-A-VISA/VISA-LISTING/STUDENT-500/TEMPORARY-RELAXATION-OF-WORKING-HOURS-FOR-STUDENT-VISA-HOLDERS](https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders)

WORKING WHILE STUDYING

Students must know their visa conditions, including their work rights in condition 8105. Work rights may be impacted by the course level and the visa held when applying for a student visa.

Students cannot work before their course starts. Some students may be able to work before their course starts, if they held a visa that permitted them to work when they applied for their student visa. Your right to work before your course starts depends on your individual circumstances. To see the work conditions for your visa, check here:

[HTTPS://IMMI.HOMEAFFAIRS.GOV.AU/VISAS/ALREADY-HAVE-A-VISA/CHECK-VISA-DETAILS-AND-CONDITIONS/OVERVIEW](https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/overview)

FINDING WORK

Your first priority whilst you are at Townville Grammar School is to make the most of your study opportunities. We do not encourage students to look for part time work, and even then only to take short shifts – say about 3 to 4 hours per week.

If you do wish to begin looking for a small part-time job you should discuss this with the Director of Boarding or your Homestay family before doing so, as they will need to let you know whether these arrangements would fit in with their usual routines.

EARNING AN INCOME

TAXES

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

GETTING A TAX FILE NUMBER

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at

WWW.ATO.GOV.AU

or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

TAXATION RETURNS

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

Lodge online using e-tax at

WWW.ATO.GOV.AU

For a registered tax agent visit

WWW.TPB.GOV.AU

Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

SUPERANNUATION

Before 1 July 2022, you did not have to pay super guarantee for a worker earning less than \$450 a month. Now superannuation is paid regardless of your earnings.

Generally, all employees are eligible for super guarantee. It doesn't matter if the employee is:

- full time, part time or casual
- receiving a super pension or annuity while working (this includes employees on transition to retirement)
- a temporary resident, such as a backpacker

- a company director
- a family member working in your business.

There are additional eligibility rules for:

- employees under 18
- domestic or private workers
- contractors
- international workers
- self-employed people
- high income earners who opt out of super.

To check your eligibility to claim your superannuation and to apply for your payment, visit:

[HTTPS://WWW.ATO.GOV.AU/BUSINESSES-AND-ORGANISATIONS/SUPER-FOR-EMPLOYERS/WORK-OUT-IF-YOU-HAVE-TO-PAY-SUPER](https://www.ato.gov.au/Businesses-and-Organisations/super-for-employers/work-out-if-you-have-to-pay-super)

You will need to provide the details of your superannuation fund to your employer. (Source: Australian Taxation Office)

LAWS AND SAFETY IN AUSTRALIA

OBEYING THE LAW

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

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

You can find a comprehensive outline of Australian law and the legal system at:

[HTTPS://IMMI.HOMEAFFAIRS.GOV.AU/SETTLEMENT-SERVICES-SUBSITE/FILES/ENGLISH-AUSCO-AUSTRALIAN-LAW.PDF](https://immi.homeaffairs.gov.au/settlement-services-subsite/files/english-ausco-australian-law.pdf)

LEGAL SERVICES & ADVICE

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system. Legal advice can be obtained from a Legal Aid representative.

[HTTPS://WWW.LEGALAID.QLD.GOV.AU](https://www.legalaid.qld.gov.au)

HOMELEGAL AID QUEENSLAND - TOWNSVILLE:

Northern Securities Building, Level 4/22 Walker St, Townsville City QLD 4810

P: (07) 4758 5300

Office Hours: 8:30am to 4:30pm

CHILD PROTECTION LAWS

CHILD PROTECTION LEGISLATION BY JURISDICTION

In Australia, state and territory governments are responsible for statutory child protection in Queensland.

Jurisdiction & legislation acts can be found on the Australian Government/Australian Institute of Health & Welfare at:

[HTTPS://WWW.AIHW.GOV.AU/REPORTS-DATA/HEALTH-WELFARE-SERVICES/CHILD-PROTECTION/CHILD-PROTECTION-LEGISLATION-BY-JURISDICTION](https://www.aihw.gov.au/reports-data/health-welfare-services/child-protection/child-protection-legislation-by-jurisdiction)

INTERNET SAFETY & SECURITY

INTERNET ACCESS ON ARRIVAL

Internet access is available from 8am until 5pm each day on campus in both the School Library and the School Computer labs. In addition to this you can access the internet via the Boarding house wireless connection or through your Homestay family's internet access. If you are going to use a great deal of internet it is advisable to set up your own internet account with a USB modem for internet connection.

Internet costs in Australia are high and you must be considerate of this when using it.

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increased level of economic online transactions has seen criminal activity on the internet also increase. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

- Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
- Regularly download and install the latest security patches for your computer software, including your web-browser. Use automatic software security updates where possible.
- Use a firewall and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
- Delete suspect emails immediately. Don't open these emails.
- Don't click on links in suspect emails. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
- Only open an attachment to an email where the sender and the contents of the attachment are known to you.
- Don't download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
- Use long and random passwords for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
- Use a limited permission account for browsing the web, creating documents, reading email, and playing games. If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

(Source: Australian Communications and Media Authority)

PERSONAL SAFETY

When you are out and about it is important to be alert and aware of your personal safety.

If you are going out at night remember:

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

If you are out and about:

Be alert to your surroundings and the people around you, especially if you are alone or it is dark

- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- Always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge. (Source: Australian Federal Police)

PUBLIC TRANSPORT SAFETY

Public transport, where available can be a great way to get around in Australia. There are lots of measures in place to help keep you safe. These include security officers, guards, help points, good lighting, and security cameras. Follow the below tips to stay safe on buses, trains, ferries.

BUSES

Follow the below tips to stay safe on buses, trains, ferries and trams.

