



University of  
**Southern  
Queensland**  
Australia



# Student Orientation Handbook 2025

**English Language Programs**

**UIL Cairns Campus**

## 1 UIL Cairns Campus Contact Details

Union Institute of Language	Phone	07 4052 1432
TAFE Cairns Campus TNQIT, Block A, Level 1 Eureka Street CAIRNS, QLD 4870	Fax:	07 3470 0012
		<a href="mailto:enquiries@uil.edu.au">enquiries@uil.edu.au</a>
		<a href="http://www.uil.edu.au">www.uil.edu.au</a>
EMERGENCY CONTACT		<b>0414229250 (ASAP Homestay)</b> <b>0413745730 (Campus contact)</b>

## 2 Timetables

### 2.1 First day timetable

Arrival 8:30 am

#### **Complete the following:**

- Student personal details form
- Sign Authority to Release Information and Promotional Release Form
- Sign Student Code of Conduct
- Have passport and visa (if applicable) copied and have photo taken for ID card (if applicable)
- UIL English Level Placement test
- Interview with Academic Manager/teacher
- Orientation PowerPoint presentation and Student Orientation Handbook
- Campus orientation – campus tour
- Issue textbook as required
- Commence class

### 2.2 Class Timetable (subject to change)

8.30 – 10.30	Morning Class	2 hrs
10.30 – 10.50	Mid-morning Break	20 min
10.50 – 12.20	Mid-morning Class	1.5 hrs
12.20 – 13.10	Lunch Break	50 min
13.10 – 14.40	Afternoon Class	1.5 hrs

Full time attendance is required by all students. If you arrive more than 15 minutes late for class (ie after 8.45am) without good reason, your teacher may refuse you entry to your class and you may be marked absent for that session.

## 3 Campus Facilities and Surroundings

UIL Cairns Campus is situated within the TAFE Queensland Cairns Campus <https://tafeqld.edu.au/courses/study-locations/far-north-queensland/cairns.html>. The campus is located in the western suburb of Manunda about 10 minutes drive from Cairns city centre. UIL students have access to the wonderful facilities of the TAFE Qld Cairns campus including spacious outdoor student areas, canteen, library and learning centre, sporting courts, childcare centre, student-run training facilities including a hair and beauty salon, restaurant, cafe and coffee shop.

### 3.1 Student Identification (ID) Cards

You will have your photo taken for your student ID card in your first week at UIL. You will receive your card as soon as possible.

### 3.2 Toilets

Australian toilets are designed to sit on, so please do not stand on them. The UIL toilets are cleaned daily. If you find any problems in the toilets, please tell a UIL staff member immediately.

### 3.3 Notice Boards

Your teacher will advise you of any important information and notices which will also be posted on the notice boards located in each room.

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### 3.4 Campus Security

The campus is monitored by 24-hour security guards and video cameras around the grounds. Please note that you may be filmed as part of this security. Any suspicious behaviour will be reported by security.

### 3.5 Transport to Campus

Sunbus operates bus services in the local area with the closest bus stop located out the front of the campus on Newton Street. There is plenty of free on-site parking available for students at the Cairns campus. If you cycle to campus bike racks are also available on campus.

## 4 Student Code of Conduct

You are required to sign our Student Code of Conduct form which is included in your Orientation Pack. Please read the code carefully, in particular the following:

- Leave mobile phones, laptops and computer tablets turned off in the classroom unless otherwise directed by a teacher
- Speak English only in the classrooms, computer room, reception and lunch areas. (Please move away from the building if you wish to speak your first language).
- If you speak in another language in class, you will receive a verbal warning from the teacher
- If you speak in another language a second time, you will be asked to leave the room for the remainder of that session, and you will be marked absent for that session.

## 5 Attendance

You must attend at least 80% of your classes to comply with student visa regulations.

### 5.1 Policy on absence from class

You should advise the College by 8.45 am of any absence. Medical certificates will be required for an absence of two or more days. It is illegal to request and be issued with a medical certificate from a doctor in Australia if you do not have a genuine illness. If you produce a large number of medical certificates for absences you may be reported to the Department of Immigration. You will then need to show cause as to why you should continue your studies. The College may also contact the doctor concerned for further clarification on the medical certificates.

### 5.2 Policy on being late to class, or leaving early

If you are more than 15 minutes late to any session, or leave more than 15 minutes early, you may be marked absent for that session.

### 5.3 Policy on unsatisfactory attendance

- When your attendance drops to 85%, you will be given a verbal reminder.
- When your attendance drops to 80%, you will be issued with a written warning notice.
- If your attendance falls below 80% to the point where the 80% minimum attendance requirement over the period of the COE cannot be met, a written **Notice of intention to cancel enrolment** will be sent to you (and your parents or guardian if you are under 18) informing you of the intention to cancel your enrolment noting the reasons for this intended action and that these actions will not take effect while the internal appeals process is underway unless the student's health or wellbeing or the wellbeing of others is at risk. After this point the relevant government department will be advised of the breach in visa conditions.

*Note: medical certificate copies will be kept in your file. They **do not give you attendance credit** when you have been absent. You are to keep original documents.*

### 5.4 Holiday Policy

Students in DEEP programs are not entitled to any leave or holidays.

### 5.5 Forms available from Reception:

- Student leave application form
- Student change of enrolment application form

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- Student deferral / withdrawal application form (includes refund policy)

## 6 Course Information

### 6.1 English Only Policy

At UIL you will learn English with students from different countries. It is important that all students speak English only while at the UIL campus or on any UIL run activity or camp. If you need help in class, please ask your teacher before asking another student to translate for you.

