



INTERNATIONAL STUDENTS ORIENTATION HANDBOOK



KINGSCLIFF HIGH SCHOOL



ACHIEVEMENT THROUGH ENDEAVOUR



NSW GOVERNMENT SCHOOLS

KINGSCLIFF HIGH SCHOOL



ACHIEVEMENT THROUGH ENDEAVOUR

School Contacts

School name: Kingscliff High School
Address: 33 Oxford Street
Kingscliff, NSW, 2487
Telephone: +61 2 6674 9777
Fax: +61 2 6674 3270
Email: kingscliff-h.school@det.nsw.edu.au
Website: <http://www.kingscliff.nsw.edu.au/>

CRICOS Provider name: NSW Department of Education
CRICOS Provider Code: 00588M



INTERNATIONAL STUDENTS ORIENTATION HANDBOOK 2020

About the School	4
1. Principal's Message	4
2. School Profile	5
3. School Directory	6
4. School Map and facilities.....	8
5. Support Services	9
6. Rules and Policies	12
7. School Curriculum	22
8. School Activities	24
Living on the Tweed Coast	25
9. Staying Safe.....	25
10. Reporting Incidents and seeking help	30
11. You and the Law	31
12. Taking a Part-time Job and Your Work Rights	32
13. Transport and Travel Concession	33
14. Overseas Student Health Cover (OSHC)	35
Visa Requirements You Should Know	35
15. Attendance and Course Requirements	36
16. Accommodation and Welfare Arrangements.....	37
17. Conditions of Enrolment.....	40
18. Taking Leave.....	41
19. Deferment of Course Commencement Date	41
20. Guidelines for Compassionate or Compelling Circumstances.....	41
21. Suspension of Studies.....	42
22. Complaints and Appeals	42
23. Work.....	42
Arrival Checklist	43
Forms	44

WELCOME WELCOME



WELCOME WELCOME

About the School

Principal's Message



- Welcome to Kingscliff High School, an outstanding learning community with a wide range of learning opportunities for you to explore. Our teachers are highly experienced in delivering the curriculum which is set for study in New South Wales, and are currently exploring innovative ways of connecting students with this curriculum. You will find them to be a tremendous source of guidance and advice during your time here. Our school also provides a tremendous range of additional opportunities in sport, the performing arts, leadership and citizenship, so make the most of your time here and get involved.
- Our school is located at the heart of the beautiful Tweed Coast, from which famous destinations such as the Gold Coast and Byron Bay are easily accessible. I very much hope that you enjoy your time with us both at school and beyond.



School Profile

Kingscliff High School, located in the Far North Coast (1100 students, including 15% Aboriginal or Torres Strait Islander students) provides comprehensive, engaging and authentic learning opportunities to the young people of the Tweed Coast communities. We do this by ensuring that each student's learning journey:

- is centred on an individual's growth,
- is real world and relevant,
- relies upon respectful relationships,
- is driven by passion and aspiration,
- is celebrated.

Our school's priorities are centred on authentic student engagement in learning in an environment where every student is known, valued and cared for. In order to achieve this we are focussed on student agency in learning, innovative practice in both the classroom and curriculum design, engagement with our broader community and the purposeful use of digital technology in learning.

Kingscliff High School benefits from dynamic and meaningful partnerships with our neighbouring primary schools through the Coastal Learning Community and with our neighbouring public high schools as part of the Tweed 5 (T5) network.

Our school is particularly grateful for the strong support we receive from our community, exemplified by our energetic and supportive P&C.



School Directory

School Staff



Ms Mansini
International Student Coordinator (ISC)

Ms Mansini can speak to you regarding any concerns you may have about your school, health, homestay issues or if you require a leave request or change of address form. She is located in the **HSIE Staffroom**



Mr Borg
Deputy Principal



Mr Matthias
Rel. Deputy Principal

School Counsellors

You can speak to a counsellor if you have concerns, feel unhappy or are homesick. They are located at the side of Room 12, facing the library.



Mrs Woodford
School Administrative Officer Mrs Chadburn and Woodford can help you if you are trying to find your International Student Coordinator or counsellor, or need help in the absence of the International Student Coordinator.

If you need help with a problem or feel unsafe at school at any time, go and see your International Student Coordinator or one of the staff listed here 😊

