



INTERNATIONAL STUDENTS ORIENTATION HANDBOOK

SECONDARY SCHOOL



**BLACKTOWN GIRLS
HIGH SCHOOL**

A Partially Selective Girls High School



2025



NSW GOVERNMENT SCHOOLS



School Contacts

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

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Welcome to Blacktown Girls High





1.0 ABOUT THE SCHOOL

1.1 Principal's Welcome

Welcome to Blacktown Girls High School

We are very proud of our school and particularly proud of the achievements of our students. At Blacktown Girls High School, we are committed to the principles of Quality Teaching and Learning. We provide a challenging and stimulating learning environment and our support structures are specifically designed to produce positive learning outcomes. Blacktown Girls High is committed to developing young women who are independent, resilient and inherently motivated learners.

Technology based learning is flourishing and our performing arts programs become stronger each year. Our students are empowered to successfully engage in a complex, competitive, information-based and technology-rich society. This includes the development of relevant skills in literacy, numeracy, information technology and an appreciation of the arts, taught in an inclusive environment that embraces diversity and contributing to community. Each year Blacktown Girls High School offers a wide range of extracurricular activities such as robotics, public speaking, choir, drumming, student leadership, sports and school service programs. This provides a rich environment for students to make a difference. The school also offers a Selective Stream, as well as a Talented class in each year. Additional support is also available for students experiencing difficulty in particular areas. Overall, our commitment is to provide the very best education which encourages and broadens ambitions through a diversity of interesting, challenging and fulfilling choices. Students and staff continue to work together to ensure positive outcomes for all students. Blacktown Girls High School is 'The School that Makes a Difference'

Welcome to our school



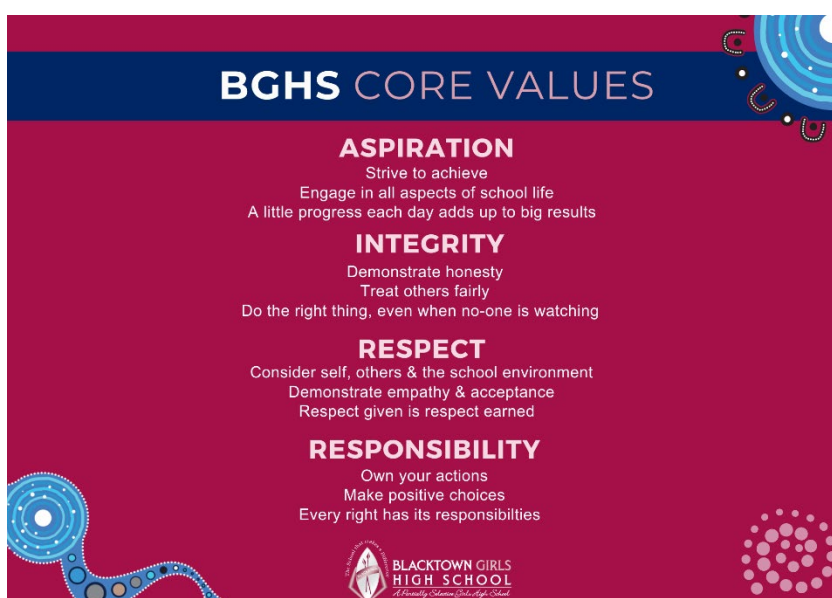
Mrs Trimmis



1.2 School Profile

Blacktown Girls High School is a comprehensive secondary school located in the western suburbs of Sydney. The focus of the school is on girls' education. The school has a deserved reputation for its learning and support programs catering for the educational and social aspirations of young women. The school is similarly recognised for its innovation in teaching and the fact that school organisation is driven by educational goals.

Blacktown Girls High School prides itself on "making a difference" in the lives of its students. We believe that each girl can learn and achieve and our commitment to them is to provide a high quality education. We develop young women who can deal confidently with change and who will carry with them through life the ability to learn and to achieve personal success.





1.3 School Directory



Ms Sagote
International Student Coordinator (ISC)
and HT Wellbeing

Ms Sagote 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 Wellbeing Office or can be emailed at blacktowng-h.schools.nsw.edu.au.



Mrs Van-Stolk
Deputy Principal
Years 8, 10, 12



Ms Hunter
Deputy Principal
Years 7, 9, 11



Mrs Emanuel
Rolls Office

Mrs Emanuel 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.

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	Ms Moller / Mr Conway
Year 8	Ms Malzard / Mr Trieu
Year 9	Ms Smith / Ms McCarthy
Year 10	Ms Behn / Mr Shortus
Year 11	Ms Hickey / Ms Thom
Year 12	Ms Prabahar

HT Administration	Ms Ransom
Aboriginal ED	Ms Van-Stolk / Ms Lee
Creative And Performing Arts (CAPA)	Ms Vilcins
English / Languages	Ms Fitzgerald
HSIE	Ms Sullivan
International Students	Ms Sagote
Mathematics	Ms Whittaker
Personal Development, Health & Physical Education (PD/HEALTH/PE)	Ms Vaux / Ms Pilotto
Science	Ms Makkar
Technology and Applied Science (TAS)	Ms Kaur
Teaching & Learning	Ms Biasetto / Ms Sulliman
HT Secondary Studies	Ms Larrea



2025 PREFECT LEADERSHIP TEAM ARE:



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STUDENT LEADERSHIP GROUP 2024/2025