### 6.2 UIL Supervised Self Study Day

Standard UIL enrolment may require adult students to attend a self-study day at UIL each week. The purpose is to develop study skills and peer group learning to prepare you for higher education studies.

On the self-study day you will work under the supervision of UIL teaching staff throughout the day who will check progress and give assistance and explanation where required.

### 6.3 Classroom requirements

All UIL students are required to purchase the following items for their daily study needs:

- Red, blue and black pens, pencils, eraser, ruler, scissors, glue stick in pencil case
- Writing exercise books

In addition to the list above, **SSPP** students are required to also purchase the following items:

- Calculator
- A basic geometry set
- 4 x A4 exercise book – 96 pages

In addition to the first list above, IELTS students will also be required to purchase:

- Electronic English Dictionary

### 6.4 End of program certificate

Your end of program certification will include:

Course name, attendance percentage, final academic achievement scores/levels and report.

## 7 Change of address/contact details

Please let us know your new address and contact details as soon as possible. Please let us know your new address and contact details as soon as possible. You must keep UIL informed with your current Emergency Contact details.

## 8 Fees and payment

All fees must be paid according to invoices issued. Students are required to hold their own copy of the written agreement as supplied by UIL in addition to copies of receipts for payment of any fees.

## 9 Refund

For any refund queries see Administration and Student Services. Please read the *Refund Policy* on your Acceptance of Offer. The following forms are available from Reception:

- Refund request form

## 10 Student grievance

Should you have any issues, you may speak with your Academic Manager; your teacher; or your Student Services Officer.

To make a formal complaint you may

- record your issue on the five-weekly [feedback form](#).
- complete the [formal complaint form](#). You may get a copy of the formal complaint form from Reception.

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Formal complaints must include your name so they can be addressed with you personally. Your complaint will be reviewed and investigated without bias, and you will receive a written response. Return your completed formal complaint form to:

- The Academic Manager, or
- The Student Services Officer, or
- The UIL Principal, via email
- If you are still dissatisfied, you may lodge a formal complaint with the Overseas Students Ombudsman. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

Please refer to the Student Grievance Flow Chart at the back of your orientation handbook.

## 11 Authority to Release Information

### 11.1 Authority to Release to Educational Institutions

You are required to sign UIL's Authority to Release form included in your Orientation Pack, as this allows us to pass on your course results to your follow-on institution.

### 11.2 Authority to Release to a Nominated Person

We need your permission if you wish for your agent, relative or employer to speak with UIL on your behalf or obtain information from UIL about your results, reports, award documentation, skills, participation or financial information. Please fill out the Authority to Release to a Nominated Person form available at Reception.

## 12 Excursions and recreational activities

There are tourist brochures displayed on the wall outside Reception. In addition various campus student clubs organize weekend excursions for students. Details of these excursions are on the noticeboard outside Reception.

## 13 Evacuation procedures

You must evacuate the building when the fire alarm sounds or when asked to do so by a teacher or staff member of UIL or TAFE.

- If evacuating because of a fire, close doors and windows to slow the spread of fire.
- Assist others who may need help.
- Remain calm and move in an orderly fashion. Take personal items such as bags with you as long as it is safe to do so.
- Once a building is evacuated you should not re-enter the building until the all clear is given.
- After exiting the building you will be instructed to proceed to the nearest emergency assembly area.
- When you reach the assembly area, please find your teacher or a UIL staff member and have your name checked on the roll so we know you are safely out of the building.
- Evacuation plans are displayed on classroom noticeboards.

## 14 Visa

For visa enquiries please contact the **Department of Home Affairs (DHA)**

<b>Cairns Office</b> Level 2, GHD Building 85 Spence Street CAIRNS QLD 4870 Telephone: 131 881	<u>Opening Hours:</u> Monday, Tuesday, Thursday, Friday 9am – 4pm Wednesday 9am – 1.30pm  Web: <a href="http://www.immi.gov.au">www.immi.gov.au</a>
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You might need to make an appointment so telephone the office to check

### 14.1 Changing courses

**Can I transfer to another course or education provider?**

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If you have completed at least six months of your principal\* course, you can obtain a new confirmation of enrolment (COE) for a different course with another education provider. Make sure you notify your current education provider of your transfer.

If you have not completed at least six months of your principal course, you may still change to another course with the same provider. However, if you wish to enrol with a different education provider, you will need to obtain a release letter from your current education provider. Once a release letter is issued, you may enrol with another education provider.

### **What can I do if my provider refuses my deferral / release request?**

You should first access the internal appeal process with your education provider. If you are still not satisfied, you can appeal the provider's decision at an external complaint handling body the Overseas Students Ombudsman. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

*\* A principal course is the highest qualification course in which the visa was granted. This is usually the final course on the confirmation of enrolment (COE) that was submitted with the visa application for which the student visa was granted. Further information is available at [www.immi.gov.au/students/](http://www.immi.gov.au/students/)*

## **15 Telephones**

### **15.1 Making phone calls within Australia**

To make international phone calls:

- Dial – international access code (0011) + country code + 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

### **15.2 Mobile/cell phones**

- Mobile phones can be purchased 'pre-paid' or on a mobile phone plan.

