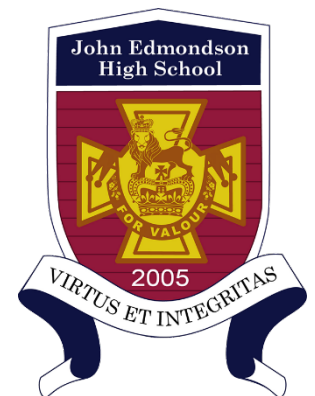




INTERNATIONAL STUDENTS **ORIENTATION HANDBOOK**

SECONDARY SCHOOL



NSW GOVERNMENT SCHOOLS

DE International Contacts

Telephone: 1300 300 299 (Option 2)
Email: ssc.dei@det.nsw.edu.au
Website: www.deinternational.nsw.edu.au

School Contacts

School name: John Edmondson High School
Address: 64 Horningsea Park Drive
Horningsea Park NSW 2171
Telephone: +61 2 9825 9815
Fax: +61 2 9825 9857
Email: jedmondson-h.school@det.nsw.edu.au
Website: jedmondson-h.schools.nsw.gov.au

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

Last updated on May 2025

INTERNATIONAL STUDENTS ORIENTATION HANDBOOK

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WELCOME WELCOME



WELCOME WELCOME

About the School

1. Principal's Message

I would like to extend a warm welcome to you at John Edmondson High School.

Our school is proud of its strong traditions and outstanding reputation, which are well recognised within the community. We are committed to fostering an environment where students thrive academically and personally, and I want to assure you that we provide comprehensive support to meet the academic and welfare needs of all our students.

Entering a new school can bring a sense of anticipation, and we fully understand that. We believe in the importance of positive and open communication between school and home, as it plays a vital role in creating a strong partnership in education, ultimately ensuring the best possible outcomes for our students.

Our school is equipped with excellent facilities, and we take pride in our distinctive uniform, which was designed in collaboration with our parent community. The uniform reflects our collective pride in the school, and we hold it to the highest standard, as we know our parents expect this too. We have fostered a positive environment where students collaborate with each other and with our dedicated staff every day. Additionally, our technology resources are robust and carefully designed to support student learning in an ever-evolving educational landscape.

We set high expectations for ourselves and our students. Our talented and devoted teaching and administrative staff work tirelessly to provide the best educational programs, tailored to meet the needs of every student.

We deeply value the contributions of our parents and welcome their involvement at our scheduled Parent & Community meetings. These meetings provide a platform for us to share school updates and offer an opportunity for parents to engage in meaningful dialogue with us.

Our students proudly embrace our school motto, *Virtus et Integritas*, meaning Courage and Integrity. This motto, inscribed in Latin on our crest, reflects our dedication to learning and honours the legacy of our namesake, John Edmondson VC. His courage and integrity, both in life and in his tragic death, played a significant role in securing the freedoms we hold dear.

Every day, I am proud to witness the courage and integrity of our students as they navigate their journey towards adulthood, preparing for the future with our guidance to ensure their success.



Brij Khanna

PRINCIPAL



2. School Profile

Who is John Edmondson?



John Hurst Edmondson, the first Australian to be awarded a Victoria Cross during World War II, was born in Wagga Wagga in New South Wales in 1914. His family moved to a property on what is now Camden Valley Way near the Crossroads in the Liverpool area, which they called Forest Home. John attended Austral Public School and then Hurlstone Agricultural High School, after which he worked on his father's property. John Edmondson was 26 when he enlisted and was posted to the 2/17th Battalion AIF. On 13 April 1941, he was involved in a bayonet charge against a party of German troops on the perimeter of the Australian-held area. The Australians were outnumbered and during the hand-to-hand fighting his platoon commander, Lieutenant F Austin Mackell, called for help.

Edmondson, despite being mortally wounded himself, managed to shoot or bayonet at least three of the enemy. Mackell survived but John Edmondson 'lay all night on a stretcher at the back of the battle pit' and died the next morning on 14 April 1941. John Edmondson's VC was presented to his mother by the Governor General on the 27 September 1941. In 1969 she presented John's medals and some of his possessions to the Australian War Memorial.