School Captain
LIKHITA CHIKMATH



Vice Captain
ESRA DEMIRKAN



Senior Prefect
**EMPRESS CATHERINE
FAYE OCHOTORENA**



Senior Prefect
GARVIKA GARG



Prefect
RUDRAPRIYA BALAJI



Prefect
ASHNA DHIMAN



Prefect
BROOKE JONES



Prefect
**SHENELLE
LOKUBALASURIYA**



Prefect
SABIRA RAJAB ALI



Prefect
ANUSHKA SHELADIA



Prefect
EIRENA THOMAS



Prefect
ALYSHA USMAN



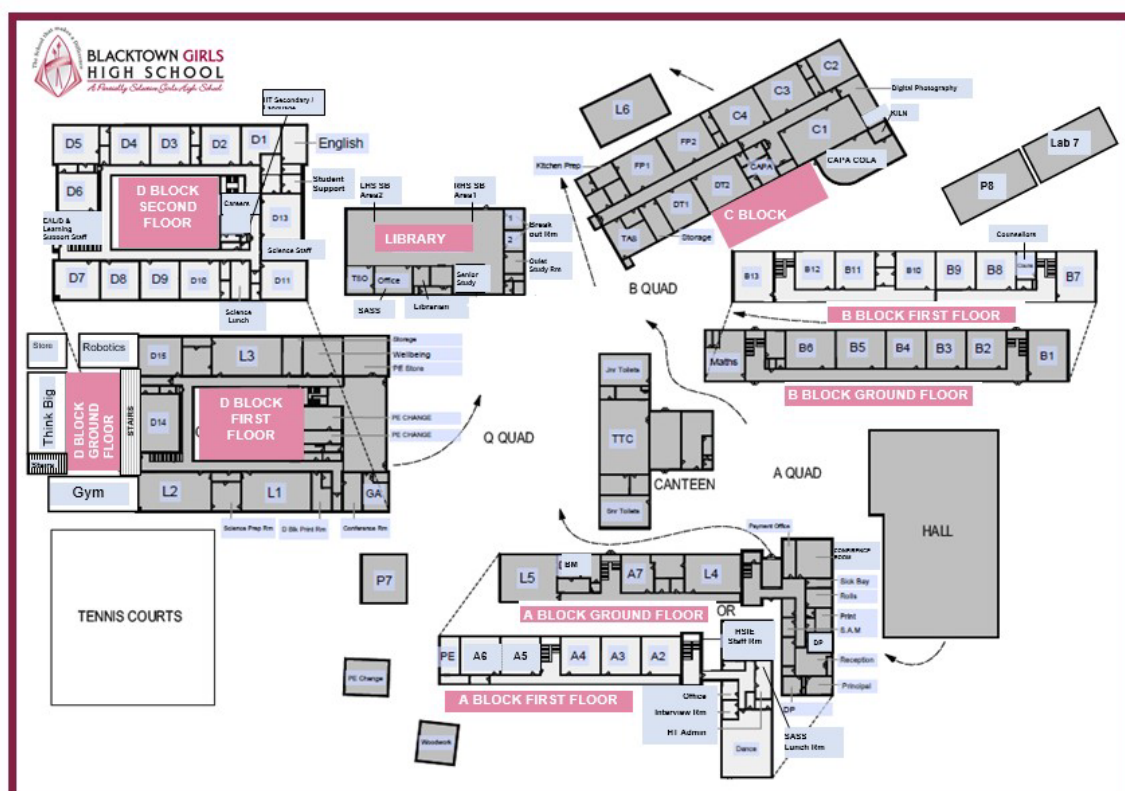
Prefect
HIYA VIRANI



Prefect
JUSTICE YEBOAH



1.4 School Map and Facilities



You can use the computers in the Library before school, at Recess, and Lunch. Help with accessing computers and the network is available from our TSO in the library.

First Aid is available from Reception in the Front Office.

The Counsellor's room is upstairs in B block, students can make an appointment or ask their year adviser for assistance in organizing this.

Blacktown Girls High School is a short walk from both Blacktown Station and the T-Way on Sunnyholt Road. Buses and trains run regularly, please see the Transport office in A Block for more information.



1.5 Support Services

1.5.1 Counselling

The Attendance roll is marked electronically at the start of every period on Sentral. The official roll call for the day is Period 1.

Ms Muscat is the School Counsellor and she is located in B 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

To make an appointment with the School Counsellor, take a slip from the door of the school counsellor's office, fill it out and return it. The Counsellor will send a message to you advising you of your appointment.

1.5.2 EAL/D Support

You can locate the EAL/D teaching staff in the EAL/D staffroom, located in D Block. They can provide you with assistance or direct you to where you can access additional support.

1.5.3 Year Advisers

Your year advisor can assist you in many day to day matters, they can also direct you to other staff members who are better able to assist you depending on your specific concerns.

1.5.4 Subject Head Teacher

The Blacktown Girls High School values are the foundation our shared behaviour expectations, classroom management and wellbeing. Subject Head Teachers can assist you with any questions you may have regarding the specific subject or concerns in the classroom.



1.5.5 Wellbeing Head Teacher

The Blacktown Girls High School values are the foundation our shared behaviour expectations, classroom management and wellbeing.

Wellbeing Head Teacher is located in the Wellbeing Office in D Block. They can provide you with additional assistance regarding food and health.

1.5.6 Career Adviser

The Blacktown Girls High School values are the foundation our shared behaviour expectations, classroom management and wellbeing.

Career's Adviser is located in the Career's Office in D Block. They can answer questions regarding future pathways and subject selections for senior years.

1.5.7 Homework Centre

The Blacktown Girls High School values are the foundation our shared behaviour expectations, classroom management and wellbeing.

Homework Centre runs Monday and Tuesday afternoons in the Library from 2:30pm to 4:00pm. Here you may seek assistance from teachers regarding homework, assessments and utilise facilities available.

1.5.8 International Student Coordinator

The Blacktown Girls High School values are the foundation our shared behaviour expectations, classroom management and wellbeing.

Ms Sagote 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 Wellbeing Office or can be emailed at blacktowng-h.schools.nsw.edu.au.



