

SUNCOAST
CHRISTIAN COLLEGE



INTERNATIONAL STUDENT HANDBOOK 2023

Faith Diligence Love

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SECTION ONE WELCOME



WELCOME



Greg Mattiske

Welcome to Suncoast Christian College

We are excited that you are considering partnering with us for this incredibly exciting chapter in your child's educational journey. We are honoured to offer international students the opportunity to study at our College and to live with an Australian family. This experience will ensure your child is immersed in Australian culture and allowed to study further and speak English.

Suncoast staff and students warmly welcome all international students, and we value the cultural diversity our home-stay students contribute to the College.

Yours sincerely

G. Mattiske

Greg Mattiske
PRINCIPAL



Janelle Appo

International students receive a warm welcome at Suncoast Christian College

We hope you will enjoy our school's friendly atmosphere in Woombye on the beautiful Sunshine Coast.

Your teachers and fellow students are all here to make your study with us enjoyable and rewarding. Do not hesitate to contact me via jappo@suncoastcc.qld.edu.au for further information on living and studying in Australia.

We look forward to welcoming you to our College.

Yours sincerely

Janelle Appo

Janelle Appo
ENROLMENT OFFICER

WELCOME

IMPORTANT INFORMATION AND EMERGENCY CONTACTS

Education Provider Main Contact Details

07 5451 6300
Cnr Schubert Road and Kiel Mtn Roads
Woombye Qld 4559

International Student Coordinator/Advisor

Mrs Janelle Appo
07 5451 3615

International Student 24-Hour Emergency Contact

Mr Greg Mattiske
0411 968 298

Home-Stay Coordinator

Mrs Janelle Appo
07 5451 3615

Emergency Telephone Numbers

Police, Fire, Ambulance - 000

Department of Immigration and Border Protection

Ground Floor 299 Adelaide Street
Brisbane QLD 4000
9:00am – 4:00pm, Monday to Friday
131 881

Medical Centres

Nambour Medical Centre
14 Daniel Street
Nambour
07 5441 1455

Buderim Medical Centre

Suite 5 Cnr King and Box Street
Buderim
07 5456 1011

Maroochydore 7-Day Medical Centre

150 Horton Parade
Maroochydore
07 5443 2122

Transport

<https://translink.com.au/>
131 230

Suncoast Cabs

131 008
www.suncoastcabs.com.au

Location of Automatic Teller Machines (ATMs)

Commonwealth Bank (CBA)
Shop Gd538-539 Sunshine Plaza
154-164 Horton Parade
Maroochydore
132 221

Westpac

Ocean Street
Maroochydore
132 032

ANZ

Nambour Central
Shop 2-4/25-31 Lowe Street
Nambour
131 314

Post Office

Nambour Post Office
22 Lowe Street
Nambour
131 118

Sunshine Plaza Australia Post Shop

Shop 304 Horton Parade
Maroochydore
5479 3127

WELCOME

APPLICATION

STEP BY STEP PROCESS

STEP 1	Student enquiry and application
STEP 2	International admissions issues = Offer of placement
STEP 4	Student Acceptance = Return signed forms and fees
STEP 5	International admissions issues electronic = Confirmation of Enrolment (eCoE) and schedule, health insurance (OSHC)
STEP 6	Student finalises visa conditions = with the Department of Immigration
STEP 7	Student arrives in Australia
STEP 8	International student orientation
STEP 9	College Orientation
STEP 10	Classes begin!

WELCOME

THINGS TO DO BEFORE LEAVING HOME

- ☐ Apply for passport
- ☐ Arrange student visa
- ☐ Make contact with College
- ☐ Arrange for immunisations and medications from my Doctor
- ☐ Apply for a credit card and arrange sufficient funds
- ☐ Confirm overseas access to your funds with your bank
- ☐ Make travel arrangements
- ☐ Arrange travel insurance
- ☐ Advise College of travel details
- ☐ Arrange transport from the airport to the accommodation
- ☐ Pack bags and be sure to include the following:
 - Name and contact details of a College representative
 - Enough currency for taxis, buses, phone calls or in the event of an emergency
 - Important documents:
 - THIS HANDBOOK!
 - Passport
 - Letter of Offer
 - eCoE
 - Certified copies of qualifications and certificates
 - Travel insurance policy
 - ID cards, driver's licence, birth certificate (or copy)

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

THINGS TO DO UPON ARRIVAL IN AUSTRALIA

- ☐ Call home
- ☐ Settle into accommodation
- ☐ Contact College
- ☐ Purchase household items and food
- ☐ Enrol children in school (if applicable)
- ☐ Attend international student orientation
- ☐ Get a student ID card
- ☐ Advise health insurance company of address and get card
- ☐ Open a bank account
- ☐ Attend College/course-specific orientation sessions
- ☐ Collect textbooks
- ☐ Start classes
- ☐ Apply for tax file number if seeking work
- ☐ Get involved in student life (eg music, sports, dance, and drama)

SECTION TWO

PRE-ARRIVAL



PRE ARRIVAL



INTRODUCTION TO AUSTRALIA

Covering a total area of 7.69 million square kilometres, mainland Australia is the world's largest island - but smallest continent.

In the distance, the continent stretches about 3700 kilometres from north to south and 4000 kilometres from east to west, making it the sixth-largest nation after Russia, Canada, China, the United States and Brazil.

Australia is also the only continent that is governed as a single country. It is sometimes informally called an 'island' continent surrounded by oceans.

Our ocean territory is also the third largest in the world, spanning three oceans and covering around 12 million square kilometres. We also have one of the world's most urbanised and coast-dwelling populations, with more than 80 per cent of residents living within 100 kilometres of the coastline. Australia currently has a population of approximately 25 million people.

Australian society is comprised of people from a wide variety of cultural, ethnic, linguistic, and religious backgrounds, and this is a defining feature of modern Australian society. Aboriginal and Torres Strait Islander people have inhabited Australia for thousands of years. Most Australians are immigrants or descendants of immigrants who arrived during the past 200 years from more than 200 countries. The most spoken language in Australia is English, and the most practised religion is Christianity, although foreign languages and other religions are also common.

USEFUL LINKS:

www.australia.com/explore

www.lonelyplanet.com/australia

www.tourism.australia.com

PRE ARRIVAL



INTRODUCING THE SUNSHINE COAST

The superb weather of the Sunshine Coast, a little over an hour's drive from Brisbane, is perfect for an action-packed holiday or quiet escape at any time of year. The Sunshine Coast has four sub-regions, all with unique attractions. Pristine beaches stretch for miles, with safe swimming beaches and spectacular surf breaks.

The region's markets are an exciting blend of sights, sounds and smells, where you'll find fresh food produce, artworks and original fashion and jewellery by local designers. The Eumundi Markets is one of the best known. Other excellent markets include the Noosa Farmers Market, Peregian Beach Market, Cotton Tree Market and Markets on Bulcock in Caloundra.

From Mooloolaba to Maroolaba is the heart of the Sunshine Coast. Mooloolaba Spit is one of the safest swimming beaches on this coast. Mooloolaba is also home to a large port, where you can learn to sail or head out for a day of deep-sea fishing or join a whale-watching cruise in season. For diving or snorkelling, head to the HMAS Brisbane Conservation Park, the shipwreck site of the HMAS Brisbane.

A waterfront walking track leads from Mooloolaba to Maroochydore through Alexandra Headland, always buzzing with activity. For peace, visit Maroolaba or Twin Waters, where on some days, you may be the only person on the beach. Watch out for the Hawksbill Turtles, which come up on the beach to hatch their young. Cruise on the Maroochy River to Maroochy Wetland Sanctuary and see kangaroos, wallabies and abundant bird life.

The Kawana to Caloundra region is the Sunshine Coast's playground. Nearby, Bribie Island protects the tranquil waters of Golden Beach at Caloundra. Experienced surfers should head to the renowned surf break at Moffat Beach.

Escape the surf, sand and sun for a while and explore the charming villages of the Sunshine Coast hinterland through the Glasshouse Mountains and Mary Valley. Townships such as Mapleton, Montville, and Maleny offer stunning views, rainforest walks, fresh local produce and fine arts and crafts.

USEFUL LINKS:

www.visitsunshinecoast.com

www.tourismsunshinecoast.com.au

PRE ARRIVAL

INTRODUCING SUNCOAST CHRISTIAN COLLEGE

COMMUNITY AND VALUES

- Our College fosters community and builds social and emotional well-being.
- Christian staff model their character and values through daily interactions with students and colleagues.
- Biblical values underpin student and staff relationships, conduct, presentation, and work ethic.

LEARNING

- Staff inspire a love of learning and adopt student-centred strategies suited to each phase of schooling.
- The College supports a digital learning environment through its one-to-one laptop program for Years 7 - 12.
- Motivated and highly qualified staff are committed to their ongoing professional growth and to embedding a Christian worldview into the curriculum.

ACHIEVEMENT

- The College's excellent academic outcomes are evidenced by ATAR and NAPLAN data.
- The College provides academic and vocational pathways so that students can achieve their personal best according to their God-given ability.

LOCALITY AND ENVIRONMENT

- Its tranquil rural setting encourages a sense of peace.
- An extensive fleet of buses ensures easy access from all parts of the Sunshine Coast.

