



INTERNATIONAL STUDENTS ORIENTATION HANDBOOK



School Contact Details


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Office Hours: 8:30am to 3:20pm
Monday to Friday during school term

SCHOOL CODE: 8851

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CRICOS Provider Name: NSW Department of Education

CRICOS Provider Code: 00588M

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About the School

1. Principal's Message

I welcome you to our school and thank you for choosing to further your education with us.

Our school motto is 'By effort, we achieve'. Through the tremendous efforts of our staff and students, our school in 2019 was again the highest performing comprehensive boys' high school in the HSC in New South Wales. With the support of your teachers and our other hardworking school staff, I hope you will make every effort to improve your learning, achieve to your full potential and immerse yourself in our wonderful school community.

We have had the pleasure of welcoming international students to our school now for a number of years. Please take the time to read through this booklet and discuss it with our international student coordinators so that you can become familiar with your obligations as a student of our school, and so that you know where to seek help.

We understand that sometimes it can be difficult to settle into a new school and a new country. Our dedicated teachers and staff are here to help you deal with the challenges so that you can make the most of your international student experience.

I look forward to getting to know you.

Wishing you all the best for this important and exciting time in your education.



Mr Paul Sheather
Principal

2. School Profile

Balgowlah Boys Campus is part of the Northern Beaches Secondary College, a community of five schools whose students benefit from the collaboration of expert teachers and the opportunity in senior years to study a wide range of subjects from across the campuses.

Our school is located 5 kms from Manly and approximately 20 minutes from the city centre on Sydney's spectacular Northern Beaches. The school is on a major public transport route and is accessible from all directions. Residents enjoy active and outdoor lifestyles with access to a wide variety of sporting, cultural and retail centres.

Balgowlah Boys opened in 1954 and has a long and proud tradition of educating boys. We provide strong discipline in a caring and cooperative environment, quality teaching and enriching programs as well as outstanding sporting, music and cultural opportunities that have produced many high achievers.

Our school is at the forefront of successfully educating boys and developing them into responsible citizens of today's global society. Our highly dedicated teachers deliver programs focused on innovation and excellence in boys' education, including a highly successful school-wide literacy and numeracy program. In 2018, we won the prestigious **Director General's Award for "Excellence in Boys Education"** which recognised the contribution of our literacy and numeracy program to our students' **outstanding success in NAPLAN (national literacy and numeracy) assessments and the HSC.**

Balgowlah Boys students consistently achieve outstanding academic results in a wide variety of subjects. In 2019, Balgowlah Boys Campus again achieved extraordinary academic results in all Key Learning Areas, placing it the 70th top ranked school, and for the second year in a row, the 2nd top ranked comprehensive high school and the no. 1 ranked comprehensive boys' school in New South Wales. Significantly, international students sitting the HSC Course developed their literacy and numeracy skills to a highly proficient level, and a number of our hardworking international students have been among the top performers in their subjects.



3. School Directory

School Staff



Ms Victoria Pomfret
International Student Coordinator (ISC)

Ms Pomfret can speak to you regarding any concerns you may have about your school, wellbeing or homestay, or if you require a leave request or change of address form. In her role she supports you at school and monitors your attendance, welfare and course progress. She shares this role with Mr James, Deputy Principal. In fulfilling their roles, they can communicate with various people/organisations including: DE International; welfare and emergency organisations; international students' parents/carers, education agents; year advisers; classroom teachers; emergency contacts; and the School Counsellor.



Mr Ian James
Deputy Principal & International Student Coordinator



Mr Ben Seldon
Deputy Principal



Mr Ross Whitfield, School Counsellor

Mr Whitfield can assist you with issues concerning your wellbeing, including if you are finding it difficult to: settle into school or your homestay, cope with the demands of school, or feel homesick or unsafe. He is at school each school day. He is located in G Block, opposite room G201. The International School Coordinators or your Year Advisers can assist you to arrange a meeting.

If you need help with a problem or feel unsafe at school at any time, go and see your International Student Coordinators or the School Counsellors 😊

The contact person in the front office for international students is:

Ms Carol Siladi. She is your main contact for submitting documentation from your

parents/carers including in relation to absences. She is also the person you see to organise your student concession card for travel on public transport.

Year Advisers

Your Year Adviser can speak to you if you have any concerns about your school work.

Year 7	Ms Shannon Sharratt (Learning Support) & Mr Stephen Roche (Maths)
Year 8	Ms Clare Fitzpatrick (TAS) & Mr Peter Stephens (TAS)
Year 9	Ms Holly Mason (Science) & Mr Thomas Brecht (English)
Year 10	Mr Johnathon Katz (Science) & Mr Cameron Mills (Science)
Year 11	Ms Jordan Barnsley (Science) & Ms Essie Kassulke (TAS)
Year 12	Mr Dan O'Brien (HSIE) & Mr Bernard Roberts (English)