- If travelling at night, plan to travel with someone you know.
- If travelling alone by train or tram at night, choose the carriage closest to the driver or guard.
- Inform the driver if you're feeling threatened by others.
- Tell a friend your travel route and let them know when you have arrived.
- At night, wait for transport in a well-lit area with CCTV (security) cameras.
- Check transport timetables to avoid long waits, particularly at night.
- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you.
- If you see any suspicious activity, inform the driver

TAXIS/UBER

Travelling by taxi can be a convenient alternative to driving or taking public transport.

When you hire a taxi, both you and the driver have the right to fair and safe travel.

PASSENGER RIGHTS

As a taxi passenger, you have the right to:

- choose the route to your destination.
- refuse multiple hiring or share riding.
- request a fare estimate.
- be charged the correct fare (including flagfall, tolls and fees) and receive the correct change
- be charged according to the maximum taxi fares and not be charged a booking fee if you hail a taxi or enter a taxi waiting at a rank.
- travel in a vehicle that is safe and comfortable.
- be given an itemised receipt if you request it.
- ask for help to get into or out of the taxi.
- ask for help to load and unload your luggage if it is not unreasonably heavy.
- travel with an assistance animal if needed.

- use an accessible taxi if needed.
- give feedback about the taxi service.

If you feel that your rights have not been fulfilled after using a taxi, you can complain about the service.

For all compliance and safety please visit:

[HTTPS://WWW.QLD.GOV.AU/TRANSPORT/PUBLIC/TAXI/SAFETYANDCOMPLIANCE](https://www.qld.gov.au/transport/public/taxi/safetyandcompliance)

ALCOHOL, SMOKING, & DRUGS

ALCOHOL

Alcohol use is illegal for those aged under 18 years. In addition you can be expelled from Townville Grammar School for being in possession of or under the influence of alcohol or illegal drugs at School or on any School related activity.

This will have immediate and long term impacts on your right to study in Australia and means you can be asked to leave the country immediately. **We therefore strongly advise that you do not consume drugs or alcohol during your stay in Australia.**

STANDARD DRINKS

Once you are over 18 years of age you can legally consume alcohol outside the School environment. The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:
A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.

PLEASE KEEP IN MIND:

- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Premixed bottled drinks often contain more alcohol than a standard drink.

SMOKING/VAPING

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces. Townsville Grammar School is a non-smoking/vaping zone. Cigarettes and vapes are not allowed at Townsville Grammar School, inclusive of all of the boarding facilities. In addition Homestay homes do not allow smoking/vaping. For your own health we can assist you with a Quit Smoking programme if you are a regular smoker.

DRUGS

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

DANGER:

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

(Source: Australian Drug Foundation)

AVOIDING DANGEROUS AREAS AND ACTIVITIES

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

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

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

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

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

MAKING NEW FRIENDS

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

However you meet people, remember to be careful. When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. With people you don't know well, always arrange to meet them in a public place, like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

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

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

SEXUAL ASSAULT

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

- When socialising, be smart.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

WHAT DO I DO IF I AM ASSAULTED?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service. At Townsville Grammar we have a Student Counsellor, or you may find it easier to speak with your Year Level Co-ordinator, Head of School, the International Student officer or the School Nurse.

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

SOCIAL ACTIVITIES

WHAT IS SCHOOLIES WEEK?

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

Schoolies Week is not compulsory and many students – Australian and international – choose not to attend any Schoolies celebrations. You have been away from your family for a long time and we encourage you to return home to them instead of going to Schoolies.

If you do, however, decide to attend, you need to provide the International Student officer with a written letter of permission from your parents, stating that they give permission for you to attend this event. They will also need to provide details of exactly where you will be going, with whom, accommodation arrangements, transport arrangements, dates. They will also need to state in their letter that they know that the School does not have any control or influence over the activities that you will be involved with whilst attending Schoolies Week.

Permission will only be granted if you are 18 years of age or over. If you are under 18, permission will not be given under any circumstances.

Official schoolies events, which are drug and alcohol free, are held at many schoolies destinations, they include concerts, dances and parties. For all official events, attendees are required to be a registered schoolie and present schoolie ID on entry. This schoolies ID, which at some locations includes a photo, is given to schoolies upon registering, which requires the presentation of current school ID and incurs a small fee. At many destinations, the official events are held in fenced-off areas or in nightclubs to prevent the infiltration of toolies (“too old for schoolies”, which are associated with the targeting of drunk teenagers for sex) and to maintain crowd control. Some events are free while others (often those held at nightclubs) incur an entry fee.

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

CELEBRATE BUT WATCH YOUR FRIENDS:

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

(Source: Queensland Government Schoolies Week)

Stay with your friends and don't take chances.

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

Look out for them

if you require assistance.



STUDYING

TO BEGIN:

ARRIVE EARLY

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

Arriving early to attend orientation gives you the chance to;

See and talk to the most important people you will need to know at the institution.

- International Office staff and their duties
- Deputy Principal, Curriculum
- ESL teacher
- Accommodation/Homestay Coordinator
- Counsellor
- Find your way / tour around the campus
- Library
- Computer rooms and facilities
- Recreation and eating areas
- Classrooms

Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.

Find your way around the public transport/ City/ to and from your accommodation.

Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

WHAT TO DO FIRST

Report to the Front Office.

At this point your documentation will be collected, including copies taken of your passport, Student Visa documents, and initial introductions to relevant staff.

INTERNATIONAL STUDENT ORIENTATION

Once you have finished purchasing of uniforms and have settled into your accommodation, a suitable time for your Orientation session will be arranged. This will occur as soon as practicable. At this time you will receive your course orientation.

