



INTERNATIONAL STUDENTS ORIENTATION HANDBOOK



School Contacts

School name: The Jannali High School
Address: Sutherland Road
Jannali NSW 2226
Telephone: +61 2 9521 2805
Fax: +61 2 9545 1175
Email: jannali-h.school@det.nsw.edu.au
Website: <https://jannali-h.schools.nsw.gov.au>

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

INTERNATIONAL STUDENTS ORIENTATION HANDBOOK

About the School	4
1. <u>Principal's Message</u>	4
2. <u>School Profile</u>	5
3. <u>School Directory</u>	6
4. <u>School Map and facilities</u>	8
5. <u>Support Services</u>	9
6. <u>Rules and Policies</u>	11
7. <u>School Curriculum</u>	17
8. <u>School Activities</u>	18
Living in Sydney	19
9. <u>Staying Safe</u>	19
10. <u>Reporting Incidents and seeking help</u>	24
11. <u>You and the Law</u>	25
12. <u>Taking a Part-time Job and Your Work Rights</u>	26
13. <u>Transport and Travel Concession</u>	28
14. <u>Overseas Student Health Cover (OSHC)</u>	29
Visa Requirements You Should Know	34
15. <u>Attendance and Course Requirements</u>	34
16. <u>Accommodation and Welfare Arrangements</u>	34
17. <u>Conditions of Enrolment</u>	35
18. <u>Taking Leave</u>	35
19. <u>Deferment of Course Commencement Date</u>	35
20. <u>Guidelines for Compassionate or Compelling Circumstances</u>	36
21. <u>Suspension of Studies</u>	37
22. <u>Complaints and Appeals</u>	37
23. <u>Work</u>	37
Arrival Checklist	38
Forms	39
1. Under 18 Request to Change Welfare Arrangements form	37
2. Over 18 Request to Change Welfare Arrangements form	38
3. Leave Request form	39
4. Leave Requests Flowchart	40

WELCOME WELCOME



WELCOME WELCOME

About the School

1. Principal's Message

I would like to warmly welcome our international students to The Jannali High School and hope that you have a rich learning experience during your time at our school and in Australia.

During your time at The Jannali High School I encourage you to immerse yourself in the life of the school. The Jannali High School has a rich tradition in academic achievement as well as extracurricular programs in creative and performing arts (CAPA), sport, civics and leadership.

Be sure to create opportunities to share stories and examples of your own culture and background to enrich our experiences as well.



Rick Coleman



Bailey Pawson (C), Desham Dzeperoski (VC), Phoebe Dunn (C), Olivia Willis (VC), Mr Coleman (Principal)

School Profile

The Jannali High School offers a broad and challenging comprehensive co-education promoting excellence and achievement. Our experienced and dedicated staff provide a high quality education for students of all abilities.

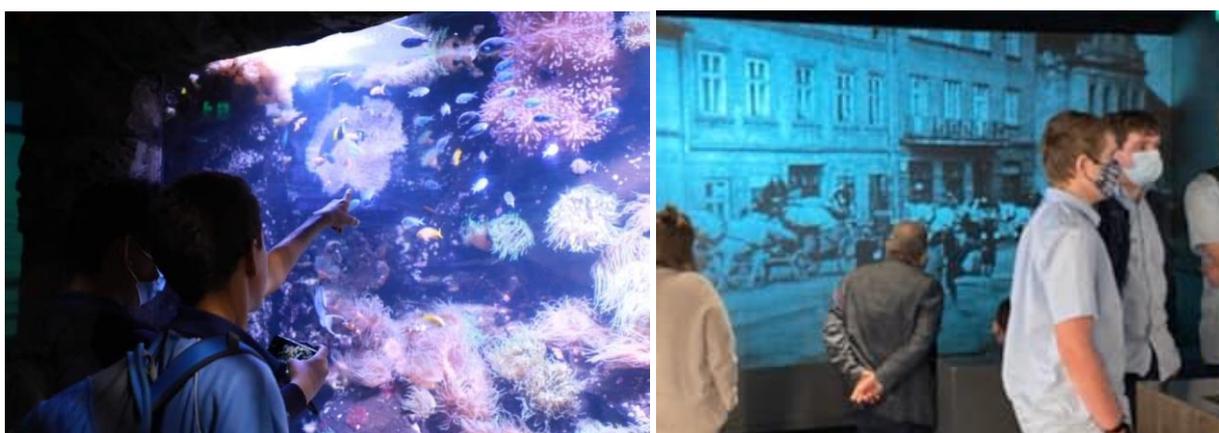
The Jannali High students have a tradition of fine academic achievements. The vast majority of students achieve HSC success and continue to university, further tertiary training or employment. Many have represented the school in sport, debating, volunteering, public speaking and have also been part of our musicals, a cappella ensemble and orchestras. Our graduates are confident, caring, focused, mature young men and women with positive attitudes. They have a well-developed sense of community, citizenship and social responsibility.