Year Advisers

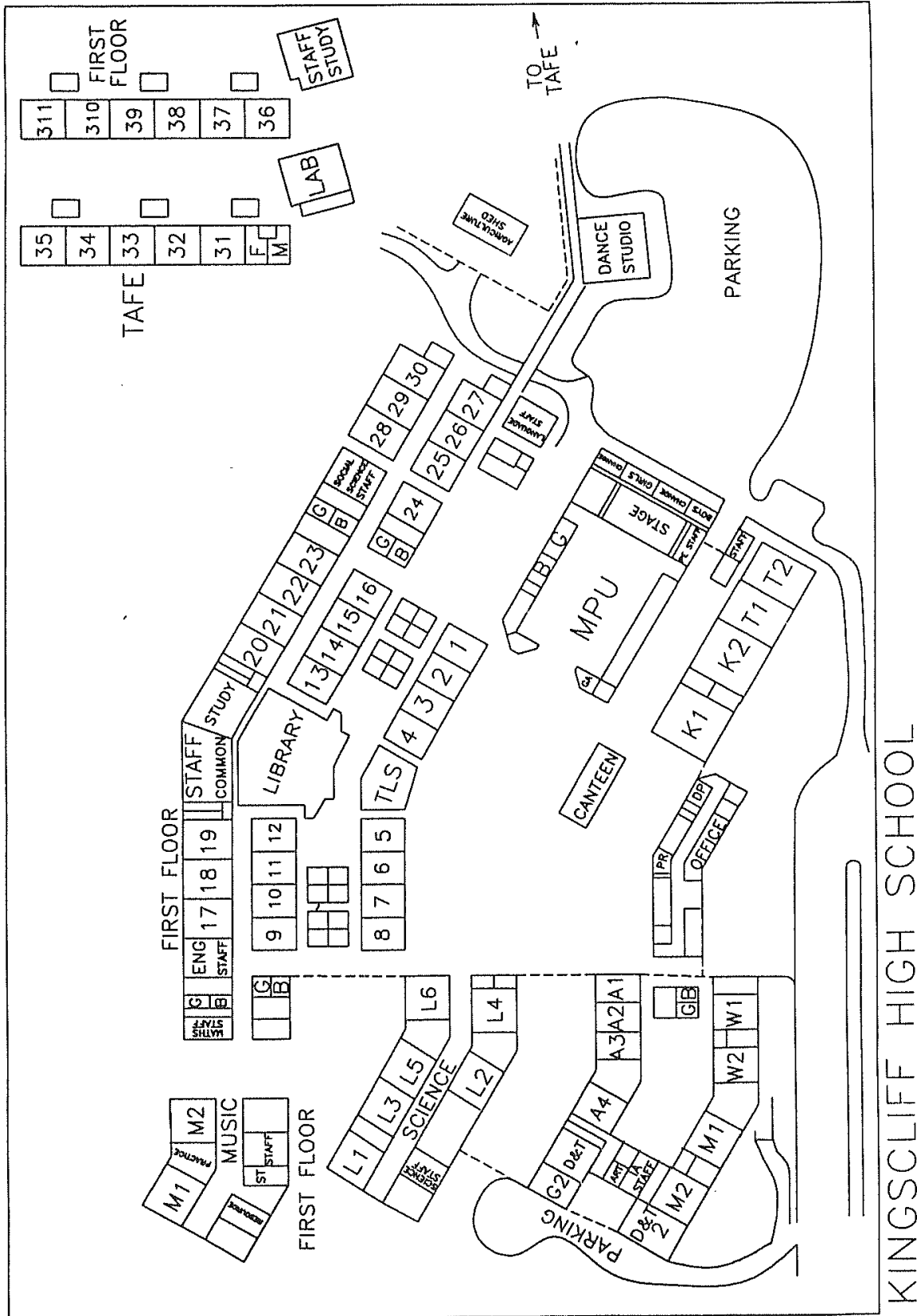
Your Year Adviser can speak to you if you have any concerns about your school work.

Year 7	Mr Jovaisa (Science)
Year 8	Mrs Mann (English)
Year 9	Mr Ella (Careers)
Year 10	Mrs Hejduk (English)
Year 11	Mrs Hill (Inclusive education)
Year 12	Mrs Levi (Creative and Performing Arts)

Head Teachers

English	Mrs Rose
Mathematics	Mr Wilson
Science	Mrs O'Keeffe
Creative and Performing Arts	Mrs MacPherson
Human Society and Its Environment (HSIE)	Mr Smith
Information and Communications Technology (ICT)	Mr Wiggins
Languages	Mrs Cowell
Personal Development, Health and Physical Education (PDHPE)	Mr Bassingthwaighe
Technology and Applied Studies	Mrs Cowell
Inclusive Education	Mrs Rosser

School Map and facilities



You can use the computers in Room A4, 25, 26, 27, 43 and the Library. You can get help from the office opposite Room 25 if you have problems with the computers.

Some areas of the school are unavailable due to our renovations. First Aid is available in most staffrooms and from the Front Office.

Support Services

Counselling

The School Counsellor can be found at the side of Room 12, facing the library.

What is a School Counsellor?

In all New South Wales (NSW) 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
- Feeling anxious about making friends

There is no need to make an appointment to see a counsellor, you can drop into their office at any time.

Communication is vital

Please tell us about any:

- Absences (ahead)
- Intentions (ahead)
- Activities that take you out of class and school
- Incidences in and out of school.
- Problems/Issues
- Good things happening too!

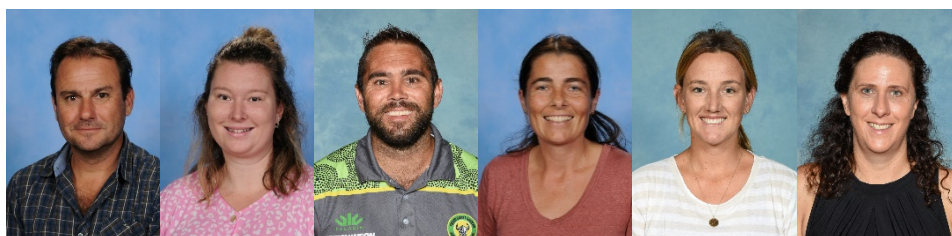
ESL Support



Mrs Evans is our ESL support teacher.