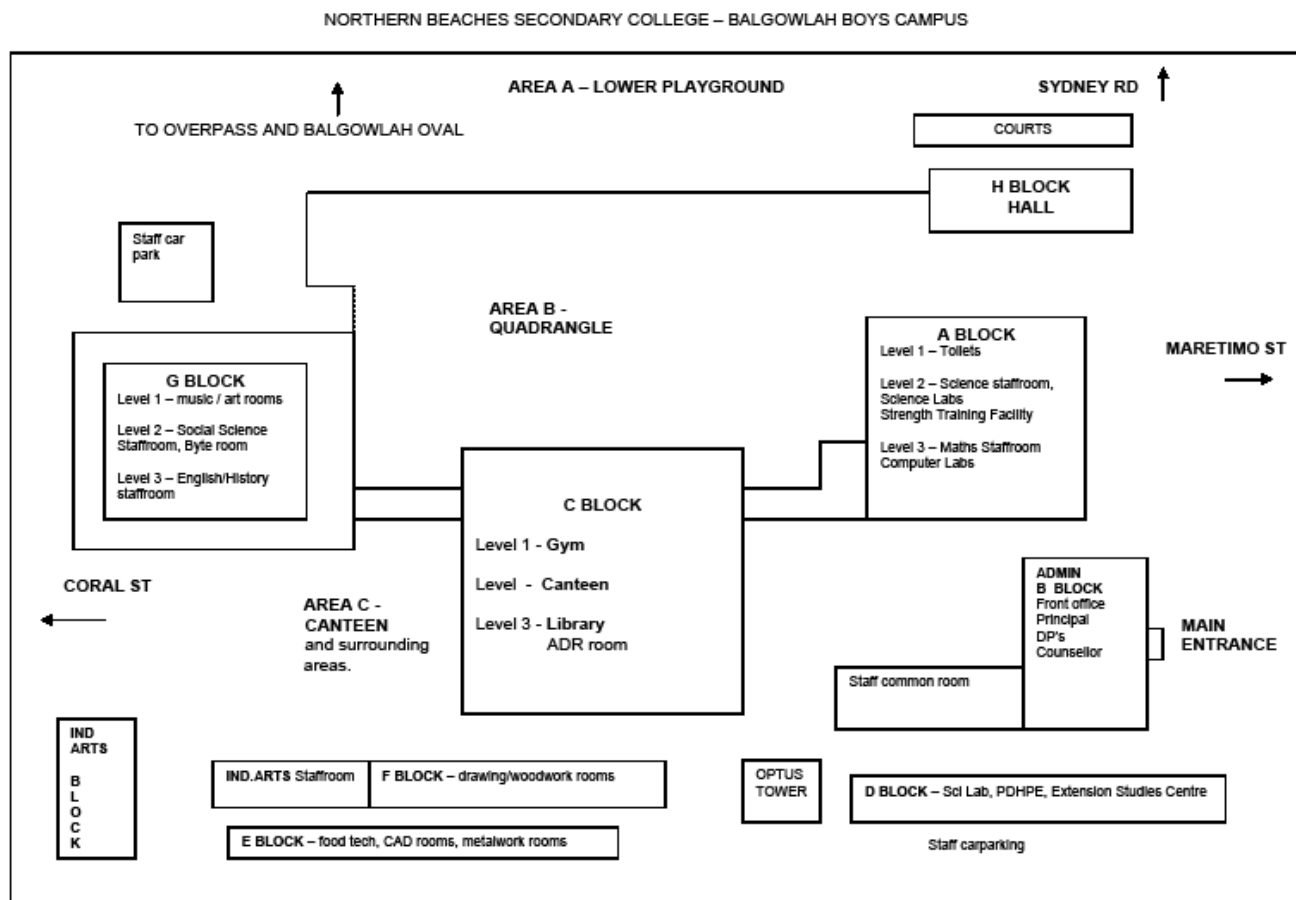
Head Teachers of Faculties

Creative and Performing Arts	Mr Hasan Shanal
English	Ms Aimee Jan
Human Society and Its Environment (HSIE)	Mr Sebastian Hartog
Languages	Ms Vanessa Briggs (also Head Teacher Wellbeing)
Mathematics	Mr Tony Surace
Personal Dev, Health and Physical Education (PDHPE)	Mr Chris Hickford
Science	Mr Chris O'Neill
Technology and Applied Studies (TAS)	Mr Mike Webb

Head Teachers of Welfare and Learning Support (located in library)

Head Teacher Wellbeing	Ms Vanessa Briggs
Head Teacher Learning Support (and also EAL/D)	Mr Ian May

4. School Map and Facilities



5. Support Services

Counselling

Mr Ross Whitfield is the School Counsellor and he is located in G Block in the room opposite Room G201. He is available Monday to Friday.

What is a School Counsellor?

In all New South Wales government schools, there is a counsellor who is a qualified teacher and educational psychologist with special training to help students with any problems they are having, or to help them get information they may need.

This service is free and confidential.

Why do students see the Counsellor?

Academic problems

- Worries about progress
- Indecision about staying at school
- No quiet place to study at home

Personal problems

- Sadness in missing your country/friends
- Feeling lonely at school
- Home problems such as not getting along with family members or homestay family
- Feeling anxious about making friends

You can ask the ISC or your Year Advisers to arrange an appointment with the Counsellor for you. You can also email Mr Whitfield at ross.whitfield@det.nsw.edu.au

EAL/D Support

If you require EAL/D support, you will be allocated regular EAL/D support classes during the school day. If you are in Years 11 or 12 you will be allocated regular support classes in your free periods and you are expected to attend. Additional after school support is available on Tuesdays from 3.20 pm until 4.30 pm at the Homework Club established for EAL/D students in the library. until 4.30 pm. Our EAL/D team includes the following teachers:

Mr Ian May (Head Teacher Learning Support, Welfare and Lang)

Ms Pomfret (EAL/D Coordinator, English Faculty)

Ms Elly-Kate McEwan (Languages Faculty)

Mr Boyd and Ms Logg (HISE Faculty)

Ms Sharratt (Learning Support)

Year Advisers

Your Year Advisers are listed on p 7 of this Handbook. They assist students in the Year Group with their wellbeing. If you need someone to talk to, they are here for you. You can ask to see them in their Faculty and arrange a meeting time.

Career Advisers

Ms Danijela Phani is located in the Learning Support and Welfare Team staffroom, in the Library. She provides careers advice. If you would like to know more about how she might

be able to assist you or if you would like to arrange a time to meet with her, please see the ISC.

6. Rules and Policies

Bell times

Monday/Tuesday Thursday/Friday		Wednesday	
Period 1	9:00	Period 1	9:00
Period 2	9:50	Year Meeting	9:50
Roll Call / *ELAN	10:40	Assembly	10:00
Recess	11:00	Faculty/Staff Meeting/Recess	10:25
Period 3	11:20	Period 3	10:55
Period 4	12:10	Period 4	11:42
Lunch 1	1:00	Lunch 1	12:30
Lunch 2	1:20	Lunch 2	12:50
Period 5	1:40	Sport	1:10
Period 6	2:30	End of Day	2:30
End of Day	3:20		

*ELAN – Excellence in Literacy and Numeracy

Homework

Students are expected to diligently complete all homework set by their teachers diligently in accordance with the instructions for the classroom teacher. Failure to satisfactorily complete homework may result in referral to the relevant Head Teacher for further action.

Uniform and dress code

Uniforms are very important here at Balgowlah Boys Campus. The school and its parent community expect it to be worn properly. We also expect you to always look neat and give our school a good reputation in the community.

Uniforms are purchased from the Uniform Shop, located in the Admin Block, down the stairs. The Uniform shop is open every morning from 8 am to 9 am.

If you are not in uniform you need to bring a note from home explaining the reason and showing the date and when you will be in uniform. Hand this note to the Deputy Principal who will give you a uniform pass.

Some staff members have a specific duty to check uniforms and you can expect a half hour after school detention if you are out of uniform without permission.

What is the School Uniform?

- Blue school shorts (summer)
- Long blue trousers (winter)
- White school polo shirt with school logo
- White socks with blue and red stripe
- Black lace up shoes (with solid uppers) picture on next page
- School fleece
- School cap

What is the PE & Sport Uniform?

- School sports top (Blue/Red Polo Shirt)
- School blue shorts
- White sport shoes
- White crew socks (with blue and red stripe optional)
- School Sports singlet (white/blue/red)

Note: Track suit pants are part of Sports Uniform only and may be worn only during PE and sport. Students are allowed to wear their sports uniform all day on Wednesday which is the Sports day. The Uniform Shop sells good quality second hand uniforms.

NBSC Balgowlah Boys Campus

School Shoe Policy

All boys are required to wear black leather lace up school shoes (no boots, canvas, Vans or trainers).

Acceptable shoes:



Unacceptable shoes:-



Policies and procedures on absences, lateness or leave requests

- You must provide a doctor's certificate for any absences of 3 days or more. The doctor must be a registered medical practitioner. If you are absent for 1 or 2 days, a letter of explanation must be provided by your carer, or if you are over 18 years, you can provide your own written explanation to the Principal. Additionally, if you are at risk of or not meeting the minimum 80% attendance requirements for student visa holders, you may be required to provide doctor's certificates for ALL absences, including those of less than 3 consecutive school days.
- If you arrive late to school, your parent (if you live with them here) or carer should provide a written explanation to the Principal. You must attend the Front Office in the Admin Block to obtain a Late Pass. If you need to leave early during the school day, your carer must make a request in writing to the Principal. When you arrive at school, you must submit the request to the Front Office in the Admin Block. If a Deputy Principal approves the request, you will be issued to enable you to leave early. You will need to sign out at the Front Office before leaving the school grounds.
- Correspondence from parents/carers must be dated and signed.
- Unapproved lateness and truancy (for one or more lessons or from Wednesday sport) will be calculated as absences for the purpose of determining attendance rates.
- If you are going to be absent from school for 5 consecutive school days or more, you must see the ISC and obtain a Request for Leave form which must be completed and returned to the ISC with genuine evidence of compassionate or compelling circumstances. This extended leave will only be approved in compassionate or compelling circumstances. Evidence of such circumstances should relate to the entire period of the requested leave. The Principal (or Deputy Principal on his behalf) makes a preliminary decision whether or not to approve the leave. The form is then submitted to DE International who make the final decision on whether or not the leave is approved.

Illness during the school day

- If you are feeling sick and/or need First Aid while at school, you must speak to your classroom teacher, or if it is recess or lunch, a teacher on duty. They may send you to the Front Office in the Admin Block where First Aid and Sick Bay is located.
- Any phone calls to parents/carers will be made by Front Office Staff. If you need to depart school, you must first be signed out at the Front Office.

Attendance requirements for student visa holders

- All students are expected to attend class every school day.
- International students are on a student visa and have additional attendance requirements as a condition of your student visa.
- International students must attend at least 80% of classes each term or you may be reported to the Department of Home Affairs (Immigration).

