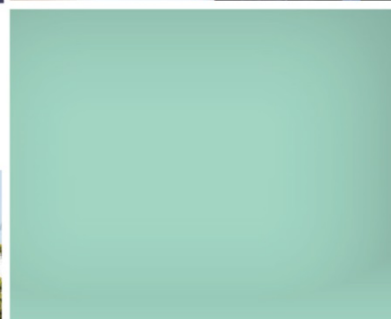




# INTERNATIONAL STUDENTS ORIENTATION HANDBOOK



NSW GOVERNMENT SCHOOLS

## **School Contacts**

**School name:** Toormina High School  
**Address:** Armstrong Drive  
Toormina, NSW, 2452  
**Telephone:** +61 2 66533077  
**Fax:** +61 2 66582310  
**Email:** [toormina-h.school@det.nsw.edu.au](mailto:toormina-h.school@det.nsw.edu.au)  
**Website:** [www.toormina-h.schools.nsw.edu.au](http://www.toormina-h.schools.nsw.edu.au)

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

# INTERNATIONAL STUDENTS ORIENTATION HANDBOOK

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# About the School

## 1. Principal's Message

Welcome to Toormina High School!

Our school is a comprehensive co-educational secondary school with a Learning Support Unit that provides high quality educational programs for all students in years 7 - 12. With a proud tradition of academic, sporting and performing arts excellence, we encourage all students to become actively involved in the academic and extra-curricular activities available.

Our school motto, 'Creating our Future', is the core vision of our teaching, preparing each student as future focused learners. We value the contribution that each student makes to our school, supporting their intellectual, social, physical and moral growth as we develop each student into responsible adults. To achieve this, we work in partnership with parents and carers, engaging strategies that challenge students to achieve excellent results.

We provide contextually appropriate learning opportunities beyond the classroom through a variety of excursions that immerse students into the world beyond the classroom. I strongly encourage each student to make a positive mark on our school by engaging in the opportunities available to them throughout their stay.

This information booklet offers parents, carers and students information that will support whilst at Toormina High School. On behalf of all the staff at Toormina High School, we look forward to working with you to create a successful and memorable experience at our school.

Regards

Mr Paul Humphrey

Principal



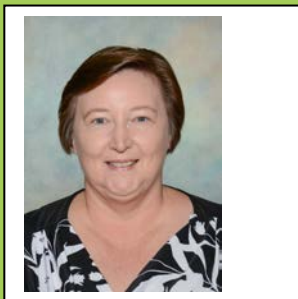
## 2. School Profile

At Toormina High School our goal is to build an ethical and effective community with trust and inclusion at its heart. We aim to prepare students for the future by providing a supportive learning community where students are encouraged to strive for excellence in scholarship, personal development and citizenship. At Toormina High School we recognise and nurture our future leaders so that they might be courageous, confident and inspiring. Our school is a place of partnerships where students, staff and our community can dare to dream and where together we are 'Creating Our Future'.



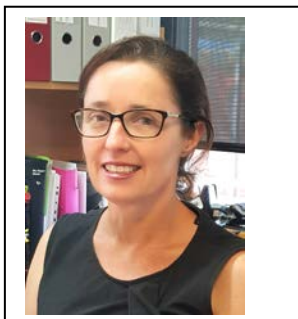
### 3. School Directory

#### School Staff

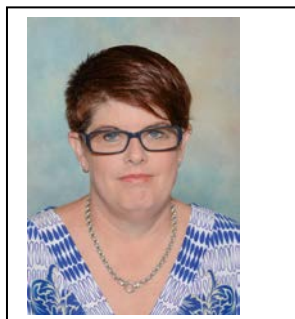


**Mrs Murray**  
***International Student Coordinator (ISC)***

Ms Murray 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 Administration Block.



**Mrs Elliot**  
***Deputy Principal***

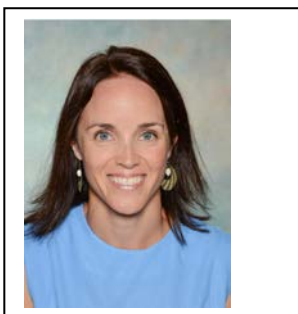


**Ms Jordan**  
***Deputy Principal***



**Ms Storok**  
***School Counsellor***

Ms Storok can speak to you if you have concerns, feel unhappy or are homesick. She is located in the Administration Block.



**Mrs Hill**  
***School Administration Officer***

Ms Hill 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.