You will find her in the Languages Staffroom.
She works 2 days a week.

Year Advisers/Subject Head Teachers



Year Advisers are responsible for wellbeing and its impacts on the learning of the students in their year group. They work closely with the school wellbeing team and classroom teachers. If you have concerns of any nature about your schooling you can speak with your Year Adviser. You will find Year Advisers in the staffroom of the subject they teach and generally they teach five periods a day.

Head Teachers are the managers of individual faculties and have expertise in their curriculum area. They also perform other duties within the school. They can assist you with any concerns you have regarding a subject of theirs you are studying.



Welfare/Learning Support Head Teacher



The Head Teacher-Welfare oversees all staff whose duties relate solely to the welfare of students. They run programs within the school which focus on student wellbeing and liaise with outside welfare agencies. They can assist you with any concerns you have with your welfare and wellbeing.

Careers Adviser



Careers Advisers assist students to look beyond their secondary education. They provide ideas for post school study and employment. Whilst in school they provide opportunities for students to experience different jobs, industries and modes of study.

Rules and Policies

Bell times

Kingscliff High School Timetable 2022 Level 3 Covid Restrictions

Monday, Friday	Tuesday, Thursday	Wednesday
Zero Period 8.05 – 8.45 (40mins)	Zero Period 8.05 – 8.45 (40mins)	Zero Period 8.05 – 8.45 (40mins)
Homeroom 8.45-9.00 (15mins)	Staff Meetings 8.30-9.15 (45mins)	Homeroom 8.45-9.00 (15mins)
Period 1 9.00-10.20 (80mins)	Homeroom 9.15-9.30 (15mins)	Period 1 9.00-10.05 (65mins)
Break Stage 4/6 10.20-10.45 (25 mins)	Period 1 9.30-10.20 (50mins)	Period 2 Stage 5 10.05-11.10 (65mins)
Period 2 Stage 4/6 10.45-12.05 (80mins)	Break Stage 4/6 10.20-10.45 (25 mins)	Period 2A Stage 4/6 10.05-10.40 (35mins)
Period 3 12.05-1.25 (80mins)	Period 2 Stage 4/6 10.45-12.05 (80mins)	Break Stage 5 11.10-11.40 (30mins)
Break 1.25-1.55 (30mins)	Period 3 12.05-1.25 (80mins)	Period 2A Stage 4/6 10.40-11.10 (30mins)
Senior 4 1.35 – 2.15 (40mins)	Break 1.25-1.55 (30mins)	Period 3 11.40-12.45 (65mins)
Period 4 1.55-3.15 (80mins)	Senior 4 1.35 – 2.15 (40mins)	Period 2A Stage 4/6 11.10-11.40 (30mins)
	Period 4 1.55-3.15 (80mins)	Break 12.45-1.15 (30mins)
		Sport 1.15-3.15 (120 mins)

HOMEWORK POLICY

It is the policy of the school that frequent homework is given. Even when formal set homework has not been given students should be encouraged to:

- * Revise the day's lessons
- * Read for assignments, class work or recreation
- * Study work done previously (study should be on a regular basis - not just the night before a test).

Uniform and dress code

As a result of the P&C Association, staff and student discussion, we are a uniform school.

Kingscliff High School takes pride in the fact that students wear the school uniform. We expect that all students will aim for high standards of dress.

Students out of uniform on three occasions face an automatic after school detention.

The officially approved school uniform garments are listed below. Please note that all items are embroidered with the school's official logo and are unisex (apart from the girl's skirt). Please do not purchase items of "uniforms" other than those officially approved as part of our school uniform. Any combination of the items listed below can be worn.

All uniform can be purchased from the KHS P&C Uniform Shop
<https://www.kingscliff.nsw.edu.au/khs-pc-uniform-shop/>

SENIOR UNIFORM

Slacks/Trousers: Boys/Girls tailored navy with belt loops.

Shorts: Navy shorts (choice of embroidered:- tailored, knit, cotton or 'peach' texture taslon materials) with wave pattern logo. Shorts minimum length is set as standing up straight, with arms by the sides and fingers pointing directly to the ground, shorts hemlines MUST be below the end of the fingertips.

Girls skirt: Check skirt (fabric 7033, Butterick Pattern 5712) – skirt minimum length is set as standing up straight, with arms by the sides and fingers pointing directly to the ground, skirt hemlines MUST be below the end of the fingertips to be worn with:-

Senior Polo Top: White with wave pattern collar and sleeve trim. School shirts minimum length must overlap the waistband of skirt or shorts by at least 5cm when a student stands straight with arms held straight out at shoulder height.

Girls and Boys Cold Weather: A navy, v neck sloppy joe with wave pattern logo. Girls may wear plain black stockings / tights with their skirts. School embroidered tracksuit pants.

Shoes: All students are to wear safe footwear. This means a support sole and a firm, strong upper shell to protect the feet.

All school: Socks - white or usual school socks (grey/maroon stripe) or Sports socks (pale blue/maroon stripe)

Shoes - work safe fully enclosed shoe with a strong upper, leather or similar (no thongs, scuffs, sandals or similar)

Track suit: with wave pattern logo.

SPORTS UNIFORM

Mid blue and maroon with white trim (worn on sports days with same navy shorts indicated above) North Coast Region, State and Australian school representatives may wear their rep. shirts, jackets or tracksuits on sports days only.