What is the Victoria Cross?

The Victoria Cross is the highest award for acts of bravery in wartime. It was instituted in 1856 by Queen Victoria. It is possible for any serviceman to obtain this award.

The Victoria Cross is designed in the form of the Maltese Cross, in the centre of the medal is a lion guardant standing upon the Royal Crown. The words 'For Valour' are inscribed below. The Victoria Cross is suspended from a bar by a red ribbon. On the reverse of the cross the date of the act of bravery is inscribed along with the name, rank and unit of the recipient.



What is the School Motto?

Vertus et Integritas (Latin) is the school motto. Translated to English, the motto reads Courage and Integrity.

The connection that these words have to John Edmondson, the man, are obvious. It is our hope that we will see our students grow to demonstrate these qualities at school and beyond into their adult life.



3. School Directory

School Staff



Ms K Tran
International Student Coordinator (ISC)

Ms Tran 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. Her office is in the School Library



Mr D Merzi
Deputy Principal



Ms L Seymour
Deputy Principal



Mr L Brennan
Deputy Principal



Ms S Skepper
School Counsellor

Ms Skepper can speak to you if you have concerns, feel unhappy or are homesick. You will find Ms Skepper's office in the School Library.



Mrs B Barry
School Administration Officer

Mrs Barry can help you if you are trying to find your International Student Coordinator or counsellor or need help in the absence of the International Student Coordinator. You will find Mrs Barry in the Front Office.

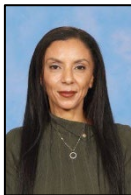
If you need help with a problem or feel unsafe at school at any time, go and see your International Student Coordinator or one of the staff listed here 😊

Year Advisers

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

7	 Ms N Rasic Year Adviser <i>Faculty: History</i>	 Mr D Moore Assistant Year Adviser <i>Faculty: Technology</i>
8	 Ms P Naicker Year Adviser <i>Faculty: English</i>	 Mr A Grundy Assistant Year Adviser <i>Faculty: Music</i>
9	 Mrs R Lipari Year Adviser <i>Faculty: Food Technology</i>	 Mr N Ballesta Assistant Year Adviser <i>Faculty: English</i>
10	 Ms D Mansour Year Adviser <i>Faculty: History</i>	 Ms A Khoury Assistant Year Adviser <i>Faculty: English</i>
11	 Mr A Teuma Year Adviser <i>Faculty: PDHPE</i>	 Ms A Nguyen Assistant Year Adviser <i>Faculty: English</i>
12	 Ms E Newman Year Adviser <i>Faculty: History</i>	 Mr R Chand Assistant Year Adviser <i>Faculty: English</i>

Head Teachers

 ENGLISH Ms C Mackey	 MATHEMATICS Ms S Ibrahim	 SCIENCE Ms S Chapman
 SOCIAL SCIENCE Mr A Gardiner	 HISTORY Mr J Patterson	 PDHPE Mr B Webb
 VISUAL ARTS and MUSIC Ms K Hayward	 INDUSTRIAL ARTS and COMPUTING STUDIES Mr S Lockard	 HOME ECONOMICS Ms M Khanna
 SECONDARY STUDIES Mr J Imer	 TEACHING and LEARNING Ms A Paula	 STUDENT WELFARE and LEARNING SUPPORT Ms R Hulbert
 STRATEGIC IMPROVEMENT and TEACHER LIBRARIAN Mr W Hilton	 CAREERS ADVISER and STUDENT SERVICES & PATHWAYS Ms K Tran	 ADMINISTRATION Mr R Navarra

4. School Map and facilities

The school is located at 64 Horningsea Park Drive Horningsea Park 2171.



You can use the computers in the Library and get help from the TSO (Technical Support Officer) Mr Horn if you have problems with the school computers.