1.6 Rules and Policies

1.6.1 Bell Times

Bell Times

Blacktown Girls High

Monday, Tuesday, Thursday, Friday

(Music starts at 8.18am)

Roll Call / Assembly	8.20 - 8.30	10 mins
Period 1	8.30 - 9.30	60 mins
Period 2	9.30 - 10.30	60 mins
Recess	10.30 - 11.00	30 mins
Period 3	11.00 - 12.00	60 mins
Period 4	12.00 - 1.00	60 mins
Lunch	1.00 - 1.30	30 mins
Period 5	1.30 - 2.30	60 mins

Wednesday

(Music starts at 8.18am)

Roll Call	8.20 - 8.30	10 mins
Period 1	8.30 - 9.30	60 mins
Period 2	9.30 - 10.30	60 mins
Recess	10.30 - 11.00	30 mins
Period 3	11.00 - 12.00	60 mins
Period 4	12.00 - 1.00	60 mins

2025

1.6.2 Key Dates for School Year

2025		
Term One	Thursday 6 February	Friday 11 April
Term Two	Wednesday 30 April	Friday 4 July
Term Three	Tuesday 22 July	Friday 26 September
Term Four	Tuesday 14 October	Friday 19 December

1.6.3 Homework and Assessment Policy

Homework policies are set on a faculty by faculty basis, please talk to your teacher if you require more clarity.

The school follows NESA guidelines for assessments. If you are absent on the day an assessment is due you need to provide documentation. If you are sick you *must* get a medical certificate. When you return to school please collect a blue form your Deputy Principal's Office and fill it out. The appropriate head teacher will determine your case for exemption or extension on the basis of the information you provide. It is always best to speak to your teacher before the task is due if you are struggling or if you know you will be absent on the due date.

1.6.4 Uniform and Dress Code



Students and the Blacktown Girls High community take great pride in our school uniform. The appearance of our students have brought many praiseworthy comments locally and whenever our students have travelled for excursions.

The wearing of uniform encourages pride in the school and in oneself, helps the school community set standards and maintain good conduct and reduces to a minimum any undesirable distinctions between children because of clothing. The wearing of school uniform assists in the safe keeping of the students through ready identification and aids in the establishment of an appreciation that later in life for every vocation there is an appropriate standard of dress.

The Blacktown Girls High uniform was designed, and the Dress Code developed in partnership with students through the SRC, teachers and the school community. School Uniform matters are managed through a widely represented Uniform Committee and constructive suggestions from students and Parents/Carers/Carers are encouraged.

The school uniform and dress code are detailed on the school's webpage and clarified on regular occasions at school assemblies.

Should families experience difficulties in purchasing uniform items, please contact the school to discuss possible access to funding support or items available through the school's clothing pool.



