

INTERNATIONAL STUDENTS

ORIENTATION HANDBOOK

SECONDARY SCHOOL



NSW GOVERNMENT SCHOOLS

DE International Contacts

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School Contacts

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INTERNATIONAL STUDENTS ORIENTATION HANDBOOK

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About the School

1. Principal's Message

Welcome to Holroyd High School! As the Relieving Principal, I extend a heartfelt welcome to each student, parent, and member of our community. It's always so wonderful inducting more members into the Holroyd family.



At Holroyd we have an unwavering commitment to fostering an environment where learning flourishes and individual journeys are nurtured. Every student brings unique aspirations, backgrounds, and talents to our halls, and it's our responsibility to offer a platform that ignites their passions, unveils their strengths, and nurtures their growth. We firmly believe in our responsibility to prepare every student for their chosen path—be it university, industry, or vocational pursuits. Our vision is to ensure that every individual at Holroyd is not just a student but is known, valued, and cared for.

We aim to create an environment where everyone in the school community feels a strong sense of belonging and connection to Holroyd. We believe that Holroyd is a unique and special place and that every person whether they be a student, a parent, a staff member or a community member contributes to the fabric of our school culture and makes our school community better.

Parents and community members are integral partners in the educational journey. We are dedicated to fostering strong connections and collaborating with you to ensure the optimal education for your child. Working together not only deepens our understanding of each child but also strengthens the bridge between our school and the broader community.

Thank you for entrusting us with your child's educational journey. Together, we look forward to making it one that is a vibrant and enriching experience for every student at Holroyd High School.

Mrs Rebecca Franklin

Relieving Principal

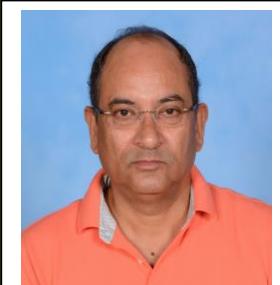
2. School Profile

At Holroyd High School, we uphold the belief that all students can progress and learn, recognising that success is unique to each individual. We foster an environment where students are active participants in their educational journey, guided by our high expectations for their achievement. Quality teaching and learning are the cornerstones of our core business, nurtured through strong relationships and connections within our school community. We promote self-accountability, empowering everyone to make responsible choices and contribute meaningfully to our collective success. As leaders and learners, we are committed to continuous improvement and growth, valuing diversity and celebrating inclusion and equity for all. Our values of connection, diversity, responsibility, opportunity, and care underpin our pursuit of progress and excellence, ensuring that every member of our diverse community feels valued, respected, and supported. Together, we cultivate a needs-satisfying environment where growth in student learning, collective wellbeing, and community engagement flourishes.



3. School Directory

School Staff



Mr. H. Pal *International Student Coordinator (IEC)*

Mr. H Pal 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. He is located in the IEC Office.



Ms. N Anderson *International Student Coordinator (High School)*

Ms N. Anderson can speak to you regarding any concerns you may have about your school, health, homestay issues or if you require a leave request or change of address form. She is located in the LEED staffroom (A block).

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

Senior executive



Mrs R Franklin
Principal
(Relieving)



Ms L Joseph
Year 8 and 11
Deputy Principal



Mr M Fields
Year 9 and 12
Deputy Principal



Ms R Montana
Year 7 and 10
Deputy Principal
(Relieving)

