



INTERNATIONAL STUDENTS ORIENTATION HANDBOOK

SECONDARY SCHOOL



Northern Beaches
SECONDARY COLLEGE
**CROMER
CAMPUS**

NSW GOVERNMENT SCHOOLS

DE International Contacts

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School Contacts

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WELCOME WELCOME



WELCOME WELCOME

About the School

1. Principal's Message

To all International Students,

Welcome to Cromer Campus!

We are really pleased that you have chosen to join our school community.

Cromer Campus is a very special school, containing students from many countries. Such a multicultural school may be new to many of you but I'm sure you will enjoy the experience.

This booklet is designed to give you the basic support and reference points that you need, so if you are not sure about what to do in any situation, check this book first.

If you are still not sure, talk to our International Student Adviser Ms Forsyth. You will find her in the English Staffroom or the Library. She will provide the answers you need.

Please make sure you take the time to read this booklet. It is the basis for you to have a successful time at this school.

Remember that the other part of being successful is to be focused on your work. We have excellent facilities, teachers, liaison officers and Homework Club here to help you but the most effort must come from you.

Enjoy your stay with us and strive to do your personal best!

Justin Hong
Principal



2. School Profile

Students at Cromer Campus will be successful today and prepared for tomorrow. We are committed to providing excellence in teaching and learning and in caring for our students.

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 student wellbeing.

Our school welcomes students, families and community members from all cultural backgrounds. We appreciate difference and diversity and aim to provide a culturally inclusive and responsive environment that benefits all students.

Our teaching and learning programs develop intercultural understanding, promote positive relationships and enable all students to participate as active Australian and global citizens. Our school fosters student wellbeing and community harmony by implementing anti-racism and anti-discrimination strategies that encourage engagement by parents and carers from all backgrounds

The inclusive nature of our school contributes to developing students who appreciate our cultural diversity and contribute positively to society. Students follow Cromer Campus' core values of:

- Respect
- Responsibility
- Success

Students at Cromer Campus benefit from an excellent range of co-curricular opportunities, such as ski trips, dance and drama ensembles, bands, sporting teams, debating, as well as access to an after-hours homework club.



3. School Directory

International Student Coordinator (ISC)



Ms Forsyth

International Student Coordinator (ISC)

Ms Forsyth 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. Ms Forsyth is located in the English Staffroom.

Deputy Principals

Mr Janssen
Deputy Principal
Year 7



Ms Lomas
Deputy Principal
Year 8 & IS



Mr Hanna
Deputy Principal
Years 9 & 11



Mr Gahan
Deputy Principal
Years 10 & 12



Head Teachers

Creative & Performing Arts	Mr McKee
Human Society & Its Environment	Ms Pellett
Integrated Studies	Ms Barry
Mathematics	Ms Chandra
Science	Mr Malpass
Careers / Welfare	Ms Bird
English	Ms de Montfort
TAS	Ms Haroutonian
Learning Support	Ms Medicott
PDHPE	Ms Tootell

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

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

Year 7



Ms Sammut

(English Staff Room)

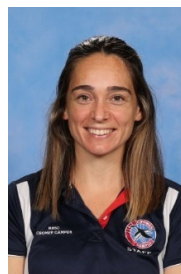
Year 8



Ms Mason

(HSIE Staff Room)

Year 9



Ms Tavita

(PDHPE Staff Room)

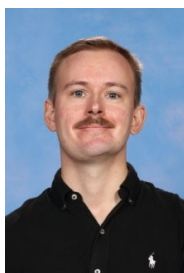
Year 10



Ms O'Connell

(CAPA Staff Room)

Year 11



Mr Hillsmith

(English Staff Room)

Year 12



Ms Robertson

(HSIE Staff Room)

Assistant Year Advisers

Year 7 Mr Cullen

(English Staff Room)

Year 8 Ms Regan

(Science Staff Room)

Year 9 Ms Purcell

(Learning Support Staff Room)

Year 10 Ms Marsters

(CAPA Staff Room)

Year 11 Mr Horley

(HSIE Staff Room)

Year 12 Mr N O'Brien

(Integrated Studies Staff Room)