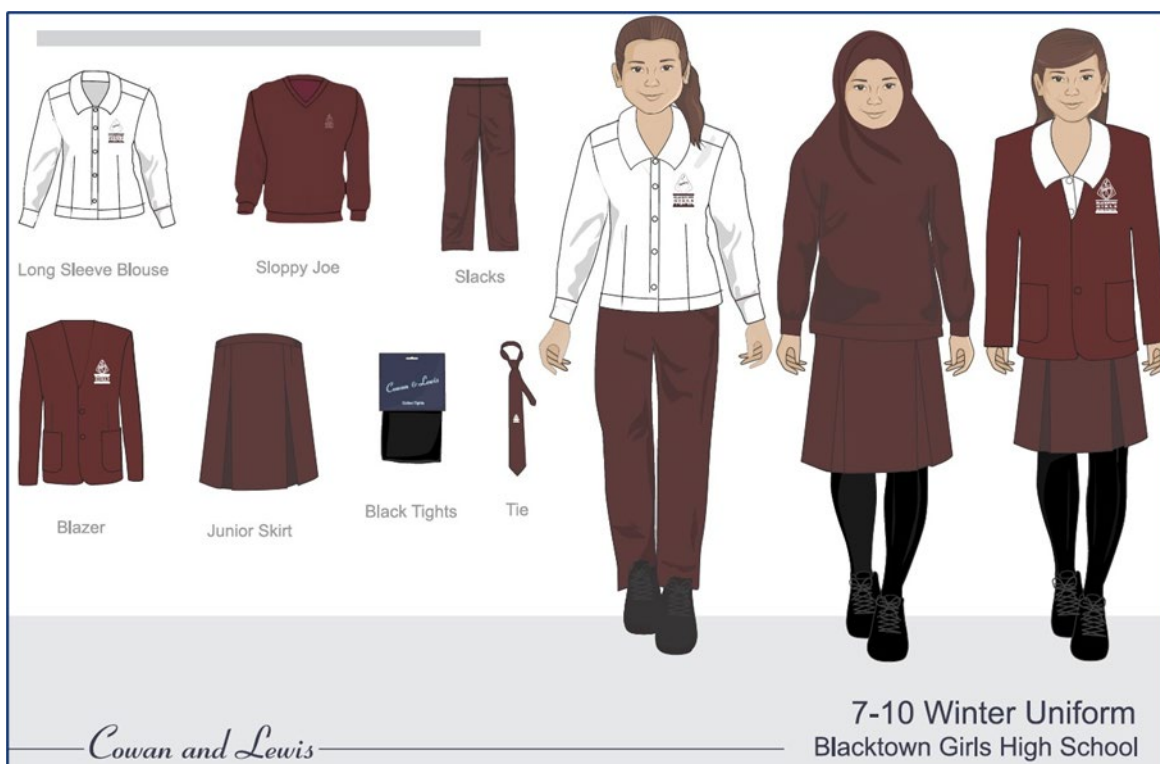
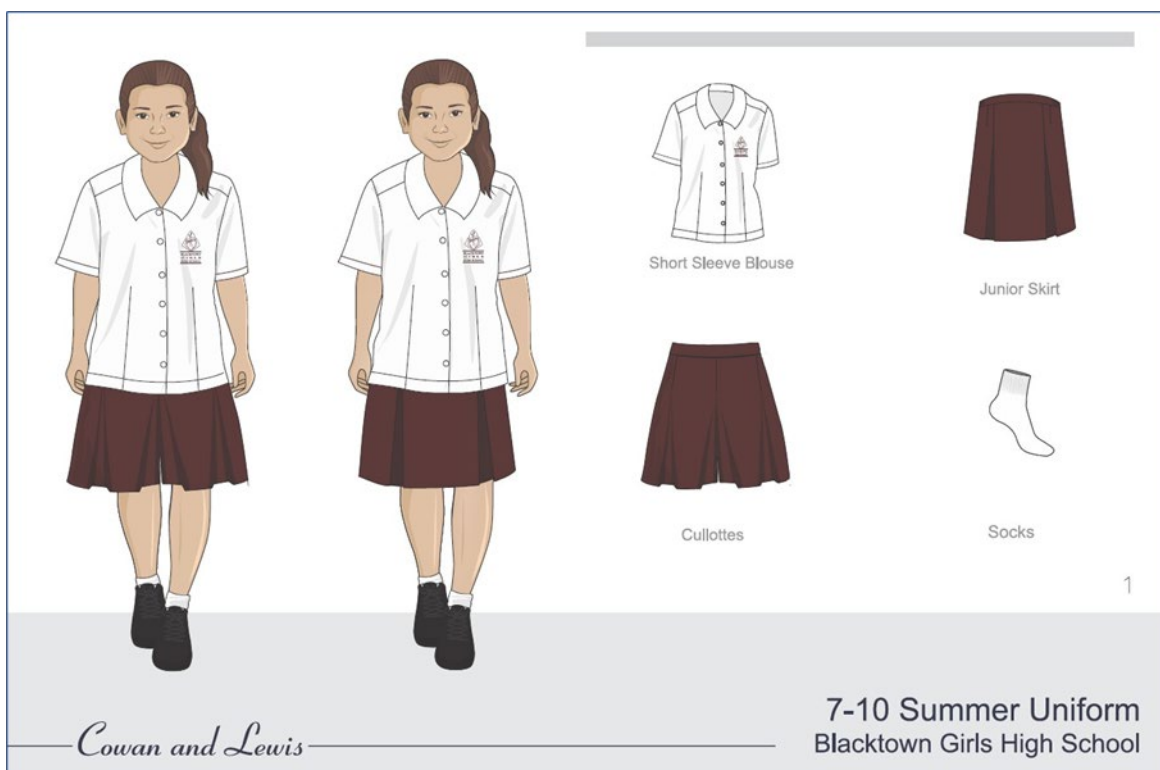
We look forward to your support in helping us monitor the safety of your student and to maintain the positive image of the school in the wider community. Thank you in anticipation of your cooperation with this important school policy.

NO ✗		YES ✓
	<p>The "Chemical Safety Act" requires students to wear covered / encased leather shoes in Science labs, TAS classrooms and Art classrooms.</p>	
	<p>High schools can be inspected by 'Work cover'.</p> <p>Ballet style shoes, Mary Jane shoes, joggers and non-leather upper shoes worn by many students do NOT meet the requirements of a "covered shoe".</p>	
	<p>Principals have been instructed that students MUST meet the requirements of the WHS and "Chemical Safety" Legislation.</p>	
	<p>Sports shoes may only be worn in PDHPE classes</p>	
	<p>To satisfy this legislation students cannot wear any of the shoes listed on the left side of this page. The top of the foot must be enclosed in a leather upper.</p>	
	<p>If purchasing shoes in the coming months, please ensure that only 'approved' shoes are purchased.</p> <p>Non-compliance will mean that your daughter may be excluded from practical lessons.</p>	

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Please consider the uniform rules when purchasing any items of clothing.