First Aid is in E Block (Front Office)

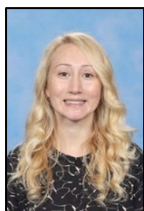
Plan your trip to school by public transport here: <https://transportnsw.info/>

Find the school bus timetable here:

https://nsw.transitsystems.com.au/schools?2c56eed6_page=4

5. Support Services

Counselling



Ms S Skepper is the School Counsellor and her office is in the Library.

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

Students can see the school counsellor in the school library at recess and lunch or by making an appointment in the school office.

ESL Support

Our EAL/D (ESL) Team members are available to support you. You will see them around the school, or you may make a request through the Front Office to see them.



Ms Paula



Ms Murray



Ms Lavorato



Ms Rahmani

Year Advisers

The Year Advisers are members of staff who have the specific role of supporting the welfare and educational needs of all students at John Edmondson High School. They are essential in developing, fostering and maintaining positive relationships with students and caregivers. Year Advisers are not a disciplinarian, concerns regarding discipline or progress in studies should be directed towards the Head Teacher of the subject.

Subject Head Teachers

Subject Head Teachers can provide information, clarification and advice regarding curriculum and more serious concerns. They also deal with issues not resolved at the teacher level.

Welfare/Learning Support Head Teacher



Ms Hulbert, our Head Teacher Welfare oversees all the student support programs and welfare referrals for individual students in the school. Students, parents or caregivers can contact the Head Teacher Welfare/Learning Support to discuss issues of concern.

Career Advisers



Our Careers Adviser can assist you to get opportunities in developing work skills; transition from school to the world of work and provide advice on TAFE and University requirements.

School Learning Support Officers (SLSO)

We have several School Learning Support Officers (SLSO) in the school to assist students with learning. Our Head Teacher Welfare\Teaching and Learning, Ms Hulbert can organise an SLSO to help you if you need any support with your learning.

6. Rules and Policies

Bell times

Monday, Wednesday, Thursday & Friday		Tuesday	
Roll Call	8:25am – 8:40am	Roll Call	8:40am – 8:50am
Period 1	8:40am – 9:30am	Assembly	8:50am – 9:20am
Period 2	9:30am – 10:20am	Period 1	9:20am – 10:10am
Recess	10:20am – 10:40am	Recess	10:10am – 10:30am
Period 3	10:40am – 11:30am	Period 2	10:30am – 11:20am
Period 4	11:30am – 12:20pm	Period 3	11:20am – 12:10pm
Lunch 1	12:20pm – 12:40pm	Lunch 1	12:10pm – 12:30pm
Lunch 2	12:40pm – 1:00pm	Lunch 2	12:30pm – 12:50pm
Period 5	1:00pm – 1:50pm	Period 4	12:50pm – 1:40pm
Period 6	1:50pm – 2:40pm	Period 5	1:40pm – 2:30pm

Homework Policy

Homework will consist of the following elements:

- Revising notes and work from the day of learning
- Completing any assigned homework from teachers
- Completing and preparing for assessment tasks that are due
- Additional study on topics being studied (this can be easily done via the internet)
- Regular reading

The following times can be considered a minimum

- Years 7 & 8: 1-1 ½ hours per night
- Years 9 & 10: 1- 2 ½ hours per night
- Years 11 & 12: 15 hours per week minimum

Our detailed homework policy can be found on our school website

https://jedmondson-h.schools.nsw.gov.au/content/dam/doe/sws/schools/jjedmondson-h/pdfs/policies/homework_policy.pdf

Uniform and dress code

The general tone of the school and the regard with which the school is held in the community is often attributed to the standard of and compliance with the established school uniform.

Uniform is sold by Daylight Schoolwear through the uniform shop located within the school.



<https://www.daylightschoolwear.au/johnedmondson#1>

The full description of our uniform can be found on the school website

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

We also offer a Preloved Uniform site on our school website.