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

Year Advisers

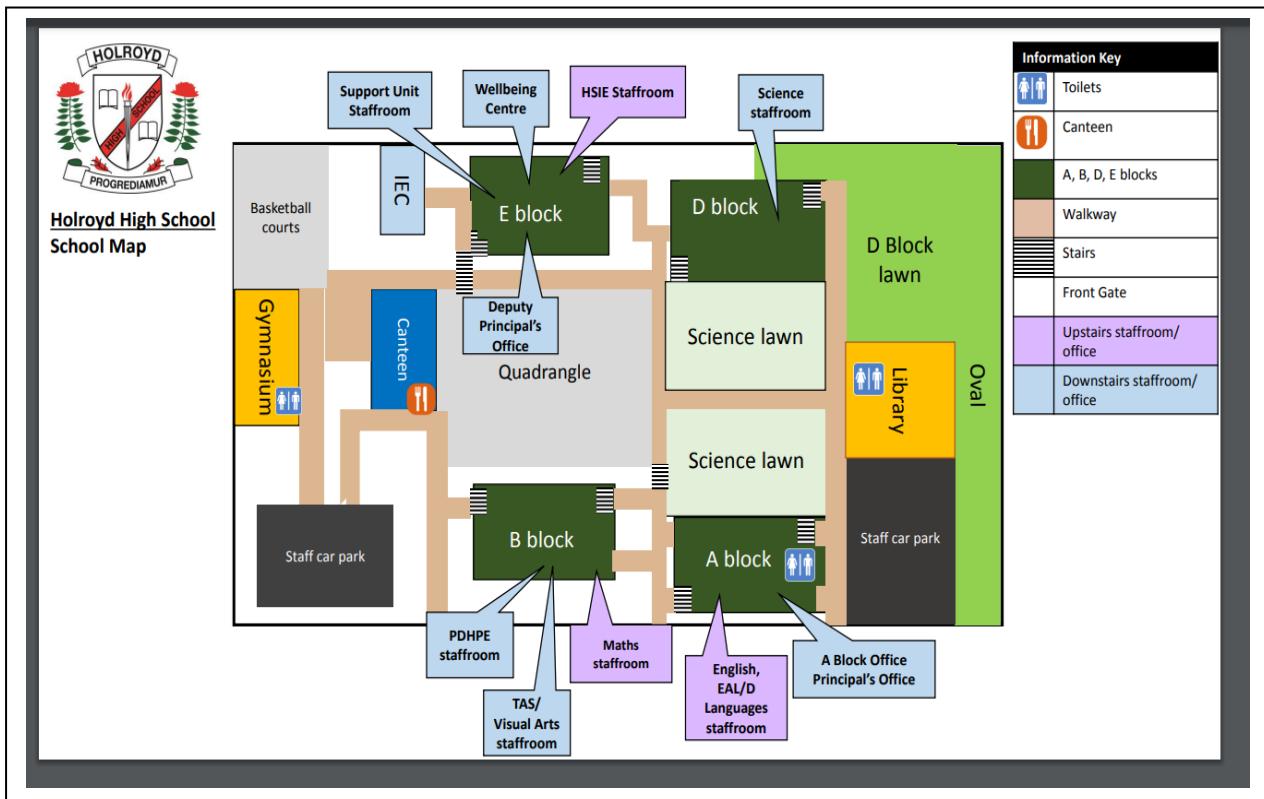
Your Year Adviser can speak to you if you have any concerns about your school work.

Year 7	Mr M Al-Khalidy
Year 8	Ms C Bussier
Year 9	Ms S Dean
Year 10	Ms N Sultan
Year 11	Mr J El Cheik
Year 12	Mr D Whitby

Head Teachers

Languages, English, EAL/D, Drama (LEED)	Ms F Shirzai
Human Society and its Environment (HSIE)	Ms Y Selva
Mathematics and Music	Ms S Flores
Personal Development, Health and Physical Education (PDHPE)	Mr B Williams and Ms P Lopreiato
Technology and Applied Studies (TAS) and Visual Arts	Mrs S Petreski
Learning Support	Ms L Ciano
Coaching and Mentoring	Mr T Diaczok
Support Unit	Mr C Childs
Administration and Technology Coordinator	Ms A Ly

4. School Map and facilities



Students can loan computers from their classroom teacher and the library. If you are experiencing technical difficulties with your computer, you can seek support from Ms Ly in the LEED staffroom in A block.