INTERNATIONAL STUDENT 'CODE OF CONDUCT'

Townsville Grammar School exists as a place where a complete education may be undertaken in a helpful and co-operative environment. It is important that an atmosphere exists which will foster the development of the mind, body and character. It is essential, therefore, that all associated with the life of the School regard themselves and other persons with dignity and respect. It is important all learn the importance of co-operating in a community with many diverse interests. Students are encouraged to develop a common concern for the well being of all members of the School community.

ACADEMIC POLICIES & PROCEDURES

A detailed set of academic policies and procedures is available in the Townsville Grammar School Handbook, which is available electronically.

Specifically, regulations with regard to awards, assessment, tutorials etc. is all contained within this Handbook.

In summary Townsville Grammar School's academic charter is as follows:

ACADEMIC CHARTER

At Townsville Grammar School we believe that teaching and learning is our core purpose. We believe that the achievement of enhanced academic outcomes and personal best performance is a product of shared values, practices and commitment to excellence.

At Grammar we believe that:

- Excellence is a product of personal best effort.
- Academic honesty and integrity are not negotiable.

- Students must accept responsibility for their own performance.
- Excuses for academic underachievement are always unacceptable.
- Teachers play a pivotal role in the management of optimal student learning experiences.
- Girls and boys learn differently and teaching practices must recognise not only differences in what boys and girls can do, but what boys and girls want to do.
- Engaging and authentic teaching and learning practices will integrate learning technologies to enable our students to be more fully prepared for life beyond school.
- Families and the boarding environment play a key role in enhancing student learning outcomes.
- The School accepts responsibility for reporting to parents in a manner that is both timely and meaningful.
- The School accepts responsibility for promoting an academic culture where learning and scholastic achievement are highly valued.

COMPLAINTS & GRIEVANCES

Townsville Grammar School has a Complaints and Appeals process which complies with commonwealth and state requirements. Access to this process is available to an overseas student at any time, but it has prescribed conditions under Standards 10, 11 and 13. If the School's Complaints and Appeals process is invoked under any of these standards, provisions under Standard 5 will also be applicable if the student is under 18 years of age and the School has approved accommodation, support and welfare arrangements. This policy is available below and under the Policies section of the School's website:

[/WWW.TGS.QLD.EDU.AU/ABOUT-TGS/POLICIES-FORMS/](http://WWW.TGS.QLD.EDU.AU/ABOUT-TGS/POLICIES-FORMS/)

Hard copies of this policy are also available from the International Student co-ordinator's office. A copy is provided in Section 6 (Appendices) of this Handbook.

CURRENT ADDRESS DETAILS

Students on an International Student Visa no longer need to keep informed of their home address in Australia, as Department of Home Affairs will check these details with your education provider if required. Therefore, you **MUST** maintain a current residential address on your student file **AT ALL TIMES**.

If you change address, telephone number or any other details please come to the Front office and collect and complete a "Change of address" form.

STUDENT ADMINISTRATION INFORMATION

ACCOUNTS & ADMINISTRATION

Terms and Conditions of Enrolment

FEES

Fees are paid by term in advance. There are 2 terms per semester and 2 semesters per year. Fees are set annually but may change during the year. Families are issued a monthly statement of account. Fees are normally due on the first day of each term. A due date appears on all statements.

The School reserves the right to rescind scholarships and bursaries in the event of late payment of fees.

Outstanding fees constitute a debt payable to the Trustees of the School. Overdue fees may be placed in the hands of a collection agency. If necessary the Trustees may take legal action to recover debts to preserve the viability of the School.

ABSENCES DURING TERM

No allowances against fees will be made for late returns to School or absence during the term, including those due to disciplinary suspensions, or for the early completion of Year 12.

CANCELLATION OF ENROLMENT

The School reserves the right to cancel a student's enrolment for non-payment of School fees. Enrolment will be cancelled at the end of a term if fees for that term or prior terms have not been paid, unless an approved payment arrangement has been made.

NOTICE OF WITHDRAWAL

One half terms notice in writing is required in the event of a child's withdrawal, otherwise one half terms fees will be payable. If a student is asked to leave the School in the first half of a term, half of a terms fees will be refunded. During the last half of a term, no fees will be refunded. For students not returning the following year written notice is required by 31 October, otherwise one half terms fees will be payable for the following year.

PAYMENT OF ACCOUNTS

The following methods of payment are available:

- Over the counter at the School office, by cash, cheque, credit or debit card
- By mail using a completed statement of account remittance advice for card payments or by enclosure of cheque or money order
- By telephone for card payments
- By BPAY and Internet banking using BPAY information provided on the fee statement
- By direct deposit

School Banking Details

Account Name: Townsville Grammar School
Bank: National Australia Bank, Sturt Street
BSB: 084970
Account: 508996603

ID CARDS

During the annual school photo sessions, students can apply to also receive a Student ID card. These are an additional cost and a replacement fee is also charged if they are lost.

TEXTBOOKS

Textbooks are available from Box of Books. Text book lists are available on the School's website and also from the Front office.

TRANSFER

Students wishing to transfer to or from Townsville Grammar School should consult the International Student Co-ordinator and be aware of the School's Transfer Policy. A full copy of the Transfer Policy is available in the Appendix of this booklet.

DEFERRING, SUSPENDING OR CANCELLING ENROLMENT

Once a student has been accepted into a course at Townsville Grammar School they can defer their course, or it is possible that they will be suspended or have their enrolment cancelled for a number of different reasons.

A full copy of Townsville Grammar School's policy for deferring, suspending or cancelling enrolments is available in the appendix of this handbook.