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

Key features of our uniform

Girls	Boys	Sun Protection
Blouse	Shirt	The school is conscious of the need for sun protection and encourages the wearing of approved school designed caps whenever students are outdoors. However, hats are not to be worn in classrooms or corridors Students are encouraged to apply 30+ sunscreen during hotter weather
Plaid skirt	Shorts	
Slacks	Trousers	
Socks/stockings	Socks	
Shoes	Shoes	
Blazer	Blazer	
Jumper	Jumper	
Tie	Tie	
School bag	School bag	
Winter Uniform		Jewellery
In Terms 2 & 3, the school blazer and tie must be worn to school and must be kept on until at least the end of roll call. The blazer is the preferred clothing for warmth however, the school jumper may be also worn underneath. A navy blue, maroon or white scarf may be worn in conjunction with the blazer in winter only.		Wearing expensive jewellery is discouraged. Any jewellery that hangs in a manner that may be a safety concern e.g. bangles, chains and large hanging earrings are not permitted.
		Makeup
		Makeup is discouraged and if worn, should be discrete in its application
PE/Sports Uniform		Nail Polish
The sports uniform in unisex. Polo shirt, sports shirt, tracksuit and joggers. All items available at the uniform shop.		Nail polish is to be clear or pale pink. Acrylic nails are not to be worn due to safety concerns

JEHS Uniform Shop Hours	
Monday	8:00am to 11:00am
Tuesday and Thursday	1:00pm to 4:00pm
Daylight Schoolwear ph. 02 4648 1066	

Medication and Allergies

Students who suffer from Anaphylaxis need to supply 2 EpiPens. One to be kept in the student's school bag and one to be kept in the school office along with a coloured action plan that has been provided by a Doctor.

Change of Address

If you change your address, you must inform the school of the change within 7 days. This is a student visa condition. You can use the **Under 18 Request to Change Welfare Arrangements** form in the Forms section at the end of this booklet.

Policies and procedures on absences, lateness or leave requests

I'm late

Go to the Administration Office in E Block, with a note from your parent explaining your late arrival, if possible. A record of partial attendance will be made to the class roll. The office staff will give you a late pass to be admitted to class. If you are continually late, the office staff will refer you to the Deputy Principal.

I have to leave early:

Bring a note from your parent/guardian and hand it to the office staff BEFORE the first bell. You will be issued with an early leaver's pass which you will show to your class teacher at the time you are due to leave the school. You will come to the front office to be signed out by a parent/guardian.

I can't wear my uniform:

Uniform is compulsory. If you are unable to wear an item of uniform, you will require a note from your parent explaining the reason and you must see the Deputy Principal for a temporary uniform exemption pass before roll call.

I missed the bus home:

At the end of the school day, it is essential that applicable students move quickly to the bus bay. If you miss the bus, report immediately to the teacher on bus duty. If you are unable to locate a teacher, do not make your own way home. Report to the office, the Deputy Principal or the Principal. They will make alternative arrangements for you.

I feel sick:

Speak to your teacher and request a note to attend Sick Bay. Take the note to the Administration Office. A note is not required during recess, lunch or before school. Never go straight home and do not phone or message your parents.

I forgot my excursion note:

If you have forgotten your excursion note go to the Administration Office and speak to the office staff, it is important to remember that all excursions have a date by which the permission note MUST be returned.

I forgot my lunch money:

If you have forgotten your lunch money, speak to the office staff.

I lost something:

Search for the item, by retracing your steps. Report the lost item to the office staff. Check lost property in the Administration Office periodically. Do not bring valuable or treasured personal possessions to school. Mobile phones, iPods, etc are not allowed at school. Never leave valuables in your bag.

My class teacher has not arrived:

Wait quietly in line outside your classroom and send one responsible person to alert the office or Deputy Principal.

I have trouble with another student:

Report the problem to your class teacher, teacher on playground duty or the Year Adviser.

I feel overloaded with homework:

Talk to your teachers or Year Adviser.

I have been absent from school:

Your parent/guardian will receive an SMS message advising them of your absence. They can reply directly to the SMS message advising a reason for your absence, or a note signed by your parent/guardian must be given to your roll class teacher as soon as you return to school. You will be given a booklet of absence notes which may be used for this purpose. Ask your parent to contact the school if your absence is likely to exceed two school days.

