



# SHAFSTON

www.shafston.edu

Shafston International College

# UNDER 18

# Short-Term Student Handbook

## Campus Locations

**Brisbane:** 188 Shafston Avenue, Kangaroo Point, QLD 4169

**Gold Coast:** 72 Nerang Street, Southport, QLD 4215

**Sydney:** L2/72 Mary Street, Surry Hills, NSW 2010

Shafston International College

CRICOS Code 03917H

RTO Code 45694

## Dear Parents and Guardians

Thank you for choosing Shafston International College for your child's short-term study experience in Australia. We understand that entrusting your child to our care — even for a short period — is an important decision.

This handbook explains how Shafston cares for students under 18 in our short-term programs, including Study Tours and the Young Learners Camp. It covers your child's welfare, the rules they must follow, what happens if a problem arises, and how to contact us at any time.

Please read this handbook and discuss the key points with your child before they travel. If you have questions, contact our Study Tour team at [study.tours@shafston.edu](mailto:study.tours@shafston.edu) or call (07) 3249 4111

*Shafston International College*

## Who Looks After Your Child?

Short-term students (typically on a Visitor Visa, Subclass 600) are not covered by the ESOS Act. However, Shafston takes the welfare of all students seriously, regardless of visa type. During your child's program, the following people are responsible for their care:

Person	Their Role
Tour Coordinator	Your child's main point of contact. They manage the daily schedule, supervise activities, and handle any problems. They travel with the group and are available during and outside of school hours.
Teachers	Teach your child's English classes and supervise during class time.
Shafston Student Services	Reception, Student Arrival Team, and support staff are all available to assist.
Homestay Family	If your child stays with a homestay family, they provide accommodation, meals, and a safe home environment.
You (Parent / Guardian)	You remain the primary welfare provider. The Tour Coordinator will communicate with you if any concerns arise.

Your child's Tour Coordinator's contact details will be provided before arrival. Please save this number and share it with your child.

## How We Keep Your Child Safe

Shafston follows the National Principles for Child Safe Organisations and Australian child protection laws. All staff who work with students under 18 hold a valid Blue Card (QLD) or Working with Children Check (NSW).

Your child has the right to feel safe at Shafston, at their homestay, and during all activities. If your child ever feels unsafe, they should tell their Tour Coordinator, teacher, or any Shafston staff member immediately. They can also call:

- Kids Helpline: 1800 551 800 (free, confidential, 24 hours)
- Shafston After Hours Emergency: 0438 888 001

## Before Your Child Travels

Please ensure your child has the following before departure:

- ✓ Valid passport and visa/ETA.
- ✓ Flight tickets (printed or on phone).
- ✓ Travel insurance documents.
- ✓ Power adapter (Australia uses Type I plug, 230V).
- ✓ Comfortable shoes for walking and outdoor activities.
- ✓ Sunscreen — the Australian sun is very strong.
- ✓ A warm jacket for winter visits (June–August, daytime 12–22°C).
- ✓ Any medications in original packaging, with prescriptions translated into English.

**Do NOT pack:**

- ✗ Fresh fruits, vegetables, live plants, or seeds (Australian biosecurity law).
- ✗ Illegal drugs or substances.
- ✗ Offensive material.
- ✗ Endangered animal products.

## If Your Child Stays with a Homestay Family

Shafston's homestay families are screened and approved, including Blue Card checks. Your child will be placed with a family that provides a safe, welcoming environment. Please discuss the following expectations with your child:

### House Rules

- No smoking, no alcohol, no drugs — zero tolerance.
- Clean up after meals (take plates to the sink, put waste in the bin).
- Keep their bedroom tidy and make the bed daily.
- Keep showers to 5–10 minutes (Australia conserves water).
- Be quiet after 8pm and respectful of the family's routines.
- Follow the family's internet and screen-time rules.

### Going Out and Weekends

- After school and on weekends, students must stay with their homestay family unless the itinerary states otherwise.
- It is not required for homestay families to take students shopping or sightseeing.
- Your child is responsible for their own personal spending money.

### If There Is a Problem with the Homestay

If your child has a problem with their homestay (safety concerns, communication, living conditions):

1. Encourage them to speak with their Tour Coordinator first.
2. If the problem cannot be resolved, you or your child can submit a Homestay Issue Lodgement Form to Shafston.
3. Shafston will investigate and respond within 3 working days.
4. If a homestay change is needed, the Student Arrival Team will arrange a new family within 2 working days where possible.

## While Your Child Is at Shafston

### Classroom Rules

- English should be spoken on campus at all times.
- Mobile phones must be on silent during class.
- No food in classrooms (water only).