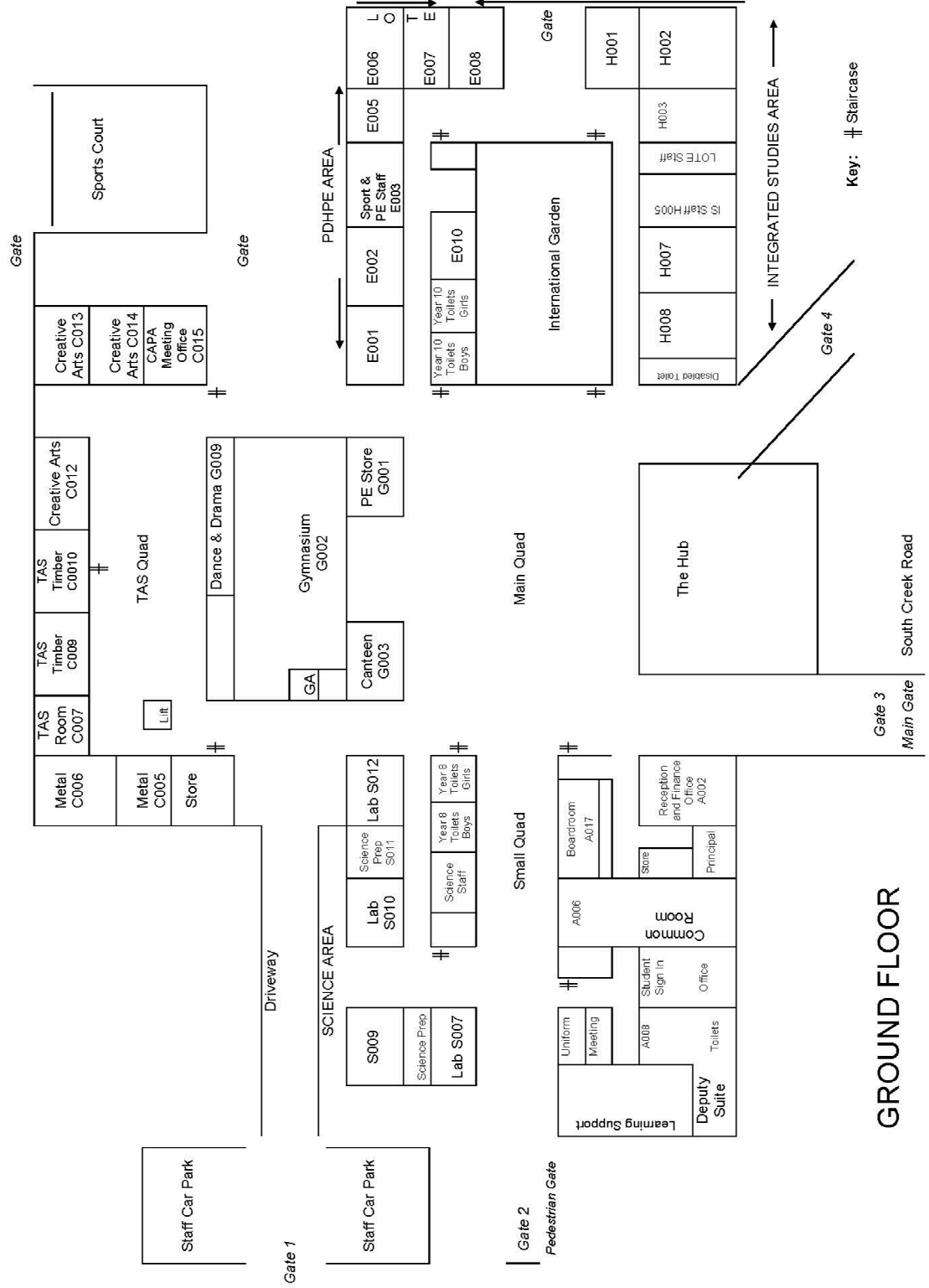


More help....

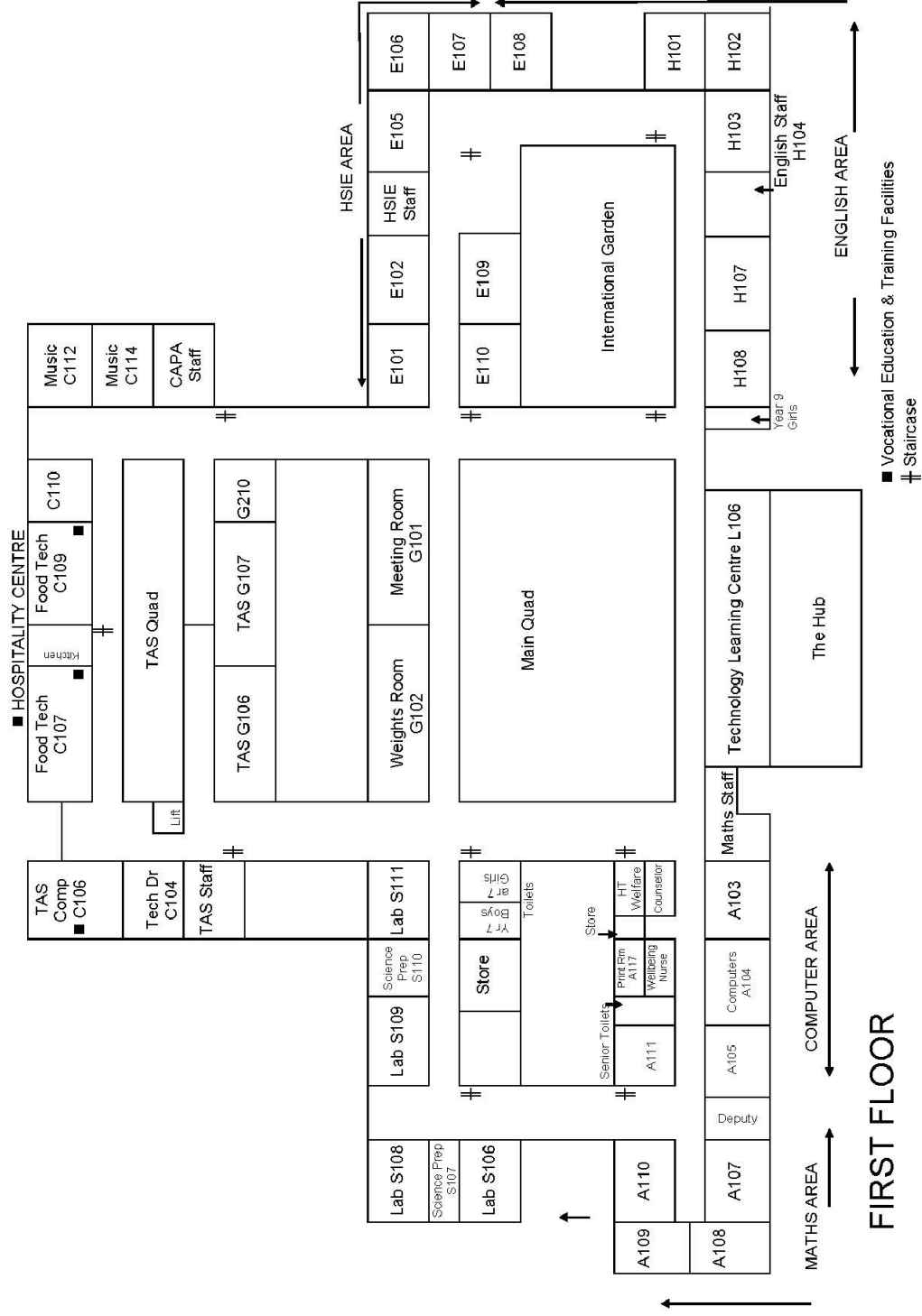
If you can't find your International Student Coordinator, counsellor, or need help for anything else, please go to the Student Welcome Centre and ask **Ms Bladen** for help.