The school enjoys a reputation for our positive focus on learning. Students learn in a safe, supportive environment, further developing self-discipline, motivation, teamwork, self-confidence and responsibility. Our school has effective reward, welfare, discipline, uniform and attendance policies that reinforce our high expectations of each student and require them to accept the consequences of their actions as well as supporting responsible decision making.

Our school values:

- ✓ *Quality* Undertaking everything to the best of your ability and always trying to improve
- ✓ *Respect* Having regard for yourself, others, property and the environment, while accepting the right of others to hold different or opposing views
- ✓ *Integrity* Being consistently honest and trustworthy
- ✓ *Cooperation* Working together to achieve common goals, providing support to others and engaging in peaceful resolution of conflict
- ✓ *Care* Showing concern for the wellbeing of yourself and others, while being understanding and acting with kindness

The school's welfare and discipline system is based on the concept of C.A.R.E. (Co-operate, Achieve, Respect, Engage) which emphasises our values and expectations for all students.



The Jannali High School has strong links with its community, parents, local primary schools, TAFE and university campuses. We are a proud member of the Heart of the Shire Community of Schools, a group of schools working together to provide the best possible education for students in all of our schools.

We welcome you to our school and trust that your association will be long and fruitful, knowing that you are going to add positively to the culture and ethos of The Jannali High School in the coming years.

School Staff

Mrs Christine Fisher
International Student Coordinator (ISC)

Mrs Fisher 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 TAS staffroom in the Creative Arts block.



Mr Dave Stewart
Deputy Principal



Mrs Nicole Waser
Deputy Principal



Mrs Keri Lampard, School Counsellor and Ms Tanya Rosenbaum
Mrs Lampard can speak to you if you have concerns, feel unhappy or are homesick.
She/he is located upstairs in the donut block.

Mrs Treloar or Mrs Hunt in the front office 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 😊***

SENIOR EXECUTIVE

Principal: Mr R Coleman

Deputy Principal: Mr D Stewart (Years 8, 10 and 12)

Deputy Principal: Mrs N Waser (Years 7, 9 and 11)

HEAD TEACHERS OF DEPARTMENTS

ENGLISH

Mrs Kate Flower

SCIENCE

Ms F MacPherson

HOME ECONOMICS

Mrs C Smith

INDUSTRIAL ARTS/COMPUTING

Mr G Edger

ADMINISTRATION

Mr S Carpenter

WELLBEING

Mrs V Van Luyt

MATHEMATICS

Ms S McKay

HSIE

Ms H Ingram (Relieving)

CREATIVE & PERFORMING ARTS

Ms K Mulheron

PD/HEALTH/PE

Ms A Peard

FUTURES LEARNING

Mr J Martin

LEARNING SUPPORT

Ms K Hayward

YEAR ADVISERS

Year 7	Mrs S O'Farrell	HSIE staffroom
Year 8	Ms McKendrick	English staffroom
Year 9	Ms H Ingram	HSIE staffroom
Year 10	Ms S Powell	HSIE staffroom
Year 11	Ms S Dinh	English staffroom
Year 12	Ms S Heagney	Science Staffroom