MORNING SERVICES		
Bus No	Departing	Bus Route
7001	7:40	EX BERESFORD RD & BATHURST ST via Beresford, L> Bathurst, L> Greystanes, L> Old Prospect, R> Gozo, L> Whalans, R> Kippax, L> Merrylands, R> Cumberland to school. (Arr. 7:55)
7008	7:50	EX PARRAMATTA STATION via Old Prospect, R> Beresford, L> Bathurst, L> Greystanes, L> Old Prospect, R> Gozo, L> Whalans, R> Kippax, R> Merrylands, L> Gipps, L> Macquarie, L> Bayfield, R> Cumberland to school. (Arr. 08:25)
810X	8:07	EX PEMULWUY SHOPS via Driftway Dr, R> Old Prospect, R> Gozo, L> Whalans, R> Kippax, R> Merrylands, L> Gipps, L> Macquarie, R> Alpha, L> Dahlia, R> Gardenia, L> Carnation, R> Tulip, L> Daffodil, R> Bayfield, R> Cumberland to school. (Arr. 08:23)
7013	8:12	EX PARRAMATTA STATION via Argyle, L> Pitt, R> Great Western Hwy, L> Coleman, R> Hilltop, L> Holroyd, R> Douglas, L> Centenary, R> Irrigation, R> Jersey, R> Merrylands Rd, L> Cumberland to school (Arr. 08:34)
7007	8:15	EX MERRYLANDS STATION TO SCHOOL - All stops Merrylands Rd, then L> Cumberland to School (Arr. 08:30)
7002	8:15	EX MERRYLANDS STATION - All stops Merrylands Rd to Cumberland Hwy then EXPRESS TO SCHOOL (Arr. 08:35)
7010	8:20	EX MERRYLANDS STATION via Merrylands Rd to school (Arr. 08:35) (MAXIMUM 45 HOLROYD STUDENTS FROM MERRYLANDS INTERCHANGE. NO HOLROYD STUDENTS TO BE PICKED UP ALONG MERRYLANDS RD)
7003	8:20	EX MERRYLANDS STATION - All stops Merrylands Rd to Cumberland Hwy then EXPRESS TO SCHOOL (Arr. 08:35)

AFTERNOON BUSES		
Bus No	Departing	Bus Route
7507	15:05	TO PARRAMATTA STATION via Cumberland, R> Merrylands, L> Jersey, R> Irrigation, L> Centenary, R> Douglas, L> Holroyd, R> Hilltop, L> Coleman, R> Great Western Hwy to Parramatta Station.
7521	15:05	EXPRESS TO MERRYLANDS and PARRAMATTA STATIONS ONLY
7524	15:09	TO MERRYLANDS STATION - (EXPRESS - first set down Merrylands Rd) then to Merrylands Station
7528	15:15	TO MERRYLANDS STATION - via R> Merrylands Road (ALL STOPS) to Merrylands Station
7514	15:20	TO MERRYLANDS STATION - via R> Merrylands Road (ALL STOPS) to Merrylands Station

5. Support Services

Counselling

Mr Ross McClean and Ms Jen Moran are the School Counsellor and they are located in E block.

What is a School Counsellor?

In all New South Wales government schools, there is a counsellor who is a qualified teacher and educational psychologist with special training to help students with any problems they are having, or to help them get information they may need.

This service is free and confidential.

Why do students see the Counsellor?

Academic problems

- Worries about progress
- Indecision about staying at school
- No quiet place to study at home

Personal problems

- Sadness in missing your country/friends
- Feeling lonely at school
- Home problems such as not getting along with family members
- Feeling anxious about making friends

Please speak to your International Student Coordinator or Year Advisor to make an appointment with the school counsellor.

EAL/D Support

The EAL/D teachers can support your learning across your subjects. They may support you directly in your classes, as well as teach the English EAL/D course for year 11 and 12. They can be found in A block in the LEED staffroom. Please speak to Ms Stratis, Ms Anderson and Ms Paskoski, as well as the Head Teacher Ms Shirzai.