What if my attendance falls below 80%?

- A **warning letter** will be sent to you, your parents and your carer in Australia. You will have to attend an interview and explain why you have been away.
- If you have any supporting documentation such as doctor's certificates or evidence of compassionate and compelling circumstances you should present it.
- Your attendance will continue to be closely monitored. If your attendance does not improve, you will be sent a **second and final warning letter**. If your attendance still

does not sufficiently improve you may be issued an **Intention to Report** letter.

- If your attendance falls below 70%, you will be issued an **Intention to Report** letter.
- Intention to Report letters are sent to you, your parents and your carer in Australia. The letter tells you the school's intention to report your low attendance to Immigration because you have breached your student visa condition.
 - You will be given 20 school days to **appeal** to the Principal and explain why the school should not report you to Immigration.
 - If your appeal is unsuccessful, you will be contacted by DE International to let you know about your further appeal rights.
 - If all your appeals are not successful or you do not appeal, you will be reported to Immigration and they may decide to cancel your visa.

Policies and procedures on misbehaviour, suspension, expulsion and bullying

Code of Conduct

Our code of conduct is based on our three core values of:

RESPECT, RESPONSIBILITY and EXCELLENCE.

All students are expected to:

- actively participate in learning as a member of the school community
- be responsible for your own actions
- be prepared with the correct school equipment for all activities
- respect other people's belongings and take care of the school and its properties
- display positive behaviour at all times
- be punctual to class, Wednesday sport and all school events
- act safely while at school and on the way to and from school
- respect all people and not bully, harass, victimise or discriminate against anyone on the grounds of gender, race, religion, sexuality, ethnicity, physical appearance, socioeconomic status, age, education or disability
- strive to achieve your personal best in all school activities
- interact with staff members and peers in a respectful and positive manner
- discuss any concerns with staff to do with your well-being and/or that of your peers
- promote the school image by wearing full school uniform, including the sports uniform with pride

If you **breach the Code of Conduct** you may be placed on **the Level System** which operates on a scale of 1 to 4. We notify your parent/carer if you are placed on the level system. The nature and severity of your breach determines where you are placed on the scale. If you continue to breach the Code, including failing to comply with any conditions of your Level placement (such as attendance at detention or school/community service), you will be placed on a higher level. Higher levels include in-school and/or out of school **suspensions**. If you continue to breach the Code when you are on a Level 4 placement you may be suspended and/or **expelled** from school. You/your parent/carer can appeal a suspension or expulsion.

Long suspension and expulsion

International students will be reported to Immigration if they are:

- suspended for 5 days or more
- expelled from school because of serious misbehaviour/involvement in criminal activities

What happens if I am suspended or expelled from school?

- You will be given an **Intention to Report** letter and will be given 20 school days to appeal to the Principal and explain why the school should not report you to Immigration.
- If your appeal is unsuccessful, you will be contacted by DE International to advise you of your further appeal rights.
- If all your appeals are unsuccessful or you do not appeal, you will be suspended or expelled depending on the case. You will be reported to Immigration and they may decide to cancel your visa.

Anti-bullying

Bullying has no place at Balgowlah Boys.

Bullying typically:

- a. involves some form of power imbalance
- b. is repetitive and ongoing
- c. involves unwanted and aggressive behaviour that hurts the person being bullied

Some examples of bullying include:

- **Physical** bullying which refers to hurting a person's body (.e.g. hitting, kicking, pushing, spitting) or possessions (e.g. taking or breaking a person's things)
- **Verbal** bullying such as using offensive names, making degrading comments about other's social, cultural or religious background, name-calling, teasing, threatening to cause harm
- **Social** bullying such as hurtfully excluding others from a group, spreading rumours or embarrassing someone in public
- **Cyberbullying** which refers to using technology (electronic devices) to bully a person

As a student of our school you **must not**:

- directly engage in bullying
- encourage others to engage in bullying

You **must**:

- report incidents or suspected incidents of bullying. Reports should initially be made to the Year Adviser, classroom teacher or ISC. You must report incidents of bullying whether you are the victim or a witness.

Reports are investigated by the Welfare Team and/or Deputy Principal. Students found to have engaged in bullying are considered to have breached the School's Code of Conduct. Students involved in bullying incidents may additionally be referred to the School Counsellor or a Welfare Support Officer for further support.

Mobile telephones

- Students are not permitted to use their mobile telephones during class or assembly/meeting times unless the appropriate teacher grants permission for their use; or they have a disability or health issue, or there are compassionate and compelling circumstance of which the school has been made aware and which require the student to have access to their mobile.
- If students are permitted to use a mobile, they must only use it for the specific purpose for which permission has been granted, and they must promptly return it to their bags as soon as the teacher asks them to do so.
- Students who do not comply with this policy will be considered to have breached the School's Code of Conduct.
- Students who use their mobile telephones in contravention of the policy may be required hand the device to a teacher who will retain it up to the end of the school day. Depending on the circumstances, students may also be banned from using mobile phones during the course of the day, being required to hand in their mobiles to designated staff at the beginning of the school day for the whole school day and/or reported to the police.

Bring your own device

- Every day, students are required to bring a device with a physical keyboard attachment and mouse option. The device is needed for the purposes of learning across courses.
- A further BYOD Policy document will be provided which includes: specifications for devices; student responsibilities; a student agreement which students must sign in the presence of parent/carers; and details on how to make a request for loaning a

computer from the school where parents/carers are unable to provide a device at their own cost.

- Our school uses an online learning management system called 'Canvas'. Students are routinely required to access Canvas (an online learning management system) for assessment task notifications, submission of assignments, notifications from classroom teachers and other information relating to their courses. Students will need their Department of Education email to access Canvas. The ISC can show students how to access Canvas. Those students who do not have a Department of Education email and/or have issues with Canvas should see Ms Kosoric in the HISE Faculty on Tuesdays or Thursdays during ELAN or recess.

7. School Curriculum

Courses for students in Years 7 to 10

Students study across 8 Key Learning Areas:

- Creative and Performing Arts (CAPA)
- English
- Human Society and Its Environment (HSIE)
- Languages
- Mathematics
- Personal Development, Health and Physical Education (PDHPE)
- Science
- Technology and Applied Studies (TAS)

In Years 7 and 8, all students study the same courses. For Creative and Performing Arts those courses are Drama (Year 7 only), Music and Visual Arts. For Human Society and Its Environment, the courses are Geography & History; and for Languages, students study French and Japanese. In Years 9 and 10, all students study English, Geography & History, Mathematics, Personal Development, Health and Physical Education and Science. Students also choose two of their own courses (electives) which they study for Years 9 and 10. Students can choose from courses such as: Drama, Visual Arts, Music, Commerce, French, Japanese, Physical Activity and Sports Studies, Design and Technology, Food Technology, Industrial Technology (Timber), Information and Software Design, Industrial Technology (Engineering/Multimedia). Students who finish Year 10 but do not complete the Higher School Certificate may be eligible for a Record of School Achievement or a Transcript of Study which include information on Year 10 (and any Year 11) courses satisfactorily completed.

Courses for students in Years 11 and 12

In Years 11 and 12, the only compulsory course is English. Students can then choose from a large range of courses, including at other nearby schools (campuses) that are part of the Northern Beaches Secondary College. A College bus transports students between campuses. Students can also access a wide range of language courses for different stages of proficiency at Saturday Schools of Community Languages.

Students choose subjects for Year 11 which they then also study in Year 12 for the Higher School Certificate. In order to achieve the Higher School Certificate, students must satisfactorily complete 12 units of Preliminary courses in Year 11 and a minimum of 10 units of HSC courses in Year 12.