SPORTS ORGANISER

Mr S Carpenter / Mr G Moore – Gym Staffroom

SRC CO-ORDINATOR

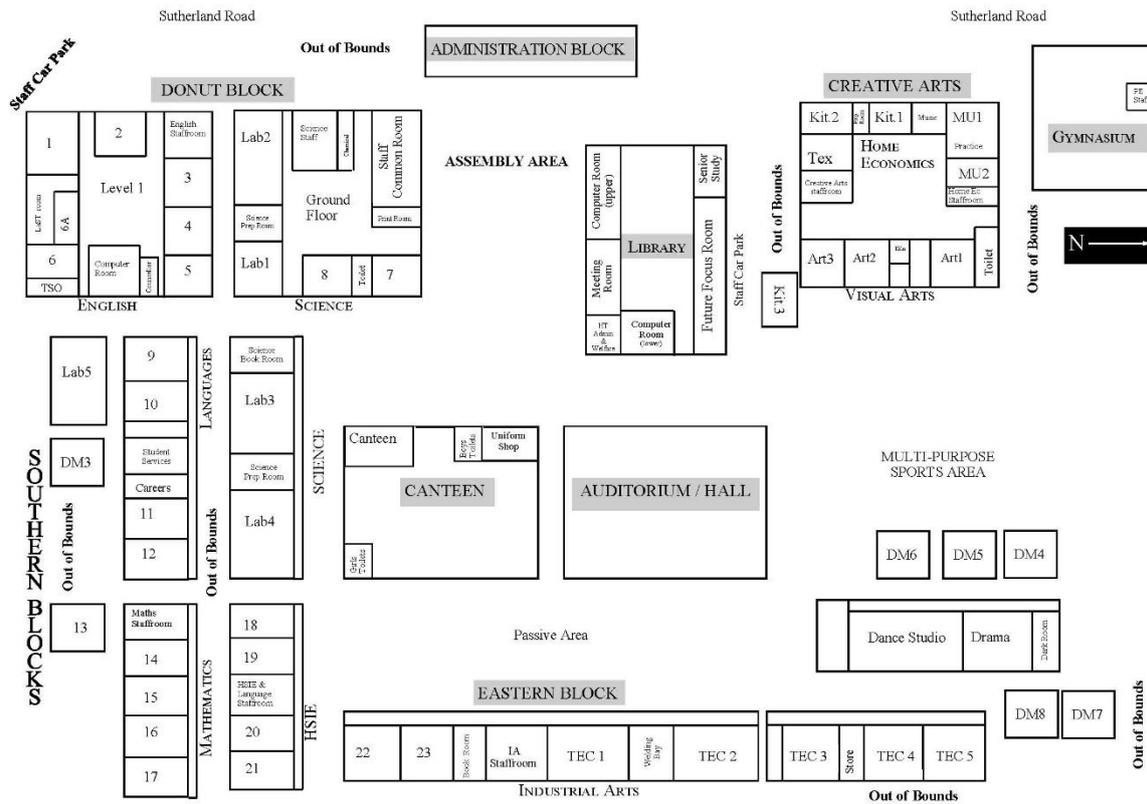
Senior: Ms S Westbrook – CAPA Staffroom

Junior: Ms L Gersbach – CAPA Staffroom

OFFICE MANAGER

Mrs M Shah

2. School Map and facilities



You can use the computers in the Library and get help from the Library staff or Mr Broadbent if you have problems with the computers.

Our local banks are:

Commonwealth Bank – located at 816 Old Princes Highway, Sutherland

☎ 9521 4633

ANZ Bank – located at 748 Princes Highway, Sutherland

☎ 131 314

The nearest shops are located at:

Box Road, Jannali or Princes Highway, Sutherland

A larger shopping complex is – Westfield, The Kingsway, Miranda

The nearest train station is:

Jannali Railway Station, Railway Crescent, Jannali.

This is located on the Illawarra line.

3. Support Services

Counselling

Ms Tanya Rosenbaum and Ms Keri Lampard are the School Counsellors and are located upstairs in the Donut Block.

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
- Feeling anxious about making friends

ESL Support

- Mrs Vicki Papaefstathiou is the ESL teacher and is located in the ESL room upstairs in the donut block.

