

INTERNATIONAL STUDENTS ORIENTATION HANDBOOK



KINGSGROVE HIGH SCHOOL



2019

School Contacts

School name: Kingsgrove High School
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Kingsgrove, NSW, 2208
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Email: kingsgrove-h.school@det.nsw.edu.au
Website: <https://kingsgrove-h.schools.nsw.gov.au/>

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

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About the School

1. Principal's Message

I would like to welcome all new students and their families to Kingsgrove. I hope your learning experiences at Kingsgrove High School are positive and rewarding.

As our Latin school motto says, Lumen tuum fulgat – Let your light shine!

We are committed to ensuring a safe and happy environment for your child.

We support your child's health and safety through a range of strategies including:

- the behaviour code for students, which outlines the standards of behaviour expected in all NSW public schools
- anti-racism education
- anti-bullying programs
- conflict resolution and mediation training
- peer support
- road safety education
- the Healthy School Canteen Strategy

Our professional, university-educated teachers encourage students to develop a love of learning and a desire to succeed. They maintain the highest integrity and concern for your child's wellbeing.

The principal is responsible for the educational leadership and management of our school. If you would like to speak to the principal, please contact us to make an appointment.

Our school administrative staff can answer inquiries or direct you to the appropriate staff member for help.

Once again, welcome to Kingsgrove High School.

Mr D. Melville

(Principal)

2. School Profile

Our school is a community co-educational secondary school which has a reputation for high expectations of student learning achievement and of co-operative, caring, respectful behaviour.

Programs are based on our school's belief in quality learning for all, and on guiding statements developed by students, parents and teachers about the qualities we believe a student should have on leaving our school.

Our students face a future characterised by change, rapid technological advancement and significant adjustments to lifestyles and the nature of work.

At Kingsgrove High School we prepare students for the future by providing them, from Years 7 to 12, with a quality education in a broad range of subjects. We cater for the interests and needs of boys and girls of all levels of ability, from varied cultural and language backgrounds.

Our school provides a pleasant, supportive and safe environment where all students are encouraged to achieve their personal best.

The quality of programs at Kingsgrove High School has been acknowledged in recent years by four Regional or Statewide awards – for Higher School Certificate achievement, for literacy programs, and vocational and school to work transition programs.

Quite simply, it is a great place for students to learn.

3. School Directory

School Staff



International Student Coordinator (ISC)

Ms Chang 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 Language staffroom.



Mr G Evans
Deputy Principal



Ms O. Sofo
Deputy Principal

Head Teacher – International students

Mr Nicolls supports the ISC and SAO and you can also talk to him about any concerns you may have. He is located in the English/ History staffroom room.

School Administrative Officer (SAO) - International Students

The **SAO** responsible for International Students is **Ms Leah Lynch**.

Ms Lynch manages student enrolment and correspondence between home and school.

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 general concerns about school.

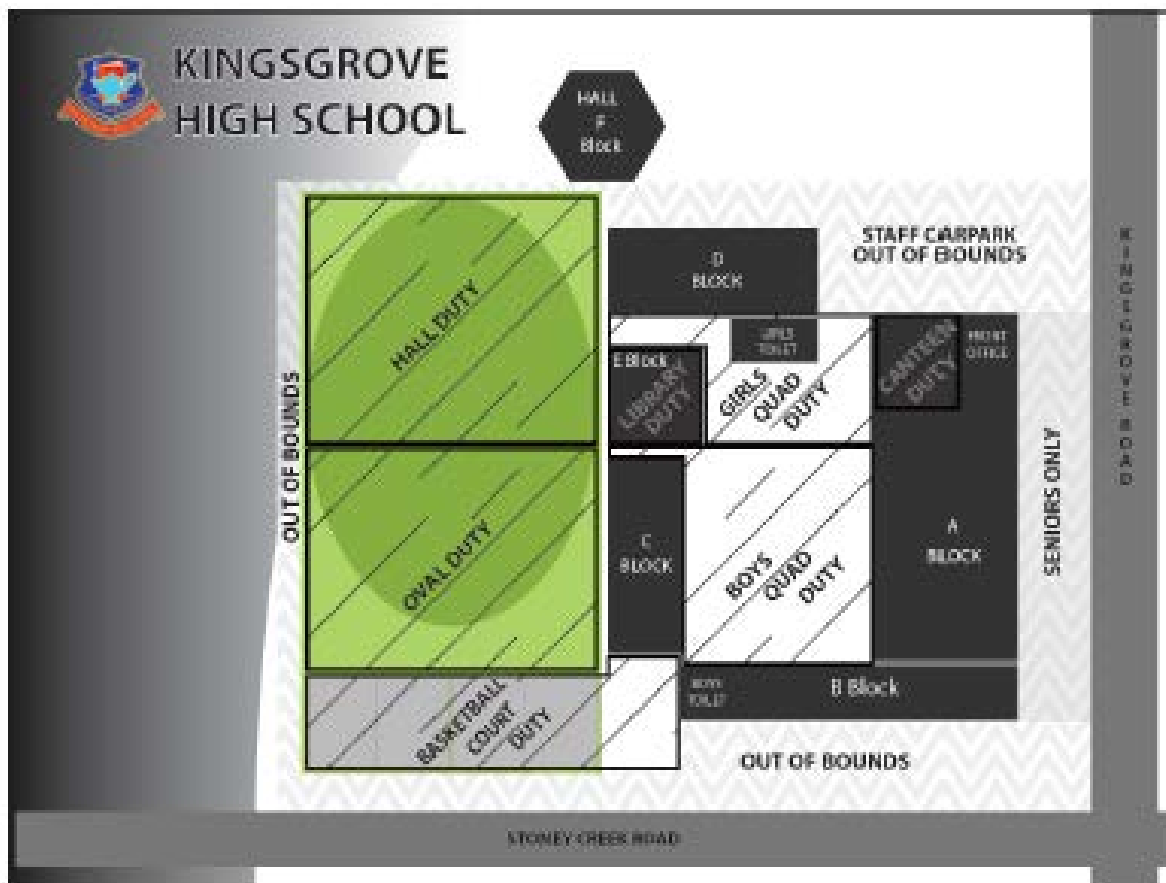
Year 7	Ms R Ford
Year 8	Ms E. Lee
Year 9	MS E. Wheatley
Year 10	Mr D. Williams
Year 11	Ms L. Deep
Year 12	Ms P Karanasos