STUDENT SUPPORT SERVICES

INTERNATIONAL STUDENT OFFICE

Front Office, North Ward campus
P: 61 7 4722 4900

Or International Student Co-ordinator: 61 7 4722 4973
24 Hour Emergency Contact: 0409 054 107

ACADEMIC SKILLS ASSISTANCE

Director of Curriculum: 4722 4946

CAMPUS PASTORAL CARE

Year 1 to Yr 6 – Head of Junior School: 61 7 4722 4955

Year 7 – Year 7 Co-ordinator: 61 7 4722 4957

Year 8 – 12 Heads of House:

Hodges House: 61 7 4722 4921

Miller House: 61 7 4722 4954

Rowland House: 61 7 4722 4962

Whight House: 61 7 4722 4979

COUNSELLING

Head of Counselling & Learning Performance:
61 7 4722 4903

ACCOMMODATION / HOMESTAY COORDINATOR

For boarding students the key personnel are the Director of Boarding and the House parent who is resident in their dormitory.

Director of Boarding emergency contact number is:
0410 713 267

For Homestay Students the key personnel is the Homestay Co-ordinator.

Her emergency contact number is: 0415 898 531

ESL SUPPORT OFFICER

The Head of Modern Languages, in collaboration with the Director of Curriculum, co-ordinate the ESL support services for the International students on the North Ward campus. The Head of Modern Languages is located in the Modern Languages staffroom in the Middle School building. On the Annandale campus, the Educational Support Co-ordinator in conjunction with the Head of Junior School co-ordinates ESL Support.

QUICK GUIDE TO KEY PERSONNEL:

WHO TO SEE

ISSUES

ACADEMIC

Teachers

Questions about content of units, teaching procedures, assessment.

Director of Curriculum

Questions about the programme as a whole, academic regulations, difficulties with study, decisions to defer from study (Inform International Student Co-ordinator.)

Heads of faculty

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

ADMINISTRATIVE

International Student Adviser

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

International Student Adviser

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

Student Administration

Timetable, registration in subject units, change of address.

PERSONAL

Student

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

International Student Adviser

Sexual harassment, discrimination issues.

Director of Curriculum

Examination / study adjustments.

CAMPUS AND FACILITIES

Please find a campus map on the back page of this document.

CALENDAR OF EVENTS:

A full calendar of school based events is available within the Student Diary which each student receives upon arrival. The School's website also has an electronic copy of this diary for further reference. This calendar of events is also listed in the Colour calendar available to each parent/family upon enrolment.

ACADEMIC LIFE

SUBJECT SELECTION:

Prior to or upon arrival, students can make their subject choices, in conjunction with the subject information available in the relevant Subject Selection Handbook, and in consultation with the Director of Curriculum.

TIMETABLES:

A full personal timetable will be issued to each student upon arrival and will be addressed as part of the orientation and induction program.

Townsville Grammar has a 10 day timetable, with 6 lessons per day. School hours are between 8.40am and 3.20pm. All students are expected to attend every day and all day.

PLAGIARISM:

ACADEMIC HONESTY AND INTEGRITY POLICY

The qualities of respect, responsibility, character and honesty underpin the concept of academic integrity and parents can play a pivotal role in supporting these virtues.

All students across Years Prep to 12 must be:

- Honest and responsible about their own work
- Acknowledge all references
- Use their own words and ideas.

Plagiarism refers to representing the ideas or work of another as your own. The usual reasons students plagiarise include:

- Lack of confidence in their own abilities
- Trouble planning and using their own time
- Competing demands such as work, sport and School
- Not wanting to do the 'work'
- Wanting to get an academic advantage over other students.
- Use of Artificial Intelligence e.g. use of CHATGP

The School can often assist students with the first three of the above situations. Should a student realise that their commitments will preclude them from having adequate time to complete the upcoming assessment, they need to speak to their class teacher in the Junior School and in the Middle or Senior School, the Head of Faculty **before** their work is due.

Special Consideration will be considered and, if judged to be valid, the student will be given an extension of time to complete the task.

Where a student chooses to use the work of another, however, consequences will apply, and the student's grade will be penalised.

Collusion refers to supporting malpractice by another candidate, for example allowing work to be copied. In the case of collusion both parties are involved: one person knowingly supplies work to another student who decides to present the work as their own. The student who colludes is as much in the wrong as the student who relies on the work of others. Penalties apply to students who are involved in collusion. Students need to understand their own responsibility in relation to assessment and demonstrate honesty.

TUTORIALS – NORTH WARD

The School provides a range of after school tutorials. These tutorials are generally held Monday to Thursday from 3.30pm to 4.45pm. Students are encouraged to

avail themselves of these tutorials. There is no charge for the tutorials.

Details as to the designated days subject tutorials are held can be found in the front of the Semester Assessment Planner.

ENGLISH LANGUAGE SUPPORT

English Language Support tutorials are also provided in the same manner – students should check with their ESL teacher for days, times and venues for these ESL tutorials.

REPORTS:

Formal Reporting will take the format of an Interim Report at the end of Term 1 and Term 3 and Semester Reports at the end of Term 2 and Term 4 for all students Prep – Year 12. At the end of Semester 2, Year 12 students receive a Senior Certificate from the Queensland Studies Authority.

Informal Reporting is an on-going process and parents are encouraged to make use of this format. The School has a clear commitment to sustained academic monitoring of student performance and is constantly comparing this to student potential. Parents are encouraged to request a written or verbal report on their child's progress at any time. Parents should approach the Year Level Co-ordinator, Director of Curriculum (North Ward) or class teacher/Head of Junior School (Annandale) when requiring an informal report on their child.

Parent-Teacher Interviews are held in Term 2 and Term 3 and booking arrangements will be communicated to parents prior to scheduled evenings.

Students Portfolio Evenings – At the Junior School campuses, are held twice per year at the conclusion of both Semester 1 and 2. It is an opportunity for parents to sit down and view their child's work over the Semester and for the child to explain their work to their parents.

LIBRARY AND E-RESOURCES:

Townsville Grammar School Library provides a well-resourced and welcoming learning hub, promoting a love of literature and fostering the development of information skills for life-long learning.