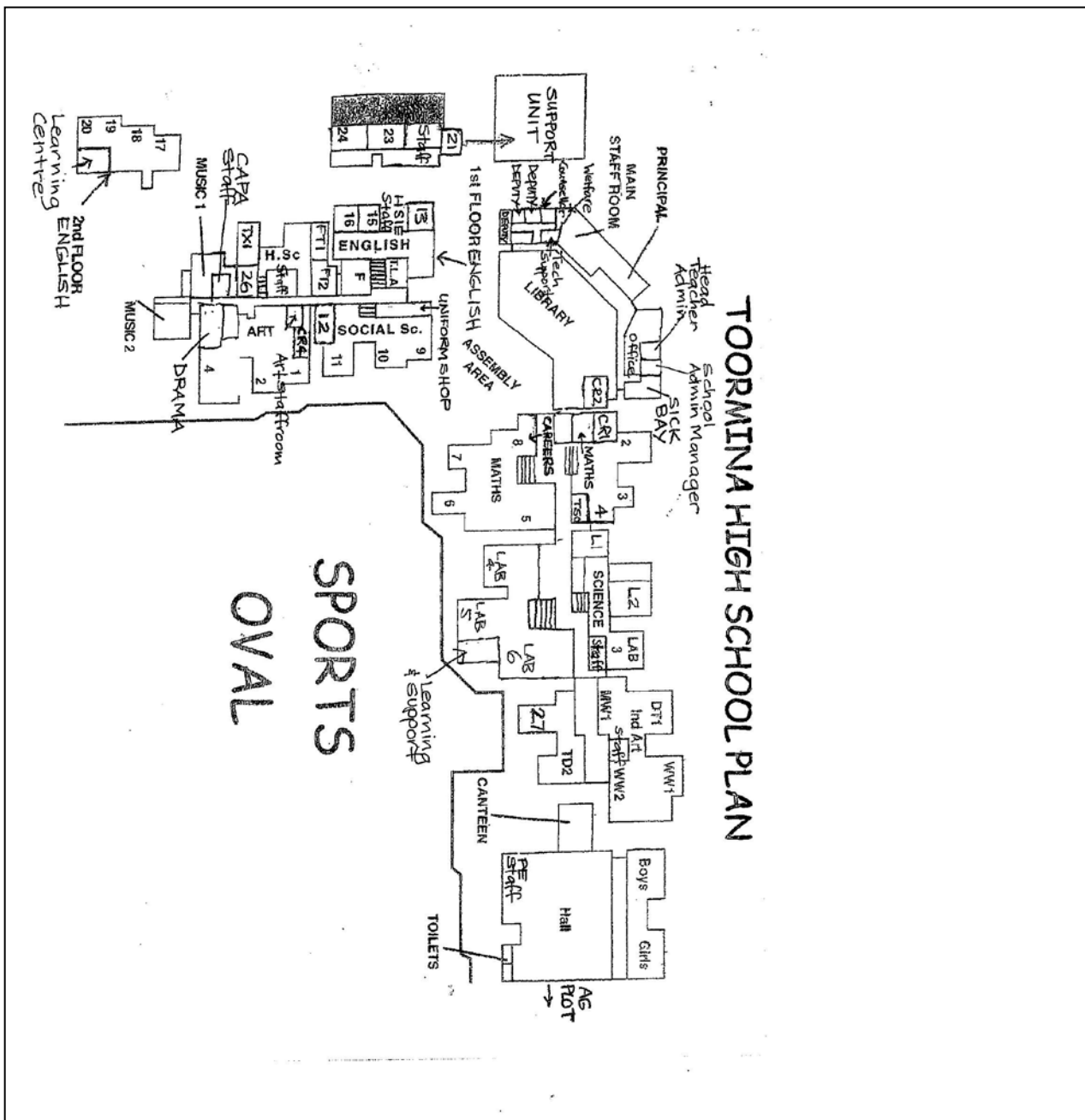
Year 7	Mr Berrada
Year 8	Ms Taylor
Year 9	Mrs Firkins
Year 10	Mr Schwartz
Year 11	Mrs Gillingham
Year 12	Mr Anderson

### ***Head Teachers***

English	Mrs Mullan
History	Ms Kedraika
Mathematics	Mr Anderson
Science	Mrs Bryant
TAS	Mr Woods
PDHPE	Mr Bilsborough
CAPA	Ms Macauley
Administration	Ms Cutter
Wellbeing	Mrs McRae



#### 4. School Map and facilities



Students can use the computers in the library and get help from the librarian if needed.

Buses stop at the front of the school. We also have a canteen and a bicycle storage area.

## 5. Support Services

### Counselling

Ms Storok is the School Counsellor and she is located in the Administration Block.

#### What is a School Counsellor?

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

This service is free and confidential.

#### Why do students see the Counsellor?

##### Academic problems

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

##### Personal problems

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

Please see the staff at the Front Office to make an appointment to see the counselor.

### English as a Second Language Support

For support please see Ms Devoy in the English Staffroom.