Both the Preliminary and HSC Courses must include at least:

- 6 units of Board Developed Courses, including at least 2 units of English
- 3 courses of 2 or more units
- 4 subjects (including English)

There are 2 main types of courses: Board Developed Courses and Board Endorsed Courses. Board Developed Courses are set and examined by NSW Education Standards Authority (NESA). Only Board Developed Courses count towards an Australian Tertiary Admission Rank (ATAR) which is a ranking for students wishing to gain entry into university.

The School provides additional documentation and information in preparation for course selection in Years 9 to 12, and for understanding the requirements for the Higher School Certificate. Course selection is made in consultation with parents (where student lives with parent here)/carers and teachers.

Course progress requirements

This information supplements the information on course progress requirements provided in the section below entitled 'Visa Requirements You Should Know'.

- In order to meet course progress requirements, students **are expected to**: maintain attendance requirements; regularly submit class work and homework that is completed with diligence and sustained effort; genuinely attempt all assessment and exam tasks; and achieve satisfactory results for all assessment and exam tasks. Satisfactory results are those that demonstrate you meet some or all of outcomes and are usually 40% or more of the total awarded marks. Course progress is regularly monitored by classroom teachers/Head Teachers/Year Advisers/the ISC having regard to these expectations.
- A student will be found to be **at risk of not meeting course progress requirements** if the ISC is informed or determines:
 - **For students in Years 7- 10:**
 - The student is achieving course outcomes to a limited level or grade E in one or more Key Learning Areas; and
 - The student is consistently not meeting one or more expectations (in addition to 'satisfactory results').
 - **For students in Years 11 and 12:**
 - The student is issued an "N" Award Warning (warning of non-completion of course requirements).
- An intervention strategy may be implemented for an international student at risk of not meeting course progress requirements. An intervention strategy is intended to assist the student to meet the requirements. If an intervention strategy is implemented, parents/carers will be notified (including overseas parent where the student does not reside with a parent). The ISC and classroom teacher will counsel the student.
- An international student is found **not to meet course progress requirements** when the student:
 - (in Year 11) has received "N" Award Determinations for Year 11 courses AND is unable to complete the 12 units of courses as NESA requires for satisfactory completion of Year 11; or
 - (in Year 12) has received "N" Award Determinations for Year 12 AND is unable to complete the 10 units of courses NESA requires for achievement of the Higher School Certificate (HSC) AND is unable to complete at least 6 units of courses for a Record of Student Achievement (ROSA).
- International students in Year 11 (who have repeated Year 11) who are found not to meet course requirements AND are unable to complete at least 6 units of Preliminary courses required for a ROSA will be issued an **Intention to Report** letter.
- International students in Year 12 who are found not to meet course progress requirements will be issued an **Intention to Report** letter.
- Intention to Report letters will be sent to you, your parents and your carer in Australia. This letter tells you the school's intention to report your unsatisfactory course progress to Immigration because you have breached your student visa condition. You will be given 20 school days to **appeal** to the Principal and explain why the school should not report you to Immigration.
- If your appeal is unsuccessful, you will be contacted by DE International to let you know about your further appeal rights. If all your appeals are not successful or you do not make an appeal, you will be reported to Immigration and they may decide to cancel your visa.

If a student in Year 12 is unable to complete the 10 units of courses NESA requires for achievement of the HSC he/she will not receive the HSC.

Eligible students who leave school before completing the HSC, receive a ROSA which shows any completed Stage 5 (Year 10) and Preliminary Stage 6 (Year 11) courses and grades, any HSC results and participation in any uncompleted Stage 6 (Year 11 or Year 12) courses.

To receive the HSC, students must also meet minimum standards for literacy and numeracy. The school will provide additional information on this and provide additional literacy and numeracy support to students where needed.

Extra-curricular activities

There are many opportunities to take part in and represent the school community including: bands and ensembles, sports team that participate in local, state and national competitions; peer mentoring, Student Representative Council; drama club, breakfast club, exam preparation sessions; and for students beginning in Year 7 -- Gifted and Talented Program and Talented Music Program.

Living in Sydney

8. Staying Safe

8.1 Emergency Services

Ambulance, Police or Fire Brigade



In case of an emergency or if you are in danger, call **000** and tell them:

- Type of emergency (ambulance/police/fire brigade)
- Your location or location of the emergency
- Your full name and contact number (if possible)

Calls to 000 are free.



The local police station is Manly Police Station

Address: 3 Belgrave Street, Manly NSW 2095
Phone: 9976 8099



Nearby medical centres are

- **Warringah Medical & Dental Centre (medical practice open until late)**
10 Dale Street, Brookvale NSW 2100.
Phone: 9938 6666
- **Vale Medical Practice**
Warringah Mall, Brookvale NSW 2100.
Phone: 9938 4433



The nearest hospital to the school is the Northern Beaches Hospital

Address: 105 Frenchs Forest Road (West)
Frenchs Forest NSW 2086
Phone: 9105 5000

8.2 Homestay 24 Hour Hotline

If you are living in homestays, you can contact your homestay host and/or parent nominated carer when you need help.

Your homestay company will also have a 24 hour hotline that you can call. Contact your International Student Coordinator if you do not know which company is your homestay provider.

Auzzie Families Homestay Care

Contact: Ms Gloria Wang
Phone: (+61 2) 9804 4700
Mobile: 0419 628 168 (24 hours)
Email: jun@auzziefamilies.com

Website: www.auzziefamilies.com

Oz Homestay

Contact: Ms Sarah Walmsley
Phone: (+61 2) 9325 6988
Mobile: 0421 556 374 (24 hours)
Email: info@ozhomestay.com.au
Website: www.ozhomestay.com.au

Global Experience

Contact: Agnes Ong
Phone: (+612) 9264 4022
Mobile: 0420 530 112 (24 hours)
Email: agnes@globalexperience.com.au;
Website: www.globalexperience.com.au

StayDownUnder

Contact: Mr Gerard and Mrs Rachel Whyte
Phone: (+61 2) 8901 4499
Mobile: 0410 761 499 (24 hours)
Email: info@staydownunder.com.au
Website: www.staydownunder.com.au



8.3 Important Safety Tips

When you are out with friends or by yourself, here are some simple things to remember:

- Always **plan your trip** home, especially at night. You may want to pre-book a taxi or arrange transport with a friend. Always make sure you have enough money to get home.
- **Avoid staying out past 8pm.**
- If you have a part-time job, **do not work during school nights** Monday – Thursday and return home by 9pm on weekends.
- Try to **travel with a friend** or in a group at night.
- **Keep your bag** and belongings **close to your body** and where you can always see them.
- **Leave valuables at home** if you don't need to take them with you. This includes jewellery, electronic equipment such as your laptop and your passport.
- **Do not carry large amounts of money** with you. You can take money out at ATMs found in shops, supermarkets, petrol stations, shopping malls, shop fronts and many other public places.
- **Do not accept parcels** that do not directly belong to you. You will be held legally responsible for the contents of the parcels.
- **Do not pay for school fees through people who offer discounts.** This is a SCAM.
- **Call 000 in the event of an emergency.** Remember, calls to 000 are free of charge.

Did you know?

You must let your school know of **any change of your address and contact details as soon as possible and within 7 days**. It is a student visa requirement, and will help to keep you safe if the school knows where you live and how to contact you in case of emergency.

8.4 Cyber Safety

When using the internet, like anywhere in the world, you should protect yourself against spam, online scams, identity theft and online bullying. Protect yourself by following these tips:

- If you are using a public computer, make sure you **log out of your online accounts** such as your social media account, bank or email accounts, and log out of your computer account before you walk away.
- **Do not give away your personal information.** This includes your name, phone number, address, email address, date of birth, usernames and passwords, and bank details.
- If you think you're being harassed or bullied online, **report the person being abusive** to the website or social media administrators and talk to someone you trust straight away — such as a parent, teacher or friend, or contact **Kids Helpline (1800 55 1800)**
- **Ignore, block or mute** the person being abusive online and do not engage with them

You can find more information on the Kids Helpline website at:
<https://kidshelpline.com.au/teens/issues/online-harassment>

8.5 Road Safety and Public Transport Safety

- Where available, use pedestrian walkways and only cross the street at pedestrian crossings or lights.
- Watch for traffic before you cross by looking left and right for oncoming cars.
- Do not use your mobile phone or put on your ear phones when you are crossing the road.
- Avoid isolated bus, rail and light rail stops.