Short Sleeve Blouse

Senior Skirt

Socks

4

Cowan and Lewis

11-12 Summer Uniform
Blacktown Girls High School

Long Sleeve Blouse

Tie

Navy Slacks

Black Tights

Senior Sloppy Joe

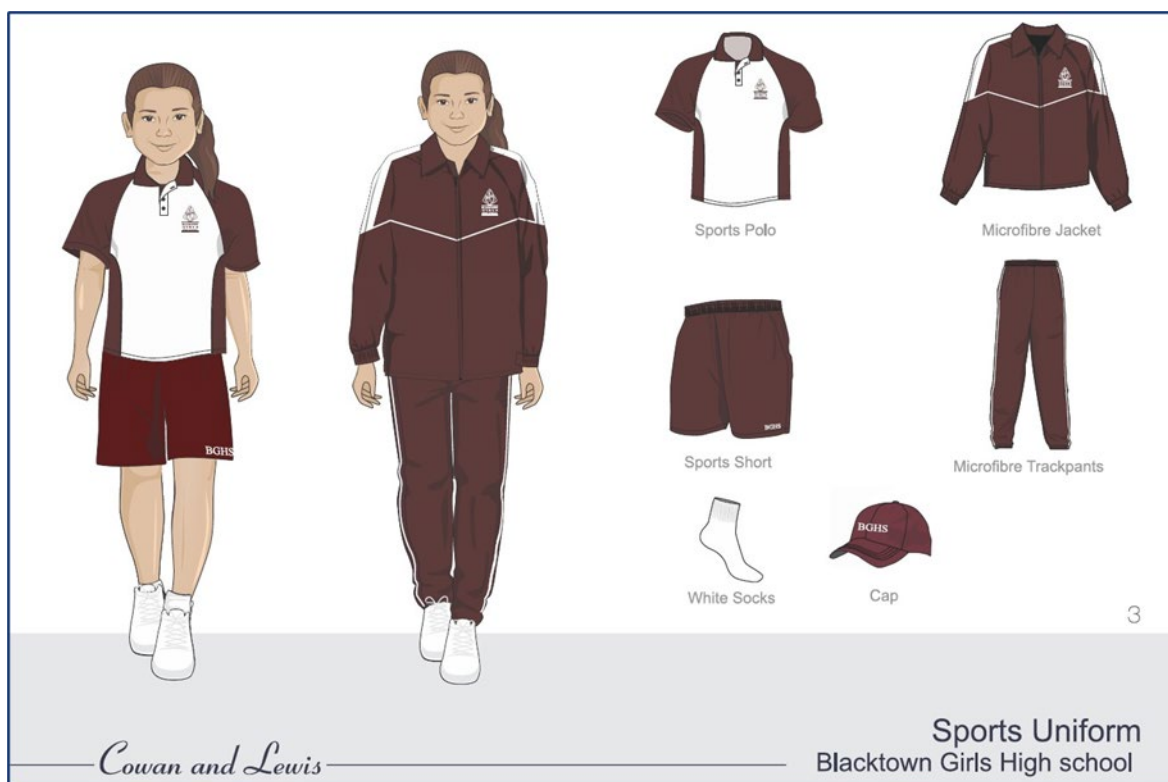
Blazer

Senior Skirt

5

Cowan and Lewis

11-12 Summer Uniform
Blacktown Girls High School





Uniform Shop Details



Uniform Shop

Our uniform shop does not operate within the school grounds.

To increase convenience for our school community our uniform supplier Cowan & Lewis have opened a retail store in Blacktown.

Location:

156 Main Street, Blacktown
02 9672 3003

Operating Hours:

Monday - Friday 8.00am to 4.30pm
Saturday 9.00am to 12 midday

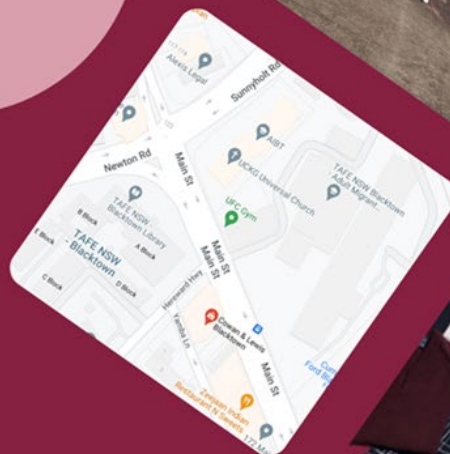
Additional Facilities

- In person fittings
- Ordering & Payment Online
- Home delivery

SCAN ME



to shop online





1.6.5 Policies and Procedures on Absences, Lateness or Leave Requests

Attendance

The Attendance roll is marked electronically at the start of every period. The official roll call for the day is Period 1.

Arriving Late

If students arrive late they are expected to present a note detailing why they are late. From 8.30am students are considered late and must sign on at the Rolls office. An SMS with the time of arrival will be sent to the parent /caregiver.

Absences

Students should only be absent from school if they are sick or there is a family emergency. Absences are to be explained via SMS replay or a note signed by a parent/carer returned to the Rolls Office.

All lates and whole day absences are considered unexplained unless their parent/caregiver either responds to the SMS message they will receive or sends a note the following day.

Students who are away frequently or who do not explain their absences may be referred to the Home School Liaison Officer (HSLO).

If their absence is going to be of three days or more, they are to ask their parent or guardian to ring the school. They will still need to bring in a note when they return to school. Where possible, absences of 3 days or more should be accompanied by a medical certificate. For students who take holidays during the school term, if applicable, an "Application for extended leave" form is required plus copies of flight/cruise details prior to departure. This extended leave is approved by the Principal.

Early Leave Pass

Early Leave Passes are given to students who need to leave school early for an appointment or unavoidable emergency. To obtain an Early Leave Pass students must:

1. bring a note from their Parents/Carers/Carers requesting that they leave early
2. parent/carer must phone and confirm students details and departure time

When it is time for them to leave, they must sign out at the Rolls Office and collect their pass from the Rolls Office Assistant.



Attendance requirements for student visa holders

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

What if my attendance falls below 80%

- A **warning letter** will be sent to you, your Parents/Carers/Carers and your carer in Australia.
- You will have to attend an interview and explain why you have been away.
- If you have any supporting documentation such as **medical certificates**, present them as evidence.
- Your attendance will continue to be closely monitored. If your attendance does not improve, you will be sent a **second and final warning letter**.

What if my attendance falls below 70%?

- An **Intention to Report** letter will be sent to you, your Parents/Carers/Carers and your carer in Australia. This letter tells you the school's intention to report your low attendance to Immigration because you have breached your student visa condition.
- You will be given 20 school days to **appeal** to the Principal and explain why the school should not report you to Immigration.
- 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 Immigration and they may decide to cancel your visa.

1.6.6 Mobile Phone Policy

Blacktown Girls High School supports the restrictions of mobile phones in accordance with the NSW Department of Education: Students' Use of Mobile Phones in Schools policy (<https://education.nsw.gov.au/policy-management-schools/student-use-of-mobile-phones>).

Restricting mobile phone use at school aims to increase focus in classrooms, remove distractions and promote positive social interaction, while reducing the potential for online bullying.

Blacktown Girls High School will be implementing 'Away for the Day'. All mobile phones are required to be turned off and placed in a locked pouch for students in Year 7-12 for the full school day, including recess and lunch. This will mean that students will have the responsibility to turn off their phone and store it safely in their school bag for the duration of the school day.