After School Tutorial Centre

There are also experienced EAL/D teachers to support your learning in the After School Tutorial centre. Ms C Huynh is our Refugee Support Coordinator that runs a homework help Centre at the school every Wednesday in our school Library from 3-4pm.



Ms C Huynh

Bilingual SLSOs

All of our Bilingual SLSOs (student learning support officers) can help interpret your first language if you are struggling with English to help all teachers and staff to help your needs.



Thai Le Chinh



Rana Asmaro

Head Teacher Learning Support

If you require additional support to complete your school work, you can speak to Ms Ciano in the Wellbeing Hub.



Ms L Ciano

6. Rules and Policies

Bell times



LEARNING TIMES

Timetable	Monday	Tuesday	Wednesday	Thursday	Friday
CHECK-IN	QUAD ASSEMBLY 8:50am	8:50am	8:50am	8:50am	8:50am
PERIOD 1	9:00am	9:00am	9:00am	9:00am	9:00am
PERIOD 2	10:00am	ASSEMBLY / STAGE MEETINGS 10:00am	10:00am	10:00am	10:00am
BREAK 1	11:00am	10:30am	11:00am	11:00am	11:00am
PERIOD 3	11:30am	11:00am	11:30am	11:30am	11:30am
PERIOD 4	12:30pm	12:00pm	12:30pm	12:30pm	12:30pm
BREAK 2	1:30pm	Yr 11-12 HSC CATCH UP 1:00pm	1:30pm	1:30pm	Yr 7-12 HOME 1:30pm
PERIOD 5	2:00pm	Yr 11-12 HSC CATCH UP 1:30pm	2:00pm	2:00pm	AFTER SCHOOL DETENTION 2:00PM
HOME	3:00pm	2:30pm	3:00pm	3:00pm	3:00pm

HOLROYD HIGH SCHOOL EMERGENCY PROCEDURES

ASSEMBLY

3 BELLS = ASSEMBLY



Stop Work

Take your belongings

Go to QUAD
with your teacher and
line up in your
CHECK-IN lines

LOCKDOWN

7 SHORT BELLS = LOCKDOWN



Staff and students
STAY in room

If outside go to the
nearest classroom

EVACUATION

CONTINUOUS BELL = EVACUATION



Stop work
and pack up quickly

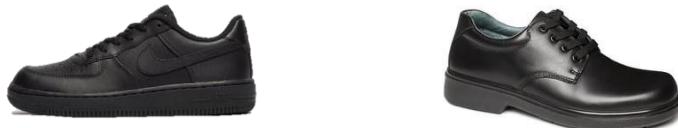
Take belongings with you and
walk sensibly to the
evacuation assembly area
with your teacher

DO NOT enter any building

Find your check-in line and sit
and wait for further instructions

Uniform and dress code

- Wearing a school uniform promotes a sense of belonging for students and creates a positive identity for the school community. School uniforms also contribute to the personal safety of students by allowing easier recognition of students within school grounds and in the community.
- Students at Holroyd High School are expected to wear their full school uniform during school hours and when travelling to and from school.



School uniforms can be purchased at Merrylands West School & Workwear Centre

(The Uniform Shop) at 455-457 Merrylands Road, Merrylands (9637 4502).

What is not part of the Holroyd High School uniform?

- Leggings or tights
- Jeans
- Hoodies or jackets that are not uniform
- Black hijabs/ scarves
- Trackpants (except for the school sports trackpants worn on sport days)
- Branded clothing (such as Nike, Adidas)

Policies and procedures on absences, lateness or leave requests

All students who are enrolled in Australian school, regardless of their age, are expected to attend that school whenever instruction is provided.

Absences

Parents are required to explain the absences of their children from school promptly via school app or phone call and supply medical certificate or legal document to prove their reason of absence after three days. An explanation for absence must be provided to the school within 7 days of the first day absent of any period of absence.