Head Teachers

Head teachers support staff and students with their curriculum needs. See the HT if you have any concerns or questions about your subject area.

English	Ms H. Macris
History	Mr J. Nicolls
Mathematics	Ms S. Navrozoglou
Science	Ms A. Deol
Social Science	Mr J. Appleby
Welfare	Ms D. Moors
Administration/ Languages	Mr. D. Fourfouris
TAS	Ms M. Duffy
PD/H/PE	Mr T. Orsaris
CAPA	Ms M. Dracopoulos
Careers	Ms J. King
Library	Ms B. Buist

4. School Map and facilities



You can use the computers in the library as well as access the photocopier here via your student card.

The First Aid room is located in the foyer at the front office. See the staff here for any medical needs.

The closest train station is Kingsgrove Station which is a 10 minute walk directly along Kingsgrove Rd at the Kingsgrove shopping area.

There is a bus stop outside the school for the 490 and 492 bus routes.

See transportnsw.info for more details

Counselling

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

*The **School Counsellor** is located in the library.*

See the ISC or your Year Adviser to make an appointment.

ESL Support

The ESL staff is available to support students with their English language development.

See the HT English or the ISC if you would like to discuss getting more support with your English needs.

Positive Behaviour for Learning

At our school, we use Positive Behaviour for Learning (PBL)– a whole-school approach for creating a positive, safe and supportive school climate where students can learn and develop. Our whole school community works together to establish expected behaviours and teach them to all students.

Student leadership

Student leadership helps young people find their voices, participate in decision-making, and understand their rights and responsibilities as active citizens. It helps students have a real impact on their learning and school environment and prepares them to participate meaningfully in their community.

Students can be leaders in the classroom, through their actions in the playground, through their support for others, or their involvement in academic, sporting, cultural or local community events or projects.

6. Rules and Policies

Timetables and bell times

All students are required to attend all timetabled classes. A roll is taken in each lesson and any unexplained absences can result in a school detention and/ or place your position at KHS at risk.

Monday	Tuesday	Wednesday (Years 7 – 10 Sport)		Thursday and Friday
Period 0 8.00 - 8:50	Period 0 8.00-8:50	Period 0 8.00-8:50		Period 0 8.00-8:50
Period 1 8:50 – 9:40	Period 1 8:50 – 9:45	Period 1 8:50 – 9:45		Period 1 8:50 – 9:45
Assembly 9:40 – 10.00				
Period 2 10.00 – 10:50	Period 2 9:45- 10:40	Period 2 9:45 – 10:40		Period 2 9:45- 10:40
Recess 10:50 – 11:20	Recess 10:40 – 11:10	Recess 10:40 – 11.00		Recess 10:40 – 11:10
Period 3 11:20 –12:10	Period 3 11:10 – 12:05	Period 3 11.00 – 11:55		Period 3 11:10 – 12:05
Period 4 12:10 – 1.00	Period 4 12:05 – 1.00	Lunch 11:55- 12:25		Period 4 12:05 – 1.00
Lunch 1.00 – 1:30	Lunch 1.00 – 1:30	Sport Years 8-10 12:25 – 2:20	Lunch 2 Year 7 only 12:25 – 12:40	Lunch 1.00 – 1:30
Period 5 1:30 – 2:20	Period 5 1:30 – 2:20		Period 4 12:40 – 1:30	Period 5 1:30 – 2:20
Period 6 2:20 – 3:10	Meetings 2:20 – 3:10		Period 5 1:30- 2:20	Period 6 2:20 – 3:10