The school motto Bonus Intra Melior Exi is closely linked to the Library's mission of providing a collection to serve its users, both staff and students. The library houses a

selection of resources in a range of formats, to suit its users' needs.

OPENING HOURS - NORTH WARD CAMPUS LIBRARY

- Monday to Thursday | 8.00am - 4:15pm
- Friday | 8:00am - 4.00pm

OPENING HOURS - JUNIOR SCHOOL LIBRARIES (ANNANDALE & NORTH SHORE CAMPUSES)

- Monday to Friday | 8:00am - 4:00pm

STUDENT BORROWING

All students are able to borrow resources from the library. Resources may be borrowed for two weeks at time.

Students may borrow before school, during their lunch break and throughout all holiday breaks, with the exception of Christmas. The library closes for stock take for the last 3 weeks of the School year.

Overdue notices are issued at the end of each month. Reimbursement is sought if a resource has been lost or damaged, and borrowing privileges are terminated until reimbursement has been received. All payment for lost resources is to be made through the Library, where a receipt will be issued. Reimbursements are refundable if a resource is found at a later date.

The aim of the Library is to provide a positive and inviting place for all members of the School Community. To achieve this aim students are encouraged to develop a responsible and co-operative approach to using the Library and the services offered. They are expected to comply with library policies which are as flexible as possible.

The Library collection includes books, videos, DVDs, newspapers, journals, computer databases and other information sources. Students are expected to use all of these and respect the varying conditions which pertain to their use.

GUIDELINES FOR RESOURCE CENTRE USE AND BORROWING

Students have open access to the majority of resources within the Library and to those available through the School's computer network. Resources are accessed through the OPAC (on-line programme access to computers) system, HYG (Have You Got?) and online through the School website:

[HTTPS://WWW.TGS.QLD.EDU.AU/OUR-CAMPUSES/NORTH-WARD-CAMPUS-YEARS-7-12/LIBRARY/](https://www.tgs.qld.edu.au/our-campuses/north-ward-campus-years-7-12/library/)

WHEN BORROWING RESOURCES CERTAIN GUIDELINES APPLY:

- Students can generally borrow books for a period of two weeks. This applies to fiction and general interest non-fiction. If these books are needed for a longer period and are not in high demand the loan can be extended by bringing the books back to the library desk.
- Non-fiction materials which are needed to meet curriculum demands by several classes at the one time, can be used in the library, but are unable to be borrowed. This ensures that the materials are available for other students to use during the school day.
- Periodicals can be borrowed overnight. These are taken out in a Loan Bag and must be returned in that same bag.
- The Library has on-line access to the Internet and chosen computer databases. These on-line databases can be accessed by students from home.
- Photocopies can be made in the library, 10 cents per A4 sheet and 20 cents for A4 colour copies.

We would like students to use the greatest possible range of resources in their education, but this can only occur with everyone's co-operation. If there are any problems we would like students to discuss the matter with the Library staff.

COMPUTER LABS:

INFORMATION TECHNOLOGY FACILITIES - ANNANDALE AND NORTH SHORE

In the Junior School there are multiple banks of laptops. The students have access to these in lessons as arranged by the class teacher. Each classroom is set up with at least two desktop computers. Each pair of classrooms shares the use of a colour printer to print class work and individual student's work. Colour printing is monitored by the Class Teacher. Smartboards, (Interactive White Boards) are distributed across the School. Most year levels have access to these.

INFORMATION TECHNOLOGY FACILITIES - NORTH WARD

Townsville Grammar School provides computers, laptops and printers for student use in a variety of locations around the Campus. Each floor of the Middle School Precinct has trolleys of laptops which are available for class use. Four specialist computer rooms each contain in excess of twenty five 'state of the art' computers and most classrooms have at least one computer.

Students are only permitted to use the computer rooms during class time if they are supervised by a teacher.

Afternoon, evening and weekend access is supervised by the Information Technology or other staff. Boarders with their own laptops may access the Internet through the School's wireless infrastructure.

Each student is issued with a login name which allows them to use the network software applications and printers. Students also have space on the network where they may store their work. It is important that a backup is kept either at home on other media such as a USB. Students should only store data files (not .exe or .com files) and these should be regularly checked and older files copied to USB drives and deleted from the network directory. Students have a 150MB limit to the amount space but in certain classes and with certain curriculum demands and may request a larger amount from the Information Technology staff.

If passwords are forgotten students may request a new one from the Information Technology staff at lunch times or after School only.

All students are provided with Internet access for curriculum purposes only. All access is electronically monitored and permanent records are kept. Student Internet quotas are currently 10GB per month for day students and 15GB per month for boarders. If students use all of their quota they report to the IT Office outside of class time and their usage will be reviewed and further quota granted if it is seen to be for curriculum purposes only.

Email in the School is provided both for curriculum purposes and for family contact. The School has its own web-based mail system.

The School's email server of <http://webmail.tgs.qld.edu.au> can be accessed from inside the School or from home. These privileges, their conditions of use and responsibilities of students are outlined in the Internet, Email and Computer Network Acceptable Use Agreement form in the Student Diary. Both students and their parents should sign these documents.

MY STUDENT SURVIVAL PAGE

Emergency

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

GOVERNMENT DEPARTMENTS

Department Of Home Affairs –

Department of Home Affairs & Citizenship: 131 881

WWW.HOMEAFFAIRS.GOV.AU/HELP-AND-SUPPORT/CONTACT-US

ATP

Australian Taxation Office

Tax File Number: 132 861

WWW.ATO.GOV.AU

HEALTH COVER

Medibank Private:

Shop 240, 310/330 Ross River Rd, Townsville City,
Townsville QLD 4810
Phone – 13 23 31

INSTITUTION 24HR EMERGENCY

Contact the International Student Co-ordinator for emergencies: 0409 054 107

MY IMPORTANT PEOPLE & PLACES

SECTION 5



SOCIAL + CULTURAL

ADJUSTING TO LIFE IN AUSTRALIA:

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

LISTEN, OBSERVE AND ASK QUESTIONS

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

BECOME INVOLVED

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

TRY TO MAINTAIN A SENSE OF PERSPECTIVE

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

MAINTAIN SOME OF THE ROUTINES AND RITUALS YOU MAY HAVE HAD IN YOUR HOME COUNTRY.