This is an approved NSW Department of Education option and will limit unnecessary distractions and complement our ongoing approach to ensure every student maximises their learning and social growth in a safe and supportive environment.

Please refer to the Blacktown Girls High School Mobile Phone Policy and Procedure for full detail via our Online Virtual Orientation or Sentral Parent Portal platform.



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Away for the Day



Gate to Gate

As students enter the school grounds they place their phone into their assigned mobile phone pouch, secure and store in their bag and/or locker.

On leaving school, students unlock their phone via a docking station.

This includes school activities such as camps and excursions.

what happens

LEVEL 0	Compliance
LEVEL 1	Student asked to return phone to their bag
LEVEL 2	Student sent to DP for phone to be confiscated.
LEVEL 3	Phone to be confiscated by DP awaiting Parent/Carer collection.
LEVEL 4	Further disciplinary action.

why?

- Increase student engagement
- Improve student learning
- Increase social interaction
- Decrease distractions



1.6.7 Policy on Misbehaviour, Suspension and Expulsion

Our Behaviour Management System at Blacktown Girls High School is based upon the NSW Department of Education Behaviour Code for Students.

The Code can be found here:

<https://education.nsw.gov.au/content/dam/main-education/policy-library/associateddocuments/behaviourcode.pdf>

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

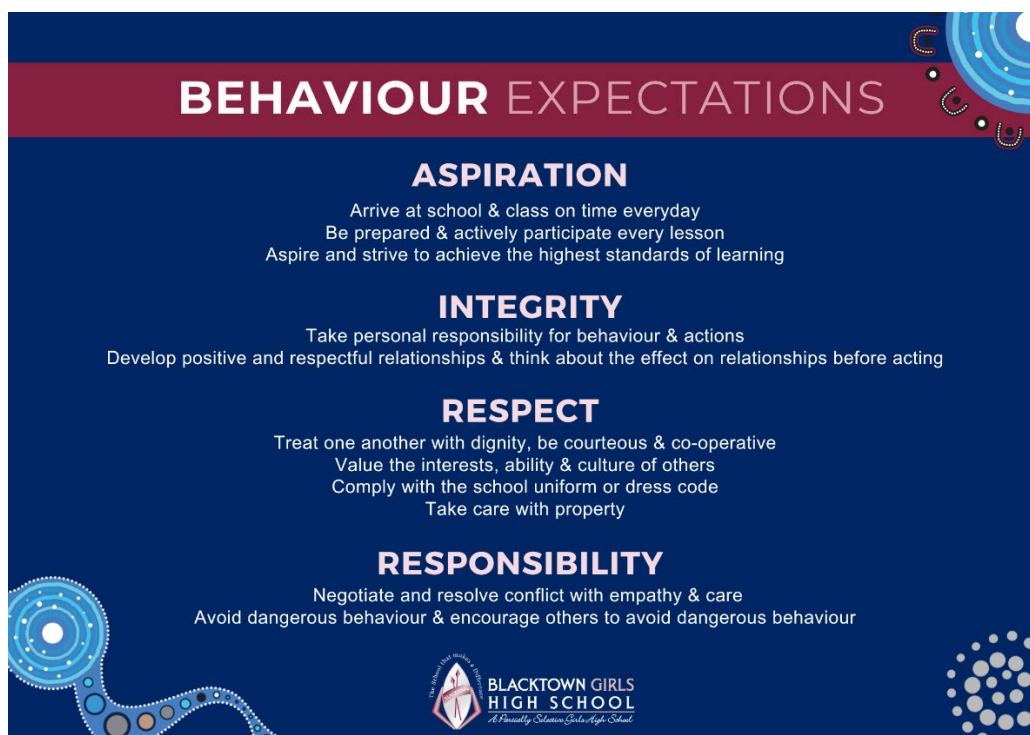
Safety

- 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.



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 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.

1.6.8 Policy on anti-bullying

At Blacktown Girls High School we take a strong stance against all forms of bullying. All bullying will be dealt with through the school behaviour plan, and we also have a student lead programme - Yellow Ribbon that aims to target bullying in the playground. Yellow ribbon members can be identified by their yellow ribbon badge.

If you are being bullied please approach your year advisor, or any teacher, and ask for help.



1.6.9 Merit System

The recognition of positive effort, achievement and pro social behaviour will enable staff and students to express their gratitude for members of the school community who demonstrate behaviour that is consistent with our school values. This will lead to enhanced wellbeing and thus encourage positive behaviour of members of the school community.

Affirming students' positive behaviour choices reinforces the learning process and builds a motivation momentum. Reinforcement is an essential feature of the learning process and students benefit from hearing that they made a good choice.

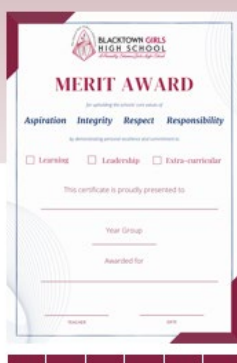
Therefore, at BGHS we have a school-wide student recognition system which has three methods of recognising our students' achievements:-

PINK SLIPS: are awarded to students 'caught being great', for positive, thoughtful actions that better the learning culture of the whole school community. The pink slip lucky dip prize draw is presented at the whole school assembly for weekly pink slip recipients to be a part of.

ATTENDANCE AWARDS: are awarded to students whose whole day attendance is at or above 95% weekly (random lucky dip) and targeted at the end of term and at the end of the year. In addition, a special recognition award & reward is presented to students for 100% attendance at the end of the year.