### Year Advisers/Subject Head Teachers

Year Advisers and Head Teachers can assist students with: educational issues eg. Subject choice and courses of study, personal problems, school uniform and attendance.

## **Wellbeing/Learning Support Head Teacher**

The Wellbeing Head Teacher, Ms McRae, is responsible for the general supervision and welfare of students in the school and is available to assist students with any problems they may have in or out of school.

The Learning Support Teacher, Ms Leanne Firkins, coordinates and targets support across the school to ensure the provision of appropriate resources to meet identified student needs.

## **Career Advisers**

The school has a full time Careers Adviser, Ms West, who can provide information, guidance and advice to help students explore their career and education options, create a resume, search and apply for jobs and apply for further study.

## **Homework Centre**

Toormina High School has a Homework Centre that runs every Monday after school with qualified teachers. All years and subject areas are covered. The school also has a Robotics Club that meet on Tuesday after school. On Monday we have an after school group for supervised physical activities.

## **Other support personnel or facilities available to international students at the school**

Support staff available at our school include School Learning Support Officers, a Tutorial Room and a Youth Worker.

## 6. Rules and Policies

### Bell times

#### Bell Times

	Monday	Tuesday	Wednesday	Thursday	Friday
Roll Call	8:55-9:10		8:55-9:10	8:55-9:10	8:55-9:10
1	9:10-10:00	8.55-9.45	9:10-10:00	9:10-10:00	9:10-10:00
2	10:00-10:50	9.45-10.35	10:00-10:50	10:00-10:50	10:00-10:50
		10.35-10.50 ASSEMBLY			
RECESS	10.50-11.10	10.50-11.10	10.50-11.20	10.50-11.10	10.50-11.10
3	11.10-12.00	11.10-12.00	11.20-12.10	11.10-12.00	11.10-12.00
4	12.00-12.50	12.00-12.50	12.10-12.50 LUNCH	12.00-12.50	12.00-12.50
LUNCH	12:50-1:30	12:50-1:30	12.50-2.45 SPORT	12:50-1:30	12:50-1:30
5	1.30-2.20	1.30-2.20		1.30-2.20	1.30-2.20
6	2.20-3:10	2.20-3:10		2.20-3:10	2.20-3:10

### Homework Policy

Homework should be done each night and involves revising, summarising and learning work completed during the day.

## Uniform and dress code



### Toormina High School UNIFORM SHOP

Open every Monday, 8:00am - 4:00pm  
0468 436 217

Cash, EFTPOS, layby available



UNISEX POLO SHIRTS  
All years  
\$35  
Sizes available 8 - 6XL  
also PE/Sport shirt



SENIOR GIRLS BLOUSE  
Year 11 & 12  
\$27  
Sizes available 6 - 18



UNISEX SHORTS  
All years  
\$25  
Sizes available 8 - 5XL  
also PE/Sport shorts



JUNIOR BOYS BLUE SHIRT  
Year 7 - 10  
\$27  
Sizes available 6 - 2XL



UNISEX JUMPER  
All years  
\$30  
Sizes available 8 - 4XL



SENIOR BOYS SHIRT  
Year 11 & 12  
\$27  
Sizes available 10 - 2XL



UNISEX JACKET  
All years  
\$60  
Sizes available 8 - 3XL



JUNIOR GIRLS SKIRT  
Black with box pleats  
Year 7 - 10  
\$35



UNISEX TRACK PANTS  
All years  
\$38  
Sizes available 8, 10, 12, XS, M, L, XL



SENIOR GIRLS SKIRT  
Maroon with box pleats  
Year 11 & 12  
\$35

## Policies and procedures on absences, lateness or leave requests

An explanation for an absence must be provided within 7 days - this can be done by telephone, note, fax, email or replying to a received SMS which are sent out daily.

### 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 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 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.
- If your appeal is unsuccessful, you will be contacted by Department of Education International to let you know about your further appeal rights.
- If all your appeals are not successful, you will be reported to Immigration and they may decide to cancel your visa.



## **Policy on misbehaviour, suspension and expulsion**

At Toormina High School we are safe, respectful, learners.

### **Safe**

- use equipment appropriately
- avoid and report any hazards
- right place, right time
- make sensible choices
- keep hands and feet to self
- be kind to one another

### **Respectful**

- wear uniform with pride
- speak calmly and politely
- listen and follow staff instructions
- look after property
- place rubbish in bin
- my space is my space
- value yourself and others

### **Learners**

- come prepared
- use your manners
- out of class, need a pass
- stay in-bounds
- be resilient
- strive to succeed

At Toormina High School a range of learning and support strategies maybe implemented to resolve inappropriate behaviour or if the principal determines the behaviour of the student is of a type that warrants immediate suspension, the principal may choose to impose a short suspension of up to and including four school days. Short suspensions may be imposed for the following reasons and will be reported in the following categories:

- Continued Disobedience. This includes, but is not limited to, breaches of the school discipline code such as: refusal to obey staff instructions; defiance; disrupting other students; use of alcohol or repeated use of tobacco.
- Aggressive Behaviour. This includes, but is not limited to, hostile behaviour directed towards students, members of staff or other persons, including: damaging the property of the school or students; bullying (including cyberbullying); verbal abuse, and abuse transmitted electronically such as by email, SMS text messages or by other electronic means.