4. School Map

NORTHERN BEACHES SECONDARY COLLEGE CROMER CAMPUS



NORTHERN BEACHES SECONDARY COLLEGE CROMER CAMPUS



5. Support Services

School Counsellors

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.

The School Counsellors are located in Room A120.

- Ms O'Sullivan Mon / Thu
- Ms Siviour Mon / Tue
- Ms Wright Wed / Fri

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

Appointments can be arranged by:

- Speaking to the International Student Coordinator, your class teacher, year adviser, deputy principal or Student Services
- Knocking on the door and requesting a suitable time

EAL/D Support

- Ms Forsyth is the EAL/D teacher in English and is available to help with classwork and assessment tasks.

- Ms Kennedy is your EAL/D Student Learning Support Officer and can also help you with classwork and assessments.

Year Advisers

The main objective of the Year Adviser is to look after the wellbeing of all students in the year group. There will be times in every student's school life where they will need extra support to cope with the stresses that arise both in and out of school.

Subject Head Teachers

Subject Head Teachers oversee the different faculties in the school. They can help you with difficulties in your subjects or assist with choosing subjects to take.

Career Adviser

Ms Bird, our careers adviser offers advice about career subject choices and changes. She can assist students with Tax file Number (TFN) applications and post schooling pathways for years 9 and 10. She can be found in Student Services.

Transitions Adviser

Ms Tavita can help with post schooling pathways for years 11 and 12. She can help with choosing and applying for university courses, as well as assisting with scholarship applications.

Homework Club

Students may attend our Homework Club (in the library) to complete homework, assignments or other projects and seek guidance from teachers supervising each session.

Tuesdays and Wednesdays after school from 3.15pm to 4.15pm.

Queries may be directed to Mr Markovina (Science faculty).

First Aid

If you are feeling sick or need some medical assistance, please visit the Student Welcome Centre.

Computers

You can use the computers in The Hub and get help from library and IT staff if you have problems with the computers.

Canteen

Our school canteen operates on Monday through Friday serving a wide range of healthy food, fruit and drinks at breakfast, recess and lunch.

Students should place their food orders when they arrive in the morning before school lessons commence.

We are constantly revising our menu. Please see our friendly canteen staff each day for details about our daily specials and menu options.

To order lunch online please register at www.flexischools.com.au top up your account and place your orders before 9.00am each morning.

6. Rules and Policies

Bell times

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Period 1	8:40am - 9:40am	8:40am - 9:40am	8:40am - 9:40am	8:40am - 9:40am	8:40am - 9:40am
Literacy	9:40am - 10:00am	9:40am - 10:00am	9:40am - 10:00am	9:40am - 10:00am	9:40am - 10:00am
Period 2	10:00am - 11:00am	10:00am - 11:00am	10:00am - 11:00am	10:00am - 11:00am	10:00am - 11:00am
Break 1	11:00am - 11:40am	11:00am - 11:40am	11:00am - 11:40am	11:00am - 11:40am	11:00am - 11:40am
Period 3	11:40am - 12:40pm	11:40am - 12:40pm	11:40am - 12:40pm	11:40am - 12:40pm	11:40am - 12:40pm
Period 4	12:40pm - 1:40pm	12:40pm - 1:40pm	Break 2 12:40pm - 1:00pm	Break 2 12:40pm - 1:00pm	12:40pm - 1:40pm
Break 2	1:40pm - 2:00pm	1:40pm - 2:00pm	Period 4 or Sport* 1:00pm - 2:00pm	Period 4 1:00pm - 2:00pm	1:40pm - 2:00pm
Period 5	2:00pm - 3:00pm	2:00pm - 3:00pm	Period 5 or Sport* 2:00pm - 3:00pm	STAFF MEETING	2:00pm - 3:00pm

*Sport for Yr 8, 9 & 10

On Tuesdays, the Literacy period alternates between a whole school assembly and year meetings.

Homework Policy

It is expected that all students complete assigned homework. If you are struggling it is important that you speak to your classroom teacher and seek help from the EAL/D teacher.