Lateness

- Students who arrive at school after 9.00am are considered to be late.
- Students who arrive late to school must report to A block office and sign in.
- They should then go directly to their timetabled class and hand teacher their late slip.

Leave

If students must leave school before 3.00 p.m. a note must be presented to IEC Office BEFORE check-in class from the student signed by a parent or guardian. The student is to return to IEC office just prior to leaving the school grounds to collect the signed authorization form. And cannot leave school grounds without parents under the age of 17. It is expected that whenever possible appointments should be made outside school hours so that the normal involvement of lessons will not be interrupted.

If the student will be going on a holiday/overseas for a longer period of 7 days parents must complete a leave form to be approved by principal to ensure no work/exams assessments are due while on leave.

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

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

- An **Intention to Report** letter will be sent to you, your parents and your carer in Australia. This letter tells you the school's intention to report your low attendance to the Department of Home Affairs because you have breached your student visa condition.
- You will be given 20 school days to **appeal** to the Principal and explain why the school should not report you to the Department of Home Affairs.
- The school will inform you of the appeal outcome and 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

NSW Department of Education

Behaviour code for students

NSW public schools

NSW public schools are committed to providing safe, supportive and responsive learning environments for everyone. We teach and model the behaviours we value in our students.

In NSW public schools students are expected to:

- Respect other students, their teachers and school staff and community members
- Follow school and class rules and follow the directions of their teachers
- Strive for the highest standards in learning
- Respect all members of the school community and show courtesy to all students, teachers and community members
- Resolve conflict respectfully, calmly and fairly
- Comply with the school's uniform policy or dress code
- Attend school every day (unless legally excused)
- Respect all property
- Not be violent or bring weapons, illegal drugs, alcohol or tobacco into our schools
- Not bully, harass, intimidate or discriminate against anyone in our schools

Schools take strong action in response to behaviour that is detrimental to self or others or to the achievement of high quality teaching and learning.

Behaviour Code for Students: Actions

Promoting the learning, wellbeing and safety of all students in NSW Public Schools is a high priority for the Department of Education.

We implement teaching and learning approaches to support the development of skills needed by students to meet our high standards for respectful, safe and engaged behaviour.

Respect

- Treat one another with dignity
- Speak and behave courteously
- Cooperate with others
- Develop positive and respectful relationships and think about the effect on relationships before acting
- Value the interests, ability and culture of others
- Dress appropriately by complying with the school uniform or dress code
- Take care with property

Safety

- Model and follow departmental, school and/or class codes of behaviour and conduct
- Negotiate and resolve conflict with empathy
- Take personal responsibility for behaviour and actions
- Care for self and others
- Avoid dangerous behaviour and encourage others to avoid dangerous behaviour

Engagement

- Attend school every day (unless legally excused)
- Arrive at school and class on time
- Be prepared for every lesson
- Actively participate in learning
- Aspire and strive to achieve the highest standards of learning

The principal and school staff, using their professional judgment, are best placed to maintain discipline and provide safe, supportive and responsive learning environments. The department provides a policy framework and resources such as Legal Issues Bulletins, access to specialist advice, and professional learning to guide principals and their staff in exercising their professional judgment. In this context the NSW Government and the Department of Education will back the authority and judgment of principals and school staff at the local level.

education.nsw.gov.au



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; or
- 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.



HOLROYD HIGH SCHOOL

CODE OF BEHAVIOUR

CARE	<ul style="list-style-type: none">• Communicate and behave courteously.• Respect the learning needs of other students.• Dress appropriately by wearing the agreed school uniform or dress code.• Take care with school property and the property of staff and other students.• Negotiate and resolve conflict.• Care for self and others.
OPPORTUNITY	<ul style="list-style-type: none">• Act and work cooperatively with other students, teachers, and school staff.• Arrive at school and class on time.• Be prepared for every lesson.• Actively participate in learning.• Aspire and strive to achieve the highest standards of learning.
RESPONSIBILITY	<ul style="list-style-type: none">• Model and follow school and class rules and expectations around behaviour and conduct.• Be aware of and take responsibility for how their behaviour and actions impact others.• Be safe and help others to make safe choices that do not hurt themselves or others.
DIVERSITY	<ul style="list-style-type: none">• Value the interests, ability and culture of others.• Treat one another with dignity.• Develop positive and respectful relationships with everyone