Public transport is reliable and widely used in Australia, particularly in metro and urban areas. A number of security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However you should still use caution when travelling on public transport:

- Check transport timetables to avoid long waits, particularly at night. You can download an app on your mobile phone such as **TripView**, **TripGo** or **TransitTimes** to view timetables of public transport and plan your trip.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage closer to the guard or driver.



Train carriages nearest to the driver or guard have a blue light on it and are safest at night.

8.6 Safety Apps

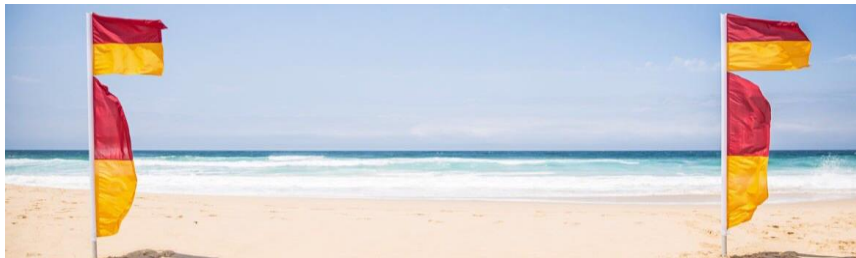
The **Emergency Plus app** is a national emergency app that you can use to get help as soon as possible in an emergency situation.

It tells you the exact location on the map and the GPS coordinates that you can read to the operator when you call the emergency service.



8.7 Water Safety

- Only **swim between the red and yellow flags** on the beach. This is the area where lifeguards and lifesavers patrol to keep you safe. No Flags = No Swim
- Look for, read and **obey water safety signs**.
- **Never swim alone** at the beach.
- Check water conditions and water depth before swimming – never dive head first.
- Never bathe and swim directly after eating or under the influence of drugs including alcohol.
- Learn how to spot a **rip current** and keep clear of the area.
- Always **use sunscreen** to protect exposed skin, put on a shirt, wear sunglasses and a hat when not swimming, and drink plenty of water.



Spot and Survive a rip current

Rips currents are the number one hazard on Australian beaches. The things to look for are deeper, dark-coloured water; fewer breaking waves; a rippled surface surrounded by smooth waters; and anything floating out to sea or foamy, discoloured, sandy, water flowing out beyond the waves.

If you are caught in a rip: **stay calm, float with the current, call out HELP** and **raise an arm** to gain attention of nearby surfers or lifeguards.



Learn about how to spot a **rip** and what to do when you are caught in a rip from the videos (multi-languages) on the **Beachsafe** website: <https://beachsafe.org.au/surf-safety/ripcurrents>

9. Reporting Incidents and Seeking Help

Bullying, assaults and harassments of any forms are not tolerated in Australia. If you have experienced any form of assault (either sexually or physically), harassment or any abuse, or think you are in danger of being assaulted, use the following services:

1. If you are in immediate danger, or wish to report an incident:

Police/Ambulance/Fire Brigade at 000

2. If you need help at school:

- **International Student Coordinator**, Ms Pomfret who is located in the English Faculty
- **School Counsellor**, Mr Ross Whitfield who is located in G Block, opposite Room G201
- Your **Year Adviser**

3. If you are concerned for your safety, and you feel you need to speak to someone for support, or for information on any support services that you can use:

- **Kids Helpline** is a free confidential 24/7 phone line and online counselling service for young people. Call **1800 55 1800** or email counsellor@kidshelpline.com.au or visit www.kidshelpline.com.au for more information.
- **Lifeline** is a free confidential 24/7 phone line counselling service for people of all ages experiencing a crisis. Call **13 11 14** or visit www.lifeline.org.au for more information. You can also text Lifeline on **0477 13 11 14** for crisis counselling, 7 days a week from 6 pm to midnight.
- **Bullying. NoWay!** provides information and helpful ideas about bullying: <https://bullyingnoway.gov.au>
- **1800RESPECT** is a confidential information, counselling and support service for sexual assault victims and domestic violence. Call **1800 737 732** (24 hours) or visit www.1800respect.org.au Ask for an interpreter if you wish to speak in your own language that is not English.



If you need crisis counselling, you can use the numbers above. However, if you do not require crisis counselling but would like face-to-face wellbeing support you can contact:

- **Lifeline Northern Beaches** (if you are 16 or over): Call to make an appointment on **9949 5522**. The cost will be from \$15-\$30 (student). Address: 310 Sydney Road, Balgowlah NSW 2093.
- **Northern Beaches Youth and Family Counselling Service** (if you are under 18). Call to make an appointment on **9976 1486**. This is a free service. Address: Kangaroo Street, Manly NSW 2095.

DE International has also made the following free service available to all its students: **Medibank 24/7 Student Health and Support Line: 1800 887 283**. You can call this service at any time to speak to a nurse or counsellor who can provide professional support for students experiencing loneliness, study pressure, adjusting to a new country, anxiety or depression.

If you would like more information on any of the above services or you would like to discuss additional services that might be available, please see the ISC or the School

10. You and the Law

The laws in Australia can be very different from your home country.

For example:

- It is illegal to consume alcohol if you are under 18 years of age
- It is illegal to purchase cigarettes if you are under 18 years of age
- Possession and use of illegal drugs is a criminal offence

Visit the website <https://yla.org.au/> for information about laws relating to you.

10.1 Driving

You need to be at least 16 years old to be eligible for a Learner's (L Plate) licence for driving a car. For car drivers, you can attempt a Driving Test to get your P1 (red) licence once you have turned 17 and you have:

- passed the Hazard Perception Test
- been on your Learner's licence for at least 12 months
- logged at least 120 hours driving time which includes 20 hours night-time driving.

If you are driving a car on a Learner (yellow) or P1 (red) or P2 (green) licence you must:

- have a zero blood alcohol level
- not use any functions of a mobile phone including hands-free devices while driving or while your vehicle is stopped but not parked
- not drive faster than the speed limit for your licence (90 km/h for Learner and 100 km/h for P1 and P2)



- ***Driving without a licence is illegal.***
- ***Seatbelts are compulsory for drivers and passengers in Australia.***
- ***Speeding and drink driving are dangerous and are against the law.***
- ***You could lose your licence and/or go to jail if you are caught speeding or drink driving.***
- ***For more information on licences and road rules, visit <http://www.rms.nsw.gov.au/roads>***
- ***Riding a motorcycle or scooter without a valid rider licence is also illegal. For more information on these licences, visit <https://www.rms.nsw.gov.au/roads/licence/rider/index.html>***

11. Taking a Part-time Job and Your Work Rights

11.1 Allowable Work Hours

In order for you to work part-time, you **MUST**:

- **Not** be enrolled in an Intensive English program
- have been **enrolled for at least six months in your current high school**
- have a satisfactory attendance record
- provide your school with a letter of consent from your parents.

Students enrolled in an Intensive English program are not permitted to work.

If you are taking a part-time job, remember:

- Any part-time work during school term must not interfere with your school studies
- You must **NOT** work more than 40 hours per fortnight (14 days) which is a mandatory student visa condition
- You should not work more than 10 hours per week in school terms
- You should not work during school days (Monday – Thursday) as this may impact on your learning
- You should not work past 8pm during the weekend.

11.2 Tax File Number

You must obtain an Australia Tax File Number (TFN) in order to work part-time. Your TFN is your personal reference number in the Australia tax system and you will be asked to provide your TFN to your employer at the workplace. If you do not have a TFN, you will be taxed at a higher rate.