The wearing of navy or maroon wide brimmed hats is encouraged for sun protection. Caps are permitted. A small insignia is allowed (no alcohol, drugs or offensive advertising or logos permitted). Beanies or similar are not permitted.

POLICIES AND PROCEDURES ON ABSENCES, LATENESS OR LEAVE REQUESTS

Regular attendance is described as 100%. Except in the case of absences for reasons identified and accepted as valid by the Principal eg sick. An 85% or 90% attendance record is not regular attendance.

If children are absent from school, parents are required to provide the school with an acceptable explanation within seven days of the absence.

ABSENCES

Whole Day Absences:

Notes should be provided for all absences explaining the reason for the absence. This, by law, should be provided within seven days of the absence. The note should be given to the roll call teacher. Alternatively, notes can be faxed to **02 6674 3270** or emailed to: kingscliff-h.school@det.nsw.edu.au

Late Arrivals

All students who arrive late for their first class must report to the front office window with a note (from care provider) explaining both the reason for lateness and the time of arrival at school.

Early Leavers

All students, including seniors, wishing to leave school early must bring a note to the Head Teacher - Admin to be counter signed. These notes must include the reason and time of departure.

Absence on a Wednesday - Sport afternoon

If students are signing out on a sport afternoon they will be required to bring a note to explain this absence. This note will need to contain the following:

- student's name
- the specific reason for leaving school early (not just appointment or family business)
- a time when departing
- who is picking the student up
- a contact name and telephone number

SAMPLE NOTE FOR STUDENT ABSENCE

Name: _____	Year: _____
Late: _____	Time arrived: _____
Absences: from ___/___/___	to ___/___/___
Reason for lateness or absence(s) _____	

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 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 **medical certificates**, present them as evidence.
- Your attendance will continue to be closely monitored. If your attendance does not improve, you will be sent a **second and final warning letter**.

What if my attendance falls below 80% over two terms, or below 60% in one term?

- An **Intention to Report** letter will be sent to you, your parents and your carer in Australia. This letter tells you the school's intention to report your low attendance to the Department of Home Affairs 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 the Department of Home Affairs.
- The school will inform you of the appeal outcome and your further appeal rights if your appeal is unsuccessful.
- If all your appeals are not successful, you will be reported to the Department of Home Affairs Immigration and they may decide to cancel your visa.

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 (See section 18).

Attendance - Compassionate and compelling circumstances

- If there is a serious set of circumstances, for example:
 - A death in your family (or host family)
 - Ongoing serious illness (supported by Doctor's certificate).
 - A serious accident or incident (traumatic) that requires medical attention.
 - Natural disaster or major political upheaval or other serious circumstances

We assess the situation and consequences may not be applied

How to appeal

- You may apply for a review of the school's determinations of your attendance.
- You are allowed to have a support person during this process.
- You must collect the appropriate paperwork from your Deputy Principal and provide full and detailed written reasons for your appeal.
- You have 20 days to appeal
- You must return your paperwork to the Deputy Principal.
- The School Review Committee will then meet.
- They will examine all relevant material and check for clerical or computational errors; also to check that the assessments were made according to the stated school policies, procedures, schedules and outside agency requirements.
- You will receive a written outcome letter within 10 working days of your appeal paperwork being submitted.
- That letter will tell you the reasons for the outcome. It will also tell you any corrective or preventative action that will be implemented.
- A copy of this letter also goes to DE International.
- If your appeal is not successful you will also be advised in writing by the school and DE International of your right to an external appeal.

POLICY ON MISBEHAVIOUR, SUSPENSION AND EXPULSION

Our Values:

- **Safety:** Physically, socially & emotionally
- **Tolerance:** Acceptance of diversity
- **Achievement:** Working to potential
- **Respect:** Treating others as you want to be treated.
- **Integrity:** Doing what is right when no one is watching.
- **Resilience:** Bouncing back from adversity.
- **Honesty:** Telling the truth.

The NSW Core Rules

All students in NSW government schools are expected to:

- Attend every school day, unless they are legally excused, and be in class on time and prepared to learn.
- Maintain a neat appearance, including adhering to the requirements of the school's uniform or dress code policy.
- Behave safely, considerately and responsibly, including when travelling to and from school.
- Show respect at all times for teachers, other school staff and helpers, including following class rules, speaking
- courteously and co-operating with instructions and learning activities.
- Treat one another with dignity and respect.

- Care for property belonging to themselves, the school and others.