Year Advisers/Subject Head Teachers

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

Year Advisers		Subject Head Teachers	
Year 7	Mrs S O'Farrell, HSIE Faculty	English	Mrs Kate Flower
Year 8	Ms R McKendrick, English Faculty	HSIE	Ms Hannah Ingram (Rel)
Year 9	Ms H Ingram, HSIE Faculty	Mathematics	Ms Simone McKay
Year 10	Ms S Powell, HSIE Faculty	Science	Ms Fiona MacPherson
Year 11	Ms S Dinh, English Faculty	Creative Arts	Ms Kate Mulheron
Year 12	Ms S Heagney, Science Faculty	Home Economics	Ms Carole Smith
	Mr D Warwick, PE Faculty	Industrial Arts/Computing	Mr Graeme Edgar
		PE	Ms Amanda Peard

Careers / Learning & Support Teacher

Ms Kath Hayward

 9542 4476

Homework Centre

The Homework Club is held each Wednesday afternoon the Library after school.

Contact Ms McKay in the Mathematics staffroom.

Our school has access to an online Study Skills handbook. Students and parents are able to access this using the following common username and password. Please do not share it with people outside our school.

Website: www.studyskillshandbook.com.au

Username: jannalihs

Password: 80results

4. Rules and Policies

Bell times

Monday	Times	
Zero	7:30 am	8:30 am
Playground Duty	8:20 am	8:38 am
Assembly	8:40 am	8:56 am
1	8:56 am	9:56 am
2	9:56 am	10:56 am
Recess (including warning bell)	10:56 am	11:18 am
3	11:18 am	12:18 pm
4	12:18 pm	1:18 pm
Lunch 1	1:18 pm	1:39 pm
Lunch 2 (including warning bell)	1:39 pm	2:00 pm
5	2:00 pm	3:00 pm
Tuesday, Wednesday, Friday	Times	
Zero	7:30 am	8:30 am
Playground Duty	8:20 am	8:38 am
Roll Call/Reading	8:40 am	8:56 am
1	8:56 am	9:56 am
2	9:56 am	10:56 am
Recess (including warning bell)	10:56 am	11:16 am
3	11:18 am	12:18 pm
4	12:18 pm	1:18 pm
Lunch 1	1:18 pm	1:39 pm
Lunch 2 (including warning bell)	1:39 pm	1:58 pm
5	2:00 pm	3:00 pm
Thursday	Times	
Zero	7:30 am	8:30 am
Playground Duty	8:20 am	8:38 am
Roll Call	8:40 am	8:50 am
1	8:50 am	9:50 am
2	9:50 am	10:50 am
Recess (including warning bell)	10:50 am	11:08 am
3	11:10 am	12:10 pm
Lunch 1	12:10 pm	12:30 pm
Lunch 2 (including warning bell)	12:30 pm	12:48 pm
Sport	12:50 pm	2:45 pm

Homework Policy

Homework forms an important part of school life. It is used to further develop and consolidate a range of skills including:

- information technology and research skills
- the ability to work independently

We know that many parents view homework as feedback about the learning that is occurring in the classroom during the day. Satisfactory completion of homework is also considered as a fundamental requirement for the award of the Record of School Achievement and the Higher School Certificate.

BROAD GUIDELINES

Homework is of most benefit when:

- it reinforces and extends skills and knowledge
- it is challenging but not too demanding
- it is well coordinated
- it is marked promptly
- it is used to develop skills of inquiry and independent study



There are different types of homework a student may be required to complete:

- ✓ *practice exercises* - opportunities for students to apply knowledge and skills
- ✓ *preparatory exercises* - opportunities for students to gain background information
- ✓ *extension exercises* - opportunities for students to work independently and imaginatively
- ✓ *reading exercises* - opportunities to enhance comprehension skills and reading for enjoyment

IMPLEMENTATION

- Students should be encouraged by their teachers to use their homework diary;
 - wherever possible, staff will use Moodle to communicate homework and assignment requirements. Students are encouraged to use technology and technological applications to organise, access and present information as part of their homework tasks;
 - sufficient time should be given for students to complete the homework;
 - homework expectations should be clearly communicated to students and parents;
 - teachers should contact parents when homework expectations are not being met by students;
 - we would ask parents to ensure students have access to a quiet and suitable place in which to work;

Homework should not be set as a punishment but as an important contributory factor to the child's main learning in the classroom. Students who have failed to do their homework on two or more occasions in a fortnight should have letters of concern sent to their parents/guardians.

LENGTH OF TIME ON HOMEWORK

There will be some variation in the amount of homework a student will do each night of the week. Excessive homework does not result in improved learning, nor does it indicate that a student is developing better attitudes. It might even achieve the opposite result.