You can apply for a TFN online at the **Australian Taxation Office** website at www.ato.gov.au.

11.3 Know Your Work Rights

Workplace rights

Pay rates and workplace conditions are set by Australian law. All people working in Australia, including those from overseas, have rights and protections at work. These cannot be taken away by contracts or agreements. These rights protect:

- entitlement to a minimum wage and superannuation
- unfair dismissal from the job
- leave, breaks and rest periods
- a healthy and safe work environment

Getting help to resolve a workplace issue will NOT automatically affect your student visa.

If you have questions about your pay and conditions while in Australia, you can contact the **Fair Work Ombudsman** for free information, resources and advice.

Visit **www.fairwork.gov.au** for information for visa holders and international students. This includes information in 27 languages. There are also a range of helpful videos available at www.youtube.com/fairworkgovau about working in Australia in many languages.

You can also contact the Fair Work Ombudsman by phone within Australia on **13 13 94 (Translating and Interpreting Service 13 14 50)**.

Pay

Your minimum pay rate can come from an award, enterprise agreement or other registered agreement, or the national minimum wage. Employees have to be paid the right pay rate for all hours they work including training, team meetings, opening and closing the business and doing a trial shift.

National minimum wage

Certain employees may have different pay entitlements depending on whether they have a reduced work capacity because of disability, if they are under the age of 21 or if they are an apprentice or trainee. You can calculate your correct pay and entitlements using the Pay and Conditions Tool at www.fairwork.gov.au/pay

More information on employment in Australia is available on our website at www.homeaffairs.gov.au and on the website of the Department of Employment at www.employment.gov.au

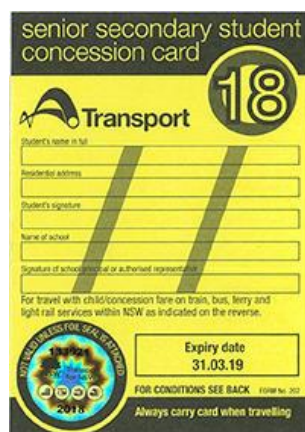


Always ask for a payslip to keep track of your hourly rate, penalty rates, superannuation contributions and tax details, especially if you are getting paid with cash in hand. This is a mandatory requirement for an employer in Australia.

12. Transport and Travel Concession

Children 4 to 15 years of age are automatically entitled to a child's half fare concession and are required to carry a **Proof of Age Card** to be entitled to the concession fares.

School students **16 years of age and older** are entitled to a half fare concession but are required to carry a **NSW Senior Secondary Student Concession Card** as proof of their eligibility. This will allow you to travel on public transport at concession fares.



Please see the administrative staff at the Front Office in the Admin Block to apply for a Proof of Age Card (under 16 years old) or a NSW Senior Secondary Student Concession Card (16 years old and over). You must carry this card with you at all times and present it to ticket inspectors when required.

Opal card is the smartcard ticketing system used to pay for travel on public transport in Sydney, the Blue Mountains, Central Coast, the Hunter and the Illawarra.

You should get a **green CHILD/YOUTH OPAL CARD** by applying online at the Opal website: www.opal.com.au/ordercard. If you lose your card you can report it as lost or stolen.

You can also get an **unregistered Child/Youth Opal card** from your nearest newsagent or opal retailer over the counter. However, this card is not registered and therefore cannot be reported as lost or stolen.



Please note that as an international you are **not** entitled to **free** travel through the School Student Travel Scheme.

Further information on public transport can be obtained via the NSW Transport website: <https://transportnsw.info>. For bus times go to <https://transportnsw.info/trip#/trip>. See the ISC for further assistance.

13. Overseas Student Health Cover (OSHC)

You must have and maintain your Overseas Student Health Cover (OSHC) while you are in Australia. This allows you to access medical services at an affordable cost while you study in Australia. It is also a student visa requirement.

Activate your OSHC membership

You would have already purchased an OSHC membership before you arrive. **It is important that you activate your OSHC as soon as possible if you have not already done that.**

Medibank OSHC members

If your OSHC policy is provided by **Medibank OSHC**, activate your membership by following the steps below:

1. Go to <https://www.medibankoshc.com.au/oshcactivate/>
2. Search the student profile using personal details including membership number, birth date, and name.
3. Then fill the next page with student information and click “submit” when completed.

Obtain your OSHC membership card

Once you have activated your membership, it is important that you obtain your membership card. Different providers may have different forms of membership card (electronic or plastic card).

If you are **Medibank OSHC member**, you can download your **Digital Membership Card** through the Online Member Services on the Medibank website.

1. Log in to Online Members Services at www.medibankoshc.com.au
2. Once logged in, select ‘My Account’ in the top menu
3. Select ‘View Digital Card’
4. Once completed, save a copy of the card to your mobile phone and computer or tablet so that you can access it at all times.

Know your cover

It is important that you know what is covered and what is not covered in your policy, how much you can claim and how to make a claim if you do have to visit a doctor.

If you are a **Medibank OSHC member**, you can access the following **Online Member Services** on www.medibankoshc.com.au:

- Activate membership for new members
- Access digital member card
- Update membership details (including bank details for refund)
- Get policy information
- Make online claims

If you have a problem with your OSHC, you should contact your insurer in the first instance. If you are insured with Medibank OSHC, call 134 148.

*If you are **NOT** a Medibank OSHC member, ensure that you check with your OSHC provider to find out how to activate your cover, obtain your membership card and how to make a claim online.*

14. Accommodation

14.1 Homestay for under 18 students

If you are living in a homestay approved by DE International, your accommodation has been arranged by one of the four approved homestay providers.

Rules and expectations

Homestay is a great way to learn about the Australian culture and to improve your English. However, living with a new family in Australia can be quite challenging at first, and you need to follow **some rules on how you are expected to behave in a homestay family**:

✓ Follow the rules

Because your accommodation has been approved by DE International, it is important that you follow the rules to make sure you stay safe during your stay in Australia:

- **Come home for dinner every day** – you are expected to come home after each school day. You cannot stay overnight at a friend's or relative's place without approval from DE International
- **Follow the curfew time** – on special occasions when you have to come home late, you should be home by 8 pm on weekdays and 9pm during the weekends if your host is ok with it
- **Stay in a homestay arranged by one of the four approved homestay providers** (see 9.2) and seek approval from DE International if you want to move
- **Do not invite friends to stay at your homestay overnight** without your host's consent.

Your homestay will also have house rules that you must follow, but a lot of them are just common sense. For example,

- keep your room clean and tidy during your stay
- do not eat in the bedroom for hygiene reasons
- tidy up or clean up after yourself around the home
- call your host if you are running late
- turn off the lights and appliances when you are not using them to avoid wasting energy
- take short showers no longer than 15 minutes to save water, especially during drought season
- switch off your devices by 11 pm
- Internet should only be used for school purpose, and not playing games until early hours of the morning.

*Remember that things will be different from what you are used to at your home overseas and it may take some time for you to adjust – this can be the food, culture, language, food and people in the home. Be **flexible and open-minded**, and don't be afraid to try new things!*

✓ **Be respectful and considerate**

Always show respect and be polite to your homestay family. Treat them the way you would like to be treated. Be aware that what you do in the home may affect others. For example, watch the volume when you play music or watch TV, and clean up after yourself, especially in common areas such as kitchen and bathrooms.

✓ **Take time to know and talk to your homestay family**

Don't be shy! Instead of going into your own room when you come home, hang out with your host family. It's always good to start the day with "good morning" and start a conversation with "How was your day?" when you come home.

Also, don't be afraid to ask questions when you are unsure, and talk to your host if you want to be heard, such as if you want more food at dinner time or if your room is too warm. Just be respectful and reasonable.