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

KEEP LINES OF COMMUNICATION OPEN WITH THOSE AT HOME.

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

SENSE OF HUMOUR

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

ASK FOR HELP

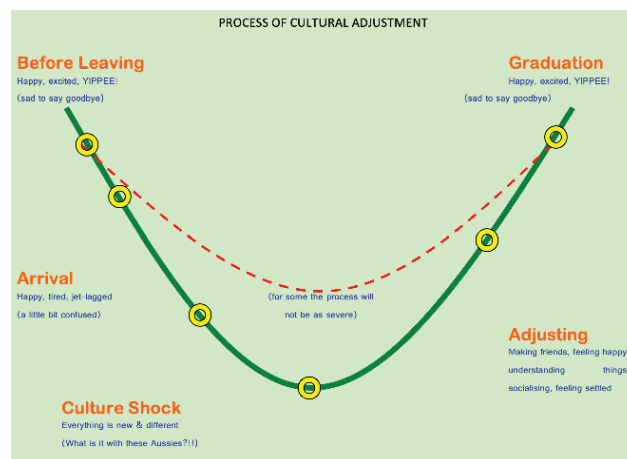
Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

FINALLY, RELAX AND ENJOY THE JOURNEY!

CULTURE SHOCK

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

(Source: Macquarie University)



OVERCOMING CULTURE SHOCK

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

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

(Source: Rotary International Youth Exchange)

AUSTRALIAN CULTURE:

SOCIAL CUSTOMS/ GREETING PEOPLE

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

Many Australians **look in 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 when not in School uniform. 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. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, after you turn 18, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **ARVO** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **FORTNIGHT** - This term describes a period of two weeks.
- **BARBEQUE, BBQ, BARBIE** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.
- **SNAG** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.
- **CHOOK** - The term chook means a chicken, usually a hen.
- **CUPPA** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.
- **LOO OR DUNNY** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- **FAIR DINKUM** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- **TO BE CROOK** - to be sick or ill.
- **FLAT OUT** - busy.
- **SHOUT** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaler'. This also means you are not obliged to shout.
- **BLOKE** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.

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

For more information on Australian slang visit:

WWW.VU.EDU.AU/SITES/DEFAULT/FILES/AUSSIE-SLANG.PDF

RESPONDING TO AN INVITATION

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

(Source: Department of Home Affairs & Citizenship)

TIPPING

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



PUBLIC HOLIDAYS & 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 and the fireworks display is considered to be one of the best in the world. January 1 is a public holiday.

AUSTRALIA DAY

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

EASTER

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

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

EASTER TRADITIONS

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

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

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

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

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

- **EASTER EGGS:** Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.
- **THE EASTER BUNNY:** Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world. The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

ANZAC DAY

Anzac Day is on April 25 the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi- cultural country, these days it is common to see many other countries also represented in these parades.

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

LABOR DAY

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

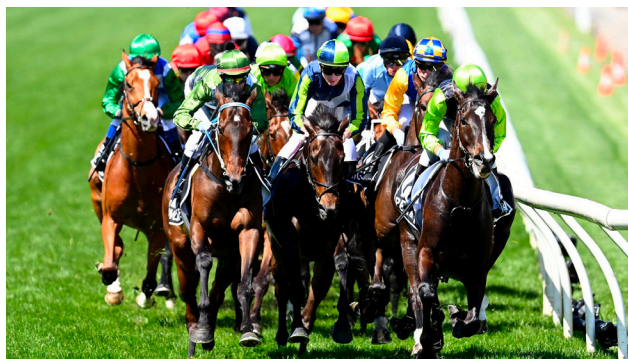
QUEEN'S BIRTHDAY

King's Birthday, Australians mark the official birthday of Charles III of the United Kingdom. Australia is a constitutional monarchy with the King or Queen of the UK acting as the head of state. Queensland celebrates King's Birthday on the first Monday of October. Most Australians have the day off on King's Birthday, and since it falls on a Monday, it usually creates a long weekend. For many, it is a chance to do something with their family or to visit a sporting event. Some people take advantage of the three-day weekend to make trips to visit friends or relatives.



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 colorful 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.

RECREATION

SPORTS

As a member of the Townsville Grammar community you will be able to participate in many sporting options. We offer the following as Club sports, where you will play and train for this sport for a full season:

- Rowing
- Rugby Union (boys only)
- Netball (girls only)
- Touch Football

Participation in sport allows you to exercise, be healthy, meet new friends and enjoy your Australian experience more. Participation in a sport is highly recommended, although not compulsory.

(Source: Australian Government – Culture and Recreation Portal)

CLUBS & ORGANISATIONS

Many different clubs and organisations exist within Townsville Grammar. Community service is a focus of the School's Interact Club and the Middle School Citizenship committee. Many opportunities exist also to demonstrate or learn new skills in areas such as debating, public speaking, choirs, musical ensembles, Art club, chess, and many other groups and committees. We encourage all students – Australian and international to participate in a co-curricular (outside School) club or committee. It is a great way to meet different people and helps you to enjoy your Australian experience more.

ENTERTAINMENT

As a boarder you will have weekend activities organised for you that you must attend. As a Homestay student your Homestay family will include you in all of their family activities. It is important that you make the most of these outings and opportunities to participate more fully in your new life. Always say "Yes, please", when offered an opportunity to try a new activity by your family or Boarding supervisor.