MERIT AWARDS: are awarded to students demonstrating **Learning & Extra-Curricular** achievement (including citizenship & volunteering) in the classroom or whole school setting. The merit awards are presented to the student on coloured card and recorded on Sentral. Both students and parents can view their awards via the student and parent portals. 4 Sentral merit awards = 1 Bronze Award

Sentral Merit Nomination System



Merit Award

4 nominations to receive
a Bronze



Bronze Award

4 nominations to receive
a Silver



Silver Award

2 nominations to receive
a Gold



Gold Award

Presented by the Principal
Presented at a Principal's
Morning Tea



1.7 School Curriculum

At Blacktown Girls High School we offer a wide range of elective subjects across all KLAs in stage 5 and a wide variety of both ATAR and non ATAR courses in stage 6. More information on this can be found in the relevant subject selection handbooks.

Information about 'N' warnings are also contained within these booklets.

Course progress requirements for student visa holders

There are additional course progress requirements for international students.

- If you fail to meet the NSW Education Standards Authority's (NESA) course progress requirements for at least 6 units (50%) of your all your subjects, an **Intention to Report** letter will be sent to you, your Parents/Carers/Carers and your carer in Australia. This letter tells you the school's intention to report your unsatisfactory course progress to Immigration because you have breached your student visa condition.
- You will be given 20 school days to **appeal** to the Principal and explain why the school should not report you to Immigration.
- If your appeal is unsuccessful, you will be 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 Immigration and they may decide to cancel your visa.

1.8 School Activities

Each year Blacktown Girls High School offers a wide range of extra-curricular activities such as robotics, the African drumming group, student leadership, sports and school service programs in addition to their normal classroom activities. This provides a rich environment for students to make a difference.

More information about these can be found on your year group notice board and Google Classroom page, by asking your year advisor, or by listening to the daily notices.



2.0 LIVING IN SYDNEY

2.1 Staying Safe

2.1.1 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 Blacktown LAC

Address: 9-11 Kildare Road
Blacktown NSW 2148
Phone: 02 9671 9199



The nearest medical centre is Kildare Road Medical

Address: 36 Kildare Rd
Blacktown NSW 2148
Phone: 02 8822 3000



The nearest hospital to school is: Blacktown Hospital

Address: 18 Blacktown Rd
Blacktown NSW 2148
Phone: 02 9881 8000



2.1.2 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) 83288499
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: Agnes Ong
Phone: (+612) 9264 4022
Mobile: 0420 530 112 (24 hours)
Email: sydney@globalexperience.com.au;
Website: www.globalexperience.com.au





2.1.3 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: 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 jewelry, 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.

2.1.4 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>**



2.1.5 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 ear phones 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 TransitTimes** 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.

2.1.6 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.

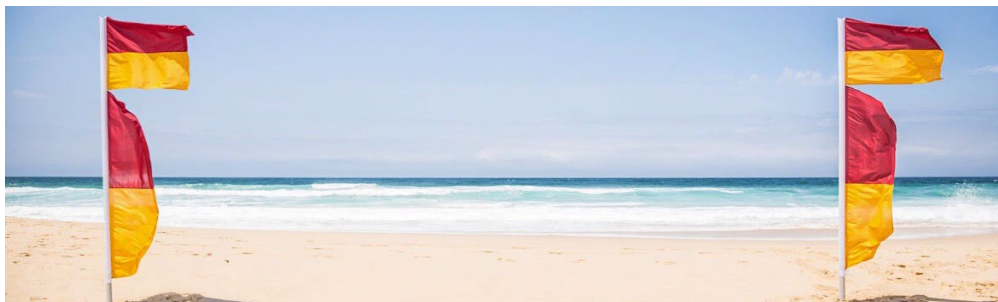
It tells you the exact location on the map and the GPS coordinates that you can read to the operator when you call the emergency service.





2.1.7 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

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

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



2.2 Reporting Incidents and Seeking Help

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

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

Police/Ambulance/Fire Brigade at 000

2. If you need help at school your:

- **International Student Coordinator Ms Sagote in the Wellbeing Office.**
- **School Counsellor Ms Muscat upstairs in B Block.**
- **Head Teacher Wellbeing Ms Sagote is downstairs in D Block on the right next to the PE storeroom.**

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

- **Kids Helpline** is a free, private and confidential 24/7 phone line and online counselling service for young people. Call **1800 55 1800** or email counsellor@kidshelpline.com.au or visit www.kidshelpline.com.au for more information.
- **Bullying. NoWay!** provides information and helpful ideas about bullying: <https://bullyingnoway.gov.au/>
- **1800RESPECT** is a confidential information, counselling and support service for sexual assault victims and domestic violence.

Call 1800 737 732 (24 hours) or visit their website at www.1800respect.org.au Ask for an interpreter if you wish to speak in your own language that is not English.





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

Visit the website www.lawstuff.org.au for information about laws relating to you.

2.3.1 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 is illegal***
- ***Seatbelts are compulsory for drivers and passengers in Australia.***
- ***Speeding and drink driving are dangerous and are against the law.***
- ***You could lose your licence or go to jail if you are caught speeding or drink driving.***



2.4 Taking A Part-Time Job and Your Work Rights

2.4.1 Allowable Work Hours

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

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

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

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

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

2.4.2 Tax File Number

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

You can apply for a TFN online at the Australian Taxation Office website at www.ato.gov.au.

2.4.3 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

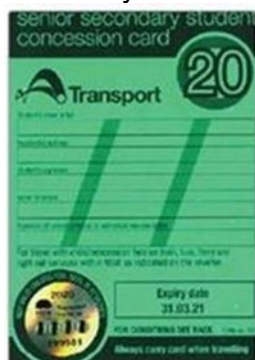
More information on employment in Australia is available on our website at www.homeaffairs.gov.au and on the website of the Department of Employment at www.dewr.gov.au.

! 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.

2.5 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.