As a guideline, we would expect students to spend the following amounts of time on homework:

Years 7 and 8 - The Junior School: 5 hours per week

Years 9 and 10 - The Middle School: 7 - 8 hours per week

Year 11 - The Preliminary Course: 2 hours per week for EACH 2 UNIT course studied

Year 12 - The Higher School Certificate Course: AT LEAST 3 hours per week for EACH 2 UNIT course studied

Uniform and dress code

The Jannali High School's uniform policy reflects the high expectations we have of our students. The uniform emphasises our school identity, and as such we expect our students to wear their uniform with pride. Consequently, the school, in conjunction with the P & C, endorses the correct wearing of our uniform at all times.

CORRECT UNIFORM

Princess style dress
Pleated check day skirt
White (junior) or sky blue (senior) button through over blouse with embroidered logo
Navy gabardine tailored trousers
Navy gabardine tailored shorts
White socks above the ankle. No logos or motifs
Black or blue stockings (winter). No logos or motifs
Black lace-up, fully enclosed leather/suede shoes
Navy v-neck jumper with school logo
Navy v-neck cardigan
Navy microfibre jacket, or soft shell jacket, with school logo
Navy scarf (winter only)



Girls All Seasons Uniform

White (junior) or sky blue (senior) button through shirt with embroidered pocket
Navy melange zip fly dress short
Navy melange zip fly tailored trouser
Navy v-neck jumper with school logo
Navy microfibre jacket, or navy soft-shell jacket, with school logo
White socks above the ankle. No logos or motifs
Black lace-up fully enclosed leather/suede shoes
Navy scarf (winter only)



Boys All Seasons uniform

Sports / PE Uniform – Thursdays and during PE Lessons

Light blue collared mesh polo shirt with school logo
Navy microfibre shorts with school logo
Navy microfibre track pants with school logo
White socks, above the ankle. No logos, no motifs
Leather sports shoes or joggers (no canvas shoes)
Navy microfibre or soft shell jacket with school logo
Navy v-neck jumper



Unisex sports uniform

To purchase any school uniform items, parents or students can access the Uniform shop, by:

- Visiting the uniform shop **each Tuesday at lunchtime between 1.30 – 2.00pm**
- Pick up an **order form at the front office** and pay for items that will then be delivered to your student in class
- Email the school your order and pay via phone during school hours or pay online, by clicking on the "Make a Payment" tab on the school website.

Policies and procedures on absences, lateness or leave requests

- Attendance is compulsory during timetabled lessons, sport and sporting carnivals.
- Parents are requested to phone the school if their son/daughter will be absent for more than 3 days.
- On the day of your child's return to school, there should be a note written and signed by a parent explaining the reason for the absence and the days and dates of the absence. The student should submit the note to his/her Roll Teacher during roll call.
- A late-comer must provide a note from home explaining the reason for his or her lateness.
- We also have an SMS and email messaging system to inform parents of their child's absence and enable parents to provide a reason

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 70%?

- 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 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 the 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 Immigration and they may decide to cancel your visa.

Policy on misbehavior, suspension and expulsion

- 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.

Long suspension and expulsion

International students will be provided to Immigration if they are:

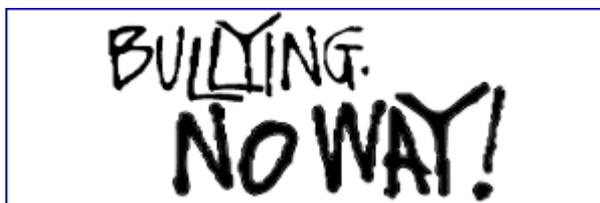
- Suspended for 5 days or more;
- Expelled from school because of serious misbehaviour / involvement in criminal activities.

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 Department of Education International to advise you of your further appeal rights.
- If all your appeals are unsuccessful, you will be suspended or expelled depending on the case. You will be reported to Immigration and they may decide to cancel your visa.

Policy on anti-bullying

Our Student Representative Council (SRC) has written a student friendly version of our Anti Bullying Plan:



The Jannali High School is an excellent public high school.

Our teachers and students care for each other. We all work together to support the needs of all students. We want all students to know that they can tell someone if they are feeling upset, and that they are not alone.