## **16 Transport**

### **16.1 Buses and Taxis**

- Timetables are available online at [http://www.sunbus.com.au/sit\\_timetable\\_cairns.htm](http://www.sunbus.com.au/sit_timetable_cairns.htm)
- General bus information is available at <http://translink.com.au/cairns>
- Taxi service (Black & White Taxis – National service) Telephone: 131008

**Transport concessions** are **not** available to English Language students in Queensland.

### **16.2 Bicycles**

- Use bicycle paths wherever possible
- You must wear a bicycle helmet at all times
- Some bike shops offer students attractive deals for hiring, buying and selling bicycles

### **16.3 Driving**

**Note:** In Australia you can't drive a car, ride a motorbike or bicycle or operate any machinery under the influence of alcohol. It is your responsibility to know and observe the road rules.

- You can drive in Queensland if you have a valid overseas or interstate licence.
- You can apply for a Queensland driver licence for the same class as your overseas or interstate licence
- If your licence is in a language other than English, you should carry a recognized translation of it when you are driving.
- For more information go to - <http://www.qld.gov.au/transport/licensing/driver-licensing/overseas/driving/>

## **17 Post Office**

Australia Post offices are open Monday to Friday, 9.00 am to 5.00 pm, located at: **\*\*** *These branches are open on*

Saturday mornings.

- Smithfield Shopping Centre - 1 Kennedy Highway
- Cairns Central Shopping Centre - McLeod St, Cairns \*\*
- Cairns City – 115 Abbott St, Cairns
- Cairns North – 361 - 363 Sheridan St, Cairns
- Bungalow - Shop 1, 164-170 Aumuller St, Bungalow
- Earlville Shopping Centre - 537 Mulgrave Road, Earlville \*\*
- Edge Hill – Shop 1, 159-161 Pease St, Manoora
- Raintrees Shopping Centre - 1 Koch St, Manunda \*\*

## 18 Banking

- Bank hours are usually Mon-Thurs 9:30 to 4pm, Fri 9:30 to 5pm
- Automatic Teller Machines (ATMs) are available 24 hours a day
- The on-campus ATMs accept most cards
- Electronic Funds Transfer at Point of Sale (EFTPOS) is available at most shops

### 18.1 Setting up a bank account

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

To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (only if you need to)

### 18.2 Location of Automatic Teller Machines (ATMs)

Most shopping centres will have a number of ATMs available. ATMs are also available in some garages and 24-hour shops (7-11, Night Owl etc) :

<b>Commonwealth Bank of Australia</b> Library Foyer, JCU Campus, Smithfield Shop 5 Smithfield Shopping Centre 76 Lake Street, Cairns 19-21 McLeod Street, Cairns (Cairns Central) <b>or go to</b> <a href="http://service.commbank.com.au/locate-us/">http://service.commbank.com.au/locate-us/</a>	<b>ANZ</b> Smithfield Shopping Centre 42 – 58 Abbott Street, Cairns 71-75 The Esplanade, Cairns 1-21 McLeod Street, Cairns (Cairns Central) <b>or go to</b> <a href="http://www.locate.anz.com/anz/australia">http://www.locate.anz.com/anz/australia</a>
<b>National Australia Bank (NAB)</b> Smithfield Shopping Centre 101-105 Grafton Street, Cairns 15 Lake Street, Cairns 1-21 McLeod Street, Cairns (Cairns Central) <b>or go to</b> <a href="https://www.nab.com.au/locations">https://www.nab.com.au/locations</a>	<b>Westpac</b> Smithfield Shopping Centre 50 McLeod St, Cairns (Cairns Central) 63-65 Lake Street, Cairns 125 Sheridan Street, Cairns <b>or go to</b> <a href="http://www.westpac.com.au/locateus/">http://www.westpac.com.au/locateus/</a>

A fee may be charged if you use an ATM that does not belong to your own bank network.

## 19 Shopping

For shopping, try the centre of Cairns around Lake and Shield Streets, the night markets on The Esplanade, Rusty's Markets on Grafton Street or one of the many air-conditioned shopping centres.

Shopping trolleys should not be taken away from the Shopping Centre. It is considered stealing if you use the trolley to take your shopping bags home. The Police may give you a fine if you are caught doing this.

## 19.1 Shopping centres

- Trading hours are between 9:00 am and 5:30 pm, Mon - Sat, with the exception of late night trading on Thursday night until 9pm
- Some shopping centres are also open Sunday 10 am-5 pm

<b>Woolworths Supermarket Smithfield</b> Cnr Captain Cook and Kennedy Hwys Mon-Fri 8am -9pm Sat 8am-5:30pm Sun 9am-6pm <b>Smithfield Shopping Centre</b>	<b>Coles Supermarket Smithfield</b> Cnr Captain Cook and Kennedy Hwys Mon-Fri 8am -9pm Sat 8am-5:30pm Sun 9am-6pm <b>Smithfield Shopping Centre</b>	<b>IGA X-press Campus</b> Shop 18 Campus Shopping Centre Open 6am Close Midnight Open 7 days <b>Campus Shopping Centre Smithfield</b>
<b>Coles Supermarket Cairns</b> McLeod St and Aplin St Mon-Fri 9am -9pm Sat 8am-9pm Sun 8am-9pm <b>Cairns Central Shopping Centre</b>	<b>Woolworths Supermarket Cairns</b> 103 Abbott Street Mon-Fri 8am -9pm Sat 8am-9pm Sun 9am-9pm <b>Cairns CBD</b>	