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 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.

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.

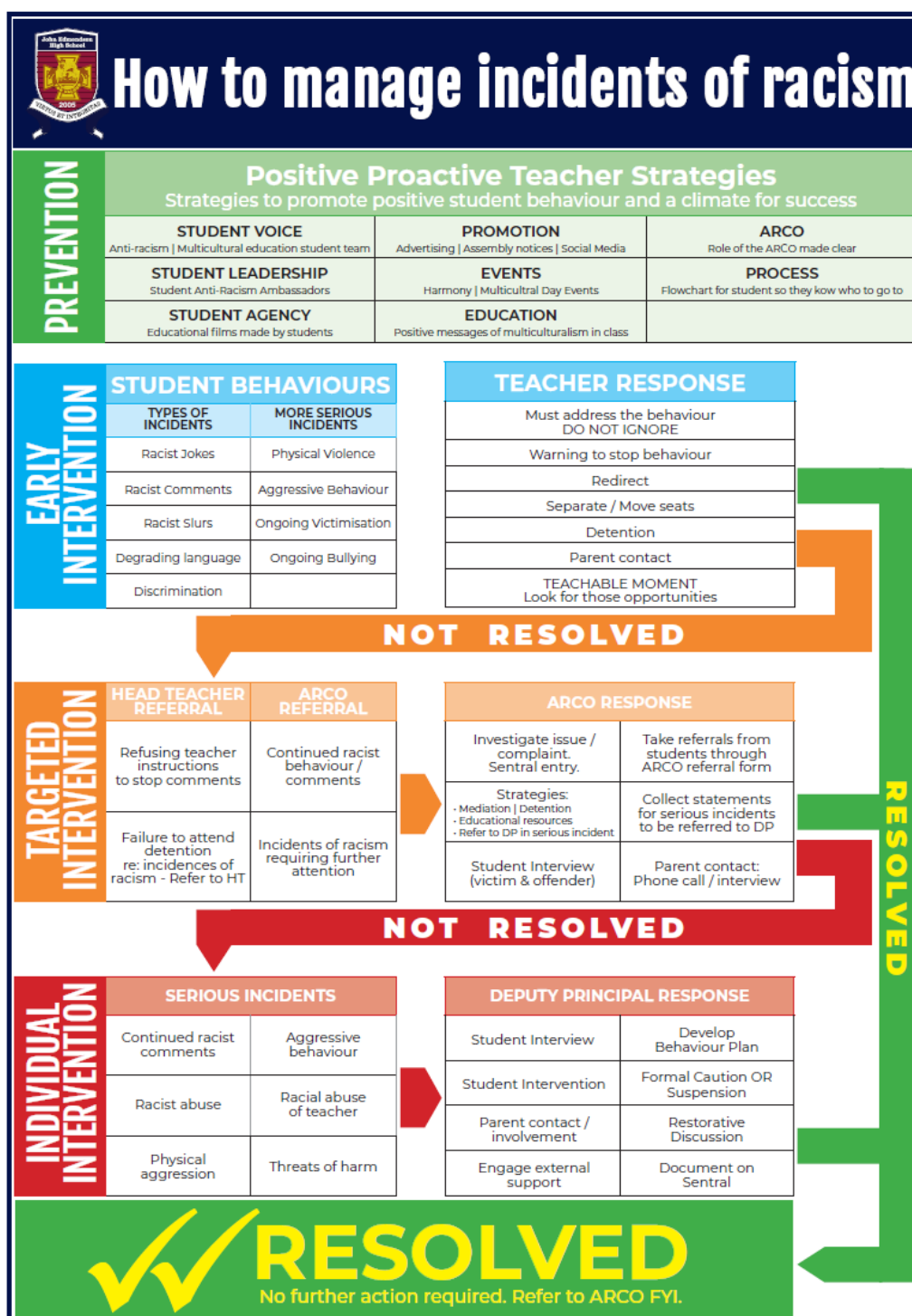
Policy on anti-bullying

Bullying behaviour has three key features. It involves intentional misuse of power in a relationship. It is ongoing and repeated, and it involves behaviours that can cause harm. The NSW Department of Education requires all NSW public schools to have an Anti-bullying Plan which details the strategies implemented to reduce student bullying behaviours.