We believe that everyone must be able to feel safe and secure at school. We aim to work together against all forms of bullying.

We define bullying as '*continual conflict in ways which hurt another student either physically, mentally or socially.*' We understand that, despite the original intention, teasing or joking is **bullying if the victim feels threatened or intimidated.**

The Jannali High School understands that situations of conflict can occur and we want everyone to be aware that reports of conflict will be taken seriously and we will help support the people involved. Our teachers and students work together to prevent further cases of bullying. We also want our students to **show us positive bystander behaviour, meaning: "If you see it, stop it or tell someone about what you have seen!"**

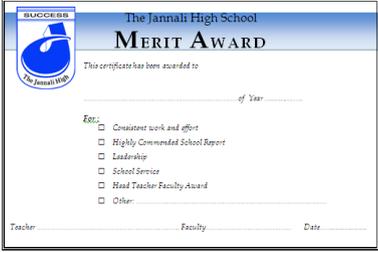
We take pride in the environment we have created to actively counter bullying. We have many anti bullying programs that build resilience in our students, both in classroom teaching and whole year group excursions.

We respond to any early sign of bullying to prevent it becoming a bigger problem. The Jannali High School is very aware of the problem of bullying and acts effectively on it. Anti-Harassment Orders (AHO's), welfare support and links with other agencies have ensured **that our students feel safe and secure at school.** Our Deputy Principals, Ms Benson and Mr Stewart will discuss matters with all involved and respond accordingly.

If you have any problems or concerns about bullying please talk to your Year Adviser or your Deputy Principal. If you prefer, you can even email the school on jannali-h.school@det.nsw.edu.au if you need help. We want your time at school to be positive in our caring friendly environment.

We understand we are all responsible for the wellbeing of every member of our school. Let's work together to support everyone at our school!

Merit system

Level	Award
<p align="center">Attainment Award Issued by : Classroom Teacher</p>	
<p align="center">Merit Award Issued :</p> <ul style="list-style-type: none"> <input type="checkbox"/> Student Adviser Award <input type="checkbox"/> Head Teacher Award <input type="checkbox"/> SRC Coordinator Award <input type="checkbox"/> 3 X Attainment Award 	
<p>Bronze Certificate of Excellence</p> <ul style="list-style-type: none"> ✓ Achieving 3 Merit Awards ✓ Awarded an Outstanding Citizenship Award 	
<p>Silver Certificate of Excellence</p> <ul style="list-style-type: none"> ✓ Achieving 3 Bronze Certificates of Excellence 	
<p>Gold Certificate of Excellence</p> <ul style="list-style-type: none"> ✓ Achieving 3 Silver Certificates of Excellence 	
<p>3 x Gold Certificates = Bronze Medal 3 More Gold Certificates = Silver Medal 3 More Gold Certificates = Gold Medal Principal Awards</p> <div style="display: flex; justify-content: space-around; align-items: center;">  →  →  </div>	

