



# INTERNATIONAL STUDENTS ORIENTATION HANDBOOK



## School Contacts

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## 1. Principal's Message

As Principal of Lane Cove West Public School, it is an honour to both serve and lead an inspiring, inclusive, learning school community, committed to excellence and attaining outstanding learning outcomes for all our students. Schools of the twenty-first century are in the business of change as we work to develop and educate young minds. We expect that over their time at our school, children will grow and change, learn new things and constantly reflect on that learning. As teachers we are also constantly learning and adapting to new ways of working, but also continually reflecting on our work.

Our school continues to achieve excellent results in academic achievements, sport and in the performing arts. The school provides opportunities for students to excel through a positive learning environment, where a strong community connection and an active parent body contribute to a positive school culture. So many parents have given freely of their time to assist us and create a sense of community which adds value to our school like nothing else can.

Our students enjoy a wide range of learning opportunities including specialised sporting and creative arts, as well as robotics, Mandarin lessons, dance, drama, music and visual arts. This year we introduced a specialised STEM program, with two experienced teachers dedicated to providing all students K-6 with integrated Science, Technology, Engineering and Mathematics units of work that promoted the development of creative and critical thinking skills within an authentic context. Our parent-run school band program includes award winning Junior, Senior, Concert and Jazz bands, which all perform at various school and community functions. Our choral program is very strong and is led by teachers with great talent in this area, with our choirs performing at the Sydney Opera House and Sydney Town Hall each year. Students have the opportunity to be involved in a variety of lunch clubs including science, robotics, art, gardening, games and chicken clubs. Leadership opportunities are also available through an active Student Representative Council and Year 6 committees and leadership team. The students of our school continuously give back to the community through initiatives including Stewart House, The House of Welcome Food Drive, Mind Champs Reading Program and Toys 'n' Tucker.

Student learning needs are assisted through the support of additional Learning and Support teachers (LAST) to supplement the 2.5 days provided by the Department of Education. The extra teachers paid from school funds, allows a support teacher 5 days a week. The school further supports student learning and wellbeing through 5 Student Learning Support Officers.

Technology plays a major role at our school with wireless devices including laptops and iPads in every classroom. In 2018, the school invested significant funds to ensure all K-4 classrooms had 1:2 devices and Years 5-6 had 1:1 devices to support their learning. The school staff continued their journey of embedding Visible Learning practices within their classrooms, which is linked to the extensive educational research of John Hattie. This included the introduction of Learning Pits and Learning Dispositions, as well as Learning Intentions and Success Criteria.

We are so fortunate to have such staff who are committed to ensuring our students always reach their potential in a safe, happy and creative environment. Our teaching, administrative and support staff consistently go above and beyond the call of duty for the children in their care and work in a cohesive team which I really feel puts them in a league of their own. As Principal of Lane Cove West Public School, I am truly optimistic about what it is that we have before us as we work hand in hand to create an inspiring school full of exceptional opportunities for all. In every facet of school life we are determined as a school community to achieve excellence.

Regards,

Tania Weston  
Principal



## 2. School Profile

Lane Cove West Public School is located in the lower North Shore of Sydney with an enrolment of 615 students, 24 classes K-6. The school has 33% of students from Non English speaking backgrounds.

The school has expansive, attractive grounds, large, well-resourced classrooms, a school hall, futures-focused library and refurbished synthetic oval. All classrooms have high quality Wi-Fi connectivity with students having access to interactive whiteboards, 1-1 iPad devices in Stage 3 and 1-2 iPad devices in K-4, access to laptops, 3D Printers, robotic devices including b-bots, ozi-bots and sferos and access to Virtual Reality equipment. Students are at the centre of all decision making, in line with the Department of Education's vision statement.

The school is committed to providing a welcoming school environment where students are nurtured, guided, challenged and inspired to learn and create. Through a strong focus on the key learning areas the school is committed to ensuring that every student has the best possible opportunity to achieve academic success. Embracing contemporary pedagogies, students develop their communication and collaboration skills, creative and critical thinking skills and problem solving ability through differentiated, explicit, futures focused teaching and learning opportunities that embrace innovative tools to redesign and transform learning tasks.

Enrichment opportunities are provided for all students K-6 through a specialised sporting program, expert creative arts teachers and a specialised and explicit grammar and punctuation program. Dedicated STEM teachers provide all students with an innovative education in the learning of science, technology, engineering and mathematics in an interdisciplinary approach in which students gain and apply knowledge, deepen their understanding and develop creative and critical thinking skills within an authentic context. Utilising the Quality Teacher, Success Students initiative, a specialised instructional leader team teachers with all classes in K-6 to further improve student learning outcomes in writing.

Other opportunities provided to students include a band program (junior, senior, concert and jazz), and extra-curricula opportunities in debating, public speaking, mindfulness, choir, dance, robotics, chess, coding, science and art clubs.