EATING OUT

Townsville has many restaurants and eating venues, with fine dining and fast food restaurants available.

RELIGION & FAITH

Places of worship exist in Townsville for almost every faith. Find churches, synagogues & other places of worship in your area by searching online.

WHERE TO FIND OUT WHAT'S GOING ON:

The School diary and calendar list all of the major events that are coming up in the life of your School. As for weekend and other activities, use the internet to search 'What' On' in Townsville.

HOME FIRE SAFETY

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

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.

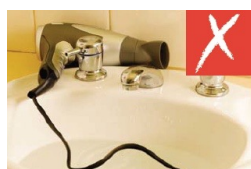
- Test your smoke alarm monthly by pressing the test button.
- **DON'T** remove the battery
- **DON'T** take the smoke alarm down
- **DON'T** cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it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

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 an 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.



HEATERS

It's nice to keep yourself warm in the cooler weather, but remember heaters are a major cause of house fires.

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.

CANDLES AND OIL BURNERS

Candles and oil burners can all be dangerous fire hazards.

- Make sure your candles are on properly designed candle holders.
- Don't leave your room when a candle or oil burner is alight.
- Don't go to sleep when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily.

COOKING

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
DO NOT use water to put out an oil fire.
Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, "If Safe To Do So".
- Turn off the cooking appliance before you leave the room or go to bed.



PLAN YOUR ESCAPE

IN A FIRE:

1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call 000.

(Source: Metropolitan Fire Brigade, Melbourne.)

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 50+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

BEACH SAFETY

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

REMEMBER THE F-L-A-G-S AND STAY SAFE

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

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

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

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

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



AND REMEMBER - NEVER

Never swim at unpatrolled beaches

Never swim at night

Never swim under the influence of alcohol

Never run and dive into the water

Never swim directly after a meal

THE SURF ENVIRONMENT

RIPS

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

IDENTIFYING A RIP

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

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



SURF SKILLS

ESCAPING FROM A RIP

If you are caught in a rip:

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

NEGOTIATING THE SURF

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

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

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

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

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

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

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

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.



ADVICE FOR MOTORISTS CAUGHT IN BUSH FIRES

Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates

- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle's fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
- If you have water, drink it
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time
- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees

Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

IN THE OUTBACK

Australia's outback is vast. Our remote wilderness areas have few towns and facilities, often with large distances between them, so be aware and plan your trip.

- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
- Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
- Always carry a current road map.
- Make sure your vehicle is in good working order and has been serviced recently.
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.
- If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.
- Hire appropriate emergency communication equipment, such as a satellite phone or an
- Emergency Position Indicating Radio Beacon device (EPIRB).
- Obey road closure signs and stay on recognised routes.
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.
- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.

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 ANIMALS & PLANTS

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

IF YOU ARE VISITING ANY OF AUSTRALIA'S BEAUTIFUL PARKS OR FORESTS:

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

IN THE WARM WATERS OF TROPICAL QUEENSLAND AROUND TOWNSVILLE:

- 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.

[HTTPS://WWW.HEALTHDIRECT.GOV.AU/POISONING](https://www.healthdirect.gov.au/poisoning)
POISONS HELP LINE: 131126

(Source Queensland Health)

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Southbank Institute of Technology