<p>Years 7 and 8 Stage 4 students follow a broad curriculum that includes study of:</p> <ul style="list-style-type: none"> ✓ English ✓ Mathematics ✓ Science ✓ History ✓ Geography ✓ Personal Development/Health/PE ✓ Languages - Japanese ✓ Industrial Arts ✓ Home Economics ✓ Visual Arts ✓ Music ✓ 21st Century Learning ✓ Computing Skills / Digital Citizenship ✓ Dance and Drama (for our scholarship students) ✓ Extension experiences across all key learning areas <p>Year 7 students have the opportunity, through an application process, to be considered for a place in our Extension class. The Extension Class continues into Year 8.</p>	<p>Years 9 and 10 Students in Stage 5 study the core curriculum:</p> <ul style="list-style-type: none"> ○ English ○ Mathematics ○ Science ○ Australian History, Geography ○ Civics and Citizenship ○ PD/Health/PE <p>Students can also choose to study two elective subjects in Year 9 and three elective subjects in Year 10. These include:</p> <ul style="list-style-type: none"> ○ Child Studies ○ Commerce ○ Dance ○ Design & Technology ○ Drama ○ Food Technology ○ Graphics Technology ○ Industrial Technology, Electronics ○ Industrial Technology, Multimedia ○ Industrial Technology, Timber ○ Information and Software Technology ○ iSTEM ○ Languages - Japanese, Italian ○ Music ○ Physical Activity and Sports Studies ○ Textiles and Design ○ Visual Arts ○ World History ○ Extension experiences across all key learning areas 	<p>Years 11 and 12 Stage 6 students (the Preliminary and Higher School Certificate) must study:</p> <ul style="list-style-type: none"> ✓ 2 units of English (Advanced, Standard, Extension 1 and 2 and English Studies) and may choose from a broad range of subjects including: ○ Ancient History ○ Biology ○ Business Studies ○ Chemistry ○ Community & Family Studies ○ Construction ○ Dance ○ Design & Technology ○ Drama ○ Earth & Environmental Science ○ Engineering Studies ○ Food Technology ○ Geography ○ Graphics Technology ○ History Extension ○ Hospitality ○ Industrial Technology, Multimedia ○ Industrial Technology, Timber ○ Information Processes and Technology ○ Investigating Science ○ Language - Japanese ○ Legal Studies ○ Mathematics (Advanced, Standard, Extension I and Extension II) ○ Modern History ○ Music 1 or Music 2 ○ PD / Health / PE ○ Photography, Video & Digital Imaging ○ Physics ○ Society & Culture ○ Software Design & Development ○ Sport, Lifestyle and Recreation ○ Textiles & Design ○ Work Studies ○ Visual Arts <p>Students may also choose to study from a wide range of subjects delivered by TAFE.</p> <p>Students may also vary their curriculum pattern by engaging in courses through Distance Education or Open High School (specific languages)</p>
---	---	--

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 (NESA) course progress requirements for at least 6 units (50%) of your all your subjects, 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 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 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 Immigration and they may decide to cancel your visa.

5. School Activities

SRC	Each year School Captains, Vice Captains and Year representatives are elected and assume leadership roles in the school. Prefects, senior leaders and Junior SRC representatives play a vital role in our school to provide a voice for the student body.
WELLBEING WORKSHOPS	Seminars and workshops aimed at helping students cope with life in the 21 st century. These age appropriate activities support all Year groups and are integral to our annual Wellbeing Calendar.
CAPA / School Band / Showcase DANCE (Visual Arts, Music, Drama)	Our highly regarded programs are outlined in the "Creative & Performing Arts Program" pages of this booklet. At TJHS we offer a range of Dance Ensembles for all students. All ensembles will be provided with performance opportunities including local and regional Dance Festivals, Education Week and our Performing Arts Showcase evenings.
DUKE OF EDINBURGH AWARD SCHEME	The Award is a leading structured (non-formal education) youth development program, empowering all young Australians aged 14-24 to explore their full potential regardless of their location or circumstance. The Award is a fully inclusive program and has no social, political, or religious affiliations.
PUBLIC SPEAKING & DEBATING	TJHS enters junior and senior teams every year in the Shire Debating Competition and the Premier's state-wide debating challenge. Our indigenous students also participate in the 'Speak Up' and 'Great Debates' state-wide competition.
MENTORING PROGRAM	Our student mentoring program offers additional support through proactive one-on-one assistance.
"RISE" SENIOR MENTORING PROGRAM	Year 12 students access teacher as a mentor for support throughout the HSC year.
SPORT	We play grade sport in the Port Hacking Zone as well as a wide variety of recreational sports (see the "Sport" section for more detail).
VOLUNTEERING PROGRAM	This program operates every Thursday, building students' civic responsibility.

Living in Sydney

6. Staying Safe

6.1 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)



The local police station is **Sutherland Police Station**

Address: 113-121 Flora Street
Sutherland NSW 2232

Phone: 9548 4930



The nearest medical centre is **Jannali Medical Centre**

Address: 574 Box Road
Jannali NSW 2226

Phone: 9528 8572



The nearest hospital to the school is: **Sutherland Hospital**

Address: 430 The Kingsway
Caringbah NSW 2229

Phone: 9540 7111

6.2 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: 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;
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



6.3 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.

6.4 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>

6.5 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 earphones 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 **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.
- 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.