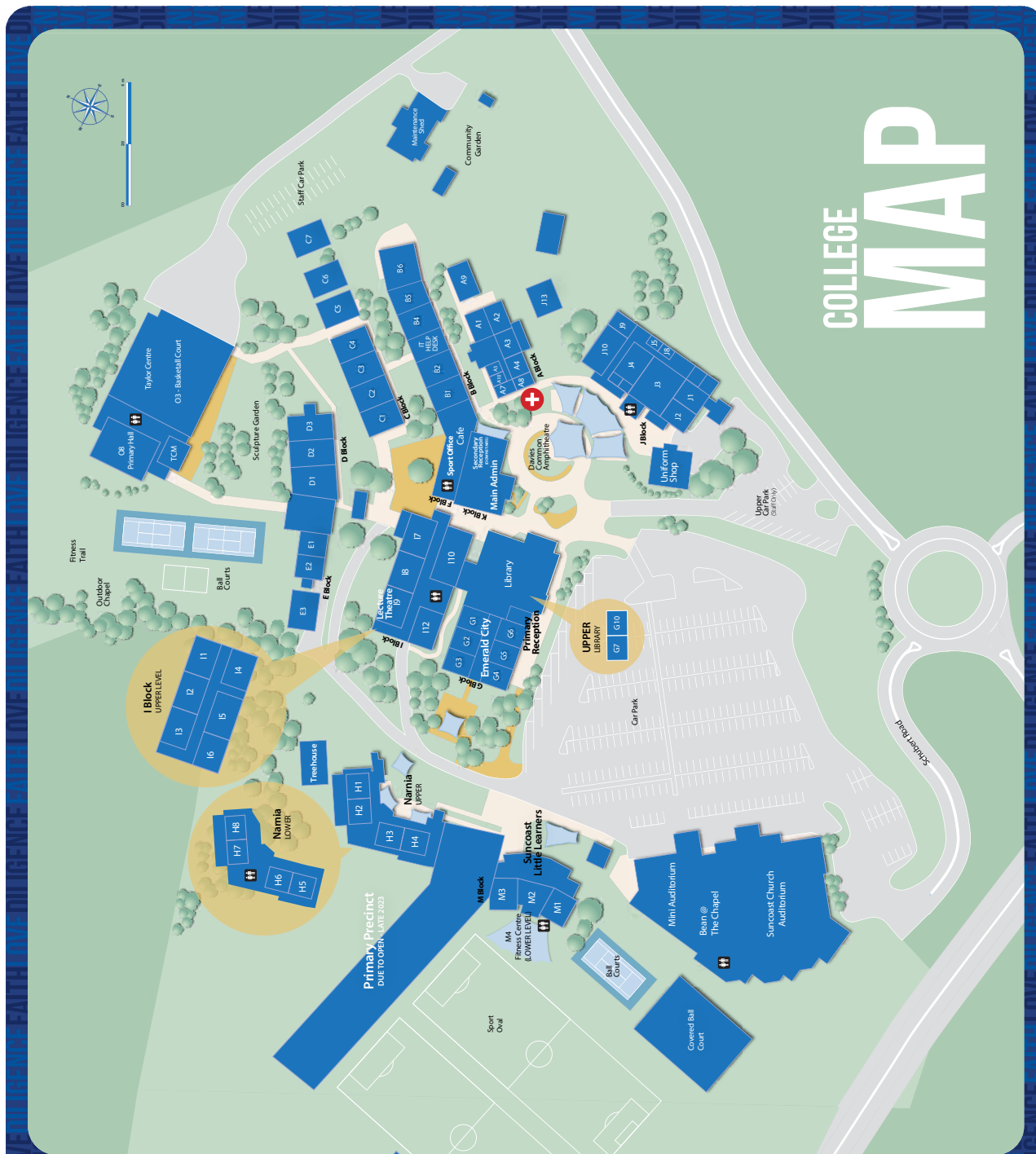
FACILITIES AND RESOURCES

- All learning areas have modern specialist teaching spaces.
- All classrooms are air-conditioned and have fixed data projectors.
- State-of-the-art spaces for performance, sporting, and worship.

THE DEVELOPMENT OF EACH INDIVIDUAL

- Each student is uniquely valued as beautifully and wonderfully made by an Almighty and loving God.
- Our broad and balanced curriculum includes all students by offering academic and vocational pathways.
- Individual growth is encouraged through diverse sporting, cultural, and Christian service opportunities.

PRE ARRIVAL



SUNCOAST CHRISTIAN COLLEGE

LEGEND

A BLOCK	NARNIA
A1 Classroom	UPPER
A2 Classroom	H1 Prep C
A3 Classroom	H2 Prep S
A4 Classroom	H3 Prep N
A5 Traineeships Office	LOWER
A7 Secondary Pastoral	H4 Year 2S
A8 Care Counsellor	H5 Year 2C
A9 First Aid	H6 Year 1 1/2 N
A10 Primary Chapel	H7 Year 1C
	H8 Year 1S
B BLOCK	I BLOCK
B1 Computer Lab	"DJAN DURMAN"
B2 Classroom	UPPER LEVEL
B3 IT Help Desk	I1 Chemistry
B4 Classroom	I2 Biology
B5 Classroom	I3 Science
B6 Classroom	I4 Textiles
	I5 Home Economics
C BLOCK	I6 Physics
C1 Classroom	I7 Secondary
C2 Classroom	I8 Enrichment Centre
C3 Classroom	I9 Primary Visual Arts
C4 Classroom	I10 Lecture Theatre
C5 Classroom	I11 Secondary Visual
C6 Classroom	I12 Arts
C7 Classroom	I12 Year 6C
D BLOCK -	J BLOCK -
TECHNOLOGY CENTRE	PERFORMING ARTS
D1 Word Workshop	J1 Music Room
D2 Design Tech	J2 Small Studio
D3 Metal Workshop	J3 Drama Room
E BLOCK	J4 Music Room
E1 Classroom	J9 Music Rehearsal
E2 Classroom	J10 Dance Studio
E3 Primary Performing	J13 Classroom
Arts Classroom	
F BLOCK	M BLOCK
F Block contains the	M1 Little Learners -
College Cafe, Sport	Pre-Kindy
Office and Toilet	M2 Little Learners
facilities	Kindergarten
EMERALD CITY	M3 Little
G1 Year 6S	Learners
G2 Year 4C	Kindergarten
G3 Year 4S	M4 Fitness Centre
G4 Year 3S	TAYLOR CENTRE
G5 Year 3C	O2 Classroom
G6 Year 6N	O3 Basketball Court
G7/G10 Year 5C/5S	O8 Primary Hall

PRE ARRIVAL

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 online or via the Australian Diplomatic Mission in their country. The visa application process can be complicated. For students from some countries, it may be better to apply with the assistance of an accredited agent due to their familiarity and experience in the field.

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

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

DEPARTMENT OF IMMIGRATION

The Australian Government's Department of Immigration provides comprehensive information about student visa requirements, the application process, and application document check-lists to assist you with your application. Visit www.homeaffairs.gov.au for the latest news.

DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (DFAT)

As well as links from the Department of Immigration website and the Department of Foreign Affairs and Trade website <https://dfat.gov.au> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices worldwide.

MIGRATION AGENTS

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

VISA CONDITIONS

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

- These conditions include (but are not limited to)

- completing the course within the duration specified in the CoE.
- maintaining satisfactory academic progress.
- maintaining approved Overseas Student Health Cover (OSHC) while
- in Australia.
- remaining with the principal education provider for six calendar months unless issued a letter of release from the provider to attend another institution.
- notifying your training provider of your Australian address and any subsequent address changes within seven days.
- For a full list of mandatory and discretionary student visa conditions, please visit www.homeaffairs.gov.au.

ARRANGING TRAVEL

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

It would be best to fly into Brisbane International Airport, the closest international airport to the Sunshine Coast. The Sunshine Coast is 100 km from Brisbane International Airport. Visit www.bne.com.au for more information. Regarding airport pickup, please contact Enrolment Officer 2-3 weeks before your arrival to make arrangements.

DOCUMENTS

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

- a valid passport with Student Visa.
- offer of a place/admission letter from the College.
- confirmation of Enrolment (eCoE) issued by the College.
- receipts of payments (e.g. tuition fees, OSHC, bank statements etc.).
- insurance policies.
- original or certified copies of your academic transcripts and qualifications.
- other personal identification documents, e.g. birth certificate, ID card, driver's licence.
- medical records and/or prescriptions.
- CAAW if you are under 18 years of age.

If you are travelling with your family, you must also include their documents. Keep all documents in your carry-on luggage. Make copies of all documents that can be left behind with family and sent to you if you lose the originals. Keep all documents in your carry-on luggage.

PRE ARRIVAL

WHAT TO BRING

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you doubt whether your goods are prohibited, declare it anyway on the Incoming Passenger Card you will receive on the plane. Students have received on-the-spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in.

READ “WHAT CAN’T I TAKE INTO AUSTRALIA?”:

www.abf.gov.au/buying-online/importing-by-post-or-mail
www.agriculture.gov.au/travelling/bringing-mailing-goods

...and let your family and friends know,
“What can’t be mailed to Australia?”

Baggage allowances in Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier before 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 baggage on domestic flights within Australia. This will significantly limit the number of things you can bring, especially if you fly within Australia to reach your final destination. Therefore, it is essential to think the packing process through very carefully. Upon arrival in Australia, you can purchase most things, but the price may be higher than in your own country.

SEASONAL CONSIDERATIONS

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

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

CLOTHING

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

A sports coat or suit and tie for men and appropriate dress for women are necessary for formal dinners. For festive occasions, you should consider wearing traditional dress and accessories. Primary and Secondary school students must wear a school uniform to classes and other school activities. You should check with your

education provider what the uniform package includes. Other items you might need to include (most can also be purchased in Australia)

- alarm clock
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimwear
- small gifts from home

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

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



BRINGING YOUR COMPUTER

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

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

If you are in Years 7 - 12, we supply a laptop while you are here studying in Australia, therefore you may not need to bring one from home.

PRE ARRIVAL

MOBILE PHONES AND LAPTOPS

If you are considering bringing a mobile phone, laptop, or any communication devices, visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students brought in their laptops with internal modems only to discover they could not use them in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.

ON YOUR FLIGHT

Wear comfortable, layered clothing so that you can 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 lightweight 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 carrying any food, or 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 at the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you carry more than AUD\$ 10,000 in cash, you must also declare this on your Incoming Passenger Card.

It is strongly recommended, however, that you don't 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 must go 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 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. The baggage counter staff will help you 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 the food you previously had in the bag. 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 Australia does not 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 harsh on-the-spot fines. All luggage is screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. You will get caught if you fail to declare or dispose of any quarantine items or make a false declaration. In addition to on-the-spot fines, you could be prosecuted and fined more than AUD\$60,000 and risk ten 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 Department of Agriculture and Fisheries (DAF). For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives, visit www.daf.qld.gov.au.

ARRIVALS HALL

You can leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find several retail and food outlets, public telephones, an information booth and money exchange facilities. If you arrive on the weekend, you can exchange money here as most banks are not open on Saturdays and Sundays.

PRE ARRIVAL

KEEPING IN CONTACT

Before you leave home, you should provide your family, friends, and your education provider in Australia with details of your flights to Australia and where you will be staying when you arrive. (Only inform them before changing these details.) Once you arrive in Australia, you should let your family and friends know you have arrived safely. It is essential ALWAYS to let someone know where you are and how to contact you by phone or post.

Suncoast Christian College contact person:

Enrolment Officer: Mrs Janelle Appo

Telephone: +61 7 5451 3600

Email: jappo@suncoastcc.qld.edu.au

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 the safety of how you will access those funds.

