

# International Students Booklet



## *Woolgoolga High School*

## ***Welcome to Woolgoolga High School***

This booklet has been designed to help you understand the policies and processes of attending secondary school at Woolgoolga High School.

Attending school away from immediate family can be tough. Moving to a new country may be even tougher. At Woolgoolga High School, there are support services and teachers who can help cope and complete your schooling in Australia

As the coordinator of International Student Welfare, it is our job to help you with any issues and concerns you may be having as an international student. This may be issues with assignments and assessment, friendships, accommodation, protocol and procedures.

We try to make this a pleasant experience for you! Listen out for special International student morning teas, lunches and excursions for social, cultural and community enrichment.

Remember that your International Student Co-ordinators can be found in the Library, and Administration offices whenever you might need us!

### **International Student Coordinators**



*Deputy Principal  
Ms Nickell*



*Mrs Hart*

## **SAY HELLO TO YOUR PRINCIPAL and DEPUTY PRINCIPALS (left to right)**



*Principal  
Mr Wright*



*Deputy Principal  
Mr Henderson*



*Deputy Principal  
Ms Nickell*

### **Some things to remember about Woolgoolga**

- Always remember to bring the appropriate equipment to school. This may be calculators, books, computers, art equipment or aprons. It is a good idea to pack your bag the night before to ensure you're organised.
- Avoid lateness and absence to school. Always set your alarm to ensure you arrive at school by 8.30am. Frequent absence will require the International Student Coordinator to report you to the International Student Centre of the DEC.
- Taking pride in your uniform is essential. Please ensure your school uniform is exemplary each day.
- You are NOT permitted to leave school grounds during the school day without permission. If you have a free period, use it constructively for study.
- If you are absent from school, ensure you bring a note in the next day explaining your absence.

### **Stay involved and informed**

- You may choose to involve yourself in some of the exciting extra opportunities that Woolgoolga High provides. These include:
  - Student Representative Council
  - Chess
  - The Academic Achievement Centre
  - Choir
  - Musicals
  - Dance

- Excursions and study tours
- Public speaking
- Competitive Sports

*See your Year Adviser for more information. Always listen to the morning notices for new and exciting extracurricular activities (see pictures below).*

- **Stay informed by regularly visiting the school website**  
<http://www.woolgoolga-h.schools.nsw.edu.au> and read the newsletter.

### **Assignments and Assessments**

- You need to submit your assignments and assessments on the due date. If you know you're going to be absent, negotiate with your teacher to email the tasks or complete an early submission.
- FOR SENIOR STUDENTS – failure to submit your assessments on the due date will result in a penalty or deduction. If you have a reason for lateness, you **MUST** provide a medical certificate or other appropriate documentation. Don't forget that as part of your VISA conditions, you are expected to complete all of your course work.
- Set aside time for study and revision each night. Senior students should be studying at least two hours per night.

**FREE TIME IS IMPORTANT TOO – TRY TO SET ASIDE TIME FOR SPORT, SOCIALISING, HOBBIES AND YOUR OWN PERSONAL RELAXATION. THIS IS PARTICULARLY IMPORTANT IF YOU ARE ENGAGING IN CASUAL WORK ON TOP OF YOUR STUDIES.**

## SUPPORT STAFF AND YEAR ADVISERS

School Counsellors have offices upstairs in the Administration block they are Mr Young and Ms Peart. Speak to one of your International Student Coordinators if you wish to seek counselling.



Mr Young



Ms Peart

Your tertiary (university) and careers adviser is Mr Burton (see photo on right). The Careers Adviser is located in the library and can help you with things like university choices, the ATAR and scholarships.



Careers Adviser  
Mr Burton



*International language  
and ESL support  
Mrs Byrne*



*Female student support  
Mrs O'Halloran*

**We respect and accommodate for diversity at Woolgoolga High School. If you have special needs (religious, cultural), please see your year adviser who will work with you to accommodate your needs**



**Year Advisers** are the teachers you see for specific help with friendship issues, timetable help, subject selection help, camps and excursions, parent/guardian contact and any issues you may have regarding your academic performance.