Uniform and dress code

Students should:

wear our uniform with pride and ensure it is clean, neat and in good repair.

wear full school uniform at all times, during classes, and when travelling to and from school, and while on excursions or representing the school.

wear full sports uniform at PE lessons and while representing the school in sport.

wear proper school shoes – black, fully enclosed leather. These are a Health and Safety requirement. Students will be excluded from practical lessons if they are wearing the wrong shoes.

make sure that the school crest is on all clothes.

keep all buttons done up.

bring a parent signed blue form or note to the Deputy Principal in the morning, before school, if an unforeseen problem has arisen and the student has a part of uniform missing. They should wear something in uniform colours.

Students should not:

wear beanies or jackets with hoods.

wear leggings, they are completely inappropriate for school.

wear excessive jewellery, especially neck chains, big earrings and bracelets.

wear t-shirts that are visible under their shirt collar.

wear long sleeved shirts or jumpers under their short sleeved shirt.

wear logos, badges or other insignia. Only the school crest is acceptable.

wear tights, sport 'skins' or leggings under shorts or skirts.

wear half school and half sports uniform.

wear joggers or sports uniform, except during PE classes or Sport on a Wednesday.

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 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.

Long suspension and expulsion

International students will be reported to Immigration if they are:

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

What happens if I am suspended or expelled from school?

- You will be given an **Intention to Report** letter and will be given 20 school days to appeal to the Principal and explain why the school should not report you to Immigration.
- If your appeal is unsuccessful, you will be contacted by 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.

7. School Curriculum

Specific information regarding course and assessment information is located in the student assessment handbook or student diary.

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.

8. School Activities

Kingsgrove High School offers a broad range of extracurricular activities to support learning and provide opportunities to develop social, communication and real world experiences.

Many of the memories and friendships created at school often occur during these events and provide an important role in providing a wholistic approach to education.

Activities can be aimed at classes, year groups, students with special interests and whole school events. Some of the extracurricular activities that we offer include:

- Local and interstate study excursions
- Knock out sport
- Duke of Edinburgh Award scheme
- Year camps
- Academic competitions
- Debating
- Rock band
- Choir
- Chess club

See your student diary for the following information:

- Map of the school
- List of School Staff
- School rules and expectations including uniform

•**Bus/train/ ferry travel:** international students are eligible for half fare concession travel using a youth Opal card. You must carry your student card and/ or travel concession card with you at all times.

Emergency services: In case of an emergency, to contact the ambulance, police or fire brigade telephone **000 or 112** on your mobile

The local **police station** is located at **Hurstville Police Station**

Phone: (02) 9375 8599

The nearest **doctor/medical** centre is **Blue Cross Medical Centre**

Phone: (02) 9554 4070

The nearest **hospital(s)** to the school are:

St. George Public Hospital located at Kogarah Phone: (02) 9111 3111

Canterbury Public Hospital located at Canterbury Phone: (02) 9787 0000

Living in Sydney

9. Staying Safe

9.1 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 **Hurstville Police Station**

Phone: **9375 8589**



The nearest medical centre is **Blue Cross Medical Centre** on Kingsgrove Rd.

Phone: **95544070**



The nearest hospital to the school is: **St George Hospital** in Kogarah

Phone: **9111**

9.2 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 Christine Amelia Rose
Phone: (+61 2) 9301 0900
Mobile: 0419 628 168 (24 hours)
Email: christine@auzziefamilies.com

Website: www.auzziefamilies.com

Oz Homestay

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

Global Experience

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



9.3 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, 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.

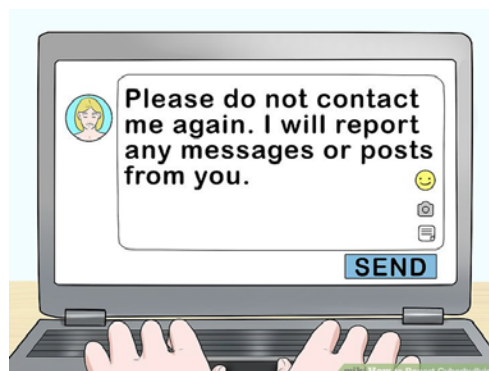
Did you know?