## 20 Health

- Overseas Student Health Cover (OSHC) is compulsory medical insurance for international students on a student visa. OSHC will help with the costs of medical and hospital care in Australia and will also cover the cost of emergency ambulance transport. **OSHC does not cover dental costs.**
- As part of your UIL enrolment, OSHC is arranged and paid for **before** your course start date, either by UIL Admissions or by you personally.
- If arranged by UIL Admissions, the Student Services Officer will give you your OSHC Policy Certificate on your first day. You must complete your online student registration ([www.medibankoshc.com.au](http://www.medibankoshc.com.au)) **within 60 days** of your OSHC start date.
  - You will then receive a Membership Card sent to the address you provided in your online registration. Take this card with you to all medical visits.
  - You can make a claim online, by post or by phone.
- If you have arranged OSHC yourself, you **MUST** provide UIL with a copy of your policy certificate.
- If you have a visa other than a student visa it is recommended that you purchase travel or private medical insurance.

## 21 Medical services

### 21.1 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 and phone to make an appointment. If you need help to make an appointment, or your English is poor, the Student Services Officer can help you.
- Take your OSHC card to the appointment.
- Ask the doctor for a medical certificate to prove you were sick if you will miss classes. There is no charge for the certificate and you may need it to prove to the Immigration Department that you were sick. Give a copy of the medical certificate to the Student Services Officer and make sure you keep the original.
- You will need to pay for your visit upfront. Keep the receipt which you will need when you make your claim to OSHC for a part refund. You can claim online, by post or by phone.



## 22 Legal services

For legal support and direction please contact Cairns Community Legal Centre <https://www.cclc.org.au/our-services>.

## 23 Useful Contacts

### 23.1 Emergency telephone number: police, fire, ambulance – 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should **NOT** be used for non urgent medical assistance - these cases can be treated by a doctor at a medical centre or at the hospital.



### 23.2 Hospitals

Cairns Base Hospital is situated on the Esplanade.

- 24 hour Accident and Emergency section (there may be a long waiting time)

### 23.3 Doctors - 24-hour Medical Centre

- 24 hour Medical Centre, corner Florence Street and Grafton Streets (Tel: 4052 1119)

### 23.4 Medical Centres

Smithfield Medical Centre Campus Shopping Village 1-3 Faculty Close Smithfield Telephone: (07) 4057 7300	Central Plaza 60 McLeod Street Telephone: (07) 40468600
Cairns Tourist & Local Medical Services Ground floor, Cairns Corporate Tower 15 Lake Street Telephone: (07) 4041 1699	Cairns Central Medical 112A Cairns Central Shopping Centre McLeod and Spence Streets Telephone: (07) 4031 3717
McLeod Street Medical Centre 67 McLeod Street Telephone: (07) 4052 1583	Dial-A-Doctor – Home Visit Medical Service Telephone: 1300 030 030

### 23.5 Dentists

Essential Dental Campus Shopping Village 1 Faculty Cl Smithfield Telephone: 0740579282 Hours: Mon-Fri 9:00-17:00 Website: <a href="https://www.essentialdental.net.au">https://www.essentialdental.net.au</a>	Cairns City Dental 69 McLeod St Cairns Telephone: 0740512500 Hours: Mon-Fri 8:00-17:00 Website: <a href="http://www.cairnscitydental.com.au/">http://www.cairnscitydental.com.au/</a>
The Dentist 318 Mulgrave Rd Cairns Phone: 07 4044 0422 Hours: Mon-Fri 8:00-17:00 Website: <a href="http://cairnسدentalgroup.com.au/">http://cairnسدentalgroup.com.au/</a>	

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## 24 Living in Cairns

### 24.1 Weather and seasons

**Summer:** December – February (wet/green season)

In the summer months, Cairns experiences its highest temperatures, humidity and rainfall. The temperature ranges from 26-36 degrees Celsius. The cyclone season is usually between November and May.

**Autumn:** March – May

During these months, the humidity decreases and the days are cooler.

**Winter:** June - August

Winter is the coldest time of the year, with temperatures ranging from 14-26 degrees.

**Spring:** September – November

During these months, the humidity decreases and the days are warm and pleasant.

### 24.2 Sun safety

- Wear a hat, long-sleeved shirt and sunglasses
- Use a 30+ sun block
- Do not stay in the sun for long periods of time
- Drink lots of water
- If you go on the reef, make sure you are protected – even when in the water you can still get burnt

### 24.3 Swimming

- Marine Stingers (Box Jellyfish) are in the sea between October and May. These are very dangerous and can kill you so you must only swim in the stinger nets during these months.
- Low-lying coastal rivers and creeks may contain dangerous crocodiles. Look for signs before you swim.
- Never swim, dive or snorkel alone.

## 25 Time zones

Cairns is in the Australian Eastern Time Zone (AEST) which is GMT+10 hours during standard time.

Queensland does not have daylight saving in summer.

## 26 Personal safety

- Cairns is generally a very safe city, but you still have to exercise some caution:
- Take care when out late at night. Try to stay together with friends and use taxis for transport at night.
- Avoid carrying large amounts of money, your passport, air tickets and credit cards unless you need them. We recommend that you photocopy key documents so that you have a record of them.
- You must be 18 years and above to legally drink alcohol in Australia.
- Observe Australian law in regard to the use or possession of non-prescription drugs.
- Do not drink and drive – the penalties for this are heavy. Be sure that you know and observe the rules of the road before you drive or use the road.