HOW MUCH TO BRING

You must ensure you have enough funds to support you when you first arrive. It is recommended that you have approximately AUD\$100 cash available until you can access automatic teller machines (ATM) and banking facilities.

Please note that bringing large sums of money with you is unsafe! Lost credit or debit cards can be replaced, but only a 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 - even someone who may indicate they are studying at the same educational institution.

CURRENCY EXCHANGE

Only Australian currency can be used in Australia. If you haven't brought some Australian money with you, you must do so as soon as possible after arrival. You can do this at the airport. Once you arrive in Brisbane, you can change money at any bank or at currency exchanges at Brisbane International Airport.

ELECTRONIC TRANSFER

You can transfer money into Australia by internet banking at any time. This is a fast option and could take approximately 48 hours; the bank may charge a fee for every transaction.

ATMs

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

CREDIT CARDS

All major international credit cards are accepted in Australia.

You must remember that repayments to many of these cards can only be made in the country where they were issued. Refrain from relying on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

ARRANGING ACCOMMODATION

Please get in touch with the Enrolment Officer, Mrs Janelle Appo, for home stay accommodation details.

TEMPORARY ACCOMMODATION

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

SECTION THREE

SETTLING IN



SETTLING IN

LIVING ON THE SUNSHINE COAST

Welcome to the Sunshine Coast, where you will experience a laid-back lifestyle centred around pristine beaches, freshwater rivers and lakes, subtropical forests and warm sunshine.

From stylish Noosa to the family fun of Coolumb, Maroochydhore, Mooloolaba and Caloundra to the cool and creative hinterland villages of Maleny, Montville and Mapleton, there is so much to see and do on the Sunshine Coast.

We have unique places to go and things to see to make your study holiday even better. Things to do include: Cinemas, Water Sports, Theme Parks, Art Galleries, Cooking Schools, Wineries, Ten Pin Bowling, Museums, Fishing, Day Tours, Theatres, Aquatic Centres, Scuba Diving, Cruising, Big Kart Track, and so much more.

WEATHER AND SEASONS

The Sunshine Coast certainly earns its name with an average of eleven hours of sunlight daily. The sub-tropical climate is ideal for the beach, alfresco dining and year-round activity. Winters are mild, and daytime summer temperatures in the coastal region average around 28°C (82F). The hills of the hinterland tend to be a degree or two cooler. Evenings are pleasant, with temperatures around 20°C (68F). There are clear skies during the winter, and daytime temperatures average 20°C (68F). Winter brings cool nights, and evening temperatures on the coast average 10°C (50F). Light frosts may occasionally occur, especially in the hinterland.

TIME ZONES

Standard time zone: UTC/GMT + 10 hours

No daylight savings time in Queensland

Time zone abbreviation: AEST – Australian Eastern Standard Time

LIFESTYLE

Beautiful beaches, natural wonders and popular attractions form the backdrop for the laid-back lifestyle of the Sunshine Coast. An area is an ideal place for shopping, sightseeing and outdoor recreation.

ACCOMMODATION

We can arrange home-stay-style accommodation with families whose students are enrolled in our College. Please get in touch with the Enrolment Officer for further details.

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 still determining 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 essential information to help them respond. Where you are; (note



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street names and the closest intersection), what has happened and to whom, and their condition. 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 operators who are very experienced with all cultures. (See also: Health Emergencies – Dial 000)

PUBLIC TELEPHONES

Australia has a network of public phones throughout the country. The orange and blue Telstra emblem easily recognise them. The cost of local calls is 50 cents (AUD), with most phones accepting coins and prepaid telephone cards. Long-distance call charges vary depending on the time of day and distance.

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

Prepaid telephone cards offer competitive calling rates to all countries 24 hours per day.

Prepaid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most news agencies, post offices and convenience stores.

MAKING PHONE CALLS WITHIN AUSTRALIA

TO MAKE INTERNATIONAL PHONE CALLS:

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

TO MAKE DOMESTIC PHONE CALLS:

Dial – the area code + phone number

Area Code for Australian States

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

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

CALLING AUSTRALIA FROM OVERSEAS

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

Example: International access number +61 2 XXXX XXXX

HEALTH EMERGENCIES – DIAL 000

The Triple Zero (000) service is the quickest way to get the correct emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life-threatening or emergencies 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 (Nambour) police station directly on 07 5459 0200.

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 a hospital. Dial 000.

STATE EMERGENCY SERVICE

The State Emergency Service (SES) is an emergency and rescue service that assists in natural disasters, rescues, road accidents 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 services is staffed by trained volunteer telephone counsellors who are ready to take calls 24 hours 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

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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 feel low or need advice.

POISONS INFORMATION LINE

The poisons information line provides the public and health professionals with the 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 detailed history is obtained from the caller. Members of the public may be given first aid instructions, information on possible symptoms, and advised on the need for assessment by a Doctor or referral to a hospital. The Australia-wide Poisons Information Centres have a common telephone number, dial 131 126.

EMERGENCY TRANSLATION

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

MOBILE/CELL PHONES

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here.

Some countries, such as Japan and the USA, use mobile phone networks unavailable in Australia. If you still need to, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services that provide a mobile phone within the cost of using that service. There are many differences in the services provided. Understanding what deal you accept before signing a contract with a provider would be best. For a comparison of mobile phone plans in Australia, see:

AUSTRALIAN MOBILE PHONE SERVICES

www.mobiles.com.au
www.telstra.com
www.optus.com.au
www.dodo.com.au
www.vodafone.com.au
www.boost.com.au

COMPUTER AND INTERNET ACCESS

Many of the above companies will also provide you with internet access. You can make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the

one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

Primary students will have access to class computers; secondary students will be loaned a computer for the duration of their stay.

AUSTRALIA POST

Australia Post is one of our nation's most extensive 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 AUD\$1.10 postage stamp which you affix to the envelope.

A small letter has the following characteristics:

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

ENVELOPE LAYOUT

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured consistently. That is why it is necessary to address your mail clearly and correctly. The information at this website demonstrates how -

www.auspost.com.au

SHOPPING

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 generally fixed, and if Australian Goods and Services Tax (GST) 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 garage sales, community markets, second-hand dealerships, 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 pay by **CASH** and buy 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?"

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At a garage sale, you might pick up several items with a combined total of \$50

and say: ***“I’ll offer you \$30 for all of these.”***

PURCHASING AN ITEM

The most common methods of purchasing items are 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. Swipe your key card through the EFTPOS card reader, select your account type and enter your PIN (Personal Identification 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. After each purchase, you receive a printed receipt, and the transaction appears on your statement.

OVERSEAS STUDENT HEALTH COVER (OSHC)

Overseas student health cover (OSHC) is insurance that covers medical and hospital care costs that 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 will be asked for an OSHC payment in the education offer package you receive from us.

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 must join one of these four registered health funds. You may choose to change your health fund at any time but must abide by the conditions of the change of the health fund provider you are leaving.

OSHC PROVIDERS

Medibank Private: www.medibank.com.au

Allianz OSHC: www.oshcallianzassistance.com.au

BUPA OSHC: www.bupa.com.au

Australian Health Management: www.ahm.com.au
www.boost.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, and 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:

beta.health.gov.au

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 offered to Australians through Medicare. Additionally, OSHC includes access to private hospitals and day surgeries, ambulance cover, and pharmaceutical benefits.

Our preferred provider is Medibank Private:

www.medibank.com.au/oshc

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?

Please contact Medibank Private website for details

www.medibank.com.au/oshc.

RENEWAL INFORMATION

Please contact Medibank Private website for details

www.medibank.com.au/oshc.

TYPES OF HEALTH CARE IN AUSTRALIA

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role.

Government programs underpin the critical 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.

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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.

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. Private practitioners provide most dental services. For Australians who take out private health insurance, a range of services can be covered, such as access to your 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 treated immediately by a triage nurse who will request information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your situation in comparison to others in need in the emergency room, and you will likely 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 the hospital in more severe cases.

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

Private hospitals are costly for treatment and hospitalisation. Your OSHC will cover some private hospitals' costs, 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 the 'scheduled fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'scheduled 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.

It is important to note that 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 insurance provider.

MEDICAL SERVICES

WHAT DO I DO IF I'M SICK?

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

If you are under 18, your International Student Advisor or home-stay 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, throat, ears etc. The doctor will provide you with some advice regarding managing your illness and may prescribe some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider.

If your illness is more severe or the doctor is unsure of a diagnosis, they may refer you for further tests, eg blood tests, 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 have the right to obtain an opinion from another doctor.

PUBLIC HOSPITAL WAITING TIMES

If you can't get an appointment with a doctor (GP) and want to go to a public hospital to see a one, you may find a public hospital with 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 common to wait more than 3 hours; at some hospitals, you could wait 5 - 6 hours to see a doctor. It is common practice for

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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 assessed once 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 and ensure that your condition does not change and that 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. If medication is required you will take the doctor's prescription to a Pharmacy or Chemist to obtain the medication. You must provide the pharmacy with your OSHC card, full name and address. You can walk into any pharmacy/chemist/drug store in Australia and 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 *AUD\$36.10 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 that produces generic brands at lower prices, this option will be offered to you. This is ONLY offered if the content of the medicine is the same as that prescribed by your doctor. It will, however, assist you in paying less for your medicine.

OVER-THE-COUNTER MEDICATION

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

DENTAL AND OPTICAL

Your OSHC only covers dental and optical health services if you take out extra cover. If you need to see a dentist or optometrist, you must make an appointment (see the Yellow Pages Phone Directory) and pay the full fee for this service.

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, therefore you can see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the

Translation and Interpreter Service (TIS) can be used. For more information visit www.tisnational.gov.au or phone 131 450.

*2013 Applicable limit – confirm with your OSHC provider

MEDICAL FACILITIES

HOSPITALS

Nambour General Hospital

Hospital Road
Nambour
07 5470 6600

Sunshine Coast University Hospital

3 Doherty Street
Birtinya
07 5390 6000

Caloundra Health Service

West Terrace Caloundra
07 5436 8500

MEDICAL CENTRES

Nambour Medical Centre

14 Daniel Street
Nambour
07 5441 1455

Buderim Medical Centre

Suite 5 Cnr King and Box Streets
Buderim
07 5456 1011

Maroochydore 7 Day Medical Centre

150 Horton Parade
Maroochydore
07 5443 2122

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GENERAL HEALTH

Maintaining good health is of vital importance when studying abroad.