## **Long suspension and expulsion**

International students will be reported to Immigration 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 or expelled 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 the school should not report you to Immigration.
- If your appeal is unsuccessful, you will be contacted by Department of Education International to advise you of your further appeal rights.
- If all your appeals are unsuccessful, you will be suspended or expelled depending on the case. You will be reported to Immigration and they may decide to cancel your visa.

## Policy on anti-bullying

Students and staff have the right to expect that they will spend the school day free from the fear of bullying, harassment, intimidation and victimisation.

Bullying has three key features. It:

- Involves a misuse of power in a relationship
- Is ongoing and repeated; and
- Involves behaviours that can cause harm.

Bullying behaviour can be:

- Verbal - eg. Name-calling, teasing, abuse put-downs, insults, threats;
- Physical - eg. Hitting, tripping, poking, punching, kicking, throwing objects, spitting;
- Social - eg. Ignoring, ostracising, excluding, alienating, inappropriate gestures;
- Psychological - e.g. stalking, dirty looks, spreading rumours, gossip, SMS/email; and
- Cyberbullying - generally happens outside of school and can affect what happens in school and contribute to poor performance and a student's overall wellbeing.

Bullying can:

- devalue, isolate and frighten;
- affect an individual's ability to achieve; and
- have long-term effects on those engaging in bullying behaviour, those who are the subjects of bullying behaviour and the onlookers or bystanders

Teachers, students, parents, caregivers and members of the wider community have a responsibility to work together to address bullying. Students can report incidents of bullying to the International Students Coordinator Mrs Murray or the School Administration Officer, Mrs Hill.

## 7. School Curriculum

Information regarding school curriculum is in the relevant year booklet: Year 9 & 10 Subject Selection Handbook or the Year 11 & 12 Subject Selection Handbook.

## 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 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 contacted by Department of Education International to let you know about your further appeal rights.
- If all your appeals are not successful, you will be reported to Immigration and they may decide to cancel your visa.

## 8. School Activities

At Toormina High School students have the opportunity to participate in the Student Representative Council, peer support programs, sporting teams, debating teams, chess club, extra curricular music tuition, Robotics Club and an after school Homework Centre and supervised physical activities group.

## Living in Toormina

### 9. Staying Safe

#### 9.1 Emergency Services

### Ambulance, Police or Fire Brigade



In case of an emergency or if you are in danger, call **000** and tell them:

- Type of emergency (ambulance/police/fire brigade)
- Your location or location of the emergency
- Your full name and contact number (if possible)



The local police station is **Coffs Harbour**

**Address:** 2 Beryl Street, Coffs Harbour

**Phone:** 02 66 910799



The nearest medical centre is **Toormina Medical Centre**

**Address:** 9 Minorca Place, Toormina

**Phone:** 02 66531766



The nearest hospital to the school is **Coffs Harbour Health Campus**

**Address:** 345 Pacific Highway, Coffs Harbour

**Phone:** 02 6656700

## 9.2 Homestay 24 Hour Hotline

If you are living in homestays, you can contact your homestay host and/or parent nominated carer when you need help.

Your homestay company will also have a 24 hour hotline that you can call. Contact your International Student Coordinator if you do not know which company is your homestay provider.

### Auzzie Families Homestay Care

Contact: Ms Christine Amelia Rose  
Phone: (+61 2) 9301 0900  
Mobile: 0419 628 168 (24 hours)  
Email: [christine@auzziefamilies.com](mailto:christine@auzziefamilies.com)

Website: [www.auzziefamilies.com](http://www.auzziefamilies.com)

### Oz Homestay

Contact: Ms Elizabeth Walmsley  
Phone: (+61 2) 9325 6988  
Mobile: 0421 556 374 (24 hours)  
Email: [lizwalmsley@ozhomestay.com.au](mailto:lizwalmsley@ozhomestay.com.au)  
Website: [www.ozhomestay.com.au](http://www.ozhomestay.com.au)