**IF YOU FEEL UNSAFE AT ANY TIME CALL UIL 24HR NUMBER: 0414229250 (Homestay) or 0413745730 (Campus contact)**

## 27 Counselling & Grievance Issues

### 27.1 Academic Issues

- Speak with your teacher first about the issue and then refer to the Academic Manager if required.

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## 27.2 Personal Issues

- If you are comfortable, speak with your teacher or another UIL staff member. UIL staff will be pleased to assist you with contacting professional counsellors. You need to be aware that consultation appointments with counselling services external to UIL will have a fee associated with them.
- If you are being “harmed”, or you see someone else being “harmed”, verbally, physically or sexually, you have a right to report this to any member of the UIL team. ***Your safety is our priority and all conversations concerning any form of harm will be taken seriously and confidentially.***
- BULLYING and Harassment will not be tolerated at UIL. If you are involved in or see an incident of bullying or harassment, speak with your teacher or any UIL Staff member you feel comfortable talking with. ***Your safety is our priority and all conversations concerning any form of bullying or harassment will be taken seriously and confidentially.***

**IF YOU FEEL UNSAFE AT ANY TIME CALL UIL 24HR NUMBER: 0414229250 (Homestay) or 0413745730 (Campus contact)**

If you need someone to talk to, the following organisations offer telephone support:

- Lifeline: 13 11 14
- beyondblue: 1300 22 4636
- Kids Help Line: 1800 55 1800
- Sexual Assault Line (DV Connect): 1800 010 120
- Domestic Violence Hotline (DV Connect): 1800 811 811

## 27.3 Accommodation Issues

- You are required by law to notify UIL immediately if your accommodation address changes.
- If you are in homestay accommodation discuss the issue with the Student Services Officer. They will refer you to the Homestay Coordinator, who will be able to advise you.

## 27.4 Visa Issues

- Any issues that may arise with your Visa must be discussed with the Principal at UIL. If they cannot be resolved your case will be referred to the Department of Home Affairs (DHA)

## 27.5 Grievance Procedure

- Refer to the flow chart in Appendix 1 outlining the process for students to follow for grievances.

## 27.6 Critical Incident

- In the event of a critical incident (a critical incident is defined as a traumatic event or threat of such which causes extreme stress, fear or injury), please refer to Appendix 2 which outlines the process to follow for critical incidents.

## 28 Expectations For Homestay Students

### 28.1 Staying with an Australian

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

The Traditional “White Australian Family” is now a misconception, with many second and third generation families from India, China, Asia and New Zealand. Australians are now a blend of races and cultures with cross nationality blends being the norm. So, you will stay with an Australian Family, but they may not be from a traditional British heritage.

### 28.2 Behaviour

General good manners in Australia and in Queensland include:

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- Saying 'please' or 'may I' when asking for something
  - Saying 'thank you' when receiving something
  - Saying 'I'm sorry' if you make a mistake or upset someone
  - Saying 'excuse me' when interrupting or walking past someone
  - Knocking on doors when entering a room
  - Asking before using other people's property, ie: using the telephone, turning on the television, using the computer, etc and
  - Making eye contact wherever possible

### **28.3 Meals**

Australian families usually eat and drink in the kitchen, dining area and lounge room of the home. Sometimes barbecues (BBQs) and picnics are held in outside eating areas of the home or in parks and public places. Males, females and children in Queensland families assist with food preparation, setting and clearing the table, washing and wiping dishes and food items away.

Australian families eat a wide variety of food influenced by other cultures and cooking styles. However, the change in your diet may require an adjustment. If there are any foods that you cannot eat, or foods that you would like to eat, discuss these with your homestay. Your host parents may take you grocery shopping to choose foods from your country to share with your host family.

Breakfast in Australia is often toast, cereal, and/or fruit. Lunch is often sandwiches, salad and fruit. The evening meal is often a hot meal, usually the biggest of the day, and at this time family members may come together and talk about the day, school, etc. For this reason, the evening meal may prove to be a great chance for you to practice your spoken English.

### **28.4 Everyone helps**

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

### **28.5 Australian homes**

Most Australian homes have a kitchen, living room (where the family may watch TV, entertain friends etc), bedrooms, laundry and bathroom. The bathroom usually contains a bath or shower or both. Sometimes the toilet is also located in the bathroom and toilet paper, not water, is used.

When Australians bathe, they usually do so in the bath or shower cubicle, so water does not splash on the bathroom floor. If there are many people in the family or if there is a drought, water (especially hot water) may be scarce and family members must limit the length of time they spend bathing. Your host family will talk to you about their system of using the bathroom and will provide you with towels. You will need to buy soap, shampoo, toothpaste and other personal toiletry items.

### **28.6 Talking with the family**

It is normal to feel nervous when you first meet your homestay family. You will begin to feel happier when you get to know the family better. Talking to your homestay family about any worries or questions you have when you first arrive will help you adjust to living in a new country. If you do not speak English well, you can still communicate. Write down what you want to say if your written English is better than your spoken English. Draw a picture of what you want to say. Use your bilingual dictionary. Mime or act out your message or ask another participant to interpret for you.