6.6 Safety Apps

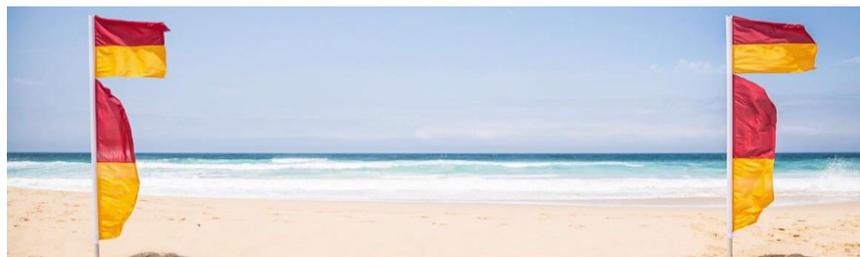
The **Emergency Plus app** is a national emergency app that you can use to get help as soon as possible in an emergency situation.

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.



6.7 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

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 **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>

7. 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** is **Mrs Christine Fisher**
- **School Counsellor/s Mrs Tanya Rosenbaum and Mrs Keri Lampard**

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.kidshelpline.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.



8. 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.

8.1 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.
- You must not drive with more than one **passenger** under 21 between the hours of 11pm and 5am.
-

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 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 or go to jail if you are caught speeding or drink driving.**

or

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

9.1 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.

9.2 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.

9.3 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
- 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 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

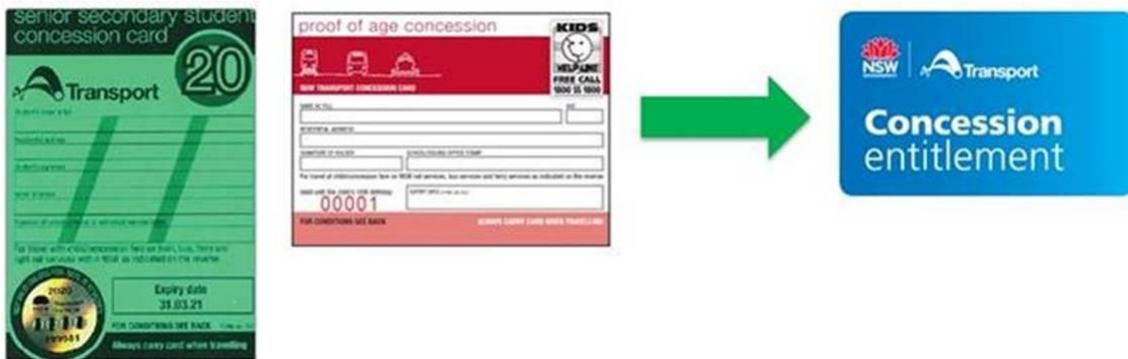


Always ask for a payslip to keep track of your hourly rate, penalty rates, superannuation contributions and tax details, especially if you are getting paid with cash in hand. This is a mandatory requirement for an employer in Australia.

10. 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.

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.



11. 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.*

12. Accommodation

12.1 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.

12.2 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:

13. 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 the Department of Home Affairs and your visa may be cancelled.

14. 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.

15. 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.

19. 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).

20. 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.

21. 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.

22. 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.

23. 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.

You must maintain your enrolment throughout any appeal process until the process has been completed.

24. 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 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 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:

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 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 Name Student 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**.

Please read and follow the instructions below carefully:

- Submit this leave form at least 4 weeks before the planned departure date to your school before you book any flight tickets.
- 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.
- Leave during the school term can only be approved under compassionate/compelling reasons, and you must provide supporting documents as evidence.
- If your leave includes school days, you must submit a copy of your flight tickets after your leave is approved.

School: _____

Student no: _____ Date of application: / /

Student full name: _____

Student mobile number: _____

Student email: _____

Departure date: / / **Expected return date:** / /

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

Reason for leave request: _____

Parent's declaration (The student's parent must complete this section)

- I confirm that the above travel details are true and correct.
- I take full responsibility for my child's safety during the above leave. If the leave is taken during the school term, I am aware that this may affect my child's attendance and his/her ability to meet the attendance requirement as set by the student visa condition.
- It is my responsibility to inform the school or DE International of any change to my child's itinerary or travel details.

Parent signature: _____

Parent printed name: _____

Parent mobile number: _____

STEP 1

The leave form must be signed by a parent

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 if your leave is taken during the school term

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