Our school rejects all forms of bullying behaviours, including online (or cyber) bullying by maintaining a commitment to providing a safe, inclusive and respectful learning community that promotes student wellbeing. Executive staff are committed to establishing evidence-based approaches and strategies that promote a positive climate where bullying is less likely to occur.

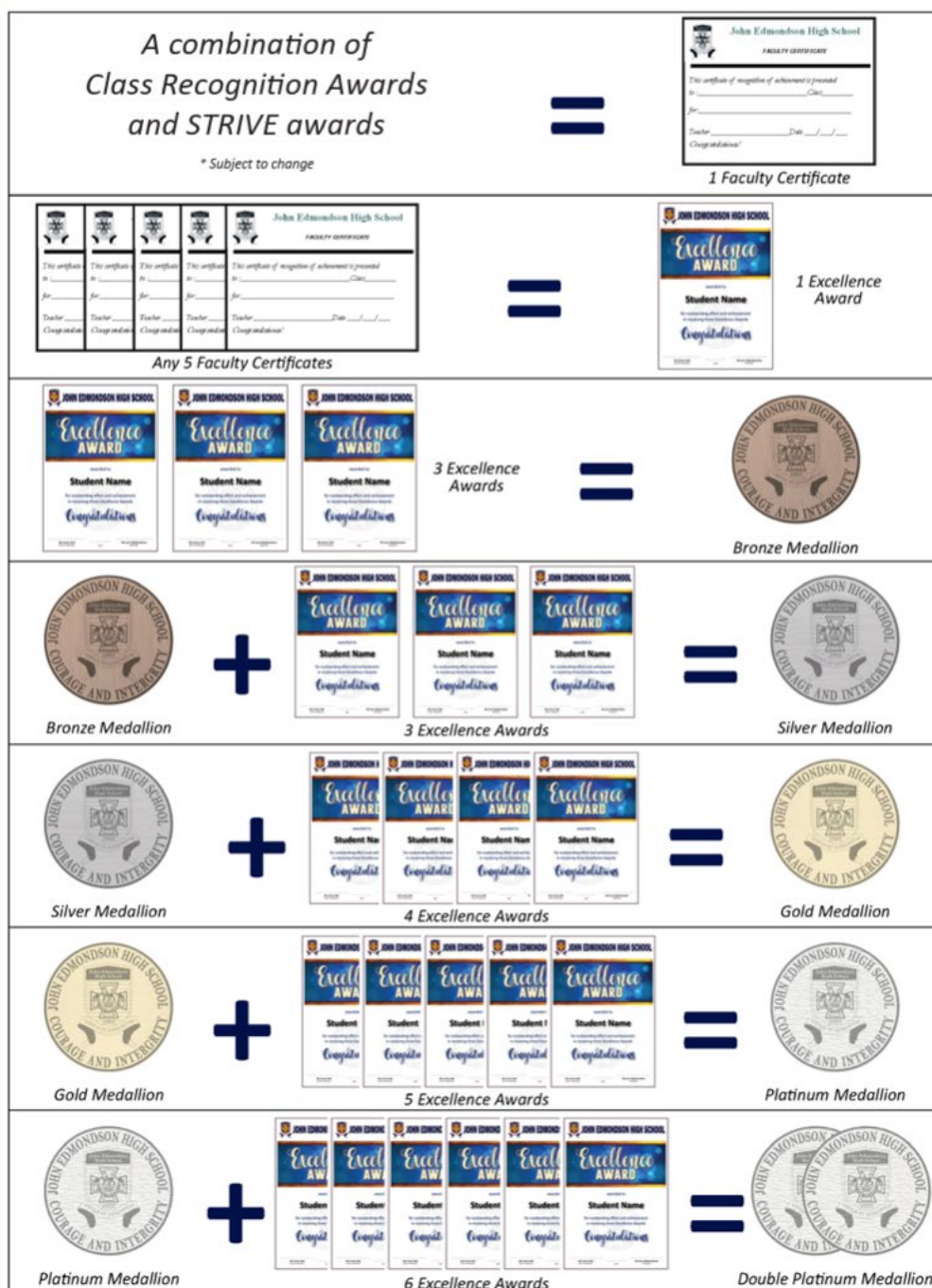
Our detailed anti bullying plan can be found [here](https://jedmondson-h.schools.nsw.gov.au/content/dam/doe/sws/schools/j/jedmondson-h/pdfs/2025/general/behaviour_support.pdf)