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

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## 28.7 Make the most of your homestay experience

Staying with a homestay family gives you an excellent opportunity to:

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

## 29 UIL Rules and General Etiquette

### 29.1 General rules and etiquette

- You must observe the rules and regulations of UIL and at all times conduct yourself in a responsible, honest and respectful manner.
- You must show respect for and be considerate of all UIL staff and students, just as you wish them to show respect and be considerate to you.
- You are required to pay for any damages or repairs to furniture incurred during your stay at UIL.
- It is advised that you do not carry large amounts of money on your person.
- Do not wear hats indoors. This is considered impolite.

### 29.2 Campus rules and etiquette

- Do not disturb other classes by talking loudly or shouting during break times.
- Place all used toilet paper in the toilet and not in the bin. Always flush the toilet after using.
- Only flush toilet paper, no other objects to be flushed in toilet.
- Sit on the toilet seat, do not stand on the toilet seat when using.
- Do not litter on the campus. Littering is frowned upon and also makes you liable to on-the-spot fines.

### 29.3 Class rules and etiquette

- Be punctual for all classes.
- Do not enter the class without knocking and acknowledging the teacher.
- Ask the teacher for permission to leave the classroom.
- Be polite. Use 'please' and 'thank you' frequently.
- Pay attention when the teacher is speaking. It is extremely rude not to do so.
- Participate fully in class activities and undertake all tasks as instructed.
- Do not use native language in the classroom unless given permission by the teacher.
- Keep the classroom clean and tidy.
- No food or drink is to be consumed in the classroom, except bottled water.
- During class mobile phones are to be switched off. No electronic devices are to be used unless teacher allows.
- At the end of class, rubbish should be placed in the wastepaper basket and chairs put up on top of the desks.

### 29.4 Excursion and Activity rules and etiquette

- Excursions are to many different places. For your health and safety, please follow all directions of UIL Staff, and any other staff who are instructing you or giving you a tour.
- In Australia, the sun can damage your skin very quickly, even in winter. You should always wear a hat in the sun, and drink plenty of water. Always take your water bottle with you each day.
- When you are at the beach, the surf can be very dangerous, and you must swim between the flags and only when lifesavers are on duty. Always follow all instructions you are given.
- Spitting is totally unacceptable, and can attract on-the-spot fines from police.

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## 29.5 Homestay rules and general etiquette

- No eating or drinking in bedroom.
- You will need to make up your bed every morning.
- You are responsible for keeping your bedroom tidy. It must be clean and tidy before you leave the house.
- Please take care with makeup and chemicals so as not to damage household furniture and carpets.
- Agree a shower time with your homestay and remember that due to water restrictions you may only shower for minutes.
- Keep bathroom tidy – place items back where you found them.
- Keep bathroom floor dry.
- Place all used toilet paper in the toilet and not in the bin. Always flush the toilet after using.
- Only flush toilet paper, no other objects to be flushed in toilet.
- Sit on the toilet seat, do not stand on the toilet seat when using.
- Inform the homestay family of any allergies or medical conditions.
- Inform the homestay family of any foods you do not eat.
- The homestay family will inform you of meal arrangements and use of kitchen.
- Always ask if you would like a second helping of food.
- Please return all homestay lunch boxes, water bottles and cutlery every day.
- In Australia vegetables and fruit are an important part of our diet. It is expected that they will be served at most mealtimes.
- Table manners: Do not put your elbows on the table, do not burp, ask for shared food items to be passed to you if they are out of reach, etc. Do not slurp your food/drink. It is seen as rude and offensive to chew with your mouth open.
- Please let your homestay family know about any plans you are making or if you plan to be away for a meal or don't need lunch.
- It is your responsibility to wake up on time and get ready each day. Confirm the departure time with the homestay family to ensure that you are ready to leave on time.
- Show respect for and be considerate of all members of the family, just as you wish them to show respect and be considerate to you.
- Please try to be part of the family. Saying "hello" and talking about the day are important ways to build communication skills and understanding.
- In nearly all Australian families, basic chores such as washing up, putting the rubbish out and vacuuming are shared. Please be willing to do your share.
- Do not keep your homestay waiting at the end of the day – they will communicate a pick-up time with you.
- You must answer your mobile when homestay, staff or teachers call.
- All electronic devices to be switched off by 9:00pm every night.
- Always ask to use the telephone, please use a telephone card and keep calls short (less than 30 minutes). Remember this phone is for the use of all family members.
- Wi-Fi usage is at the discretion of the homestay family and is not a mandatory requirement for a homestay to provide.
- Please obey the homestay rules regarding the use of their electronic devices and the internet.
- Please discuss with the family their system for locking windows, doors, etc. Security is important, and you share responsibility for this.
- Ask your homestay family for permission before inviting friends over to visit. Friends of the opposite gender can only visit but are not allowed in your bedroom
- If the family invite you to join an activity and you would prefer not to do so, it is ok to refuse politely.
- Be aware and abide by the Laws of Australia, for example, wearing bicycle helmets, wearing seatbelts in cars, smoking and consumption of alcohol in public places.
- You are required to pay for any damages or repairs to furniture and fittings of your host family's home, and any phone/internet bills, incurred during your stay. Your host family is required to submit any claims and

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details to UIL within one month of your departure. You will be invoiced by UIL, payable on receipt of an invoice.

- If you miss the last bus to get home by curfew then you should call the emergency number as provided on your UIL study tour participant card.
- The details of your homestay family are on the homestay card that you have received from UIL.
- UIL are responsible for your guardianship and welfare. As a result, we must know where you are at all times. You must tell your homestay where you are going before you leave the house.
- It is advised that you do not carry large amounts of money on your person. This can be kept at UIL.