### Global Experience

Contact: Agnes Ong and Chelsea Li  
Phone: (+612) 9264 4022  
Mobile: 0420 530 112 (24 hours)  
Email: [agnes@globalexperience.com.au](mailto:agnes@globalexperience.com.au);  
[chelsea@globalexperience.com.au](mailto:chelsea@globalexperience.com.au)  
Website: [www.globalexperience.com.au](http://www.globalexperience.com.au)

### StayDownUnder

Contact: Mr Gerard and Mrs Rachel Whyte  
Phone: (+61 2) 8901 4499  
Mobile: 0410 761 499 (24 hours)  
Email: [info@staydownunder.com.au](mailto:info@staydownunder.com.au)  
Website: [www.staydownunder.com.au](http://www.staydownunder.com.au)



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

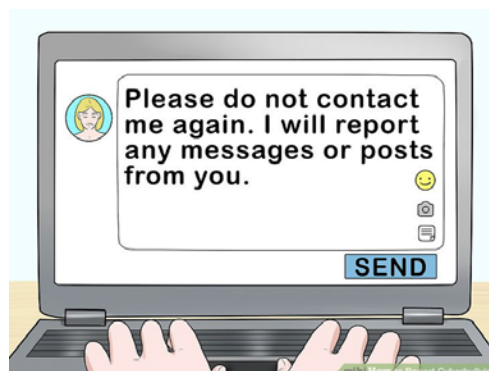
#### Did you know?

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

### 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, 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 incoming cars.
- Do not use your mobile phone or put on your ear phones when you are crossing the road.
- Avoid isolated bus, rail and tram stops.



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

- Check transport timetables to avoid long waits, particularly at night. You can download an app on your mobile phone such as **TripView**, **TripGo** or **TransitTimes** to view timetables of public transport and plan your trip.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage closer to the guard or driver.



***Train carriages nearest to the driver or guard are lit and safest at night.***

## 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

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



### Spot and Survive a rip current

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

If you are caught in a rip: **stay calm, float with the current, call out HELP** and **wave an arm** to gain attention of nearby surfers or lifeguards.



Learn about how to spot a **rip** and what to do when you are caught in a rip from the videos (multi-languages) on the **Beachsafe** website: <https://beachsafe.org.au/surf-safety/ripcurrents>

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 Melanie Murray** in the Administration Block.
- **School Counsellor Julie Storok** in the Administration Block.

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

- **Kids Helpline** is a free, private and confidential 24/7 phone line and online counselling service for young people. Call **1800 55 1800** or email [counsellor@kidshelpline.com.au](mailto:counsellor@kidshelpline.com.au) or visit [www.kidshelpline.com.au](http://www.kidshelpline.com.au) for more information.
- **Bullying. NoWay!** provides information and helpful ideas about bullying: <https://bullyingnoway.gov.au/>
- **1800RESPECT** is a confidential information, counselling and support service for sexual assault victims and domestic violence. Call 1800 737 732 (24 hours) or visit their website at [www.1800respect.org.au](http://www.1800respect.org.au) Ask for an interpreter if you wish to speak in your own language that is not English.





## 11. You and the Law

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

For example:

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

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

### 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.

**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 license is illegal***
- ***Speeding and drink driving is dangerous and is against the law.***
- ***You could lose your licence or go to jail if you are caught speeding or drink driving.***

## 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 satisfactory attendance record
- provide your school with a letter of consent from your parents.

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

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

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

### 12.2 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](http://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](http://www.fairwork.gov.au) for information for visa holders and international students. This includes information in 27 languages. There are also a range of helpful videos at [www.youtube.com/fairworkgovau](http://www.youtube.com/fairworkgovau) about working in Australia in many languages.



You can also contact the Fair Work Ombudsman by phone within Australia on **13 13 94 (Translating and Interpreting Service 13 14 50)**.

## Pay

Your minimum pay rate can come from an award, enterprise agreement or other registered agreement, or the national minimum wage. Employees have to be paid the right pay rate for all hours they work including training, team meetings, opening and closing the business and doing a trial shift.

## National minimum wage

Certain employees may have different pay entitlements depending on whether they have a reduced work capacity because of disability, if they are under the age of 21 or if they are an apprentice or trainee. You can calculate your correct pay and entitlements using the Pay and Conditions Tool at [www.fairwork.gov.au/pay](http://www.fairwork.gov.au/pay)

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



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

### 13. Transport and Travel Concession

**Children 4 to 15 years of age** are automatically entitled to a child's half fare concession and are required to carry a **Proof of Age Card** to be entitled to the concession fares.

School students **16 years of age and older** are entitled to a half fare concession but are required to carry a **NSW Senior Secondary Student Concession Card** as proof of their eligibility. This will allow you to travel on public transport at concession fares.