**Year 7**

Mr Baggs-Green



**Year 8**

Ms McIntosh



**Year 9**

Ms Spillett



**Year 10**

Mr Pursch



**Year 11**

Ms Hansen



**Year 12**

Mrs Dorahy

## **Being aware and taking care in Australia**

### **Being sun safe**

- Always ensure you use sun protection in Australia as we have the highest incidence of skin cancers in this country
- The best method of protection is
  - Staying in a shady spot
  - Use light clothing with long sleeves and legs to cover up
  - Always use sunscreen (SPF 50+)
  - Wear a hat and sunglasses outside

### **Being surf safe**

- Going to the beach is a fun and exciting part of our culture. Beaches are free and beautiful
- Familiarise yourself with surf conditions – tides, rips and coastal wildlife (bluebottles, dangerous fish and shark activity) and always observe beach rules
- Ensure you always swim between the red and yellow flags and do not go out beyond your comfort zone

### **Being bush safe**

- Ensure you have correct equipment if you are bush walking – sneakers, maps, sun protections, plenty of H2O and other safety equipment you may need
- Familiarise yourself with the Australian wildlife – some are cute and furry but others are very dangerous!

## Local services in Woolgoolga

**EMERGENCY HELP** – Always call 000 for urgent serious emergency help

### **KIDS HELP LINE – 1800 55 1800**

*If you have a problem or require advice, this helpline will support you*

### **Local Police Station**

Woolgoolga Police Station, 22 Beach Street, Woolgoolga      6654 1244

### **Local Hospital**

Coffs Harbour Hospital, 345 Pacific Highway Coffs Harbour      6656 7000

### **Local Library**

Woolgoolga Library, Ganderton Street Woolgoolga      6654 0010

On the following pages, you will find a copy of some guidelines and the various forms that you may need to use during your stay in Australia. Make sure you are familiar with the information and use the correct forms where required. The documents include:

- Attendance Timeline Guide for Warning Letters
- Leave Request form
  - Must be requested **AT LEAST 4 WEEKS** in advance
  - Must be returned with a signed parent letter giving permission for leave which includes dates, a reason for the leave and number of school days which will be missed
  - Must include evidence e.g. medical certificates
  - When approved, an airline itinerary must be supplied within one week
- Parent Nomination for Homestay
- Request to Change Welfare Arrangements : Under 18
- Request to Change Welfare Arrangements: Over 18
- Direct Relative Nomination Form





## 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.

## 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.

### Auzzie Families Homestay Care

Contact: Ms Christine Amelia Rose

Phone: (+61 2) 9301 0900

Mobile: 0419 628 168 (24 hours)

Email: [christine@auzziefamilies.com](mailto:christine@auzziefamilies.com) Website: [www.auzziefamilies.com](http://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](mailto:lizwalmsley@ozhomestay.com.au) Website: [www.ozhomestay.com.au](http://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](mailto:agnes@globalexperience.com.au); [chelsea@globalexperience.com.au](mailto:chelsea@globalexperience.com.au)

Website: [www.globalexperience.com.au](http://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](mailto:info@staydownunder.com.au) Website: [www.staydownunder.com.au](http://www.staydownunder.com.au)

## Important Safety Tips

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

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

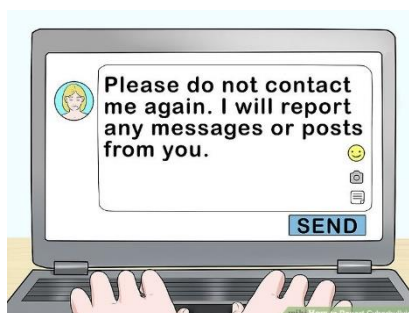
### Did you know?

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

## Cyber Safety

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

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



**You can find more information on the Kids Helpline website**

**at: <https://kidshelpline.com.au/teens/issues/online-harassment>**

## Road Safety and Public Transport Safety

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



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

- 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.***

## Safety Apps

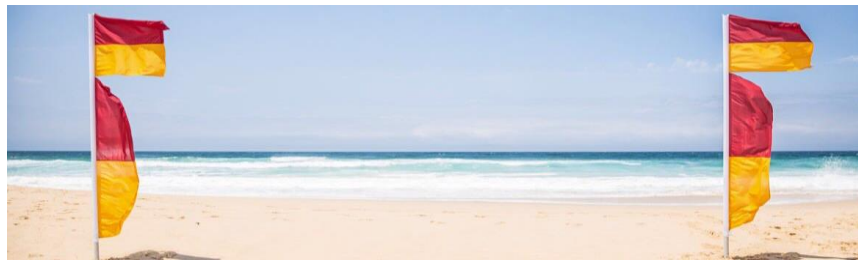
The **Emergency Plus app** is a national emergency app that you can use to get help as soon as possible in an emergency situation.

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



## Water Safety

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



### Spot and Survive a rip current

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>

## 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 Coordinators**: refer to page 1.
- **School Counsellors Paul Young and Emma Peart and Elizabeth Ahearn** located above the Administration block.