## 29.6 Public places

- As cars drive on the left side of the road, people moving forward will generally go to the left as well. When walking on the pavement (usually called the 'footpath'), one should walk on the left, whenever possible. When travelling on escalators or moving walkways, one should keep to the right when walking, or keep to the left when standing.
- When using public transport, it is rude to board before letting other passengers disembark. It is polite to move from the aisle to the window seat if it is vacant, to allow other passengers to sit down easily.
- Trains and buses in all states of Australia have seats set aside for elderly and disabled people. Sitting in these seats is acceptable but these seats should be offered to the people they are set aside for.
- Spitting is totally unacceptable and can attract on-the-spot fines from police.
- Littering, that is dropping your rubbish as you walk or drive along, is frowned upon and also makes you liable to on-the-spot fines.
- When getting off a bus you may choose to say thank you to the driver, especially if they have been polite, although it is not bad manners if you don't.
- When entering someone's home, ask if you should remove your shoes.
- Queuing (getting in line) is polite in stores, post offices, banks, public transport stops and entertainment venues. It is rude to cut in ahead of others.
- Be polite. Use 'please' and 'thank you' frequently.

**30 Useful Information on Studying and Living in Queensland can be found on the following sites.** It is recommended that students make themselves familiar with comprehensive easy to follow information found in the Study in Australia website.

- <https://www.studyinaustralia.gov.au/>
- <https://www.studyqueensland.qld.gov.au/>

It is important to be aware of the indicative living costs in Australia which can be reviewed on:

- <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

**UIL must operate in accordance with the ESOS Act 2000 and The National Code 2018.**  
**<https://internationaleducation.gov.au/Pages/default.aspx>**

*The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE), administers the ESOS Act and its associated instruments.*

## 30 Modern Slavery:

Modern slavery takes many forms and is a term which refers to serious crimes involving people's freedom. It encompasses forced labour, slavery as security against a loan or debt, forced marriage, human trafficking, and the worst forms of child labour. As a student, UIL would like to make you aware of the various forms of exploitation.

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Human trafficking. The use of violence, threats or coercion to transport, recruit or harbour people in order to exploit them for purposes such as forced prostitution, labour, criminality, marriage or organ removal. Forced labour. Any work or services people are forced to do against their will, usually under threat of punishment. Debt bondage/bonded labour. The world's most widespread form of slavery. People trapped in poverty borrow money and are forced to work to pay off the debt, losing control over both their employment conditions and the debt. Descent-based slavery (where people are born into slavery). A very old form of slavery, where people are treated as property, and their "slave" status has been passed down the maternal line.

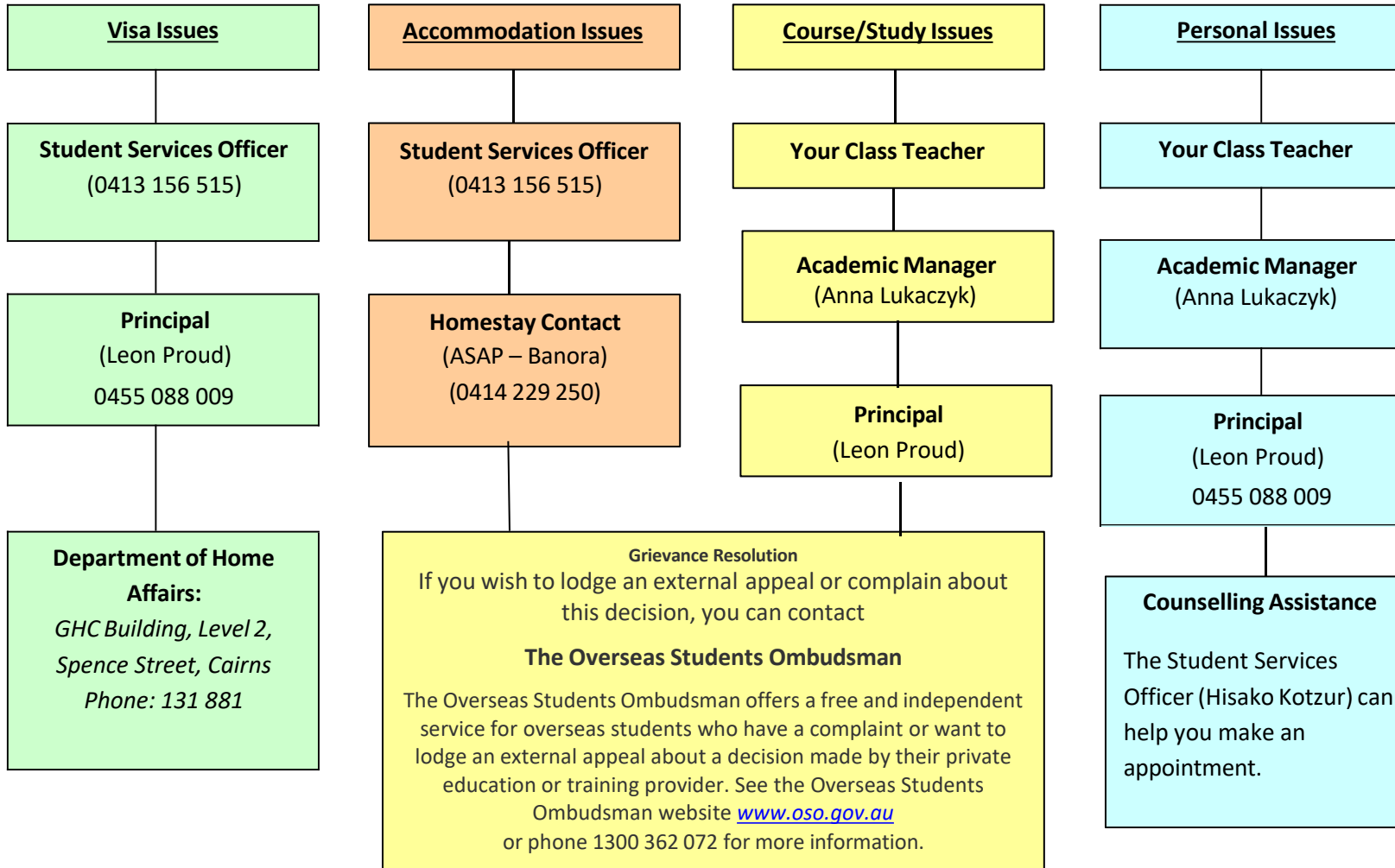
Child slavery. When a child is exploited for someone else's gain. This can include child trafficking, child soldiers, child marriage and child domestic slavery. Forced and early marriage. When someone is married against their will and cannot leave. Most child marriages can be considered slavery. Domestic servitude. Domestic work and domestic servitude are not always slavery, and when properly regulated can be an important source of income for many people. However, when someone is working in another person's home, they may be particularly vulnerable to abuses, exploitation, and slavery, as they might be hidden from sight and lack legal protection.