Behaviour that infringes on the safety of others, such as harassment, bullying and illegal or anti-social behaviour of any kind, will not be tolerated



To be a STAR student in the Classroom

We should:

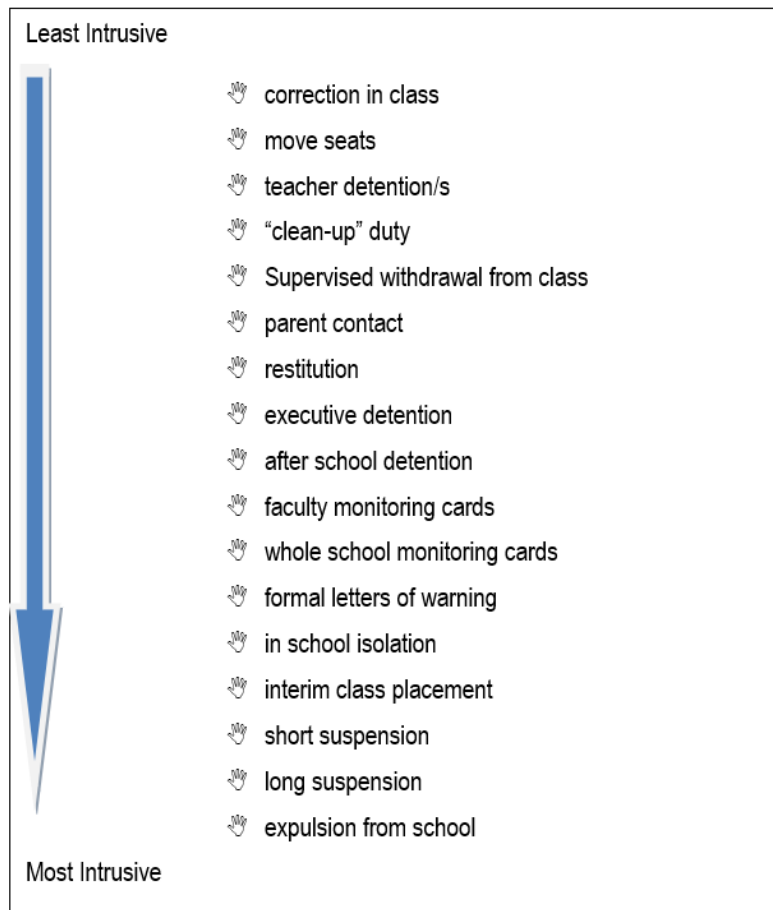
- Arrive at class before my teacher starts the lesson
- Listen to and carry out teacher directions
- Bring what I need to each lesson
- Allow myself and others the opportunity to learn
- Follow safety rules in specialist classrooms
- Respect the belongings of other students and school property
- Take pride in my work and do my best
- Be tolerant of the attitudes/responses/beliefs of other students
- Complete all work and activities to the best of my ability.

To be a STAR student in the Playground

We should:

- Respect the personal space of others
- Share playground areas with others
- Put rubbish in the bins
- Play school approved games/sports in the right place
- Share active areas
- Take care of school property and equipment
- Return borrowed equipment
- Show sportsmanship and be tolerant of different skill levels
- Play fairly and safely within the rules
- Be sun safe.

The school response to inappropriate behaviours will move from the least intrusive strategy to the more intrusive should the behaviours be displayed persistently.



Long suspension and expulsion

International students will be reported to the Department of Home Affairs 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 the Department of Home Affairs.
- If your appeal is unsuccessful, you will be advised of your further appeal rights.
If all your appeals are unsuccessful, your long suspension or expulsion will be reported to the Department of Home Affairs and they may decide to cancel your visa.

POLICY ON ANTI-BULLYING

Addressing Bullying Behaviour

Kingscliff High School provides a caring environment where every student should feel safe and respected as an individual. Bullying of any kind is not acceptable at Kingscliff.

**NO ONE HAS THE RIGHT TO BULLY ANOTHER PERSON
NO ONE HAS TO TOLERATE BULLYING**

This policy has three major components:

1. Primary Prevention
2. Early Intervention
3. Handling Bullying Complaints

Each component will be supported with staff training and development.

- Bullying Interventions
- Bullying? No Way!
- Enhancing Online Safety

Definition of Bullying

Bullying is any action which makes another person feel threatened. It involves the inappropriate use of power by one or more persons over another less powerful person or group. Bullying is usually an act that is repeated over time. It is a planned and persistent attempt to cause distress.

*Bullying is not simply aggressive behaviour but **repeatedly unfair behaviour** in the context of an imbalance of power.*

Rigby, K., (2010) *Report: Enhancing responses to Bullying in Queensland Schools.*

Bullying can be:

TYPE	DESCRIPTION
physical	punching, hitting, pushing, tripping, taking people's things, even for a joke.
verbal	name calling, demanding money or goods, using threatening words and put downs. For example: "I'm gonna get you". "You're dead". "You're a loser".
social	alienating, shutting people out of groups, ignoring others, making rude gestures, spreading rumours and gossip.
psychological	spreading rumours, stalking, dirty looks, hiding or damaging possessions, passing notes, stares and whispers etc..
cyber	use of electronic communications to bully. For example, SMS, emails, chat rooms, social networking sites.

A casual occurrence or a sudden flare up or disagreement is not necessarily bullying

All students are encouraged to report any incident of bullying.

What should I do if I am being bullied?

The biggest power that students engaging in bullying have is the **silence** of those who they are bullying. Bullying behaviour is often covert and conducted under the radar of teachers. If bullying is not reported then it cannot be dealt with. **Bullying is damaging** and must not be allowed to continue therefore **it is important to report instances of bullying.**

What should I do if I witness bullying?

1. Support your friend with an I statement. (eg. I do not like the way you are treating Mary.)
2. Be firm but do not yell or argue.
3. Report it to a teacher. Make an online report or you may obtain a bullying incident report form from the library and hand it in at the front office. Remember Bullying Incident Reports are CONFIDENTIAL and the identity of the person making the report will be protected.
4. Fill out a *Bullying Witness Statement*.