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.

9.4 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>

9.5 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 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:

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



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

9.6 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.



9.7 Water Safety

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



Spot and Survive a rip current

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

If you are caught in a rip: **stay calm, float with the current, call out HELP** and **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>

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 **Ms Chang** and she is located in the **Languages staffroom**

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.



11. 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.

11.1 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.

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 with 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.***

12.1 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..
-

12.2 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.

12.3 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 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.

13. Transport and Travel Concession

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

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



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

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

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

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



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 arranged 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 membership at www.medibankoshc.com.au and select “Activate your Membership”
2. Complete your personal details including your birth date, visa start date and passport details.
3. Click “submit” when completed. If you do not have your membership number, you can leave it blank.

Obtain your OSHC membership card

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

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

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

Know your cover

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

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

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

Make online claims if you have a problem with your OSHC insurer, 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.*

Visa Requirements You Should Know

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

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

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

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

Your student visa

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

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

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

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

15. Attendance and Course Requirements

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

16. Accommodation and Welfare Arrangements

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

17. Conditions of Enrolment

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

18. Taking Leave

If you are going to be absent for **a week or more** during school term, or plan to take extended leave, your parents **must request approval** from the principal and **DE International** prior to taking leave or booking flights. Approval is only granted on compassionate or compelling grounds (refer to guidelines below).

19. Deferment of Course Commencement Date

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

20. Guidelines for Compassionate or Compelling Circumstances

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

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

21. Suspension of Studies

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

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

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

22. Complaints and Appeals

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

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

23. Work

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

Arrival Checklist

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

On arrival

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

At School

- Provide your address to school and let them know immediately and no later than 7 days of any change of address and contact details
- Provide emergency contact details in Australia and overseas to your school at enrolment
- Apply for a **Proof of Age Card** (if under 16 years old) or a NSW Senior Secondary **Student Concession Card** (if 16 years old or above) at school
- Read your international orientation booklet so that you know what to do and what not to do during your study and your stay in Australia
- Learn about the school rules, student visa conditions, and your rights and 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 Proof of Age Card/ NSW Senior Secondary Student Concession Card
- Learn how to use the public transport system, how to go to school from home
- Download a transport app on your smart phone to help you use the public transport system and look up timetables
- Get familiar with the area of your suburb such as the local shops, clinic, hospital and police station
- If you are staying with a homestay family, learn about the homestay rules and spend time to know your homestay family

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

1. Under 18 Request to Change Welfare Arrangements form

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

2. Over 18 Request to Change Welfare Arrangements form

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

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

3. Leave Request form

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

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

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

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

4. Leave Requests Flowchart

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

DE INTERNATIONAL

UNDER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family Name Student Given Names.....

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

Student's New Address

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

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

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

Please indicate if accommodation is:

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

Reason for changing address

.....

Name, age and gender of people residing at this address

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

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

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

CARER CONTACT DETAILS

Given Name Family Name.....

Address

..... Postcode.....

Email Address.....

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

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

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work:Mobile:

Name: Home/Work:Mobile:

Student's Signature:

Parent's Signature:

DE INTERNATIONAL

OVER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family NameStudent Given Names.....

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

Student's New Address

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

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

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

Please indicate if accommodation is

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

Reason for changing address

.....

Name, age and sex of people residing at this address

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

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

EMERGENCY CONTACT DETAILS

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

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

Address

.....Postcode.....

Email Address.....

Telephone: Home Mobile.....

Signature..... Date

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work:Mobile:

Name: Home/Work:Mobile:

(MUST BE SIGNED BY STUDENT)

Student Signature..... Date

DE INTERNATIONAL

LEAVE REQUEST

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

All leave requests must:

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

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

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

School _____

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

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

Student mobile number: _____ Email: _____

Parent mobile number: _____ Parent email: _____

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

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

Reason for leave request: _____

ATTACH WITH APPLICATION

- Signed parent letter
- Translation of letter
- Supporting documents

Signature - **International Student Coordinator**

*Attendance rate at date of application ____%

Principal Recommended Not Recommended

Comment _____

DE International Office Use Only

Approved

Not Approved

Leave Requests Flow Chart

STEP 1

Parents (not carers) must sign the Leave Request Form

STEP 2

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

STEP 3

School forwards request to DE International

STEP 4

DE International assess request

If approved:

Purchase flight ticket and send a
copy to school



school forwards flight ticket to
DE International

If declined:

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



AUSTRALIAN NATIONAL ANTHEM

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

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

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