With students at the centre of all decision making, teachers work collaboratively for their ongoing learning by creating challenging, engaging and differentiated learning opportunities that embed the Visible Learning pedagogy. Students are motivated and supported to reach their individual full potential as learners, leaders and citizens. Teachers set high expectations for all, whilst building the foundations to develop resilient, responsible and respectful individuals who are equipped for future success and wellbeing.

The wonderful support and outstanding contributions in the education of their children by parents and family members makes for a very strong partnership and contributes greatly to the excellent reputation that is enjoyed by our school within the wider community. Our community actively supports all school initiatives to ensure the best educational opportunities are provided for all students.

### 3. School Directory

#### School Staff

##### **Mrs Diana Pitkanen - EAL/D**

Mrs Pitkanen is our English as an Additional Language/Dialect Teacher (EAL/D). She has been teaching EAL/D students for 13 years at Lane Cove West Public School. Mrs Pitkanen teaches 3 days per week. You can speak to Mrs Pitkanen if you have any questions about school.

##### **Mr Callum Thomson – Deputy Principal**

Mr Thomson is our Deputy Principal. Mr Thomson may speak with you about your child's academic progress or behaviour and any concerns you may have. Mr Thomson is located in the Deputy's Principal office in the administration block.

##### **Mrs Kate Preston – School Psychologist**

Mrs Preston is our School Psychologist. Your child can speak to Mrs Preston if they have concerns, feel unhappy or are homesick. Mrs Preston is at school Mondays and Fridays.

**If you have questions or concerns about your child, please follow the parent enquiry chain below :**



***If your child needs help with a problem or feels unsafe at school at any time, please advise them to speak to their classroom teacher.***

Principal	Mrs Tania Weston
Deputy Principapl	Mr Callum Thomson

***Stage Assistant Principals***

Early Stage 1	Ms Rachel Saul
Stage 1	Ms Natalie Callan
Stage 2	Mrs Sam Silipo and Mrs Zoe Lee
Stage 3	Mr James Josling

***Classroom teachers K-2***

KA	Mrs Sharmin Adaggra
KJ	Mrs Jo Stepcich & Mrs Lindsay Chalmers
KR	Miss Sarah Raine
KS	Ms Rachel Saul
KT	Miss Tahsina Akhan
1B	Miss Laura Begg
1C	Miss Natalie Callan
1D	Ms Candyce Harding / Mrs Bronwyn Deane
1M	Miss Bronwyn Moncur
2B	Mrs April Butler
2/1H	Miss Freya Halford
2J	Ms Jahna Sullivan
2S	Mrs Kate Saunders / Mr Alex Brawn



**Classroom teachers 3-6**

3H	Mr William Hinch
3L	Mrs Zoe Lee
3M	Miss Mikaela Marsh
4C	Ms Lauren Chan
4/3J	Miss Erin Jones
4S	Miss Michelle Szeto
5A	Mrs Nikki Adams
5C	Miss Brigitte Campbell
6/5K	Miss Sarah Kennedy
6J	Mr James Josling
6W	Miss Teena Wadhwana

## 4. School Map and facilities



**Technology:** Our school is committed to providing up to date technologies to all students. All classrooms are equipped with Interactive White Boards (IWBs). Additionally, the school is equipped with an Interactive Classroom with video conferencing facilities. Each classroom has their own computers, laptops and iPads and all students and staff have access to digital cameras, 3D printers, spheros & robots and virtual reality equipment.

**Sick Bay:** Sick bay is located in the administration block. Students are sent to the sick bay if they are sick or injured. You may be contacted to collect your child if they are unfit to be at school.

**Library:** The library is located near the administration block. Students have access to the library for borrowing, research and project based learning. Children borrow directly from the library and a large selection of books are also distributed by the library to the classroom, to provide additional reading materials and to supplement classroom themes.

## 5. Support Services

### Counselling

#### What is a School Counsellor?

In all New South Wales government schools, there is a psychologist or 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 the information they may need.

Mrs Preston is the School Psychologist at Lane Cove West Public School and is here Mondays and Fridays. This service is free and confidential.

#### Why do students see the Psychologist?

##### Academic problems

- Parent concerns regarding speech, language or communication concerns

##### Personal problems

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

The psychologist may conduct an assessment on your child if you or their teacher have any concerns regarding their academic or social development. The psychologist must have your permission to conduct the assessment.

### English as an Additional Language/Dialect (EAL/D) Support

The EAL/D teachers are specialists in teaching English to speakers of other languages. EAL/D support is directed to the highest need as determined by the EAL/D teacher and classroom teacher. Your child may be a part of an in class or withdrawal EAL/D support program if needed.

Lane Cove West Public School has an EAL/D teacher 4 days per week.

The EAL/D specialist teacher at Lane Cove West Public School is:

#### **Mrs Diana Pitkanen (Monday/Tuesday/Wednesday)**

Ms Bronwyn Moncur is also an EAL/D teacher and is available on Thursdays.

## Learning and Support Teacher

The Learning and Support Teachers support students who are having significant difficulty accessing the curriculum. The classroom teacher will refer your child to the Learning and Support Teacher if needed.