**Please see your office staff to apply for a Proof of Age Card (under 16 years old) or a NSW Senior Secondary Student Concession Card (16 years old and over). You must carry this card with you at all times and present it to ticket inspectors when required.**

**Opal card** is the smartcard ticketing system used to pay for travel on public transport in Sydney, the Blue Mountains, Central Coast, the Hunter and the Illawarra.

You should get a **green CHILD/YOUTH OPAL CARD** by applying online at the Opal website: [www.opal.com.au/ordercard](http://www.opal.com.au/ordercard). If you lose your card you can report it as lost or stolen.

You can also get an **unregistered Child/Youth Opal card** from your nearest newsagent or opal retailer over the counter. However, this card is not registered and therefore cannot be reported as lost or stolen.



## 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 arranged before you arrive. **It is important that you activate your OSHC as soon as possible if you have not already done that.**

#### Medibank OSHC members

If your OSHC policy is provided by **Medibank OSHC**, activate your membership by following the steps below:

1. Go to membership at <https://www.medibankoshc.com.au/oshcactivate/> and select "Activate your Membership"
2. Complete your personal details including your birth date, visa start date and passport details.
3. Click "submit" when completed. If you do not have your membership number, you can leave it blank.

### Obtain your OSHC membership card

Once you have activated your membership, it is important that you obtain your membership card. Different providers may have different forms of membership card (electronic or plastic card).

If you are **Medibank OSHC member**, you can download your **Digital Membership Card** through the Online Member Services on the Medibank website.

1. log in to Online Members Services at [www.medibankoshc.com.au](http://www.medibankoshc.com.au)
2. Once logged in, select 'My Account' in the top menu
3. Select 'View Digital Card'
4. Once completed, save a copy of the card to your mobile phone and computer or tablet so that you can access it at all times.

### Know your cover

It is important that you know what is covered and what is not covered in your policy, how much you can claim and how to make a claim if you do have to visit a doctor.

If you are a **Medibank OSHC member**, you can access the following **Online Member Services** on [www.medibankoshc.com.au](http://www.medibankoshc.com.au):

- Activate membership for new members
- Access digital member card
- Update membership details (including bank details for refund)
- Get policy information
- Make online claims

If you have a problem with your OSHC, you should contact your insurer in the first instance. If you are insured with Medibank OSHC, call 134 148.

*If you are **NOT** a Medibank OSHC member, ensure that you check with your OSHC provider to find out how to activate your cover, obtain your membership card and how to make a claim online.*

## Visa Requirements You Should Know

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

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

For information about student visa requirements refer to the Department of Home Affairs (HA) website: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

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

### Your student visa

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

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

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

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

### 15. Attendance and Course Requirements

- You must **attend a minimum of 80%** of all scheduled classes. If you do not meet attendance requirements you may be reported to Immigration, unless there are compassionate or compelling circumstances (refer to guidelines below).
- You must provide a doctor's certificate for any absences of 3 days or more. The doctor must be a registered medical practitioner. If you are absent for 1 or 2 days, a letter of explanation must be provided by your carer or if you are over 18 years, you can provide your own written explanation to the principal.
- You **must meet course progress requirements**. Your school will provide you with information about course requirements as outlined by the NSW Education Standards Authority (NESA). Further information about course requirements is available at: <http://educationstandards.nsw.edu.au>
- If you fail to meet the 80% attendance requirements or the course progress requirements, and fail to appeal or do not receive a successful school appeal outcome, you will be reported to the Department of Home Affairs and this may impact the status of your student visa. An **Intention to Report** letter will be issued to you and your parents and you will have 20 school days to appeal internally then externally. If all your appeals are unsuccessful, you would be reported to Immigration and your visa may be cancelled.

## 16. Accommodation and Welfare Arrangements

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

## 17. Conditions of Enrolment

- You must commence school enrolment on the date stated on the **Confirmation of Enrolment** (CoE) and if this is not possible, notify DE International in writing within 24 hours of the start date on the CoE.
- You must adhere to school rules and the terms and conditions of enrolment as stated on the international student application form. You will receive information about school rules and expected behaviour at orientation.
- Your school may suspend or cancel your enrolment on grounds of misbehaviour. For further information about student behaviour and suspension and expulsion of students, refer to the International Students Coordinator at your school.
- Travel during school holidays, other than returning to your home country, is only permitted if you are travelling with your carer or relatives or on an approved school excursion. Written permission from your parents is required.
- If you want to transfer to another government school you must provide a written request to your school signed by your parents.
- If you want to change provider you must provide a written request to your school signed by your parents. For further information concerning visa regulations about change of provider, refer to the Department of Home Affairs website and the coordinator at your school.

## 18. Taking Leave

If you are going to be absent for **a week or more** during school term, or plan to take extended leave, your parents **must request approval** from the principal and **DE International** prior to taking leave or booking flights. Approval is only granted on compassionate or compelling grounds (refer to guidelines below).