https://jedmondson-h.schools.nsw.gov.au/content/dam/doe/sws/schools/j/jedmondson-h/pdfs/2025/general/behaviour_support.pdf



JEHS AWARD SYSTEM

The JEHS awards system starts with classroom merit awards that students accumulate to achieve recognition throughout their time at school. By the time students reach Year 12, a majority have achieved Gold recognition, with many having achieved Platinum and Double Platinum recognition.



At John Edmondson High School we **STRIVE** to be **S**afe, **T**rustworthy, **R**espectful and responsible. We show **I**ntegrity, **V**alue ourselves and others. We are **E**ngaged and prepared learners.

STRIVE

John Edmondson
WE ARE SAFE

WE ARE TRUSTWORTHY

WE ARE RESPECTFUL

WE SHOW INTEGRITY

WE VALUE LEARNING

WE ARE ENGAGED

7. School Curriculum

The John Edmondson High School curriculum subjects are spread across a fortnightly timetable (Week A and Week B). Classes are broadly graded according to the learning needs of our students. [Learning At Our School](#)

Our Learning Guides provide detailed information about courses of study and assessment requirements including Assessment Policy. These Learning Guides can be found on our school website

YEARS 7-10: <https://jedmondson-h.schools.nsw.gov.au/assessment/years-7--10.html>

Preliminary: <https://jedmondson-h.schools.nsw.gov.au/assessment/preliminary.html>

HSC: <https://jedmondson-h.schools.nsw.gov.au/assessment/hsc.html>

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

Participation in extra-curricular activities is linked to positive academic outcomes, such as students' grades and educational aspirations, improved attendance, pro-social behaviours and more positive development generally.

Activity	Coordinator
After School Drama Group	Ms Day
Art Club	Ms Hayward
Chess Club	Mr Cheung
Concert Band	Mr Campbell
Debating	Mr Ballesta
Lunch time sports	PDHPE
Public Speaking	Ms Coluccio
SLAM Poetry Competition	TBA
SRC/Leadership	Mr Imer
Table Tennis	Mr Patterson
Technology Club	TBA
Writer's Club	Mr Chand
Writing Competition	Ms Nguyen

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 stations are **Green Valley Police Station & Liverpool Police Station**

Address:	195 Wilson Road Green Valley	148 George Street Liverpool
Phone:	+61 2 9607 1799	+61 2 9765 9499



The nearest medical centre is **Carnes Hill Medical Centre**

Address:	60 Kurrajong Rd Carnes Hill
Phone:	+61 2 9607 2220



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

Address:	75 Elizabeth St Liverpool NSW
Phone:	+61 2 8738 3000

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?

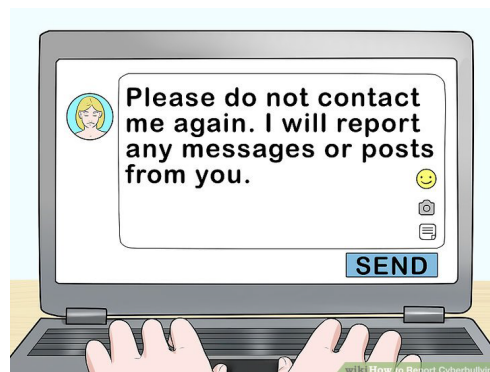
You must let your school know of **any change of your address and contact details as soon as possible, no later than 7 days.**