Similarly, **your homestay host** also has to follow rules when they are hosting you. For example, they must:

- welcome you into the home and include you in family activities
- give you a key and any passcodes required to access the residence
- provide you with a safe and secure bedroom with storage space for your personal items, and facilities including a bed, desk, chair and adequate lighting
- live in the residence with you at all times, including holiday periods; and inform DE International if there's any change to the accommodation and welfare arrangements
- give you access to heating in winter and cooling in summer
- provide three meals per day, including food for making lunch
- attend school meetings and communicate with the school about your studies.

If there are problems in your homestay and they are not resolved after you speak to your host, or if the matter is sensitive and you prefer to speak to someone else, don't be afraid to speak to your International Student Coordinator. They are here to help you.

14.2 Renting or Sharing an Accommodation (over 18 students)

If you have turned 18 and decided to rent or share an accommodation, make sure you know your rights and responsibilities as a tenant.

The **Fair Trading NSW** website provides useful information on renting:

<https://www.fairtrading.nsw.gov.au/>

Under the law, your landlord must give you a copy of the New Tenant Checklist:

Here are some general **Dos** and **Don'ts** when you are renting on your own:

DOs:

- ✓ **Let your school know your new address within 7 days (a student visa condition)**, and let them know of an emergency contact – this person should be a trustworthy adult friend or relative in Sydney, and preferably over 21.
- ✓ Make sure you **sign a lease agreement**, and read and understand the terms. The agreement will protect you if there are problems with your landlord. Remember you cannot be charged for the preparation of the agreement. **Keep a copy** of the agreement and all other related documents.
- ✓ **Check your agreement carefully** so you understand what you are signing up for. A few common things to look for are:
 - **Rent:** Check that the weekly rate is what you have agreed to and the time period of the contract. You have to pay your rent in advance. Your rent can only be increased after the specified period of time.
 - **Bond:** this is a deposit that you pay to cover any damages or if you end the lease early. The maximum you can be asked to pay is 4 weeks of rent. This bond should be refunded to you at the end of your tenancy.
 - **Any other fees** such as administrative fees, utilities (except water) etc
- ✓ **Get a receipt** for any rent or fees that you have paid and keep them for your records. Avoid paying in cash if possible, and make sure you ask for a receipt.
- ✓ **Respect and follow the house rules**, especially if you are sharing the accommodation with others. However, if the house rules are unreasonable, refer to your lease agreement and talk to your landlord.

Keep the accommodation tidy and in good condition. Your landlord has the right to inspect the accommodation but they cannot show up without giving you notice.

DON'Ts:

- ✗ **Move into an accommodation without an inspection or a key.** You should only move into a place after checking that it is in good condition.
- ✗ **Pay a large deposit for a cheaper rate, or more than you need to.** For example you do not need to pay more than 4 weeks of the rent for the bond.
- ✗ **Rent a place without signing a lease agreement.** It is illegal and is a clear warning sign of scam or subletting. Subletting is illegal in Australia and it will leave you unprotected if something bad happens.
- ✗ **Let your landlord keep your passports, ID document or personal belongings.** While they may ask for copies of your passport or ID documents, they cannot keep them. They also cannot keep your personal items.

Problems with Your Lease

If you think you are being treated unfairly by your landlord, or if you have any unresolved problems:

- talk to your **International Student Coordinator** immediately for help and advice
- make a complaint to **NSW Fair Trading** at:
<https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>
- talk to the **police** in some cases, such as when you are scammed.

Visa Requirements You Should Know

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

For a summary of the ESOS framework see: <http://www.internationaleducation.gov.au>

For information about student visa requirements refer to the Department of Home Affairs (HA) website: www.homeaffairs.gov.au

Contact the **International Student Coordinator** at your school if you have any concerns or questions about your school, personal issues or other problems. The Coordinator will assist you or refer you to the appropriate staff member.

Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your school if you change your address or other contact details
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>, or call 131 881.

The following regulations apply to your studies at a NSW government school:

15. Attendance and Course Requirements

- You must **attend a minimum of 80%** of all scheduled classes. If you do not meet attendance requirements you may be reported to Immigration, unless there are compassionate or compelling circumstances (refer to guidelines below).
- You must provide a doctor's certificate for any absences of 3 days or more. The doctor must be a registered medical practitioner. If you are absent for 1 or 2 days, a letter of explanation must be provided by your carer or if you are over 18 years, you can provide your own written explanation to the Principal.
- You **must meet course progress requirements**. Your school will provide you with information about course requirements as outlined by the NSW Education Standards Authority (NESA). Further information about course requirements is available at: <http://educationstandards.nsw.edu.au>
- If you fail to meet the 80% attendance requirements or the course progress requirements, and fail to appeal or do not receive a successful school appeal outcome, you will be reported to the Department of Home Affairs and this may impact the status of your student visa. An **Intention to Report** letter will be issued to you and your parents and you will have 20 school days to appeal internally then externally. If all your appeals are unsuccessful, you would be reported to Immigration and your visa may be cancelled.

16. Accommodation and Welfare Arrangements

- All students must be accompanied to their approved accommodation upon arrival in Australia.
 - If you have requested a Homestay family be arranged, then a compulsory airport transfer will be arranged for you.
 - If a relative or close family friend has been approved as your carer then arrangements must be made for them to meet you at Sydney International Airport.
- If you are under 18 years, you must **maintain your approved accommodation, support and welfare arrangements**. If these arrangements are approved by the DE International, **you must not change those arrangements without prior written approval**. Requests to change the arrangements must be made in writing to DE International and signed by your parents.
- If you want to **change your Homestay**, you should contact the International Student Coordinator at your school.
- NSW Department of Education recommends that students over 18 continue to live with relatives or Homestay families. Changes to accommodation should be within reasonable travelling distance to your school.
- Your parent or relative (approved carer) must **notify your school** of your residential address **within 7 days of arriving in Australia** and notify any changes of address and contact details within 7 days. Students over 18 years who change address must also notify their school within 7 days.

17. Conditions of Enrolment

- You must commence school enrolment on the date stated on the **Confirmation of Enrolment** (CoE) and if this is not possible, notify DE International in writing within 24 hours of the start date on the CoE.
- You must adhere to school rules and the terms and conditions of enrolment as stated on the international student application form. You will receive information about school rules and expected behaviour at orientation.
- Your school may suspend or cancel your enrolment on grounds of misbehaviour. For further information about student behaviour and suspension and expulsion of students, refer to the International Students Coordinator at your school.
- Travel during school holidays, other than returning to your home country, is only permitted if you are travelling with your carer or relatives or on an approved school excursion. Written permission from your parents is required.
- If you want to transfer to another government school you must provide a written request to your school signed by your parents.
- If you want to change provider you must provide a written request to your school signed by your parents. For further information concerning visa regulations about change of provider, refer to the Department of Home Affairs website and the coordinator at your school.

18. Taking Leave

If you are going to be absent for **a week or more** during school term, or plan to take extended

leave, your parents **must request approval** from the Principal and **DE International** prior to taking leave or booking flights. Approval is only granted on compassionate or compelling grounds (refer to guidelines below).

19. Deferment of Course Commencement Date

Any request for a deferment must be submitted in writing and signed by your parents to DE International. A request for deferment after your student visa has been issued will only be approved where evidence of compelling and compassionate circumstances can be provided. A deferment may affect your visa so please consult the Department of Home Affairs before submitting a request.

20. Guidelines for Compassionate or Compelling Circumstances

Leave approved on grounds of compassionate or compelling circumstances is not counted in attendance records. Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but not limited to:

- illness, where a medical certificate states that you are unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on your studies
- a traumatic experience which could include, but is not limited to:
 - involvement in, or witnessing of an accident
 - witnessing or being the victim of crime and this has impacted on you (these cases should be supported by police or psychologists' reports or advice)
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

21. Suspension of Studies

If you are required to take leave for **longer than 5 days** from school due to compassionate or compelling circumstances, a suspension of your studies may be possible, whereby your absence is not counted towards your attendance rate.

Prior to taking leave, a signed request from your parents must be submitted to DE International along with evidence of compassionate or compelling circumstances.