While living in another environment is an excellent way to change a daily routine, it is crucial for students 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 (thinking that you can solve your personal dilemmas by moving from one place to another).

Sometimes students feel that a venue change will help them move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, exacerbating otherwise mild disorders.

All students must be able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed behaviour patterns. In particular, if students are concerned about their use of alcohol and other controlled drugs or have an emotional or physical health concern, they should address it honestly before planning to travel and study abroad. (Source: Education Abroad Program, UCLA)

MENTAL HEALTH

For counselling services available to students regarding mental health and issues such as homesickness, grief, bullying, stress, anxiety, relationships, etc., please contact the Enrolment Officer.

PHYSICAL HEALTH

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

- Exercise – do at least 30 minutes 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 every day.

SETTING UP A BANK ACCOUNT

You can choose to open an account in any bank 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)
- your student ID card
- money to deposit into the account (this can be as little as \$10)
- Money to deposit into the account (this can be as little as \$10)

Anyone wishing to open a bank account in Australia must show several pieces of personal identification allotted to a points system. One hundred (100) points of identification are 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 accepted 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 can open an account with unique student benefits. Banks typically have ‘Student Accounts’, which contain no or minimal transaction fees typically attached to regular savings accounts.

You will also require a student ID card from your institution to prove you are a student and gain access to the benefits offered by a student bank account.

For a comparison of accounts in banks throughout Australia see: <http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of internet banking and 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.

CHILD PROTECTION LAWS - STATE JURISDICTIONS

QUEENSLAND

- (Department of Child Safety)
- www.legislation.qld.gov.au | www.csyw.qld.gov.au
- Child Protection Act 1999 (Qld)
- Commission for Children and Young People and Child Guardian Act 2000 (Qld)
- Education (General Provisions) Act 2006 (Qld)
- Public Health Act 2005 (Qld)
- Adoption of Children Act 1964 (Qld)
- Family Law Act 1975 (Cth)

AUSTRALIAN CAPITAL TERRITORY

- (Department of Disability, Housing and Community Services)
- www.legislation.act.gov.au
- Children and Young People Act 1999 (ACT)
- Adoption Act 1993 (ACT)
- Human Rights Act 2004 (ACT)
- Human Rights Commission Act 2005 (ACT)
- Public Advocate Act 2005 (ACT)
- Family Law Act 1975 (Cth)

NEW SOUTH WALES

- (Department of Community Services)
- www.legislation.nsw.gov.au
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Children and Young Persons (Care and Protection) Amendment (Parental Responsibility Contracts) Act 2006 (NSW)
- Child Protection (Offenders Registration) Act 2000 (NSW)
- Crimes Act 1900 (NSW)
- Commission for Children and Young People Act 1998 (NSW)
- The Ombudsman Act 1974 (NSW)
- Family Law Act 1975 (Cth)

NORTHERN TERRITORY

- (Family and Children's Services, Department of Health and Community Services) www.nt.gov.au
- Community Welfare Act 1983 (NT)
- Care and Protection of Children Draft Act (NT)(currently before Cabinet)
- Information Act 2006 (NT)

- Disability Services Act 2004 (NT)
- Criminal Code Act 2006 (NT)
- Family Law Act 1975 (Cth)

SOUTH AUSTRALIA

- (Families SA; Department for Families and Communities)
- www.legislation.sa.gov.au
- Children's Protection Act 1993 (SA)
- Young Offenders Act 1994 (SA)
- Adoption Act 1988 (SA)
- Children's Protection Regulations 2006 (SA)
- Family Law Act 1975 (Cth)
- Family and Community Services Act 1972 (SA)

TASMANIA

- (Department of Health and Human Services)
- www.dhhs.tas.gov.au
- Children, Young Persons and their Families Act 1997 (Tas)
- The Family Violence Act 2004 (Tas)
- Family Law Act 1975 (Cth)

VICTORIA

- (Children Protection and Juvenile Justice Branch; Department of Human Services)
- <https://services.dhhs.vic.gov.au>
- Children, Youth and Families Act 2005 (Vic)
- Working with Children Act (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- The Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Family Law Act 1975 (Cth)

WESTERN AUSTRALIA

- (Department for Community Development, now the Department for Child Protection)
- www.legislation.wa.gov.au
- Children and Community Services Act 2004 (WA)
- Working with Children (Criminal Record Checking) Act 2004 (WA)
- Family Court Act 1997 (WA)
- Adoption Act 1994 (WA)
- Family Law Act 1975 (Cth)

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HOME SECURITY

Housebreaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity, with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house left open or unlocked where they can easily get what they want and make a quick getaway.

Some General Security Tips

- Keep your front door locked when you are at the back of the house.
- Do not leave messages at the front door. It lets people know you are not home.
- Avoid having parcels left on the doorstep.
- If you must have something delivered while you are out, have the neighbours collect it.
- Keep Internet Safety and Security.

INTERNET ACCESS ON ARRIVAL

Wi-Fi access is available to students while they are at the College.

The internet has become a critical business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet makes it the focus of criminal activities. Internet users must protect themselves from falling prey to these activities. The following tips list some simple precautions to minimise the chances of becoming a victim of online criminals.

1. Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
2. Regularly download and install the latest security patches for your computer software, including your web browser. Use automatic software security updates where possible.
3. Use a firewall and make sure it is turned on. Firewalls help prevent unauthorised access to and communications from your computer.
4. Delete suspect emails immediately. Don't open these emails.
5. Don't click on links in suspect emails. Visiting websites by clicking on links in suspicious 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.
6. Only open an attachment to an email where the sender and the attachment's contents are known to you.
7. 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.

8. 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.
9. Use a limited permission account for browsing the web, creating documents, reading emails, 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 an 'Administrator' status.

(Source: Australian Communications and Media Authority)

PERSONAL SAFETY

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

If you are going out at night, remember to:

- consider how you will get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- never hitchhike.
- make sure that you always stay with your party and that someone knows where you are.
- make sure you have enough money to get home or to use a public phone.
- keep away from trouble - if you see any problem 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.
- Never leave your drink unattended if you are socialising in a public place.
- read about drink spiking under 'Alcohol, Smoking and Drugs'.

If you are out and about:

- be alert to your surroundings and the people around you, especially if you are alone or it is dark.
- whenever possible, travel with a friend or as part of a group.
- stay in well-lit areas as much as possible.
- walk confidently and at a steady pace.
- make eye contact with people when walking - (lets them know you have noticed their presence).

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- do not respond to conversations 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 you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

PUBLIC TRANSPORT SAFETY

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

BUSES

WAITING FOR A BUS:

- Avoid isolated bus stops.
- Stand away from the curb until the bus arrives.
- Wait to open your purse or wallet while boarding the bus - have your money/pass already in hand.
- At night, wait in well-lit areas and near other people.
- Check timetables to avoid long waits.

RIDING ON THE BUS:

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



TRAINS

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

- most suburban trains have security cameras installed or emergency alarms that will activate the cameras.
- carriages nearest the drivers are always left open and lit.
- try not to become isolated. If you find yourself left in a carriage alone or with only one other person, you may feel more comfortable moving to another carriage with other people or closer to the driver.

TAXIS

- Travelling by taxi is generally a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:
- Phone for a taxi in preference to hailing one on the street. Taxi companies, all bookings made keep a record.
- You are entitled to choose the taxi and taxi driver of your preference. If a driver makes you feel uncomfortable, you are within your rights to select another taxi.
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi.
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route than the one you have specified or are familiar with.
- Take note of the taxi company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details eg, "Look after my friend, Mr/Ms Yellow Cab No.436".
- Stay alert to your surroundings and limit your conversation to general topics.
- If you want to keep your home address private, stop a few houses from your destination.

SETTLING IN

- If the driver harasses you when travelling in a taxi, your options include the following:
- Ask the driver to stop. You may choose to make up an excuse to do so.
- Leave the taxi when it stops at a traffic sign or lights.
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop.
- Read the fleet number and advise the driver you will report them if they don't stop.

(Source: Queensland Police Service)

UBER

- Download the Uber App on your device.
- To book an uber type your destination into the 'where to' section.
- Select the type of vehicle you would like at the bottom of the screen.
- Tap 'request' and then confirm the pickup location.
- You will make payment with a debit or credit card when you book the ride. Make sure the correct payment is selected.
- You will be able to see on the App where and how long your uber will be.

ALCOHOL, SMOKING, AND DRUGS

ALCOHOL

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

SMOKING

Australian Law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products.

There are also several laws regulating and restricting tobacco products' advertising, promotion and packaging. Regulations limit smoking in public areas such as shopping centres, hotels, restaurants, and dining areas, and in some workplaces. www.qld.gov.au

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

HITCHHIKING

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

HOWEVER, many crimes have been committed against innocent hitch-hikers, including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

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

AVOIDING DANGEROUS AREAS AND ACTIVITIES

It is essential always to 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. Different groups of people may use it 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 how you feel when in them. EG the street outside a hotel in the morning is likely used by people going to and from work or shopping. At night, however, hotel patrons are most likely to be on the street. Alcohol consumption has become a factor in these places, and for many (mainly 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 8am and 5pm is usually lively and active. After 5 pm or during school holidays, it may be isolated or dominated by particular groups. Being in a place when it is busy is very different from when a place is isolated.

There is often no reason to be afraid, but be alert, aware and careful.

SETTLING IN

MAKING NEW FRIENDS

There is no magic trick to making friends. And if you are in a foreign culture, finding people you really “get along” with can seem more difficult than usual. 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 them. If strangers start talking to you, they are probably just being friendly. But be safe, and don't give them any personal details like your full name, phone number or 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 in Australia. These people can make you feel accepted and communicate much more easily with them than with the locals, particularly when you have just arrived. When everything around you is new and different, finding people from your country and cultural background can feel significant relief. 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 know them reasonably well and can trust them. People from their own culture sometimes commit crimes against international students.

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. It is important to remember that it can happen to anyone anytime, but certain precautions may make it more difficult for a possible perpetrator.

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether 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 complicated to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a severe crime that can happen to people regardless of gender or sexuality. Your first point of contact should be the police or your closest Sexual Assault Service www.health.qld.gov.au.

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 must clearly explain what 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.
4. 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. They will likely 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 when you are dealing with the circumstances surrounding the report of an assault.

For counselling services, please get in touch with the Enrolment Officer.

SETTLING IN

SOCIAL ACTIVITIES

WHAT IS SCHOOLIES WEEK?