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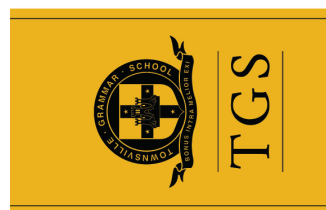
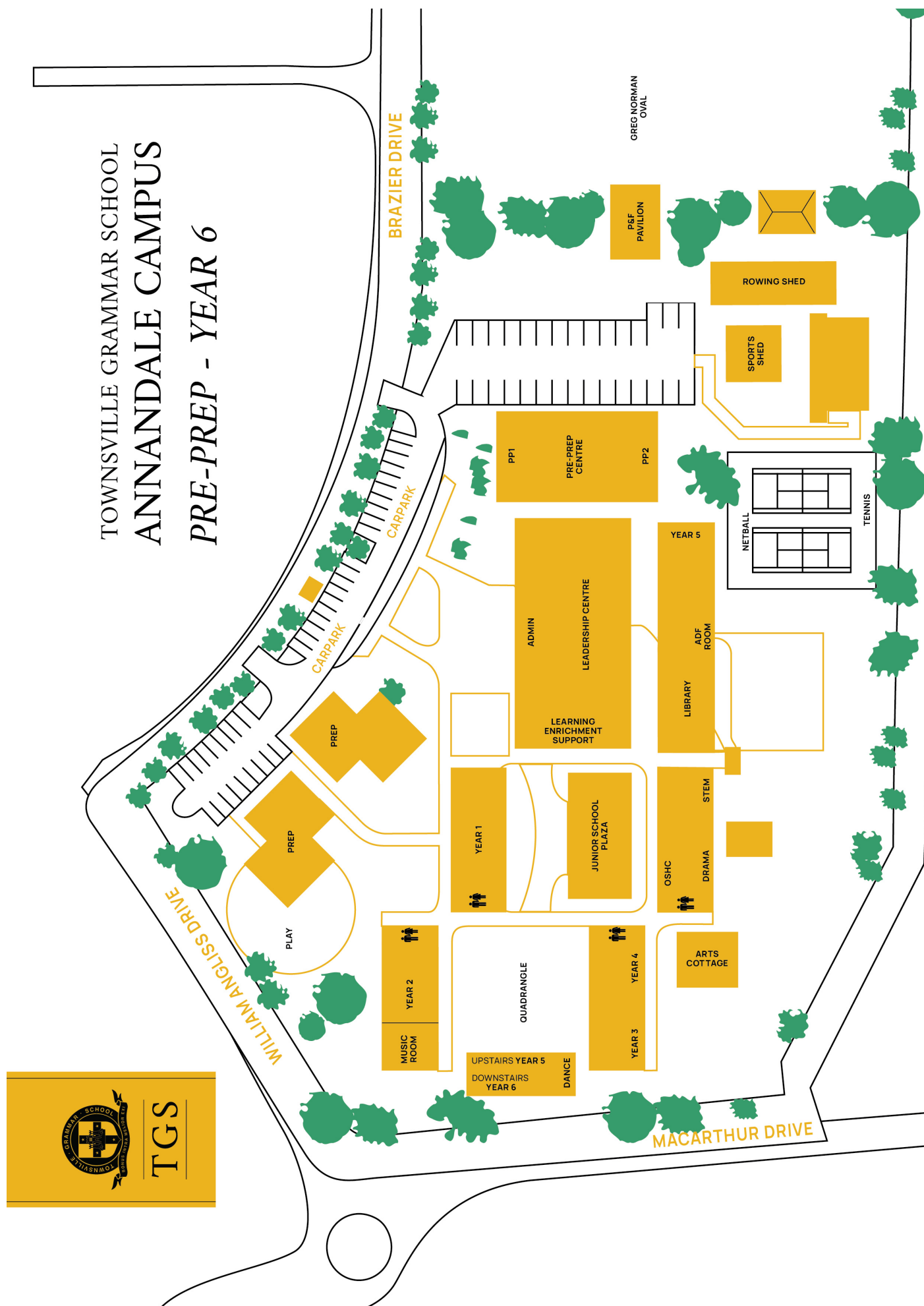
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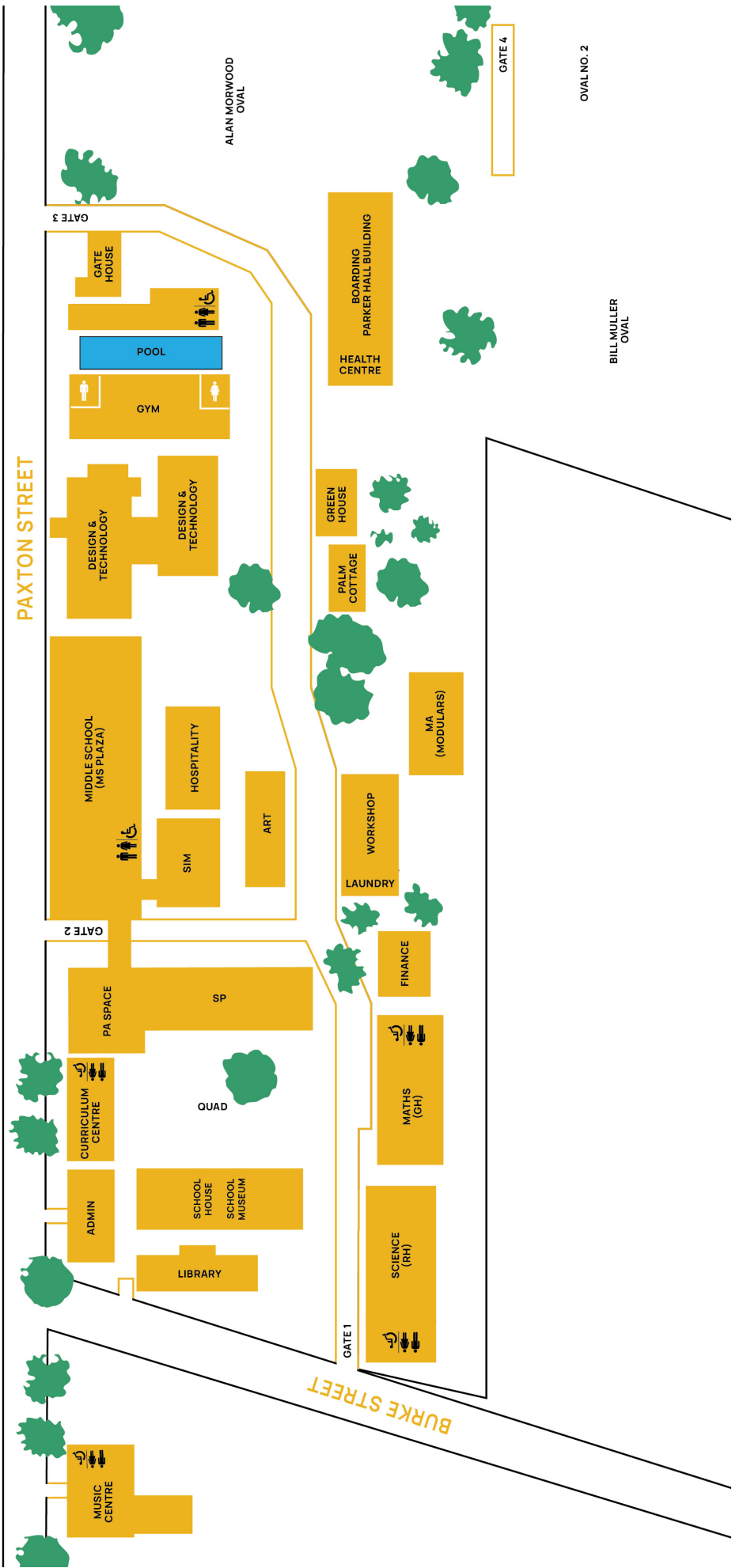
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TOWNSVILLE GRAMMAR SCHOOL

NORTH WARD

45 Paxton Street
North Ward, QLD 4810
+61 7 4722 4900

ANNANDALE

1 Brazier Drive
Annandale, QLD 4814
+61 7 44124800

NORTH SHORE

North Shore Boulevard
Burdell, QLD 4818
+61 7 4412 6600

 TGS.QLD.EDU.AU

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