Time for Homework

Over the course of a semester, students in junior school will study up to 11 subjects.

Students are allocated regular homework for each subject studied. The time spent studying each subject will depend upon the amount of time taken for each subject.

- STAGE 4 (years 7 & 8) 1 – 1 ½ hours per day
- STAGE 5 (years 9 & 10) 2 – 2 ½ hours per day
- STAGE 6 (years 11 & 12) 3 – 3 ½ hours per day

It is important that students include other activities into their home time. These activities should include physical as well as creative activities, such as sports, reading for pleasure or learning an instrument.

Uniform and dress code

The Department of Education supports the wearing of school uniforms by students and the upholding of high standards of dress by students. Students are expected to wear the uniform during school hours, while travelling to and from school, and when engaging in school activities out of school hours. A core rule set by the Department of Education states that all students in N.S.W Government schools are expected to “maintain a neat appearance, including adhering to the requirements of the school’s uniform or dress code policy”.

The school’s community has determined that Cromer Campus is a uniform school, and all students are expected to wear the regulation uniform set out in this policy. The uniform policy, for both the junior and senior, was developed after much consultation with the parent community. The Cromer Campus uniform reflects school community standards and expectations. The Cromer Campus Uniform Policy is linked on the school website.

There is no summer/winter uniform changeover date. At Cromer Campus we encourage students to dress accordingly to the current conditions. This commonsense approach ensures students are in uniform and comfortable all year round.

For students who choose to wear shorts, they must reach mid-thigh in length. Micro shorts are **not** acceptable.

The wearing of make-up and jewellery (including piercings) is discouraged.

Breaches of Policy

When a student attends school out of uniform, they must produce a note of explanation signed by a parent.

If the breaches of the uniform code continue, parents will be contacted to resolve the problem. If the problem persists a formal caution may be issued.

Footwear and safety in practical work

A Department of Education directive states that: “thongs, open type sandals or shoes, canvas type shoes and/or gym boots, shall not be worn in practical classes where there is the possibility of injury through spillage of hot liquids, metals, or the dropping of heavy or sharp instruments, tools etc.

Shoes must be fully enclosed, black (with black laces) and have “stout soles” and “firm uppers”.

Uniform Shop

The Uniform Shop is located onsite at Cromer Campus (access via Gate 2).

It is open (during school terms) at the following times:

- Tuesday mornings 8am - 9am (before school) and 11am - 12noon (Break 1).
- Thursday afternoons 12.30 - 2.30pm (during Break 2, then after school).



Online Orders

Order new items and pay securely using our online order form on the school website:

<https://nbsscromer-h.schools.nsw.gov.au/about-our-school/uniform-shop.html>

Students may collect orders before or after school, or during break times.

Sustainable items

Preloved items are also available from the Uniform Shop (not online) for \$5 - \$10.

Reusable school uniform items can be delivered to the donation box location near the Student Welcome Centre. The clothes will be recycled and offered for sale in our Uniform Shop.

Refunds and exchanges

New items may be refunded or exchanged if returned in original condition with the tag attached. No returns or exchanges on socks, stockings, hats or second hand items.

Policies and procedures on absences, lateness or leave requests

Absences

- You must provide a doctor's certificate for any absences of three days or more. The doctor must be a registered medical practitioner. If you are absent for one or two days, a letter explanation must be provided by your carer or if you are over 18 years, you can provide your own written explanation.
- If you have to be absent for any reason, including arriving late or leaving early, please ask your carer to explain the reason by phone, email or written note as soon as possible and within seven days.
- If you are late to school, you must sign-in at the Office. If you need to sign-out early, you need to sign-out at the Office.

Leave Requests

- If you are going to be absent for a week or more during school term, your parents must request approval from both the principal and DE International prior to taking leave.
- You must not defer your start date or take extended leave without DE International approval prior to taking leave. Approval is only granted on compelling or compassionate grounds (guidelines below).

Attendance requirements for student visa holders

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

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.
- Present any supporting documentation such as **medical certificates** as evidence.

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

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

- An **Intention to Report** letter will be sent to you, your parents and your carer in Australia. This letter tells you the school's intention to report your low attendance to the Department of Home Affairs because you have breached your student visa condition.
- You will be given 20 school days to **appeal** to the Principal and explain why the school should not report you to the Department of Home Affairs.
- The school will inform you of the appeal outcome and if unsuccessful, your outcome letter will provide information on how to access the external appeals process through the NSW Ombudsman.
- If all your appeals are not successful, you will be reported to the Department of Home Affairs and they may decide to cancel your visa.

Policy on misbehaviour, suspension and expulsion

Suspension and expulsion

International students will be reported to the Department of Home Affairs if they are:

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

What happens if I am suspended for 5 or more days 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 you should not be reported to the Department of Home Affairs.
- If your appeal is unsuccessful, you will be advised of your further rights on how to access the external appeals process through the NSW Ombudsman.
- If all your appeals are unsuccessful, your suspension will be reported to the Department of Home Affairs and they may decide to cancel your visa.

What happens if I am suspended for 5 or more days from school for behaviour that is likely to put at risk my own health or wellbeing, or the wellbeing of others?