You should speak with your Year Adviser, a teacher or you can report bullying anonymously at
<http://www.stymie.com.au>

Principles for Handling Bullying Complaints

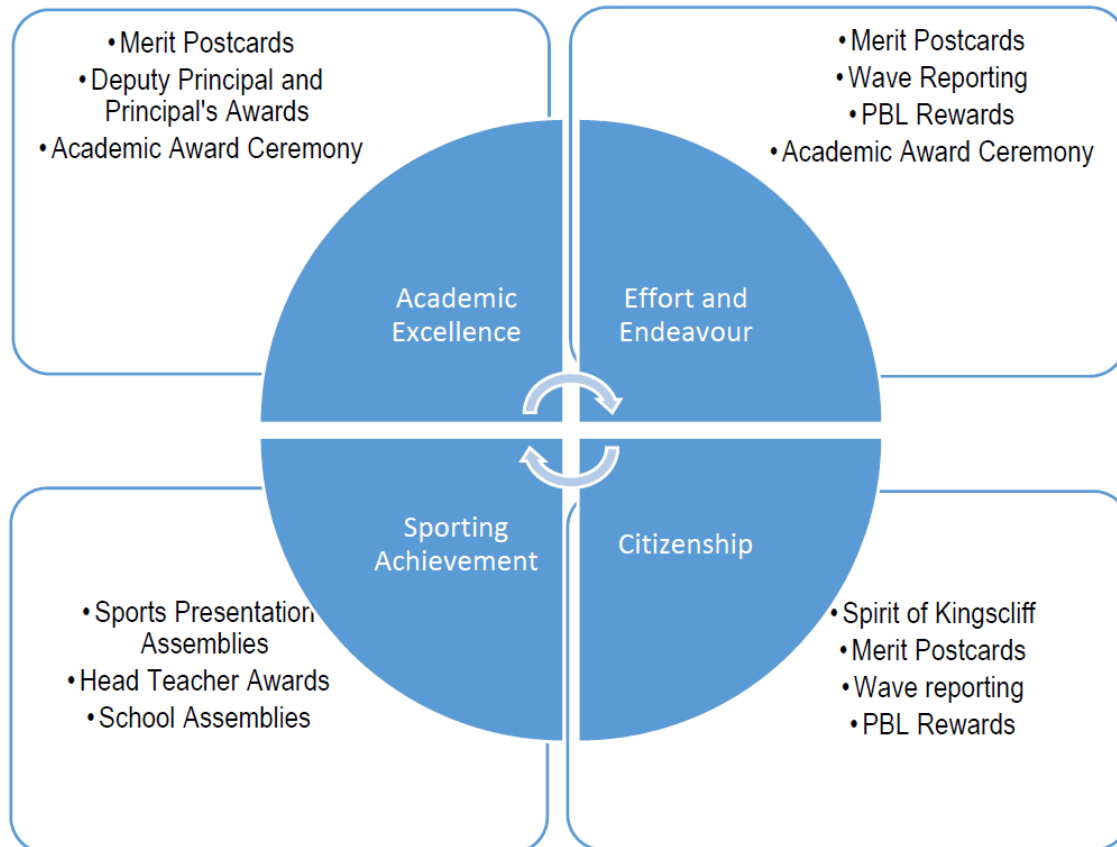
Kingscliff High School's procedures for handling bullying complaints are based on the *Restorative Justice Approach*. That is, the handling of bullying complaints makes it clear to the offender that bullying behaviour is not tolerated within the school community whilst providing respectful support for the individuals involved. There are five principles that underpin this approach:

1. Students who bully can change their behaviour.
2. Bullying behaviour is the problem, not the person.
3. Harm caused must be acknowledged.
4. Reparation is essential.
5. Bullies and the bullied require support and care.

Morrison, B. (2002), *Bullying In Schools: A Restorative Justice Approach*. Australian Institute of Criminology

Merit System

Student achievement is based upon opportunity and engagement. Kingscliff High School strives to ensure all students are given as many opportunities as possible to display their skills and abilities. These opportunities occur in the classroom, on the sporting field, in cultural activities and in community service. Our teachers strive to fully develop the talents and capacities of all students in pursuit of attaining the highest educational standards. The diligence and sustained efforts of students, supported by accomplished teachers using Quality Teaching principles, are key factors for student success.



School Curriculum

Structure of Years 9 – 10

- Students study a set curriculum (English, Mathematics, Science, HSIE, PDHPE) and choose two or three electives such as:
 - A language, Drama, Music, Art, Agriculture, Hospitality and IT.
- Students must participate in sport once a week during school hours

Key learning areas Year 11 – 12

- **English** – Extension, Advanced, Standard and Studies.
- **Mathematics** - Extension, Advanced, Standard and General.
- **Science** – Biology, Chemistry, Earth and Environmental Science, Investigating Science, Marine Studies, Physics, Senior Science
- **Human Society and Its Environment (HSIE)** – Aboriginal Studies, Ancient and Modern History, Geography, Economics, Business Studies, Legal Studies, Studies of Religion, Society and Culture.
- **Creative and Performing Arts** -Visual Arts, Music, Dance and Drama.
- **Personal Development, Health and Physical Education (PDHPE)** – PDHPE, Sport Lifestyle and Recreation Studies
- **Languages** – Beginners, continuers and heritage speakers.
- **Technology and Applied Studies** – Agriculture, Design and Technology, Engineering, Food Technology, Industrial Technology - Multimedia, Industrial Technology – Timber, Software Design and Development, Textiles and Design, Community and Family Studies