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

Official schoolies events, which are drug and alcohol-free, are held at many schoolies destinations; they include concerts, dances and parties. For all official events, attendees are required to be registered schoolie and present schoolie ID on entry. The 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:

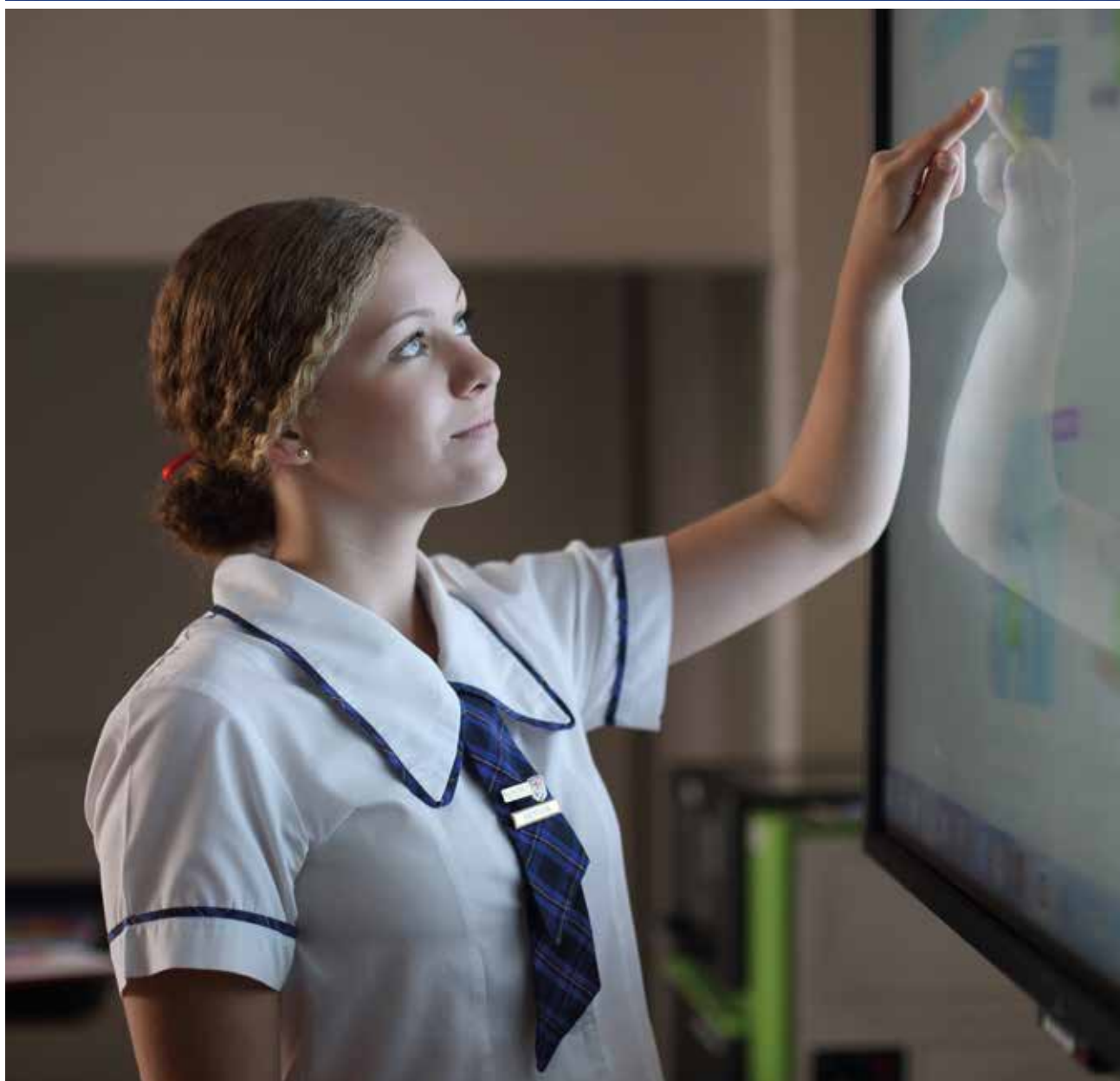
- Celebrate but watch your friends:
- Stay with friends, and don’t take chances. Remember, there is safety in numbers.
- Plan with your friends. Work out how you will share costs and look out for each other.
- Book your accommodation - don’t expect that you can stay with friends.
- Know where you are 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*)



SECTION FOUR STUDYING

AT SUNCOAST CHRISTIAN COLLEGE



STUDYING AT SUNCOAST CHRISTIAN COLLEGE

TO BEGIN

ARRIVE EARLY

Australian education providers will provide an international student orientation before classes commence, and often, local students attend an orientation before beginning. 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 that the College provides, you will see a lot of information for you to understand and consider as you progress in your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you concentrate 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 a chance to:

- see and talk to the most important people you need to know at the College.
- see the international office staff and their duties
- see the course or academic advisor
- see the ESL Advisor
- see student services staff
- see the religious/cultural/ministry staff
- see the accommodation/home-stay coordinator
- see counsellors
- enrol early, which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the Library, and more.
- meet and get advice from your Academic or Course Advisor.
- meet representatives of Student Associations, Clubs, and Mentors.
- find your way around the campus.
- Locate the library, computer room and facilities
- Locate the recreation and eating areas
- Locate clubs and Associations
- Locate the 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 help you avoid 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 meet them at orientation activities later.

WHAT TO DO FIRST

Report to Main Administration and meet with International Student Coordinator.

INTERNATIONAL STUDENT ORIENTATION

International Student Coordinator will go through everything with you and introduce you to key staff that will help you settle in and arrange a class buddy to look after you and show you around the campus.

COURSE ORIENTATION

To be advised on arrival.

BEHAVIOURAL MANAGEMENT POLICY

As a Christian College and Christian community, there is in place a Behaviour Management Policy for the following reasons:

1. To bring honour and glory to God.
2. To assist students in realising their full potential as individuals uniquely created in the image of God.
3. To provide guidelines for the orderly functioning of day-to-day operations of the College community.
4. To provide a framework for parents/guardians and teachers to use in directing. Encourage self-discipline for all students.

The Behaviour Management Policy applies to all students enrolled at the College. As part of enrolment in the College, it is a requirement that all parents/guardians acknowledge they have read the policy and have discussed it with their child/ren. The Behaviour Management Policy is available on the College website under Enrolments.

ACADEMIC POLICIES AND PROCEDURES

<https://suncoastcc.qld.edu.au/wp-content/uploads/Policies-Conditions-for-Enrolment-of-International-Students-2022.pdf>

COMPLAINTS AND GRIEVANCES

<https://suncoastcc.qld.edu.au/wp-content/uploads/Suncoast-Christian-College-Complaints-Handling-Policy-and-Procedures.pdf>

INTERNATIONAL STUDENT VISA CONDITIONS

STUDYING AT SUNCOAST CHRISTIAN COLLEGE



For a full list of mandatory and discretionary student visa conditions, please visit <https://immi.homeaffairs.gov.au/visas>

ACADEMIC PROGRESS

Students must maintain satisfactory academic progress. The College will monitor the progress and develop strategies to assist students in their academic progress.

ATTENDANCE

As part of the student visa requirements under the Department of Immigration regulations, all international students are required to attend classes and meet all course requirements, including completing assignments on time. Please talk to your teachers and/or Year Level Coordinator if you have any concerns.

CURRENT ADDRESS DETAILS

Students on an International Student Visa no longer need to keep DIAC informed of their home address in Australia, as DIAC 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**.

Any change of address must be reported to the Enrolment Officer and can be updated through the College website.

STUDENT ADMINISTRATION INFORMATION

PAYING FEES

<https://suncoastcc.qld.edu.au/wp-content/uploads/Suncoast-International-Student-Fees.pdf>

ENROLMENT

<https://suncoastcc.qld.edu.au/enrolments/international-students/>

ID CARDS

It will be supplied and handed out on arrival.

REFUND AND CANCELLATION POLICY

See page 4 of <https://suncoastcc.qld.edu.au/wp-content/uploads/Policies-Conditions-for-Enrolment-of-International-Students.pdf>

TEXTBOOKS

Will be supplied and given out on arrival at student orientation.

STUDENT SUPPORT SERVICES

Emergency 24-hour Student Contact Person

Mr Greg Mattiske

principal@suncoastcc.qld.edu.au

0411 968 298

STUDYING AT SUNCOAST CHRISTIAN COLLEGE

INTERNATIONAL STUDENT OFFICE

Enrolment Officer

Mrs Janelle Appo
jappo@suncoastcc.qld.edu.au
07 5451 3600

ACADEMIC SKILLS ASSISTANCE

Secondary and Primary

Mr Tim Chalmers and Ms Melanie Mitchell
tchalmers@suncoastcc.qld.edu.au
mmitchell@suncoastcc.qld.edu.au
07 5451 3628 and 07 5451 3652

CAMPUS MINISTRY/PASTORAL CARE

Director of Student Development

Mr Garth Reid
greid@suncoastcc.qld.edu.au
07 5451 3600

COUNSELLING

Director of Student Development

Mr Garth Reid
greid@suncoastcc.qld.edu.au
07 5451 3600

DISABILITY SERVICES

Secondary Enrichment Centre and Primary Enrichment Centre

Mrs Judith Bowden | Mrs Michelle Cooney
jbowden@suncoastcc.qld.edu.au
mcooney@suncoastcc.qld.edu.au
07 5451 3600 07 5451 3600

ANCILLARY STUDENT SERVICES

Student Notice Boards
Located in Primary and Secondary Reception

KEY PERSONNEL

INTERNATIONAL STUDENT COORDINATOR

Enrolment Officer

Mrs Janelle Appo
jappo@suncoastcc.qld.edu.au
07 5451 3600

ACCOMMODATION / HOME-STAY COORDINATOR

Enrolment Officer

Mrs Janelle Appo
jappo@suncoastcc.qld.edu.au
07 5451 3600

ACADEMIC SKILLS ADVISOR

Principal

Mr Greg Mattiske
gmattiske@suncoastcc.qld.edu.au
07 5451 3600

ESL SUPPORT OFFICER

Secondary Enrichment Centre

Mrs Judith Bowden
jbowden@suncoastcc.qld.edu.au
07 5451 3600

PRIMARY LEARNING SUPPORT

Mrs Michelle Cooney
mcooney@suncoastcc.qld.edu.au
07 5451 3600

CAMPUS AND FACILITIES

Please refer to our College website

www.suncoastcc.qld.edu.au

A tour of campus and facilities is available on the day of arrival during student orientation.