Examples of when wellbeing is at risk includes but is not limited to, when you:

- refuse to maintain approved care arrangements, if you are under 18 years of age.
- are missing.
- have medical concerns, severe depression or psychological issues which lead DE International to fear for your wellbeing.
- have engaged or threaten to engage in behaviour that is reasonably believed to endanger yourself or others.
- are at risk or commit a criminal offence.
- You will be given an **Intention to Report** letter and your enrolment may be terminated

What happens if I am expelled from school?

- You will be given a letter of **Notice of Enrolment Termination** following your expulsion and be reported to the Department of Home Affairs who may decide to cancel your visa.

Policy on anti-bullying

What is bullying?

Bullying is an ongoing misuse of power in relationships through repeated verbal, physical and/or social behaviour that causes physical and/or psychological harm. It can involve an individual or a group misusing their power over one or more persons.

Bullying can happen in person or online and it can be obvious (overt) or hidden (covert).

Verbal bullying includes name calling or insulting someone about physical characteristics such as their weight or height, or other attributes including race, sexuality, culture, or religion.

Physical bullying includes hitting or otherwise hurting someone, shoving or intimidating another person, or damaging or stealing their belongings.

Social bullying includes consistently excluding another person or sharing information or images that will have a harmful effect on the other person.

If you're being bullied ... tell someone

- Tell your carer or a friend. Ask them to help you work out what to do.
- Tell a teacher. It doesn't matter where it happens – in school, out of school or online – teachers want to stop bullying when they know about it.
- If bullying is happening on your phone, keep messages and posts that hurt you or write down what happened and show an adult.

Things to try

- Walk away
- Look for another friendship group
- Get involved in clubs or activities
- Block senders of change passwords
- Not retaliate

Merit system

In common with other public schools across NSW, NBSC Cromer Campus provides quality education for all students, taking account of their age, background, ability and interests.

Students at Cromer Campus are encouraged to become self-directed, lifelong learners who can create a positive future for themselves and for the wider community. The philosophy of PBL aims to improve outcomes for all students by creating school-wide, classroom and individual systems of support that acknowledge the link between positive behaviour and enhanced learning environments.

PBL provides students and staff at Cromer Campus with a positive and proactive system for defining, teaching, and supporting appropriate student behaviours. Our core values are Respect, Responsibility and Success. For each core value there are clear and consistent behaviour expectations that we all observe at our school.

Across the school, students' positive behaviour is acknowledged and documented in the

School's Sentral database. All students have the opportunity to accumulate *Positive Incidents* and progressively work towards achieving their Bronze, Silver and Gold PBL recognition awards in Years 7 – 9 and Year Adviser Awards, Citizenship Awards and The Principal's Special Award in Years 10-12

Level	Year	Positives	Ceremony
Bronze	7 – 9	30	Certificate presented at Week 10 Year Meeting. Email home to parents / caregivers from HT Welfare.
Silver	7 – 9	60	Certificate presented at Semester 1 Awards Ceremony or Presentation Evening. Email home to parents / caregivers from HT Welfare.
Gold	7 – 9	100	Morning Tea with the Principal at end of Terms 2 and 4. Gold Badge presented at Semester 1 Awards Ceremony or Presentation Evening. Email home to parents / caregivers from HT Welfare.
Platinum	7 – 9	200	Morning Tea with the Principal at end of Terms 2 and 4. Trophy presented at Semester 1 Awards Ceremony or Presentation Evening. Email home to parents / caregivers from HT Welfare.
Year Adviser Award	10 - 11	30	Certificate presented at Week 10 Assembly each term. Email home to parents / caregivers from HT Welfare.
PBL Citizenship Award	10 – 11	60	Certificate presented at Semester 1 Ceremony or Presentation Evening.
Principal's Award	10 – 12	100	Morning Tea Parents and students with the Principal. Voucher and Certificate presented at Semester 1 Ceremony or Presentation Evening.

Mobile devices

Phones, earphones, smart watches & other electronic devices

The NSW Government mandated mobile devices are banned in NSW Government schools.

Cromer Campus requires devices to be **“Off and Away, Gate to Gate”** and in bags on entry to school and whilst on school grounds.



Confiscated devices must be collected by a parent / carer from Main Reception between 8.15am & 3.15pm.

7. School Curriculum

Years 7 - 10

Mandatory Courses in Year 7 – 10 are studied by all students in NSW public schools and are set by the Board of Studies.

Students in Years 7 to Year 10 focus their studies on eight key learning areas:

- English
- Human Society and Its Environment (HSIE)
- Languages (LOTE)
- Mathematics
- Personal development, health & physical education (PDHPE)
- Science
- Creative and performing arts (CAPA)
- Technology and Applied Studies (TAS)

Within these key learning areas there are courses and elective subjects.

Students choose from a range of elective courses that we offer depending on teacher expertise and the number of students interested in that subject. Information on elective courses is available in the Board of Studies syllabus course descriptions.

The School Certificate is no longer being awarded. Eligible students who leave school prior to receiving their Higher School Certificate will receive the NSW Record of School Achievement.

Years 11 - 12

In Years 11 and 12, students study for the Higher School Certificate (HSC).

There are two types of courses students can study:

Board developed courses

These courses are set and externally examined by the Board of Studies, and may contribute to the calculation of an Australian Tertiary Admission Rank (ATAR). These include courses in English, mathematics, science, technology, creative arts, personal development, health and physical education, human society and its environment, languages and Vocational Education and Training (VET) curriculum frameworks.