**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](mailto:counsellor@kidshelpline.com.au) or visit [www.kidshelpline.com.au](http://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](http://www.1800respect.org.au) Ask for an interpreter if you wish to speak in your own language that is not English.





## You and the Law

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

For example:

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

Visit the website [www.lawstuff.org.au](http://www.lawstuff.org.au) for information about laws relating to you.

### 1.1 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.***

## Taking a Part-time Job and Your Work Rights

### Allowable Work Hours

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

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

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

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

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

### Tax File Number

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

You can apply for a TFN online at the **Australian Taxation Office** website at [www.ato.gov.au](http://www.ato.gov.au).

---

## Know Your Work Rights

### Workplace rights

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

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

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.

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

Visit **[www.fairwork.gov.au](http://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](http://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](http://www.fairwork.gov.au/pay)

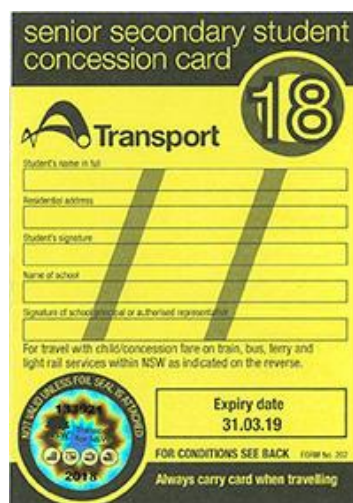
More information on employment in Australia is available on our website at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) and on the website of the Department of Employment at [www.employment.gov.au](http://www.employment.gov.au)

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

## Transport and Travel Concession

**Children 4 to 15 years of age** are 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](http://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.



## 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 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](http://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](http://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](http://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](http://www.homeaffairs.gov.au)

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

### Your student visa

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

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

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

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

### Attendance and Course Requirements

- You must **attend a minimum of 80%** of all scheduled classes. If you do not meet attendance requirements you may be reported to 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.

## Accommodation and Welfare Arrangements

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

## Conditions of Enrolment

- You must commence school enrolment on the date stated on the **Confirmation of Enrolment** (CoE) and if this is not possible, notify DE International in writing within 24 hours of the start date on the CoE.
- You must adhere to school rules and the terms and conditions of enrolment as stated on the international student application form. You will receive information about school rules and expected behaviour at orientation.

- Your school may suspend or cancel your enrolment on grounds of misbehaviour. For further information about student behaviour and suspension and expulsion of students, refer to the International Students Coordinator at your school.
- Travel during school holidays, other than returning to your home country, is only permitted if you are travelling with your carer or relatives or on an approved school excursion. Written permission from your parents is required.
- If you want to transfer to another government school you must provide a written request to your school signed by your parents.
- If you want to change provider you must provide a written request to your school signed by your parents. For further information concerning visa regulations about change of provider, refer to the Department of Home Affairs website and the coordinator at your school.

## 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).

## 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.

## 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.

## 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.

## 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.

## 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

## Forms

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..... Age .....M/F

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

Name.....Age..... M/F      Name..... Age .....M/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: .....



# 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..... Age .....M/F

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

### EMERGENCY CONTACT DETAILS

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

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

Address .....

.....Postcode.....

Email Address.....

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

Signature..... Date .....

### ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: ..... Home/Work: ..... Mobile: .....

Name: ..... Home/Work: ..... Mobile: .....

### (MUST BE SIGNED BY STUDENT)

Student Signature..... Date .....



# DE INTERNATIONAL

## LEAVE REQUEST

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

All leave requests must:

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

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

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

School \_\_\_\_\_

Student reference no: **SO** \_\_\_\_\_ DOB: \_\_\_\_\_ Date: \_\_\_\_\_

Student given name: \_\_\_\_\_ Known as: \_\_\_\_\_ Family name: \_\_\_\_\_

Student mobile number: \_\_\_\_\_ Email: \_\_\_\_\_

Parent mobile number: \_\_\_\_\_ Parent email: \_\_\_\_\_

Expected **departure date**: \_\_\_\_\_ Expected **return date**: \_\_\_\_\_

Total number of schools days that you would be missing: \_\_\_\_\_

Reason for leave request: \_\_\_\_\_

### ATTACH WITH APPLICATION

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

\_\_\_\_\_  
Signature - **International Student Coordinator**

\*Attendance rate at date of application \_\_\_\_%

**Principal** ☐ Recommended ☐ Not Recommended

Comment \_\_\_\_\_

# Leave Requests Flow Chart

## STEP 1

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