A suspension of studies may affect your visa so please consult the Department of Home Affairs before submitting a request.

22. Complaints and Appeals

NSW Department of Education has a complaints and appeals process which is available on the website. If you wish to make a complaint or appeal a decision made concerning your enrolment, course progress or other decision, you should contact the International Student Coordinator at your school. Your carer (if you are under 18) or support person (if you are over 18) must be present with you in any appeal interviews.

If you are not satisfied with the outcome of internal complaint and appeal process, you will be given access to the external appeals process through the NSW Ombudsman.

23. Work

- Students attending an Intensive English program are not permitted to work part time.
- To work part-time, DE International requires that you must have been enrolled for at least six months in your current school, have a satisfactory attendance record and provide your school with a letter of consent from your parents before beginning part-time work.
- Any part-time work during school term must not interfere with your school studies and must not exceed 40 hours per fortnight. You should not work more than 10 hours per week in school terms as any more hours may impact on your learning.

Arrival Checklist

Here are some useful tips on what you should do during your first few weeks in Australia:

On arrival

- ☐ Let your family know that you have arrived safely in Australia and provide them with your contact number and address
- ☐ Learn your address
- ☐ Remember that in Australia, the emergency phone number is **000**. Also note your relative/homestay host/homestay 24 hour hotline)
- ☐ Get a mobile phone (or an Australian SIM card) and remember your number
- ☐ Tell your International Student Coordinator immediately if you change your mobile number
- ☐ Open a bank account
- ☐ Activate your OSHC and download your digital membership card on your mobile phone; and learn about what is covered by your policy and how to lodge a claim

At School

- ☐ Provide your address to school and let them know immediately and no later than 7 days of any change of address and contact details
- ☐ Provide emergency contact details in Australia and overseas to your school at enrolment
- ☐ Apply for a **Proof of Age Card** (if under 16 years old) or a NSW Senior Secondary **Student Concession Card** (if 16 years old or above) at school
- ☐ Read your international orientation booklet so that you know what to do and what not to do during your study and your stay in Australia
- ☐ Learn about the school rules, student visa conditions, and your rights and responsibilities as an international student
- ☐ Find out where your International Student Coordinator is and say hello regularly ☺
- ☐ Find out what clubs and teams you can join (Sports or hobbies)
- ☐ Actively seek help if you have any problems or questions by speaking to your International Student Coordinator, School Counsellor etc

At Home

- ☐ Get a **Child/Youth Opal Card** with your Proof of Age Card/ NSW Senior Secondary Student Concession Card
- ☐ Learn how to use the public transport system, how to go to school from home
- ☐ Download a transport app on your smart phone to help you use the public transport system and look up timetables
- ☐ Get familiar with the area of your suburb such as the local shops, clinic, hospital and police station
- ☐ If you are staying with a homestay family, learn about the homestay rules and spend time to know your homestay family

Here are some useful forms that you may need to use later:

1. Under 18 Request to Change Welfare Arrangements form

Complete this form to let the school know if your accommodation or welfare arrangements have changed, or if you have changed your address.

2. Over 18 Request to Change Welfare Arrangements form

Complete this form if you are over 18 years old, and have moved out of your homestay or are changing your address.

You **MUST** provide details of an emergency contact person **IN AUSTRALIA**. This person can be your relative, parent or friend but they must be over 21 years old.

3. Leave Request form

Complete this form if you are requesting extended leave for 5 days or more or travelling overseas.

Your leave will only be approved if there are compassionate or compelling reasons.

You may be asked to provide documents to support your reasons.

Make sure you apply for the leave at least 4 weeks before the planned departure date.

4. Leave Requests Flowchart

This step-by-step chart helps you understand the Leave Request process.

DE INTERNATIONAL

UNDER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family Name Student Given Names.....

Student Reference No SO..... Passport No..... Date of Birth.....

Student's New Address

.....Postcode:.....

Student's Personal Email Telephone No.....

School (or school preferences if school not confirmed).....

Please indicate if accommodation is:

- Living with direct relative (approved by Immigration) ☐
- Homestay family ☐
- Shared accommodation ☐
- Parent with a guardian visa ☐

Reason for changing address

Name, age and gender of people residing at this address

Name.....Age..... M/F Name..... AgeM/F

Name Age M/F Name..... AgeM/F

Name.....Age..... M/F Name..... AgeM/F

CARER CONTACT DETAILS

Given Name Family Name.....

Address

..... Postcode.....

Email Address.....

Telephone: Home Mobile.....Work.....

Carer Signature.....Date.....

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work:Mobile:

Name: Home/Work:Mobile:

Student's Signature:

Parent's Signature:

DE INTERNATIONAL

OVER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family NameStudent Given Names.....

Student Reference No SO..... Passport No..... Date of Birth.....

Student's New Address

.....Postcode:.....

Student's Personal Email Telephone No.....

High School (or school preferences if school not confirmed).....

Please indicate if accommodation is

- Living with direct relatives (approved by Immigration) ☐
- Homestay family ☐
- Shared accommodation ☐
- Other ☐

Reason for changing address

Name, age and sex of people residing at this address

Name.....Age..... M/F Name..... AgeM/F

Name Age M/F Name..... AgeM/F

EMERGENCY CONTACT DETAILS

(Must be completed and signed by contact person over 21)

Given Name Family Name (Mr/Mrs/Ms).....

Address

.....Postcode.....

Email Address.....

Telephone: Home Mobile.....

Signature..... Date

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work: Mobile:

Name: Home/Work: Mobile:

(MUST BE SIGNED BY STUDENT)

Student Signature..... Date

DE INTERNATIONAL

LEAVE REQUEST

Student visa conditions require that you must attend school every day during the school term. All **unapproved** short or extended leave is recorded as non-attendance and **may affect your visa**.

All leave requests must:

- be submitted **at least 4 weeks prior** to planned departure date
- be submitted to **DE International for approval prior to booking flights**
- have attached **signed parent consent letter**
- provide evidence of **medical** or **compassionate / compelling circumstances** if applicable

Travel during school holidays (other than returning to your home country) is only permitted if you are accompanied by a parent, guardian, homestay carer, close relative or on an approved school excursion.

You must submit a **copy of your flight ticket** to DE International, if approval has been granted by DE International.

School _____

Student reference no: **SO** _____ DOB: _____ Date: _____

Student given name: _____ Known as: _____ Family name: _____

Student mobile number: _____ Email: _____

Parent mobile number: _____ Parent email: _____

Expected **departure date**: _____ Expected **return date**: _____

Total number of schools days that you would be missing: _____

Reason for leave request: _____

ATTACH WITH APPLICATION

- ☐ Signed parent letter
- ☐ Translation of letter
- ☐ Supporting documents

Signature - **International Student Coordinator**

*Attendance rate at date of application ____%

Principal ☐ Recommended ☐ Not Recommended

Comment _____

Leave Requests Flow Chart

STEP 1

A letter signed by parents must be provided

STEP 2

Submit completed form and any supporting document to School
(International Student Coordinator)

STEP 3

School forwards request to DE International

STEP 4

DE International Assess request

If approved:

Purchase flight ticket and send
a copy to school



School forwards flight ticket to
DE International

If declined:

Leave is not approved.
Attendance will be affected if
you leave school



AUSTRALIAN NATIONAL ANTHEM

Australians all let us rejoice,
For we are young and free;
We've golden soil and wealth for toil;
Our home is girt by sea;
Our land abounds in nature's gifts
Of beauty rich and rare;
In history's page, let every stage
Advance Australia Fair.
In joyful strains then let us sing,
Advance Australia Fair.

Beneath our radiant Southern Cross
We'll toil with hearts and hands;
To make this Commonwealth of ours
Renowned of all the lands;
For those who've come across the seas
We've boundless plains to share;
With courage let us all combine
To Advance Australia Fair.
In joyful strains then let us sing,
Advance Australia Fair.

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