CALENDAR OF EVENTS

TERM 1

- Launch day
- Graduates assembly
- Year 12 information evening
- Swimming carnivals
- Years 7, 9 and 12 camps
- Thailand and Outback mission trip
- Cross Country
- Grandparents and Family Friends' morning
- Primary photos
- Year 10 work experience

TERM 2

- ANZAC College ceremony
- Parent, teacher, and student conferences
- Secondary photos
- Years 3, 5, 7, and 9 testing
- Secondary Musical OnStage
- Year 8 camp
- Primary athletics carnival
- Reconciliation assembly
- Year 6 Canberra trip

STUDYING AT SUNCOAST CHRISTIAN COLLEGE

TERM 3

- Secondary Parent, teacher, and student conferences
- Years 5 and 11 camps
- Year 11 in 2021 information evening
- Arts on twilight cultural festival
- Year 11/12 Careers Expo
- Primary production – Spotlight
- Junior Primary sports day
- Secondary athletics carnival

TERM 4

- Year 7 in 2021 information evening
- Year 12 external exams
- Year 11 external exam trials
- Senior year's presentation evening
- Year 12 graduation formal
- Middle year's presentation evening
- Junior Primary celebration morning
- Upper Primary celebration evening

A calendar of Events will be available to students on arrival at Student Orientation.

SUBJECT SELECTION

Subject selection is made during orientation for all middle and senior-year students. For more information about available subjects, see the curriculum handbook for each year level or contact the Enrolment Officer.

TIMETABLES

Student timetables will be available to students on the day of arrival at Student Orientation.

ACADEMIC SUPPORT AND EXPECTATIONS

TEACHING AND LEARNING IN AUSTRALIA

Curriculum and learning in Australia are built on a desire to develop the knowledge, understanding skills and attitudes necessary for young people to be influential citizens who can contribute to society. It is based on an Australian curriculum implemented in each State and Territory.

Formal education begins with Pre-Kindy and Kindy programs, and then students move into Years Prep - 10 from the age of 5 to 16, followed by a two-year Senior Year.

Suncoast Christian College will comply with the requirements of the Education (Overseas Students) Act 2018 ['EOS Act'], the Education Services for Overseas Students Act 2000 (C'th) ['the ESOS Act'], and the National Code of Practice 3 for Providers of Education and Training to Overseas Students 2018 (C'th) ['the National Code'], made under the ESOS Act.

KEYS TO ACADEMIC SUCCESS

Academic success is based on a stable and supportive home environment and quality family and peer relations relationships. Then, students are in a place to engage with the activities and learning in class. A diligent approach to homework and preparing assessments as a high priority is vital.

STUDY SKILLS

Study skills begin with a strong desire in students to achieve their personal best. Frequent reading of fiction and non-fiction, personal organisation of materials and time management skills, along with IT skills, will support learning.

PLAGIARISM

INTELLECTUAL PROPERTY AND COPYRIGHT

Students will

- acknowledge the implications of Intellectual Property.
- understand that plagiarism is a serious offence that can carry severe consequences.
- acknowledge the author or source of any information or intellectual property used in work for school assessment.
- ensure any material published on the internet or intranet has the Principal's or their delegate's approval and has appropriate copyright clearance.
- as a user of Suncoast Christian College's Information and Communications Technologies (ICT), students agree to comply with the above statements and other College guidelines relating to ICT. They also acknowledge that any breach of this agreement may result in losing access to ICT resources and/or disciplinary action. (Extracted from the Parent Handbook 2021??)

RESOURCES

Students have access to various resources such as information technology, textbooks and workbooks.

TUTORING

Tutoring is available to international students upon request.

STUDYING AT SUNCOAST CHRISTIAN COLLEGE

ENGLISH LANGUAGE SUPPORT

English as second language support (ESL) is available to students, for the duration of the course, through the College's learning support centre.

ASSESSMENT AND REPORTS

Assessments and reports are provided to the student each semester in electronic form.

LIBRARY SERVICES

The Library operates during College hours and is available to staff, students and parents/guardians. Items can be borrowed for a maximum of two weeks. Late returns bring a loss of borrowing privileges.

Books not returned, lost or badly damaged require payment of the replacement cost plus an administration fee from the student or parents/guardians. The Library and its staff are available to help you to achieve the best results by locating resources for any subject in the curriculum.

Students in Years 10 – 12 have been supplied with their own copy of A Guide to Referencing and Bibliographies, which provides invaluable information which is a must for the successful completion of assignment work. Students and parents/guardians need to know the standards for obtaining and acknowledging information sources.

LENGTH OF LOANS FROM THE LIBRARY

Little Learners: one item for one week

Prep: Two items for one week + home readers

Primary School: three items for two weeks + home readers

Middle Years: Six items for two weeks

Senior Years: Eight items for two weeks

If items are required on loan for more than two weeks, the loan must be extended by renewing at the Library desk.

It is optional to have the item on hand. Reference books (indicated by a blue dot on the book) are only for borrowing if special permission is obtained from the Librarian for an overnight loan. Home readers are in addition to the above item allowances.

OVERDUE POLICY

A maximum of two overdue notices will be issued. If the item is not returned or renewed or problems are reported after the first notice, parents/guardians will be notified. If the item is lost or damaged, then the replacement cost plus an administration fee will be charged. If the return of an item is in dispute, the student must seek out a staff member of the Library to resolve the issue.

COMPUTER LAB

The College has a computer lab for high-end use for Film and TV students and other computer-based classes such as Business and Digital Technologies.

COMMUNICATION AND TECHNOLOGIES.

The computer lab is also available for primary students.

Students are issued with a College laptop, which will be used only for study purposes.

HOW TO ACCESS THE INTERNET ON ARRIVAL?

During the orientation process, students will be provided with a username and password so they can access the College internet for the duration of their stay whilst on campus.

HEALTH AND SAFETY ON CAMPUS

OUT-OF-BOUNDS AREAS

During College hours, all students are to remain within the bounds of the College. Students may only leave the College grounds during College hours with permission and after they have been signed out by a parent/guardian at Primary or Secondary Receptions (extract from Behaviour Management Policy).

The following areas of the campus are out of bounds unless students are provided express permission to enter the area by a member of staff:

- All staff rooms or common staff areas
- Science, art, Library, and computer storerooms
- Music rooms
- Sports and physical education equipment storage areas
- All classrooms, unless a teacher is present, with the exception of the senior area
- All banks and gardens throughout the campus
- The rainforest
- Agricultural area
- The Lecture Theatre, unless a teacher is present
- The Church complex, unless accompanied by a staff member or with a permission slip
- A College bus
- A private vehicle during College hours
- Secondary School areas and the Common for Primary School students
- Primary School areas for the Secondary Students
- The oval at given times and on given days when SCISSA is on

STUDYING AT SUNCOAST CHRISTIAN COLLEGE

ROAD SAFETY IN THE CAR PARK

Students' safety is our priority! Each afternoon we have approximately 950 students leaving the campus in cars and buses within 15 minutes.

Parents/guardians need to abide by the following rules within the College campus:

- 15km per hour speed limit
- Keep traffic flow as directed by road markings and crossing attendants
- Observe crossing attendant directions
- Do not double park, as this reduces visibility and access
- Give way to students on all crossings
- Vehicles are to be parked before students disembark
- Drop off and collect students in the allocated areas
- Give way to all departing buses
- Do not leave Primary aged children in an unattended car
- Do not use mobile phones whilst driving
- Do not park in disabled parking bays.

WAITING AREAS AND DROP OFF ZONES

DROP OFF IN THE MORNING

Parents/guardians can use the "Kiss and Go" area in front of the Church in the mornings. Alternatively, they must park their vehicles in the parent car park (on the south side of the pedestrian island).

Junior Primary parents/guardians who park in the car park are to walk their children into the Junior Primary playground.

PICK UP IN THE AFTERNOONS

1. Junior Primary students are to be collected from their classroom or the H Upper Playground unless accompanied by an older sibling.
2. Upper Primary students are to walk to a row of the car park as determined by the parents and wait to be picked up from the pedestrian island.
3. Alternatively, if an older sibling collects them, they may be collected from the covered area between Prep and Junior Primary.
4. Secondary students can be collected from the fenced-off covered car park waiting area.

Please note:

- Parents/guardians are not to make other arrangements with students to drop off or meet anywhere else.
- The Kiel Mountain Road car park is NOT to be used as a drop-off or pick-up point.
- Running is not permitted in the car park. Supervision is provided in H Upper from 3:00 pm to 3:15 pm each afternoon.
- Primary students who have not been collected by 3:15 pm are taken to the Administration Reception in K-Block to wait for parents/guardians to pick them up.

CROSSINGS

- Students are to use the walkways to the car park and cross the crossing when directed by the attendant. The crossing attendant will only permit Junior Primary students across the crossing if accompanied by an older sibling or parent/guardian.



STUDYING AT SUNCOAST CHRISTIAN COLLEGE

CHILD PROTECTION PROCEDURES HOW & WHO TO REPORT TO

STUDENTS

CHILD PROTECTION — STUDENTS

Every student has the right to feel safe and free from harm while at Suncoast Christian College. We expect you to respect your teachers and other students, and we expect that you will receive the same respect in return. You should never allow yourself to feel unsafe without reporting it to someone you trust.

Q. Who should I tell if I feel unsafe at school or home?

- A. Tell anyone, a child protection officer or any teacher who will speak to the child protection officer on your behalf. If you do not feel like talking to a staff member, write him or her a letter.

Q. What will happen if I report what is happening to a staff member?

- A. If the concern is worrying you but not causing you immediate harm, then the staff member will discuss ways to solve your problem with you. If the situation is severe and the staff member believes you are being harmed or in danger of being harmed, they will report it to the life coach or the principal.

Q. What if I don't want the staff member to tell the Principal?

- A. The staff member will try to keep your concerns confidential as much as possible. However, if the staff member is aware or reasonably suspects that anyone has caused harm to a student of the College, then by Law, the matter must be reported to the life coach or the principal. It may have to be reported to the police.

If the staff member has no choice about reporting what you told them to someone else, they will explain exactly what will happen next. Remember, the most important thing is feeling safe and free from harm. You must tell someone if you are being harmed or afraid that you will be harmed.