CARE | OPPORTUNITY | RESPONSIBILITY | DIVERSITY



HOLROYD HIGH SCHOOL EXPECTATIONS

At Holroyd High School, we are committed to fostering a safe, supportive, and inclusive learning environment that reflects our core values of Care, Opportunity, Responsibility, and Diversity. We model and teach the importance of making responsible choices, ensuring that everyone feels respected and connected. By embracing these values, we create a school where diverse perspectives are celebrated, and everyone has the opportunity to learn, grow, and thrive.

**At Holroyd High School all students are
expected to:**

- Show respect to other students, their teachers and school staff and community members
- Follow school and class rules and follow the directions of their teachers
- Strive for the highest standards in learning
- Act in a courteous and respectful way that makes all members of the school community
- Feel valued, included and supported
- Resolve conflict respectfully, calmly and fairly
- Meet the school's agreed uniform policy or dress code
- Attend school every day (unless legally excused)
- Respect all property
- Be safe and not be violent or bring weapons, illegal drugs, alcohol, vapes, E-cigarettes or tobacco to our schools
- Not bully, harass, intimidate, or discriminate against anyone in our schools.

All students have a right to:

- Safety at school
- Access and fully participate in their learning
- Be treated with respect by other students, teachers and school staff
- Express their views, set goals and self-advocate.

To ensure that every student feels safe at school and has access to quality teaching and learning, Schools, the Principal and school staff will act in response to behaviour that is detrimental to self or others or to the achievement of high-quality teaching and learning.

CARE | OPPORTUNITY | RESPONSIBILITY | DIVERSITY

7. School Curriculum

Holroyd High School adheres to the mandatory curriculum requirements outlined by the New South Wales (NSW) Board of Studies, Teaching and Educational Standards. These requirements are integral to the Record of School Achievement (RoSA) for Years 7-10 and subsequently contribute to the Higher School Certificate (HSC).

All students at Holroyd High School undertake core subjects including English, Mathematics (Years 7-8, with streaming in Years 9-10), Science, History and Geography (Human Society and Its Environment - HSIE), Languages Other Than English (French in Year 7), Technological and Applied Studies, Creative Arts (including Music and Visual Arts), and Personal Development, Health, and Physical Education.

In Years 9 and 10, students are also required to choose two elective subjects from a diverse range of options, such as Drama, Food Technology, Music, Psychology, Australian Cultural Studies, Child Studies, Physical Activities and Sports Studies, Commerce, among others. This allows students to tailor their education to align with their interests and aspirations.

As students progress to Years 11 and 12, they work towards obtaining the Higher School Certificate (HSC). This involves completing a minimum of 12 units of Preliminary courses and 10 units of HSC courses, with English being a compulsory component. The subjects offered include a variety of English courses, Mathematics courses, Sciences (Biology, Physics, Chemistry), Drama, Music, Ancient History, Legal Studies, Modern History, Design and Technology, Sports Leisure and Recreation, Economics, PDHPE, Community and Family Studies, and more.

Holroyd High School places a strong emphasis on supporting students during the subject selection process, ensuring that their chosen HSC course of study aligns with their individual strengths and aspirations. This approach ensures a well-rounded and tailored educational experience for every student.