(source: [Anti Slavery Australia](#))

If you have questions or feel you might be in danger of a modern slavery practice, please reach out to your student support officer immediately

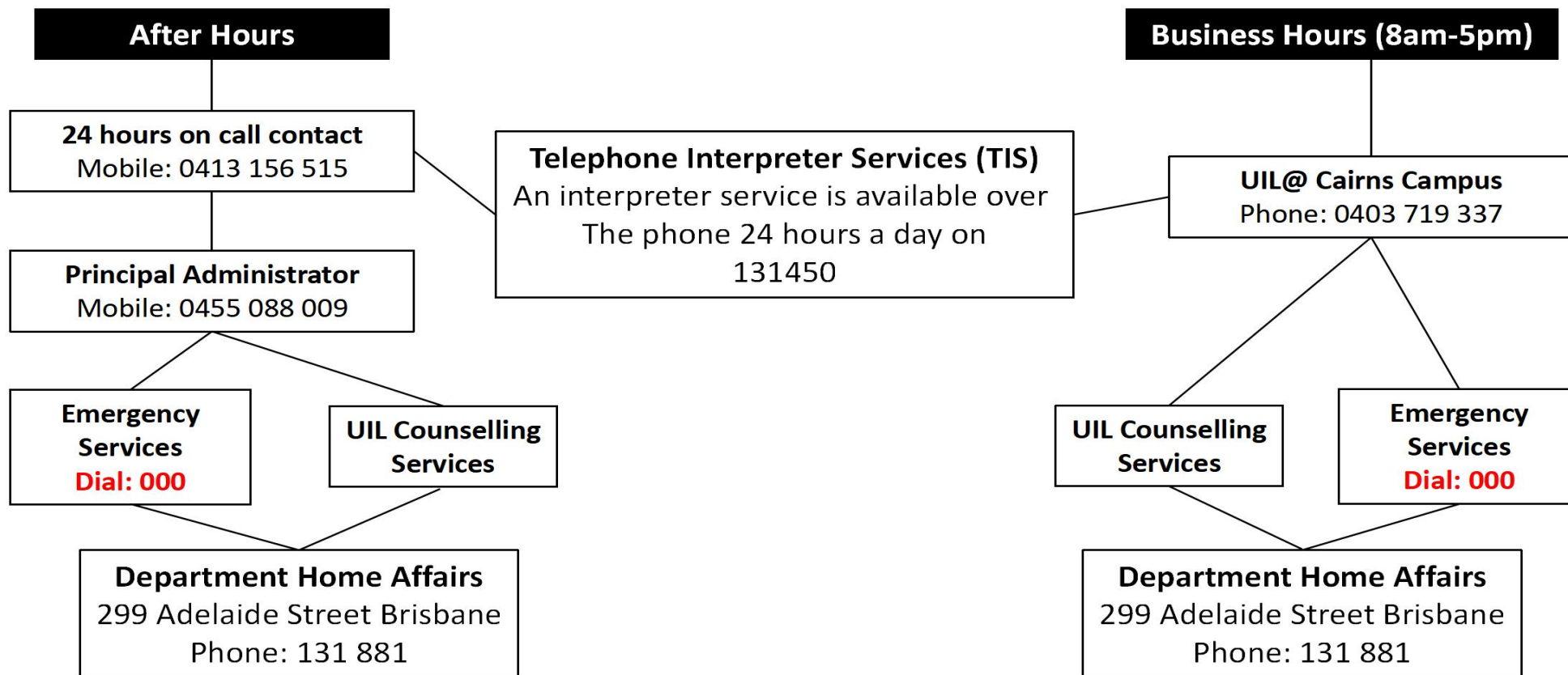


**If you have a problem, this chart shows you who to see.**



**Please note that at any stage of the grievance process the student may be accompanied and assisted by a support person.**

## Critical Incident Process UIL@Sunshine Coast Campus



A critical incident is defined as a traumatic event or threat of such which causes extreme stress, fear or injury