The College has staff members for you to speak to who have been appointed to be Child Protection Officers. They are Mel Wolter in the Primary School, Garth Reid, Chanoa Paget and Emily Chalmers, plus Year Level Coordinators in the Secondary School.

STUDYING AT SUNCOAST CHRISTIAN COLLEGE

STUDENT WELL-BEING TEAM

At Suncoast, we have a team of dedicated professionals who work towards an inclusive learning environment for children, with early intervention, effective remediation, individualised programs, service opportunities and enrichment to help every child achieve learning success.



MR GARTH REID

DIRECTOR OF STUDENT DEVELOPMENT

Garth is a member of the College Leadership Team and is responsible for the overall Well-Being and Missions and Service Teams.



MRS MEL WOLTER

PRIMARY CHAPLAIN

As Primary Chaplain, Pastor Mel works for the welfare of our Prep to Year 6 students. She coordinates Friday Chapel, counsels primary students and runs our Primary Community Care programme.



MRS CHANOA PAGET

DIRECTOR OF STUDENT DEVELOPMENT

Chanoa provides leadership for pastoral care programs for secondary, develops new preventative programs and provides counselling/coaching to secondary students.



MRS EMILY CHALMERS

PRIMARY CHAPLAIN

Emily provides student counselling, particularly in the area of mental health. She works towards solutions for individual student needs, including; goal setting, parent meetings, targeted intervention, external referrals, teacher support, and preventative approaches and workshops.

STUDYING AT SUNCOAST CHRISTIAN COLLEGE

FIRST AID

The College provides first aid care for all employees, students, volunteers and visitors to the College. Designated first aid areas are accessed through Primary Reception (G-Block) and Secondary Reception (K-Block). Trained staff are provided with first aid supplies for campus duties, excursions and camps as required.

If first aid is required whilst, at the College, the staff, student, volunteer or visitor should report to the designated first aid area for assessment and treatment. If this is not possible, then someone must alert first aid officers that treatment is required at the location of the sick or injured person.

If students are ill, the College believes the best place for them is at home with family. When an illness or injury is severe, chronic or prolonged, parents/guardians will be contacted and asked to collect their child from school. The College will not assume responsibility for taking students to a medical practitioner except in cases of extreme emergency. Then the student would be taken to Sunshine Coast University Hospital or Nambour General Hospital, and the student's parents/guardians would be contacted.

However, if the incident is more severe or involves a head injury, in that case, it is standard College procedure to call the ambulance and, if necessary, take the patient to the local hospital. Parents/guardians will be notified when the decision has been made to contact the Queensland Ambulance Service.

The College will only administer Paracetamol if the student exhibits evidence of a fever as indicated by a thermometer and with parental permission.

Parents/Guardians of students with severe medical conditions or allergic reactions must provide the College with written instructions for managing such conditions authorised by a legally qualified medical practitioner. The Medical Action Plan will be stored on the College's database: PCSchool, for access by selected staff and the student listed as 'at risk' for prompt treatment. For more information about the First Aid Policy, please get in touch with the Compliance and Finance Office or First Aid Coordinator.

MY STUDENT SURVIVAL PAGE

IMPORTANT CONTACT NUMBERS

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

GOVERNMENT DEPARTMENTS

Department Home Affairs 131 881

<https://www.homeaffairs.gov.au>

ATO – AUSTRALIAN TAXATION OFFICE

Tax File Number: 132 861

www.ato.gov.au

HEALTH COVER

Medibank Private

www.medibank.com.au/oshc

COLLEGE 24HR EMERGENCY

Mr Greg Mattiske

0411 968 298

MY IMPORTANT PEOPLE AND PLACES

Suncoast Christian College

07 5451 3600

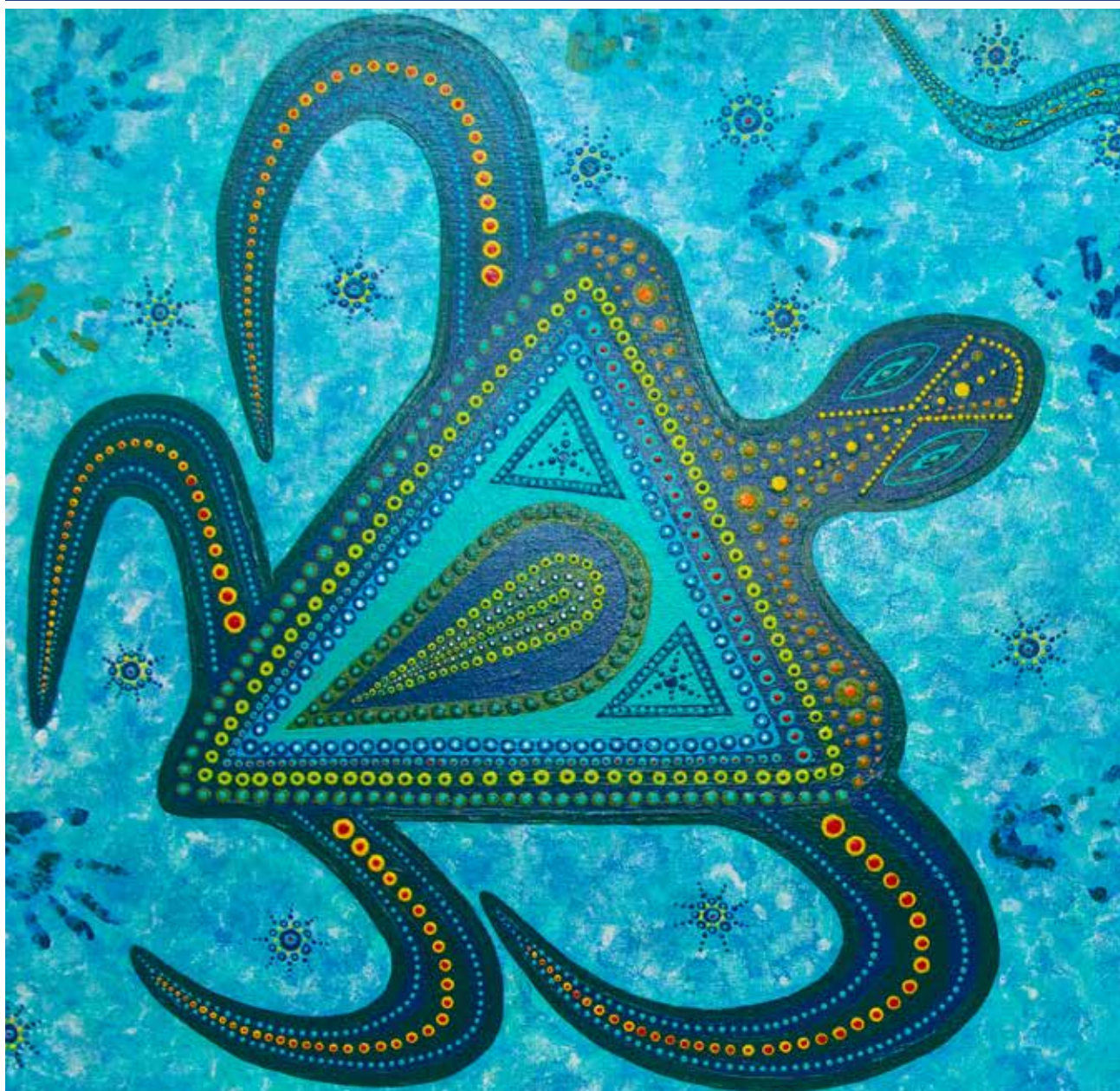
www.suncoastcc.qld.edu.au

Greg Mattiske - Principal

Janelle Appo – Enrolment Officer

SECTION FOUR

SOCIAL AND CULTURAL



SOCIAL AND CULTURAL

ADJUSTING TO LIFE IN AUSTRALIA

While living and studying abroad may be an exciting adventure, it can also present various challenges. Having decided to study and live in Australia, you will adjust to many cultural, social and academic areas. It is also important to remember that while these changes are occurring, you will embark 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 significantly from those in Australia and adapting to the Australian way of life may take some time. The following 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 verbal and non-verbal communication patterns. Be bold and ask questions if there are things you need help understanding, as this will reduce the chance of confusion or misunderstandings.

BECOME INVOLVED

Make an effort to meet people and become involved in groups on campus and in the broader 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 undoubtedly 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 sometimes. Try to recall or make a list of the reasons you initially wanted to study abroad; also, listing positive events or changes within yourself that have occurred since you arrived may 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 drinking a particular coffee or tea or eating specific foods. It may also involve involvement in more significant events, such as celebrating a national day with friends in your country of origin.

KEEP LINES OF COMMUNICATION OPEN WITH THOSE AT HOME

Regularly communicating with those at home about your study experiences and life in Australia through emails, telephone calls, and text messages are vital. Not only does it help to keep you connected with critical social supports, but it also assists your friends and family 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 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 okay to make mistakes.

ASK FOR HELP

Feel free to ask for assistance or support if you need it. In addition to the counselling service, many organisations are set up on campus to ensure you have a successful and enjoyable time in Australia. Finally, relax and enjoy the journey!

(Source: Macquarie University)

CULTURE SHOCK

Culture shock is feeling 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, frustration with your host country, and a profound longing for home.

SOCIAL AND CULTURAL

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 into 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 are 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. No laws or rules on clothing exist, but you must wear specific clothing for work situations. Most workplaces have dress standards.

Outside of work, clothing is an individual choice; many people dress for comfort, for the social situation or for 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 surroundings. This does not mean that people dressed to go to the beach or swim have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items, including a monk's 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 constructive words 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 '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 can think that people who do not say 'please' or 'thank you' are rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not talking 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 at a person's home.

It would help to always be on time for meetings and other visits. If you realise you will be late, contact the person to let them know. This is very important for visits to professionals (like a doctor) as you may be charged money for being late or missing 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 from the north of England. If you are unsure what a term means, it is all right to ask the person who said it to explain. Some common phrases 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 container, not just a plate, which is usually ready to serve. This is common for communal gatherings such as school, work or a club. You can ask the host if you are still deciding what to bring.
- 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, soda, or water. Some restaurants are BYO. You can get your own wine to these venues, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- Arvo - this is short for the afternoon. 'Drop by this arvo' means please come and visit this afternoon.
- Fortnight - this term describes 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 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.

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- 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 the toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use their 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, '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.studiesinaustralia.com

RESPONDING TO AN INVITATION

WHAT COULD I BE INVITED TO?

If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any event, you will usually respond with a letter or phone call. The midday meal is lunch, and the evening meal is 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 any time after 6:00 pm (1800 hours), usually means dinner.