NESA Course requirements

To obtain the Record of School Achievement (RoSA) and progress to the Higher School Certificate (HSC) at Holroyd High School, students must fulfill the following concise criteria:

RoSA Requirements:

- Completion of essential courses (English, Mathematics, Science, History, and PDHPE).
- Accumulation of a specified number of credit points through successful course completion.
- Demonstration of literacy and numeracy proficiency through designated assessments.
- Successful completion of Preliminary courses usually undertaken in Year 11.
- Participation in school-based assessment tasks following NESA guidelines.
- Inclusion of mandatory content within chosen courses.

HSC Progression:

- Completion of a minimum of 12 units of Preliminary courses and 10 units of HSC courses.
- Compulsory inclusion of English in HSC course selection.
- Successful completion of Preliminary courses before starting corresponding HSC courses.
- Selection from a range of subjects, including English, Mathematics, Sciences, Humanities, Arts, and more.
- Support and guidance provided during the subject selection process to ensure alignment with individual academic goals.

Intervention Strategies for Issued Warnings at Holroyd High School

Holroyd High School adheres to the NESA (New South Wales Education Standards Authority) course requirements for the Record of School Achievement (RoSA). For most Board Developed Courses with HSC exams, 50% of the HSC mark is determined through school-based assessment, which is also reflected on the RoSA.

At Holroyd High School, if a student is at risk of not completing a course, a written warning is issued, outlining the necessary criteria for completion. In response, the school organizes HSC catch-up sessions specifically on Tuesday afternoons. During these sessions, students receive targeted support to address outstanding work, ensuring they meet the prescribed criteria for successful course completion. This proactive intervention approach underscores Holroyd High School's commitment to student success and progression in their academic journey.

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 career 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

Leadership Programs:

Holroyd High School offers diverse leadership programs aimed at cultivating essential skills and fostering community engagement. Students can participate in the Student Representative Council (SRC), undertake roles as school leaders, sports leaders, or engage in peer support programs to contribute to a collaborative and supportive environment.

School Service Opportunities:

Holroyd High School provides avenues for students to contribute meaningfully to the community through various service opportunities. These include involvement in fundraising initiatives supporting local and global causes, participation in community programs addressing social issues, and collaboration with local primary schools.

Extra-Curricular Activities:

A variety of extra-curricular activities are available to enhance the Holroyd High School experience. Students can join specific sports teams such as volleyball, touch football, cricket, lawn bowls, and netball. Gala days provide opportunities for inter-school competition, allowing students to showcase their skills and build camaraderie. Additionally, participation in university initiatives like U@Uni at UTS, Fast Forward, and Aspire is encouraged. Camps are organized for personal growth and community bonding.

Sports Teams:

Holroyd High School offers a range of sports teams including volleyball, touch football, cricket, lawn bowls, badminton and netball. These teams participate in gala days, fostering athletic development, teamwork, and integration into the broader sports community within the school. Holroyd High School hosts annual sporting carnivals in swimming, athletics, and cross country. These events provide students with opportunities for individual success and serve as a pathway to compete in regional and statewide sports carnivals. Successful participants have the chance to represent the school at broader levels.

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 Merrylands Police Station

Address: 15-17 Memorial Ave
Merrylands NSW 2160
Phone: (02) 9897 4899



The nearest medical centre is Greystanes Shopping Centre

Address: 15/665-699 Merrylands Rd,
Greystanes NSW 2145
Phone: 9631 5489



The nearest hospital to the school is: Westmead Hospital

Address: Cnr Hawkesbury Rd and Darcy Rd,
Westmead NSW 2145
Phone: (02) 8890 5555

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 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. 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.** This is a SCAM.
- **Call 000 in the event of an emergency.** Remember, calls to 000 are free of charge.

Did you know?