2.6 Overseas Students Health Cover (OSHC)

You must have and maintain your Overseas Student Health Cover (OSHC) while you are in Australia. **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 **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.*

2.7 Accommodation

2.7.1 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 15 minutes to save water, especially during 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/Carers/Carers 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.

2.7.2 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.



3.0 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:

3.1 Attendance and Course Requirements

- You must **attend a minimum of 80%** of all scheduled classes. If you do not meet attendance requirements you may be reported to Immigration, unless there are compassionate or compelling circumstances (refer to Section 3.6).
- 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/Carers/Carers 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.

3.2 Accommodation and Welfare Arrangements

- All students must be picked up at the airport on arrival in Australia.
 - If you have requested a Homestay family be arranged, then a compulsory airport transfer will be arranged for you.
 - If a relative or close family friend has been approved as your carer then arrangements must be made for them to meet you at Sydney International Airport.
- If you are under 18 years, you must **maintain your approved accommodation, support and welfare arrangements**. If these arrangements are approved by the DE International, **you must not change those arrangements without prior written approval**. Requests to change the arrangements must be made in writing to DE International and signed by your Parents/Carers/Carers.
- 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 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.

3.3 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 Students Coordinator at your school.



- Travel during school holidays, other than returning to your home country, is only permitted if you are travelling with your carer, an approved relative or on an approved school excursion. Written permission from your Parents/Carers/Carers is required.
- If you want to transfer to another government school you must provide a written request to your school signed by your Parents/Carers/Carers.
- If you want to change provider you must provide a written request to your school signed by your Parents/Carers/Carers. For further information concerning visa regulations about change of provider, refer to the Department of Home Affairs website and the coordinator at your school.

3.4 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/Carers/Carers **must request 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).

3.5 Deferment of Course Commencement Date

Any request for a deferment must be submitted in writing and signed by your Parents/Carers/Carers 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.

3.6 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/Carers/Carers or grandParents/Carers/Carers (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.

3.7 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/Carers/Carers 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.

3.8 Complaints and Appeals

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

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

You must maintain your enrolment throughout any appeal process until the process has been completed.

3.9 Work

- Students attending an Intensive English Program are not permitted to work part time.
- To work part-time, DE International requires that you must have been enrolled for at least six months in your current school, have a satisfactory attendance record and provide your school with a letter of consent from your Parents/Carers/Carers before beginning part-time work.
- Any part-time work during school term must not interfere with your school studies and must not exceed 48 hours per fortnight during holiday periods. Please note that you should **not work more than 10 hours per week** during the school term as any more hours may impact on your learning.



4.0 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
- ☐ 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 Proof of Age Card/ **NSW Senior Secondary Student Concession Card**
- ☐ Learn how to use the public transport system, how to go to school from home
- ☐ Download a transport app on your smart phone to help you use the public transport system and look up timetables
- ☐ Get familiar with the area of your suburb such as the local shops, clinic, hospital and police station
- ☐ If you are staying with a homestay family, learn about the homestay rules and spend time to know your homestay family



5.0 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 extended leave for 5 days or more or travelling overseas.

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

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

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

4. Leave Requests Flowchart

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

DE INTERNATIONAL

UNDER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family NameStudent Given Names.....

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

Student's New Address

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

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

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

Please indicate if accommodation is:

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

Reason for changing address

Name, age and gender of people residing at this address

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

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

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

CARER CONTACT DETAILS

Given Name Family Name.....

Address

..... Postcode.....

Email Address.....

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

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

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work:Mobile:

Name: Home/Work:Mobile:

Student's Signature:

Parent's Signature:

DE INTERNATIONAL

OVER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family NameStudent Given Names.....

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

Student's New Address

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

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

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

Please indicate if accommodation is

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

Reason for changing address

Name, age and sex of people residing at this address

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

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

EMERGENCY CONTACT DETAILS

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

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

Address

.....Postcode.....

Email Address.....

Telephone: Home Mobile.....

Signature..... Date

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work:Mobile:

Name: Home/Work:Mobile:

(MUST BE SIGNED BY STUDENT)

Student Signature..... Date

DE INTERNATIONAL

LEAVE REQUEST

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

Please read and follow the instructions below carefully:

- Submit this leave form at least 4 weeks before the planned departure date to your school before you book any flight tickets.
- Travel during school holidays (other than returning to your home country) is only permitted if you are accompanied by a parent, guardian, homestay carer, close relative or on an approved school excursion.
- Leave during the school term can only be approved under compassionate/compelling reasons, and you must provide supporting documents as evidence.
- If your leave includes school days, you must submit a copy of your flight tickets after your leave is approved.

School: _____

Student no: _____ Date of application: / /

Student full name: _____

Student mobile number: _____

Student email: _____

Departure date: / / **Expected return date:** / /

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

Reason for leave request: _____

Parent's declaration (The student's parent must complete this section)

- I confirm that the above travel details are true and correct.
- I take full responsibility for my child's safety during the above leave. If the leave is taken during the school term, I am aware that this may affect my child's attendance and his/her ability to meet the attendance requirement as set by the student visa condition.
- It is my responsibility to inform the school or DE International of any change to my child's itinerary or travel details.

Parent signature: _____

Parent printed name: _____

Parent mobile number: _____

Parent email: _____

Please return this form to your school



Leave Requests Flow Chart

STEP 1

A 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

STEP 4

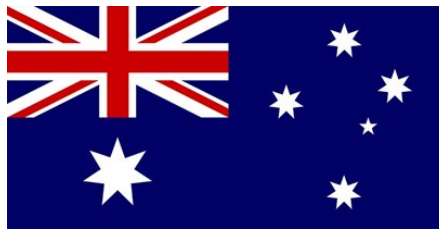
DE International assesses request

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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NSW Department of Education
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deinternational.nsw.edu.au