## 19. Deferment of Course Commencement Date

Any request for a deferment must be submitted in writing and signed by your parents to DE International. A request for deferment after your student visa has been issued will only be approved where evidence of compelling and compassionate circumstances can be provided. A deferment may affect your visa so please consult the Department of Home Affairs before submitting a request.

## 20. Guidelines for Compassionate or Compelling Circumstances

Leave approved on grounds of compassionate or compelling circumstances is not counted in attendance records. Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but not limited to:

- illness, where a medical certificate states that you are unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on your studies
- a traumatic experience which could include, but is not limited to:
  - involvement in, or witnessing of an accident
  - witnessing or being the victim of crime and this has impacted on you (these cases should be supported by police or psychologists' reports or advice)
- inability to begin studying on the course commencement date due to delay in receiving a student visa.



## 21. Suspension of Studies

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

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

A suspension of studies may affect your visa so please consult the Department of Home Affairs before submitting a request.

## 22. Complaints and Appeals

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

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

## 23. Work

- Students attending an Intensive English program are not permitted to work part time.
- To work part-time, DE International requires that you must have been enrolled for at least six months in your current school, have a satisfactory attendance record and provide your school with a letter of consent from your parents before beginning part-time work.
- Any part-time work during school term must not interfere with your school studies and must not exceed 40 hours per fortnight. You should not work more than 10 hours per week in school terms as any more hours may impact on your learning.

# DE INTERNATIONAL

## CONTACT DETAILS

Name	Title	Contact	Email
Elizabeth Webber	Chief Education Officer	8293 6967	elizabeth.webber@det.nsw.edu.au
Admissions			
Milton Wan	Manager Admissions	9266 8157	milton.wan@det.nsw.edu.au
Anna Antoniou	Senior Study Abroad Officer	9244 5018	anna.antoniou@det.nsw.edu.au
Peter Suryawan	Student Advisor	9244 5467	peter.suryawan@det.nsw.edu.au
Una Lee	Student Advisor	829 36973	una.lee1@det.nsw.edu.au
Stewart Payne	Student Advisor	9244 5005	stewie.payne1@det.nsw.edu.au
Rosemary Cai	Student Advisor	9244 5043	weiyi.cai1@det.nsw.edu.au
Alexis Johnson	Customer Service Officer	9244 5134	alexis.johnson1@det.nsw.edu.au
Mischa Harris	Customer Service Officer	9244 5434	mischa.harris@det.nsw.edu.au
Heather Hibbert	Customer Service Officer	8293 6958	heather.hibbert@det.nsw.edu.au
Lynette Dong	Customer Service Officer	9244 5434	juan.dong@det.nsw.edu.au
Stacey Bunnett	Customer Service Officer	9244 5779	stacey.bunnett@tafensw.edu.au
Qin Li	Customer Service Officer	9244 5134	qin.li12@det.nsw.edu.au
Compliance			
Elvia Cacciotti	Manager, School Support & Compliance	8293 6965	elvia.cacciotti@det.nsw.edu.au
Carmen Law	Senior Compliance Officer	8293 6930	carmen.law3@det.nsw.edu.au
Bess Wang	Student Advisor	8293 6964	bess.wang@det.nsw.edu.au
Faye Gao	Student Advisor	8293 6975	fei.gao2@det.nsw.edu.au
Alan Liang	Student Advisor	8293 6968	si.liang@det.nsw.edu.au
Daniel Kim	Student Advisor	8293 6918	daniel.kim76@det.nsw.edu.au
Michael Huynh	Customer Service Officer	8293 6966	hoang.huynh17@det.nsw.edu.au
Kate Jung	Customer Service Officer	8293 6952	kate.jung1@det.nsw.edu.au
Julie Roberts/ Kitty Wang	Customer Service Officer	8293 6932	julie.roberts31@det.nsw.edu.au kittywang2@det.nsw.edu.au
Marketing & Study Tours			
Angel Tang	Manger, Business Development	9266 8021	on.tang@det.nsw.edu.au
Josephine Trinh	Marketing & Student Recruitment Officer	9266 8076	josephine.trinh@det.nsw.edu.au
Adam Weng	Marketing & Student Recruitment Officer	8293 6946	su.weng@det.nsw.edu.au
Tina Lombardo	Administration Officer	8293 6914	tina.lombardo1@det.nsw.edu.au
Study Tours – Kylie Ha	Senior Study Tours Officer	8293 6910	kylie.ha4@det.nsw.edu.au
Liang Xia	Study Tours Officer	8293 6962	liang.xia@det.nsw.edu.au
Simon Wong	Customer Service Officer	8293 9051	simon.wong30@det.nsw.edu.au
Temporary Residents Program			
Ross Ryan	Manager Temporary Residents Program	4224 9051	ross.ryan@det.nsw.edu.au
Temporary Residents team	1300 300 229 (option 1)		tempvisa@det.nsw.edu.au