HOW ARE INVITATIONS MADE?

Invitations can be written or spoken. Written ones usually ask for RSVP (which in French is *repondez s'il vous plait*) 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 asks 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 only sometimes be able to accept an invitation. The best way to refuse is to say, 'thank you, but unfortunately, I/we have other plans at that time'. To say you are too busy may seem extremely rude, even if 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 rude and affect new friendships. Sometimes it is best to wait to accept an invitation immediately and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration)

TIPPING

Tipping is not generally expected or practised 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, leaving a small amount (perhaps 10%) is acceptable should you feel you have received exceptional service.

PUBLIC HOLIDAYS AND SPECIAL CELEBRATIONS

Australians hold certain days each year as special days of national meaning. We may recognise the day as a holiday for everyone, or we can celebrate the day as a nation with special events. Most States and Territories observe some 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 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 nationwide to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia; the fireworks display is considered one of the best in the world. 1 January is a public holiday.

AUSTRALIA DAY

Australia Day, 26 January, is the day we celebrate our nationhood as Australians. 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 in the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed

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as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend allows 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 more extended family holiday. Easter is the busiest time for domestic air travel in Australia and a 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 25 April, when 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 lives to war. The day is a public holiday. We remember 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

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day or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in the wars. As Australia is such a multicultural 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 when it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of "TWO-UP". Two-up is a game of chance played by the ANZACS where money is waged on the toss of three coins for a 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 memorable.

LABOR DAY

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

QUEEN'S BIRTHDAY

The Queen's Birthday holiday celebrated the birthday of Queen Elizabeth II, who was the Queen of the United Kingdom and Queen of Australia.

This holiday will likely be replaced by the King's Birthday in honour of King Charles III - the new King. The public holiday is celebrated on a Monday but on different dates. The Queen's Birthday on Monday results in a three-day long weekend.

MELBOURNE CUP DAY

The Melbourne Cup is a 2-mile international horse race run on the first Tuesday of November each year, attracting the finest racehorses worldwide. 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, and 3rd, and usually, a small amount for last place or horses scratched due to injury just before the race. The Melbourne Cup is part of the "Spring Racing Carnival", attracting celebrities worldwide. Women dress in their best outfits; hats are the order of any day, and gentlemen in suits of all sorts and other costumes. It's a very colourful time to be in Melbourne.

CHRISTMAS

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe 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 effect 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. Family and friends gather to exchange gifts and enjoy special Christmas food on Christmas Day.



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 outdoors, going to the beach for the day or heading to camping grounds for a more extended break over the Christmas holiday period. There are often places that have developed an international reputation for international visitors to spend Christmas Day in Australia. One such example is for visitors 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 televised live throughout the country to smaller local

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community and church events. Christmas in Australia is also associated with two major sporting events.

- **The Boxing Day Test:** 26 December is the traditional 'Boxing Day Test' opening day 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 is on the calendar of international yacht racing and begins on 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)

HOME FIRE SAFETY

International students increasingly appear 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 fire risk 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 of smoke and fire. You **MUST** have a smoke alarm where you live, and it is the law.

All homes must have a smoke alarm on each level. Landlords are legally responsible for the installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus, your room will have a smoke alarm. If you live off campus in a house or flat, there must be a smoke alarm outside your bedroom.

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

- Test your smoke alarm monthly by pressing the test button.
- DON'T remove the battery
- DON'T take the smoke alarm down
- DON'T cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work, report it to your landlord.
- Electricity
- The safe use of electricity assists in preventing house fires.

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

A double adaptor or a power board plugged into another double adaptor or power board creates a danger of overloading the system.

For safety, use a single extension cord rather than joining shorter cables. Leaving an extension cord coiled while in use or placing a cable under floor coverings can cause overheating.

- Be careful to keep electrical appliances away from water.
- A hairdryer 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. When dimming 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 heaters are a significant 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 home, ensure heaters are turned off at their power source and fires extinguished.
- Candles, oil burners and cigarettes
- Candles, oil burners and cigarettes can all be dangerous fire hazards.
- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Stay in 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; curtains can easily catch fire.
- Cooking

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.

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- Hot oils and fats catch fire quickly.
- - 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. www.mfb.vic.gov.au)

SUN SAFETY

Australia has the highest rate of skin cancer in the world. 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.

Skin cancer and skin damage are caused by exposure 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 10:00 am and 3:00 pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad-brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV-protective sunglasses
6. Apply SPF 30+ broad-spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

BEACH SAFETY

Understanding the ocean is very important - the more you know how waves, wind, and tides affect water conditions, the better you are at keeping yourself safe or even rescuing others from danger. Recognising danger signs and awareness of surf conditions is essential to 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 on some excellent 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. An adult should always supervise children.

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, returning to the sea, and 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

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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 a note of a landmark, such as a building or a 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 to 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 tail; instead, duck dive to just below the turbulence. Wait for the wash to pass, and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out. Check your position by occasionally raising your head for a quick look when swimming on top of a swell.

(Source: Surf Lifesaving Australia)

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 when you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected weather changes.
- 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 per hour of walking). Wear sturdy shoes

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and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bush walks 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.

You should stay off the roads if you are in smoke and fire-affected areas. 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 road closures block your journey. Turn the car radio on and keep it tuned to local stations for bush fire updates

- If you are caught in a bush fire, park the car immediately and remain calm.
- Look for a clear area, preferably off the road. Places clear of grass or bush are safest - they will not sustain high-intensity fires.
- 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 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 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.
- Only proceed once you are satisfied that the fire has passed and that you will not likely be trapped again.
- 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 site and your presence may hinder firefighting operations.

(Source: *NRMA*)

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, 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.
- Ensure 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 night, when animals are most active. If an animal crosses in front of you, brake gently, and do not swerve wildly to avoid it.

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- During daylight hours, always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles. (Source: [Visit Victoria.com](https://www.visitvictoria.com))

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 essential to be aware all year round.

Severe storms can cause major damage. Torrential rain, strong winds, large hailstones, and loud thunder and lightning may accompany them. Storms can cause flash flooding, unroofed buildings, and damage trees and power lines.

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

DANGEROUS ANIMALS AND PLANTS

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

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

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

In the warm waters of Tropical Queensland,

- take care to avoid marine stingers.
- do not enter the 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' telephone number is 131 126.

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

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ANAPHYLAXIS — ALLERGIC REACTIONS

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to 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 immediately, stay calm, and be 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, e.g. 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.childrens.health.qld.gov.au/chq/our-services/queensland-poisons-information-centre/bites-stings/>
(Source Queensland Health)

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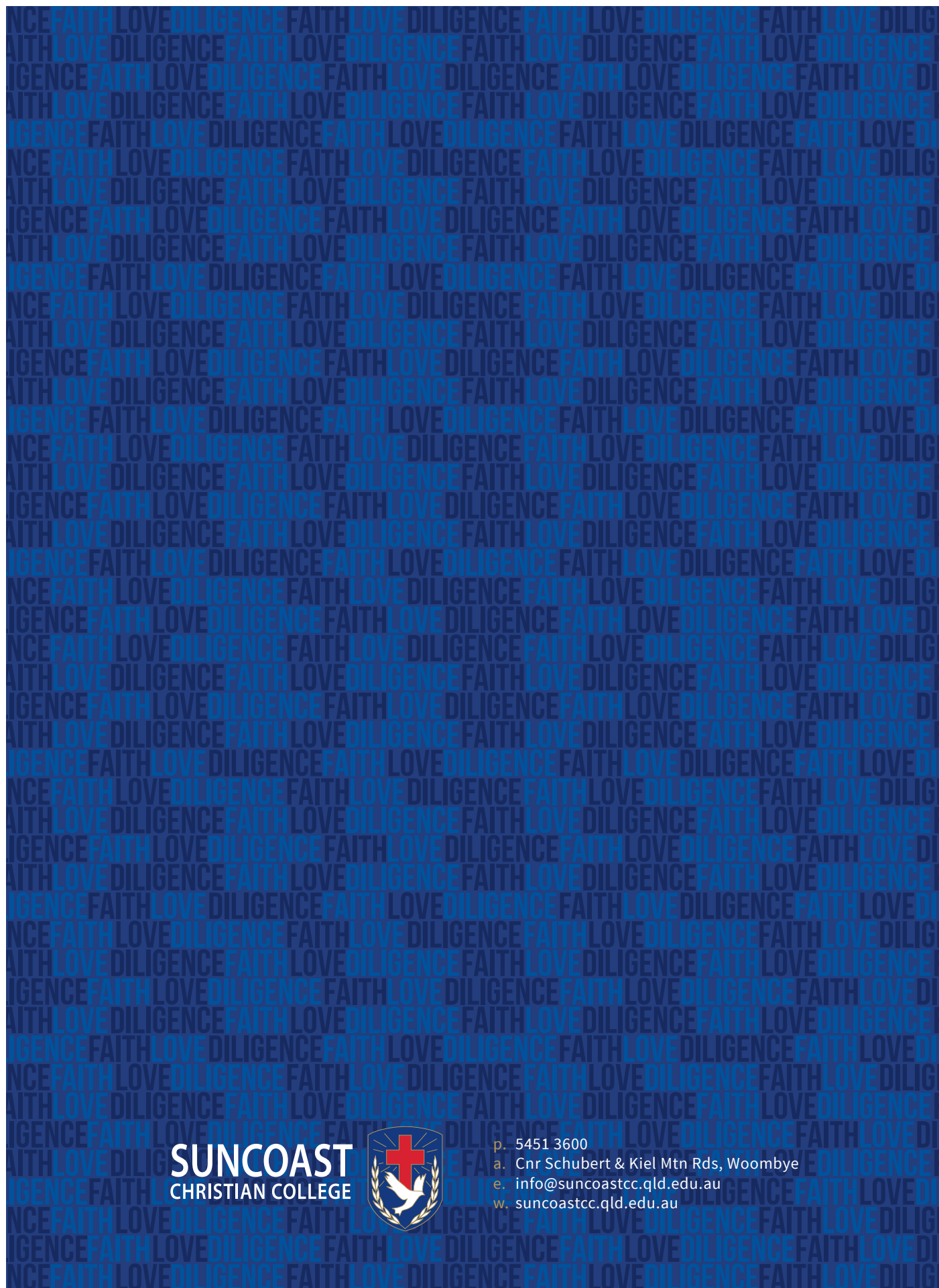
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