Structure of Year 11 and 12

	JANUARY Term 1	APRIL Term 2	JULY Terms 3	OCTOBER Terms 4
Year 11	Year 11	Year 11	Year 11	<u>Year 12</u>
Year 12	<u>Year 12</u>	<u>Year 12</u>	<u>Year 12</u>	<u>HSC Exams - no classes</u>

You **MUST** have a full time load – 12 units in Year 11 and Year 12. This equates to 6 subjects. There is no barrier to you studying 14 units/7 subjects if you wish.

A student will be considered to have satisfactorily completed a course if, in the Principal's view, there is sufficient evidence that the student has:

- **followed** the course developed or endorsed by the Board; and
- **applied** themselves with diligence and sustained effort to the set tasks and experiences provided in the course by the school; and
- **achieved** some or all of the course outcomes (by attending regularly and doing the work required).

The 'N' Determination

- If you are deemed not to have completed a course, you will receive an 'N' determination. The course will be listed as 'Not Completed'.
- You have the right to appeal against an 'N' determination. The appropriate form can be obtained from your Principal. Appeals against 'N' determinations should be lodged with your Principal, who will advise you of the date by which your appeal must be submitted. If you are dissatisfied with the result of the school review of your appeal, you should advise the Principal that you wish the appeal to be referred to NESAs.

For further information see the Course Selection guide

Course progress requirements for student visa holders

There are additional course progress requirements for international students.

- If you fail to meet the NSW Education Standards Authority's (NESAs) course progress requirements (50%) or more of your all your units (e.g. 6 out of 12 units), an **Intention to Report** letter 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 the Department of Home Affairs 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 the Department of Home Affairs.
- If your appeal is unsuccessful, you will be contacted by Department of Education International to let you know about your further appeal rights.
- If all your appeals are not successful, you will be reported to the Department of Home Affairs and they may decide to cancel your visa.

Coursework - Compassionate and compelling circumstances

- If there is a serious set of circumstances, for example:
 - A death in your family (or host family)
 - Ongoing serious illness (supported by Doctor's certificate).
 - A serious accident or incident (traumatic) that requires medical attention.
 - Natural disaster or major political upheaval or other serious circumstances

We assess the situation and consequences may not be applied and/or extensions to complete work may be granted.

How to appeal

- You may apply for a review of the school's determinations of any coursework 'N' awards.
- You are allowed to have a support person during this process.
- You must collect the appropriate paperwork from your Deputy Principal and provide full and detailed written reasons for your appeal.
- You have 3 days in which to appeal.
- You must return your paperwork to the Deputy Principal.
- The School Review Committee will then meet.
- They will examine all relevant material and check for clerical or computational errors; also to check that the assessments were made according to the stated school policies, procedures, schedules and outside agency requirements.
- You will receive a written outcome letter within 10 working days of your appeal paperwork being submitted.
- That letter will tell you the reasons for the outcome. It will also tell you any corrective or preventative action that will be implemented.
- A copy of this letter also goes to DE International.
- If your appeal is not successful you will also be advised in writing by the school and DE International of your right to an external appeal.

School Activities

Please see the Enrichment Activities sheet for details of:

- Leadership programs
- School service opportunities
- Extra-curricular activities
- Sports teams
- Student clubs e.g. Debating team, Wellbeing team etc

Living in the Tweed

Staying Safe

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)



The local police station is Kingscliff Police Station

Address: 154 Marine Parade
KINGSCLIFF 2487
Phone: 02 6674 9399



The nearest medical centre is Kingscliff Health

Address: 9/38-42 Pearl St,
Kingscliff NSW 2487
Phone: (02) 6670 1400



The nearest hospital to the school is: The Tweed Hospital

Address: Powell Street and Florence Street,
Tweed Heads NSW 2485
Phone: (07) 5536 1133

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

StayDownUnder

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



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, bars, 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.

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>

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 incoming cars.
- Do not use your mobile phone or put on your ear phones when you are crossing the road.
- Avoid isolated bus, rail and tram 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:

- When travelling in NSW check transport timetables to avoid long waits, particularly at night by using <https://transportnsw.info/>. You can download an app on your mobile phone such as **TripView**, **TripGo** or **NextThere** to view timetables of public transport and plan your trip. Visit <https://transportnsw.info/apps> for all the apps available to help you plan your trip.
- When travelling in QLD check transport timetables by using <https://translink.com.au/>. You can download the My Translink app.
- 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.

A promotional graphic for Transport NSW. It features four colored circles containing the letters T (orange), B (blue), F (green), and L (red). Below the circles, the text reads: 'Plan your trip', 'Visit transportnsw.info', 'Call 131 500 NRS 133 677'. At the bottom, it says: 'For train, bus, ferry and light rail trip planning, maps, ticketing, transport updates and accessible travel information.'



Train carriages nearest to the driver or guard are lit and safest at night.