# Arrival Checklist

Here are some useful tips on what you should do during your first few weeks in Australia:

## On arrival

- ☐ Let your family know that you have arrived safely in Australia and provide them with your contact number and address
- ☐ Learn your address
- ☐ Remember that in Australia, the emergency phone number is **000**. Also note your relative/homestay host/homestay 24 hour hotline)
- ☐ Get a mobile phone (or an Australian SIM card) and remember your number
- ☐ Tell your International Student Coordinator immediately if you change your mobile number
- ☐ Open a bank account
- ☐ Activate your OSHC and download your digital membership card on your mobile phone; and learn about what is covered by your policy and how to lodge a claim

## At School

- ☐ Provide your address to school and let them know immediately and no later than 7 days of any change of address and contact details
- ☐ Provide emergency contact details in Australia and overseas to your school at enrolment
- ☐ Apply for a **Proof of Age Card** (if under 16 years old) or a NSW Senior Secondary **Student Concession Card** (if 16 years old or above) at school
- ☐ Read your international orientation booklet so that you know what to do and what not to do during your study and your stay in Australia
- ☐ Learn about the school rules, student visa conditions, and your rights and responsibility as an international student
- ☐ Find out where your International Student Coordinator is and say hello regularly ☺
- ☐ Find out what clubs and teams you can join (Sports or hobbies)
- ☐ Actively seek help if you have any problems or questions by speaking to your International Student Coordinator, School Counsellor etc

## At Home

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

Here are some useful forms that you may need to use later:

## **1. Under 18 Request to Change Welfare Arrangements form**

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

## **2. Over 18 Request to Change Welfare Arrangements form**

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

You **MUST** provide details of an emergency contact person **IN AUSTRALIA**. This person can be your relative, parent or friend but they must be over 21 years old.

## **3. Leave Request form**

Complete this form if you are requesting extended leave for 5 days or more or travelling overseas.

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

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

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

## **4. Leave Requests Flowchart**

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

# DE INTERNATIONAL

## UNDER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family Name .....Student Given Names.....

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

Student's New Address .....

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

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

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

Please indicate if accommodation is:

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

Reason for changing address .....

.....

Name, age and gender of people residing at this address

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

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

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

### CARER CONTACT DETAILS

Given Name ..... Family Name.....

Address .....

..... Postcode.....

Email Address.....

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

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

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

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

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

Student's Signature: .....

Parent's Signature: .....



# DE INTERNATIONAL

## OVER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family Name ..... Student Given Names.....

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

Student's New Address .....

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

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

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

Please indicate if accommodation is

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

Reason for changing address .....

Name, age and sex of people residing at this address

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

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

### EMERGENCY CONTACT DETAILS

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

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

Address .....

.....Postcode.....

Email Address.....

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

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

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

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

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

### (MUST BE SIGNED BY STUDENT)

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

# DE INTERNATIONAL

## LEAVE REQUEST

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

All leave requests must:

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

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

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

School \_\_\_\_\_

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

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

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

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

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

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

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

### ATTACH WITH APPLICATION

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

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

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

**Principal** ☐ Recommended ☐ Not Recommended

Comment \_\_\_\_\_

DE International Office Use Only

☐ Approved

☐ Not Approved



# Leave Requests Flow Chart

## STEP 1

Parents (not carers) must sign the Leave Request Form

## STEP 2

Submit completed form and any supporting document to School  
(International Student Coordinator)

## STEP 3

School forwards request to DE International

## STEP 4

DE International assess request

### If approved:

Purchase flight ticket and send a  
copy to school



school forwards flight ticket to  
DE International

### If declined:

Leave is not approved.  
Attendance will be affected  
if you leave school



## AUSTRALIAN NATIONAL ANTHEM

Australians all let us rejoice,  
For we are young and free;  
We've golden soil and wealth for toil;  
Our home is girt by sea;  
Our land abounds in nature's gifts  
Of beauty rich and rare;  
In history's page, let every stage  
Advance Australia Fair.  
In joyful strains then let us sing,  
Advance Australia Fair.

Beneath our radiant Southern Cross  
We'll toil with hearts and hands;  
To make this Commonwealth of ours  
Renowned of all the lands;  
For those who've come across the seas  
We've boundless plains to share;  
With courage let us all combine  
To Advance Australia Fair.  
In joyful strains then let us sing,  
Advance Australia Fair.



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1300 300 229 (in Australia)



[deinternational.nsw.edu.au](https://deinternational.nsw.edu.au)