Board endorsed courses

These courses are developed by schools, TAFE institutes or universities. They count towards the HSC but do not count towards the calculation of an Australian Tertiary Entrance Rank (ATAR).

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 50% or more of all your units (e.g. 6 out of 12 units), an **Intention to Report** letter will be sent to you, your parents and your carer in Australia. This letter tells you the school's intention to report your unsatisfactory course progress to the Department of Home Affairs because you have breached your student visa condition.
- You will be given 20 school days to **appeal** to the Principal and explain why the school should not report you to the Department of Home Affairs.
- If your appeal is unsuccessful, you will be informed on how to access the external appeals process through the NSW Ombudsman in your outcome letter.
- If all your appeals are not successful, you will be reported to the Department of Home Affairs and they may decide to cancel your visa.

8. School Activities

Students at Cromer Campus benefit from a wide range of co-curricular opportunities that complement the curriculum and cater to interests that lie beyond the classroom. These include academic competitions in several subjects.

Student creativity is fostered through school bands and musical ensembles and our talented singers collaborate in the school choir. Future leaders find voice through debating teams, public speaking and participation in Youth Parliament and Mock Trial competitions.

A variety of competitive sports activities run throughout the year.

To find out how to get involve in a club or group, speak to your year adviser.

- | | |
|---------------------------------------|---|
| • Student Representative Council | • Debating |
| • Homework Club | • Chess |
| • Concert Band | • Writing Club |
| • Junior and Senior Contemporary Band | • Junior and Senior Dance Ensemble |
| • Choir | • Cheerleading |
| • Rock Band | • GEMS (Girls excelling in Maths & Science) |
| • Junior and Senior Guitar Ensemble | • Chinese Culture Club |
| • Public Speaking | • Hip Hop Dance |
| • Mock Trial | |

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 **Dee Why Police Station**

Address: Cnr David Ave & Fisher Road
Dee Why
Phone: 02 9971 3399



The nearest medical centre is **Our Medical Dee Why**

Address: 27 – 33 Oaks Ave
Dee Why
Phone: 02 9189 6000



The nearest hospital is **Northern Beaches Hospital**

Address: 105 Frenchs Forest Rd W
Frenchs Forest
Phone: 02 9105 5000

9.2 Homestay 24 Hour Hotline

If you are living in a homestay or with a parent nominated carer (distant relative or a close family friend), you can talk to your carer that you are registered with if you need help.

Alternatively, you may wish to contact the homestay company that your carer is registered with on their 24 hour hotline. Contact your International Student Coordinator if you do not know the name of your carer's registered homestay company.

Auzzie Families Homestay Care

Contact: Ms Gloria Wang
Phone: (+61 2) 8328 8499
Mobile: 0419 628 168 (24 hours)
Email: info@auzziefamilies.com

Website: www.auzziefamilies.com

Oz Homestay

Contact: Ms May Yung
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: (+61 2) 9264 4022
Mobile: 0430 008 448 (24 hours)
Email: sydney@globalexperience.com.au
Website: www.globalexperience.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/Uber 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.
Note: Students must have been enrolled for at least 6 months in high school before working, and must provide a letter of consent from their parents. IEC students are not eligible to work.
- 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 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. The majority of retailers accept electronic payment through cards or payment systems on your phone. 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.** It 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, no later than 7 days.**

This is a student visa requirement and helps to keep you safe if the school knows where you live and how to contact you in case of an 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 use a public computer, make sure you **log out of your online accounts** (eg. social media account, bank or email accounts) and log out of your computer account before you walk away.
- **Do not give 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, ISC/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 oncoming cars.
- Do not use your mobile phone or put on your earphones when you are crossing the road.
- Avoid isolated bus, ferry, 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 whenever 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.

9.6 Safety Apps

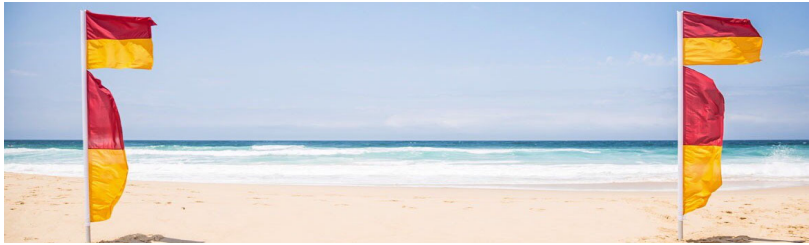
The **Emergency Plus app** is a national emergency app that you can use to get help as soon as possible in an emergency situation.

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

- Check whether a beach is closed before you go. Closed beaches are not patrolled and signal dangerous conditions.
- 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.

View the videos (multi-languages) on the **Beachsafe** website:

<https://beachsafe.org.au/surf-safety/ripcurrents>

10. Reporting Incidents and seeking help

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

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

Police/Ambulance/Fire Brigade at 000

2. If you need help at school:

- **International Student Coordinator - Ms Forsyth** in the English Staffroom
- **School Counsellor** available in A120.