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

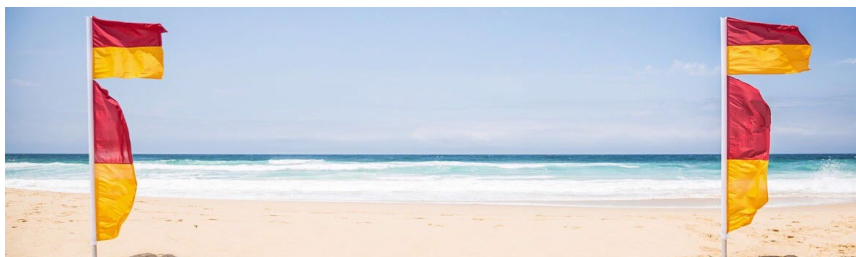
The **Emergency Plus app** is a national emergency app that you can use to get help as soon as possible in an emergency situation.

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>

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 K Tran has an Office in the school library
- **School Counsellor** Ms S Skepper has an Office the school library

3. If you are concerned for your safety, and you feel you need to speak to someone for support, or for information on any support services that you can use:

- **Kids Helpline** is a free, private and confidential 24/7 phone line and online counselling service for young people. Call **1800 55 1800** or email counsellor@kidshelpline.com.au or visit www.kidshelpline.com.au for more information.
- **Bullying. No Way!** provides information and helpful ideas about bullying: <https://bullyingnoway.gov.au/>
- **1800RESPECT** is a confidential information, counselling and support service for sexual assault victims and domestic violence. Call 1800 737 732 (24 hours) or visit their website at www.1800respect.org.au Ask for an interpreter if you wish to speak in your own language that is not English.



11. You and the Law

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

For example:

- it is illegal to 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

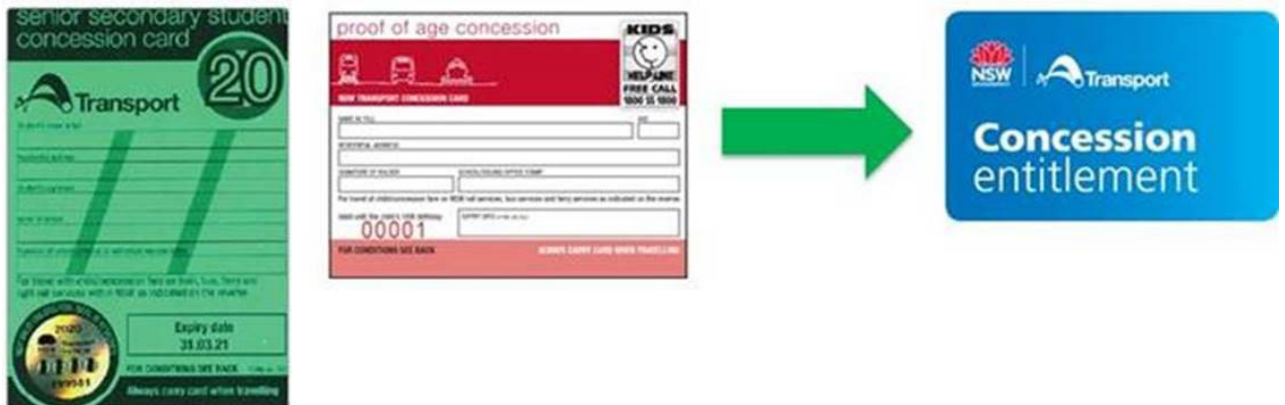


Always ask for a payslip to keep track of your hourly rate, penalty rates, superannuation contributions and tax details, especially if you are getting paid with cash in hand. This is a mandatory requirement for an employer in Australia.

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: / /

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: / /

ADDITIONAL EMERGENCY CONTACT

Full name: Home/Mobile:

Full name: Home/Mobile:

(MUST BE SIGNED BY STUDENT)

Student's signature: Date: / /

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.

NSW Government Schools

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deinternational.nsw.edu.au