You must let your school know of **any change of your address and contact details as soon as possible, 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 are using a public computer, make sure you **log out of your online accounts** such as your social media account, bank or email accounts, and log out of your computer account before you walk away.
- **Do not give away your personal information.** This includes your name, phone number, address, email address, date of birth, usernames and passwords, and bank details.
- If you think you're being harassed or bullied online, **report the person being abusive** to the website or social media administrators and talk to someone you trust straight away — such as a parent, 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 from 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:

- Your **International Student Coordinator Ms Nikola Anderson** at LEED staffroom.
- **School Counsellor** Mr Ross McClean and Ms Jen Moran at E 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 or visit www.kisdshelpline.com.au for more information.
- **Bullying. No Way!** provides information and helpful ideas about bullying: [https://bullyingnoway.gov.au/](http://bullyingnoway.gov.au/)
- **1800RESPECT** is a confidential information, counselling and support service for sexual assault victims and domestic violence. Call 1800 737 732 (24 hours) or visit their website at www.1800respect.org.au. Ask for an interpreter if you wish to speak in your own language that is not English.



11. You and the Law

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

For example:

- it is illegal to 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

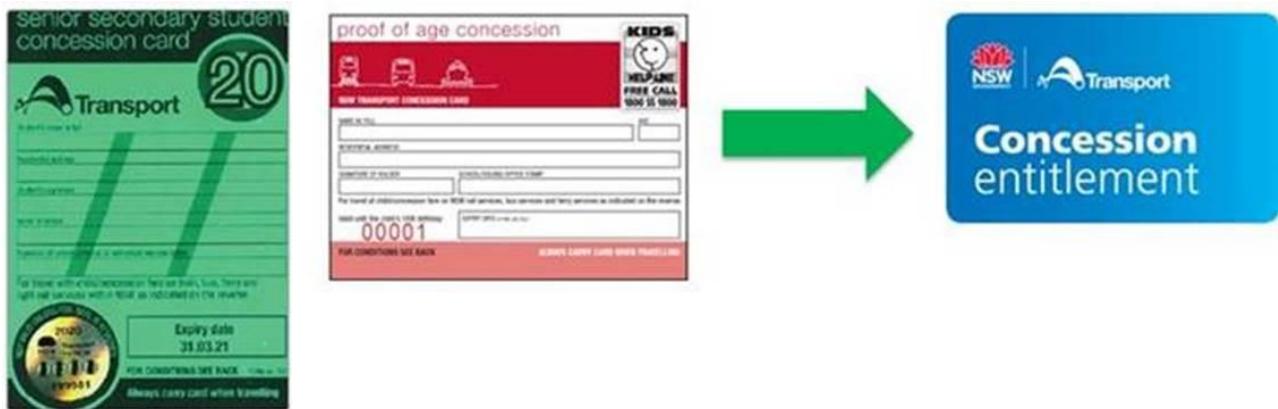


Always ask for a payslip to keep track of your hourly rate, penalty rates, superannuation contributions and tax details, especially if you are getting paid with cash in hand. This is a mandatory requirement for an employer in Australia.

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.



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.

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.

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.

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

15.1 Homestay for under 18 students

If you are living in a homestay approved by DE International, your accommodation has been arranged by one of the 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 the 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

- enjoy spending 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.

15.2 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 think you are being treated unfairly by your landlord, or if you have any unresolved problems:

- talk to your **International Student Coordinator** immediately for help and advice
- make a complaint to **NSW Fair Trading** at:
<https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>
- talk to the **police** in some cases, such as when you are scammed.

Visa Requirements You Should Know

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

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

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

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

Your student visa

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

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

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

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

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 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 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.

24. Work

- If you are attending an Intensive English Program you are not permitted to work.
- To work part-time, DE International requires that you must have been enrolled for at least six months in your current school, have a high attendance rate and provide your school with a letter of consent from your parents before starting work.
- Any part-time work during school term must not interfere with your school studies. Please note that you should **not work more than 10 hours per week** during the school term, and 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).
- If you have any questions or concerns about your workplace conditions or pay, speak to your International Student Coordinator or refer to section 12.3 of this handbook and visit the Fair Work website.

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

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. We recommend that the emergency contact person is a permanent resident.

3. 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.

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

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: / /

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: / /

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: / /

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

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: _____

Leave Requests Flowchart

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



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.

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