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**

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. No Way!**

Provides information and helpful ideas about bullying:
<https://bullyingnoway.gov.au/>

- **1800RESPECT**

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 ride a bike without wearing a helmet
- it is illegal to ride an e-scooter in NSW
- it is illegal to purchase and consume alcohol if you are under 18 years of age
- it is illegal to purchase and smoke cigarettes/vapes if you are under 18 years of age
- possession and use of illegal drugs is a criminal offence
- it is illegal to use a mobile phone whilst driving

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.
- 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 or using a mobile phone while driving is illegal***
- ***Seatbelts are compulsory for drivers and passengers in Australia.***
- ***Speeding, drink driving and driving under the influence of drugs are dangerous and are against the law.***
- ***You could lose your licence or go to jail if you are caught speeding or drink driving.***

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

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 high attendance rate to remain eligible
- 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 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 be at home by 9pm weekend nights (Friday – Sunday).

12.2 Tax File Number

You must obtain an Australian Tax File Number (TFN) in order to work part-time. Your TFN is your personal reference number in the Australian 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 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.dewr.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.

13. 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 children 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.



13.1 School Bus Routes

Keolis Downer operates the school bus services, enabling school students to travel between school and home via bus.

Plan your trip using your home address <https://www.kdnorthernbeaches.com.au/plan-your-trip/>

AM Services

Route	Destination	Route	Destination
600n	Warringah Mall to Pittwater House via Allambie Heights	690n	North Curl Curl to Cromer Campus
601n	Manly Wharf Cromer PS via Dee Freshwater & Dee Why	695n	Frenchs Forest to St Paul's via Cromer Campus
606n	Narraweena to NBSC Mackellar Campus via Cromer Campus	696n	Beacon Hill to Cromer Campus
676n	Mona Vale Junction to Cromer Campus	785n	Seaforth Shop to Cromer Campus

PM Services

Route	Destination	Route	Destination
600n	Cromer Campus to Warringah Mall via Allambie Heights	648n	Cromer Campus to Mater Maria Catholic College
601n	Cromer PS to Manly Wharf via Dee Why	676n	Cromer Primary to Dee Why
602n	Cromer Campus to Frenchs Forest	684n	Cromer Campus to St Luke's Grammar
603n	Cromer Campus to Warringah Mall	768n	Cromer Campus to Cromer Heights
604n	Cromer Campus to Collaroy Plateau		

General travel information

All students are to wait within the school grounds for afternoon bus services. Students will be directed onto school buses by teaching staff.

- Students must travel using an appropriate bus directly between school and home.
- Students must tap their opal card on the card readers when entering & exiting the buses.
- Students are not permitted to eat or drink whilst on buses.
- Students need to ensure that they are well-behaved whilst travelling on buses; poor behaviour on buses may lead to the loss of Opal Card or travel privileges.
- Students travelling on buses should display courtesy and co-operation to all passengers and drivers.
- Students are to wait and permit adults and paying customers on to buses before they enter using school bus passes.
- Students should not travel on local buses if an equivalent school bus covers the same route.

14. 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.

1. 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 you arrive.**

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 your personal details including membership number, birth date, and name.
3. Then fill the next page with your information and click “submit” when completed.

2. 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 or both).

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.

3. 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

Once you have access, you will be able to:

- 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 or contact your education agent for assistance.*

15. Accommodation

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 three 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, be sure to let your host parent know. Please note that you should be home by 8pm on weekdays and 9pm on weekends
- **Stay in a homestay arranged by one of the three approved homestay providers** (refer to section 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 parent'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 parent if you are running late
- turn off lights and appliances when you are not using them to avoid wasting energy
- take short showers no longer than 10-15 minutes to save water, especially during a drought season
- switch off your devices by 11 pm and be considerate of household members who may be sleeping
- Internet should only be used for school purposes, and not for playing games until early hours of the morning
- be sure to help keep the home secure by closing and locking the doors when you leave (don't lose your house keys or give them to anyone else)
- look after furniture and items in your home and always clean up after yourself e.g. bathroom/toilet, kitchen, laundry
- be respectful to all family members, friends and visitors to the home
- help out with house chores wherever possible
- spend time with family members, dine together and engage in family activities
- learn to communicate freely with your host parents and share any feelings or concerns you might be experiencing.

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 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.

Renting or Sharing Accommodation (over 18 students)

If you have turned 18 and decided to rent or share 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:

- ✗ **Don't 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.
- ✗ **Don't 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.
- ✗ **Don't 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.
- ✗ **Don't 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 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 if 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 (DHA) website: www.homeaffairs.gov.au

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:

16. 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 section 21).
- 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, an **Intention to Report** letter will be issued to you and your parents and you will have 20 school days to appeal internally to the principal. If you do not receive a successful school appeal outcome you can then appeal externally to the NSW Ombudsman. If you fail to appeal or do not receive a successful appeal outcome, you will be reported to the Department of Home Affairs and this may impact the status of your student visa.

17. Accommodation and Welfare Arrangements

- All students must be picked up at the airport on arrival in Australia.
 - If you have requested a Homestay family, a compulsory airport transfer will be arranged for you.
 - If a relative or close family friend has been approved as your carer then they must 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 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.
- DE International recommends that students over 18 continue to live with relatives or Homestay families rather than move out to live independently. 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**. They are also required to notify the school if there are 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.

18. 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, contact the International Student 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, an approved relative 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 changing provider, refer to the Department of Home Affairs website and the International Student Coordinator at your school. Change of provider requests where you have not been enrolled for a minimum of 6 months will be subject to DE International's assessment guidelines. All transfer requests require submission of supporting documents for DE International to review before a decision can be made. Approval of these requests is not guaranteed.