- Students must follow their teacher's instructions.

### Excursion and Activity Rules

- All excursions are supervised by Shafston staff.
- Students must wear appropriate clothing and shoes, bring water, lunch, sunscreen, and a hat.
- Students must stay with the group at all times and follow safety instructions.
- The bus will not wait for late arrivals — please ensure your child is punctual.

### Behaviour and Discipline

If your child breaks the rules, Shafston follows a structured approach:

5. Verbal warning.
6. Verbal warning plus notification to you (the parent), agent, or partner school.
7. A corrective behaviour condition (e.g. improved punctuality or attendance).
8. Formal written warning — you, the agent, host family, and partner school will be notified.
9. If the behaviour continues after a formal warning, your child may be removed from campus activities. This decision is final.

You will be informed at every stage. Our goal is always to resolve issues constructively and support your child's learning.

### Health and Safety

- If your child is sick or injured, Shafston staff or the Tour Coordinator will arrange medical assistance and notify you promptly.
- Please ensure your child has travel insurance that covers medical expenses in Australia.
- Australia has strong sun — please pack sunscreen, a hat, and remind your child to drink water.
- Fire drills are conducted on campus. Students follow their teacher to a designated meeting area.

**DO NOT let your child touch or feed wild animals in Australia. Some Australian wildlife can be dangerous. Shafston staff will supervise all outdoor activities.**

### Complaints and Appeals

If you or your child have concerns about any aspect of the Shafston experience:

10. Your child should speak to their Tour Coordinator or a Shafston staff member.
11. If the issue cannot be resolved informally, you can submit a Complaint and Appeal Form (FRM-CA01) on your child's behalf, available from Reception or shafston.edu.
12. Shafston will acknowledge the complaint within 5 business days and provide a written outcome within 20 business days.

**External review options:**

- National Training Complaints Hotline: 13 38 73
- Overseas Students Ombudsman: [www.ombudsman.gov.au](http://www.ombudsman.gov.au) | 1300 362 072
- Anti-Discrimination Commission QLD: 1300 130 670

Shafston does not tolerate discrimination, harassment, bullying, or vilification of any kind. If your child experiences such behaviour, please report it immediately.

## Emergency Contacts

Please save these numbers and share them with your child:

Contact	Phone
Emergency (Police, Ambulance, Fire)	000
Shafston Reception	(07) 3249 4111
Shafston After Hours Emergency (24/7)	0438 888 001
Study Tour email	<a href="mailto:study.tours@shafston.edu">study.tours@shafston.edu</a>
Kids Helpline (free, confidential, 24/7)	1800 551 800
Lifeline (24/7)	13 11 14
Translating and Interpreting Service	13 14 50
Anti-Discrimination Commission QLD	1300 130 670
National Training Complaints Hotline	13 38 73

Keep the Shafston After Hours Emergency number (0438 888 001) saved in your phone and your child's phone. This number is available 24/7.

## Program Overview

### Study Tour

Shafston's Study Tour provides a complete service for schools and groups visiting Australia, including English classes, cultural activities, excursions, homestay accommodation, meals, and all transport. A dedicated Tour Coordinator manages the program from arrival to departure.

**Campus:** Brisbane, Gold Coast & Sydney

**Duration:** Customised (typically 1–4 weeks)

### Young Learners Camp (YLC)

The Young Learners Camp combines English language learning with Australian cultural experiences. It runs during school holidays and is designed for ages 7–16.

Type	Program	Campus	Focus
YLC Experience (1–5 wks)	Junior (7–11) / Senior (12–16)	BNE / SYD	Explore Australian culture, build confidence in spoken English.

YLC Academic (2–5 wks)	PEP (7–11) / HSP (12–16)	BNE / SYD	Academic English aligned with Australian school coursework.
YLC Cambridge (2–5 wks)	Cambridge (13+)	BNE	Cambridge PET exam preparation with advanced English skills.

**Program Dates:** Jul–Aug 2026 | Jan–Feb 2027 | Mar–Apr 2027 | Jul–Aug 2027

## Version History

Date	Summary	Version
Mar 2026	v1.0 initial release (student-facing). v1.1 rewritten for parent/guardian audience. Content drawn from Study Tour Orientation materials, Visitor Guide, and Short-Term Welfare Procedure (A7). Covers Study Tour and YLC. Child safety, homestay rules, pre-departure checklist, discipline framework, complaints (OPOL009/FRM-CA01 with 5BD/20BD and external review), anti-discrimination, emergency contacts. Three-campus coverage.	1.1