Safety Apps

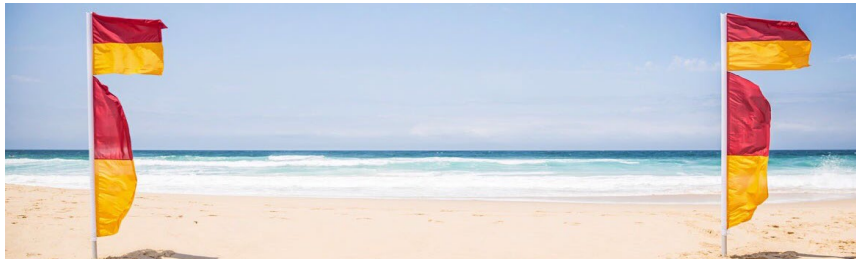
The **Emergency Plus app** is a national emergency app that you can use to get help as soon as possible in an emergency situation.

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.



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

Rip 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 **wave 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>

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:

- Your **International Student Coordinator Ms Mansini** in the HSIE Staffroom
- **School Counsellor** opposite the school library

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, private and 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.kisdshelpline.com.au for more information.
- **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 their website at www.1800respect.org.au Ask for an interpreter if you wish to speak in your own language that is not English.



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 www.lawstuff.org.au for information about laws relating to you.

Driving

You need to be at least 16 years old to be a Learner (L Plater) 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 been on your L's for at least 12 months
- have 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) licence:

- You must not drive faster than 90 km per hour
- You must have a zero blood alcohol limit
- You must not use any functions of a mobile phone including hands-free devices while driving.

If you are driving a car on a P2 (green) licence:

- You must have a zero blood alcohol level
- You must not exceed a maximum speed limit of 100 km/h



- ***Driving without a license is illegal***
- ***Speeding and drink driving is dangerous and is against the law.***
- ***You could lose your licence or go to jail if you are caught speeding or drink driving.***

Taking a Part-time Job and Your Work Rights

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.

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.

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
- challenge of 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 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

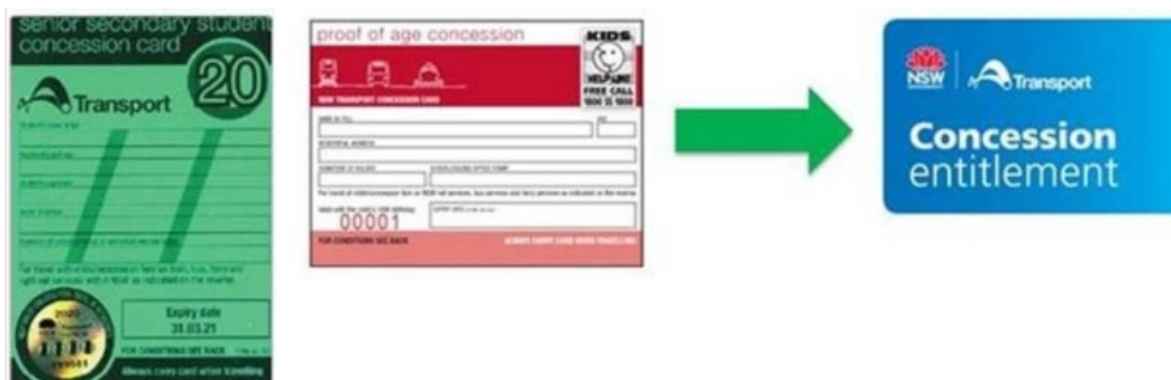


Always ask for a payslip to keep track of your hourly rate, penalty rates, super contributions and tax details, especially if you are getting paid with cash in hand. This is a mandatory requirement for an employer in Australia.

Transport and Travel Concession

Children 4 to 15 years of age are entitled to a child's half fare concession. School students from the age of 4 to **16 years of age and older** are entitled to a half fare concession.

In order to travel on public transport at concession fares, you must carry a **NSW Transport Concession Entitlement Card** (Previously known as the Proof of Age card for child 4 to 15 years, Senior Secondary Student Concession Card for 16 years and over, and Mature Secondary Student Concession Card for 18 years and over)



Please see your office staff to apply for a Transport Concession Entitlement Card before you get a Child/Youth Opal Card. 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 of NSW.

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.



Go card is the smartcard ticketing system used to pay for public transport in SE Queensland.

You should get a blue **ADULT GO CARD** by applying at online at the Translink website: <https://translink.com.au/tickets-and-fares/go-card/buy-and-top-up>. If you lost your card you can report it as lost or stolen.

You can also get a GO card over the phone or from a retailer. Use the website above to find the closest retailer.

PLEASE NOTE:

To receive a concession fare, students must:

- carry an approved Queensland student photo identification card, or
- wear an official Queensland school uniform.



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 a **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.*

Accommodation and Welfare Arrangements

15.1 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.

15.2 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:

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.

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:

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 the Department of Home Affairs, 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.

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.

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 complete a leave request form to seek 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 **Transport Concession Entitlement Card** 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 responsibility 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 Transport Concession Entitlement 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:

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.

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.

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.

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 NameStudent 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 _____

DE International Office Use Only Approved Not Approved

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.

NSW Government Schools
NSW Department of Education
Locked Bag 53
Darlinghurst NSW 1300 Australia



+61 2 9244 5555 (overseas) or
1300 300 229 (in Australia)



deinternational.nsw.edu.au