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 compassionate or compelling 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

Compassionate or compelling circumstances refers to situations that are generally beyond your control. Examples include, but are not limited to:

- illness, where a medical certificate states that you are unable to attend classes (e.g. serious medical issues or hospitalization that require extended time away from school)
- loss of close family members such as parents or grandparents (this must be supported with a death certificate or other evidence either prior to departure or on return)
- major political upheaval or natural disaster in your home country which may impact 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 must 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.

Where DEI has approved your leave on compassionate or compelling circumstances, your attendance percentage will be adjusted.

However, if you are sick and absent from school for a shorter period of time, this leave will still be counted in your attendance percentage. This means that if your attendance falls below 80%, you will be issued with a warning letter.

If your attendance remains below 80% after you are issued a second warning letter, or your attendance falls below 60%, you will be issued an Intention to Report to immigration, which you will have a right to appeal. If you provide a medical certificate for your sick days, this will be considered in your appeals process should you choose to submit an appeal to your principal.

22. Approved Enrolment on Hold

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

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

An enrolment on hold may affect your visa, so please consult the Department of Home Affairs before submitting a request.

23. Complaints and Appeals

DE International has a complaints and appeals process which is available on the DE International website: <https://www.deinternational.nsw.edu.au/?a=16827>.

Complaints

You should contact the International Student Coordinator at your school in the first instance if you have any concerns or issues that you wish to discuss informally.

However, if you wish to make a formal complaint, you will receive a response regarding your complaint within 10 school days.

Internal appeal

You may wish to lodge an appeal if you have received an Intention to Report concerning your attendance, course progress, suspension or finances. You have 20 school days to submit a written appeal against an Intention to Report to the Department of Home Affairs that has been issued to you.

Please note you may not be given the opportunity to appeal if your behaviour puts others or yourself at risk of harm. Your carer (if you are under 18) or support person (if you are over 18) must be present with you in any appeal interviews. You will receive a response regarding your appeal within 10 school days.

External appeal

If you are not satisfied with the outcome of the internal complaints and appeals process, you will be given access to the external appeals process through the NSW Ombudsman which must be submitted within 10 school days from the date that the internal appeal outcome was issued.

You must maintain your enrolment at school throughout any appeal process until the process has been completed. This however, does not apply if:

- you are being reported for non-payment of fees or
- your behaviour puts others or yourself at risk of harm.

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
- ☐ Memorise 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 memorise 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, email and mobile number 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 who and 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 green **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

Forms

On the following pages are some useful forms that you may need to use later:

Under 18 Request to Change Welfare Arrangements form

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

Over 18 Request to Change Welfare Arrangements form

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

You MUST provide details of an emergency contact person IN AUSTRALIA. This person can be your relative, parent or friend but they must be over 21 years old. We recommend that the emergency contact person is a permanent resident.

Leave Requests Flowchart

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

Leave Request form

Complete this form if you are requesting leave.

For leave under 5 days, your school will provide approval. For extended leave of 5 days or more, DE International will provide approval. Any leave involving travel overseas must also be approved by DE International prior to departure.

Leave during school term 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 leave at least 4 weeks before your planned departure date. This advance notice does not apply to leave taken for medical reasons.

DE International

UNDER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

School:

Student number: S.....

Student full name:

Student current mobile number:

Students current personal email:

Select your proposed welfare option:

- Parent with guardian visa ☐
- Living with direct relative (approved by Immigration) ☐
- Parent nominated homestay family ☐
- Homestay family ☐

Proposed date of change/move: dd / mm / yy

Reason for changing address:

PROPOSED CARER CONTACT DETAILS

Given name: Family name (Mr/Mrs/Ms):

Address:

Postcode:

Email address:

Telephone: Home Mobile:

Carer signature: Date: dd / mm / yy

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Full name: Home/Mobile:

Full name: Home/Mobile:

Parent signature:

Parent printed name:

Parent mobile number:

Parent email:

Date: dd / mm / yy

Please return this form to your school

DE International

OVER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

School:

Student number: S.....

Student full name:

Student current mobile number:

Students current personal email:

Students new address: Postcode:

Select your proposed welfare option:

- Shared accommodation ☐
- Living with direct relative ☐
- Living alone ☐
- Homestay family ☐
- Other

Proposed date of change/move: dd / mm / yy

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 ☐

EMERGENCY CONTACT DETAILS

Must be completed and signed by contact person over 21. Emergency contact should be onshore in Australia (not international).

Full name (Mr/Mrs/Ms):

Address: Postcode:

Email address:

Telephone: Home: Mobile:

Signature: Date: dd / mm / yy

ADDITIONAL EMERGENCY CONTACT

Full name: Home/Mobile:

Full name: Home/Mobile:

(MUST BE SIGNED BY STUDENT)

Student's signature: Date: dd / mm / yy

Please return this form to your school

Requests Flow Chart

STEP 1

The leave form must be signed by a parent

STEP 2

Submit completed form and any supporting documents to school
(International Student Coordinator)

STEP 3

School forwards request to DE International for all leave of 5 days or
more

STEP 4

DE International assesses request if going overseas during school term or
if the leave is because of medical reasons

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

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: _____

Parent email: _____

Please return this form to your school



AUSTRALIAN NATIONAL ANTHEM

Australians all let us rejoice,
For we are one 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
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NSW 1225 Australia



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



deinternational.nsw.edu.au