## Academic Assistance

Please see your child's class teacher if you are concerned about your child's academic progress.

## 6. Rules and Policies

### Bell Times

School starts	9:25am
Recess	11.10am – 11.30am
Lunch	1:00pm – 1:55pm
School finishes	3:25pm

### Homework guidelines

For information relating to homework Kindergarten to year 6 at Lane Cove West Public School please download [Homework Guidelines \(DOC 60KB\)](#).

### Uniform and Dress Code

Summer uniform is worn in Terms 1 and 4. Winter uniform is worn in Terms 2 and 3. Full school uniform is worn on all school excursions, unless otherwise advised. You can buy school uniforms from the Uniform Shop which is open :

Tuesdays 3.00pm – 4.00pm  
and  
Fridays 9.00am – 10.00am

The Uniform Shop is located on school grounds.

## Medication and Allergies

### Medication

Medication required during school hours must be brought to the school office by an adult where school staff will administer it. It must not be kept in school bags. A *'Short Term Medical Authority'* form should be filled in for all prescription and non-prescription medication. These forms are available from the office or the SkoolBag App.

### Medical Conditions

All staff, both teaching and office staff are trained in Emergency Care and CPR. We also have had Anaphylaxis and Asthma Awareness training. Several members of staff also hold a current First Aid Certificate.

If your child suffers from any of the following medical conditions please obtain a relevant forms from the school office.

- Asthma
- Allergies
- Risk of anaphylaxis
- Other medical conditions

**It is imperative that you inform the office if your child's health condition changes.**

### Health Care Plans

Health care plans are required for students who have a diagnosed medical conditions that may require assistance from staff members. Please see the front office for more information and/or forms to complete.

### Address Requirements for Visa Holders

DE International requires schools to conduct formal address checks of international students twice per term. Please come to the school office in weeks 2 and 8 to confirm your current address and present your photo identification for sighting and recording purposes.

### Change of Address

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

### Attendance Requirements of Visa Holders

Children must attend school regularly to gain the maximum benefits for their education. It is expected that all children will arrive at school before 9.25am and leave at 3.25pm.

No child may leave the school grounds during school time except with the permission of the parents/guardians.

## Attendance

- 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 they may be reported to Immigration.

### What if my child's attendance falls below 80%?

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

### What if my child's attendance falls below 70%?

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

## Absences, Partial Absences and Leave

### Absences

An explanation for your child's absence in writing is a departmental requirement and must be communicated to your child's teacher. This can be sent through via the SkoolBag App. You can notify your child's teacher in writing either before or after the absence. If your child's absence is 3 days or more, you must provide a doctor's certificate from a registered practitioner and give it to your child's class teacher.

### Partial Absences

Children who arrive late, leave early, or have appointments within school hours are marked partially absent on the class roll. If your child arrives late or leaves early, you must sign your child in or out of school at the front office and hand the absence slip to their class teacher.

### Extended Leave

If it is known that your child is to be travelling overseas or absent from school for 5 days or more, you must apply for leave by completing a *Leave Request* form and returning it to the school office. Please include any supporting documentation with your application. You must apply for the leave at least 4 weeks prior to your departure date and NEVER leave the country without the approval of DE International.

If your leave request is for travel and approved by DE International, please provide a copy of your flight itinerary or ticket to the school office.

### Behaviour

Our school uses the **Positive Behaviour Engaging Learners (PBEL)** system of behaviour management.

Our core values are 'Respect', 'Responsibility' and 'Endeavour' and for each core value there are three behaviour expectations.

Values	Responsibility	Respect	Endeavour
Expectations	Stay safe Be in the correct place Take care of property and the school environment	Be considerate Actively listen and follow instructions Wear the school uniform with pride	Be a committed learner Embrace opportunities Demonstrate good sportsmanship

**Teaching:** PBEL emphasises explicit teaching of core values and expectations. Behaviour expectations are taught in all classes across the school on a weekly or needs basis. Expectations are also reinforced in school assemblies and parents are informed of weekly expectations in Chatters, our school newsletter.

### Consequences:

A structured consequences system enables consistent follow-up of unacceptable behaviour and focuses on re-teaching of expectations and use of restorative practices.

### Misbehaviour

#### Classroom

Teachers establish their own class rules and expectations and they will have their own discipline procedures set up. They may ask for assistance from Stage Supervisors or may send a student acting inappropriately to a colleague for a 'Timeout', with work to complete if necessary. This should only be for a short 10-15 minute period. If the behaviour is serious or repeatedly done the teacher may place the student on a class detention, discuss the matter with the parent/guardian and/or discuss the matter with the supervisor.

#### Playground

Teachers deal with individual students or problems in the playground as follows:

- students may be given a warning or asked to walk with the teacher or sit on the seats for a set time.
- if the behaviour is more serious or repeated the teacher will present a YELLOW CARD, which is given to a stage teacher who enters the information into our online data system.
- If a student receives 3 yellow cards in one week, the student will be given a red card and will need to complete a reflection sheet with an Assistant Principal.

## Suspension

This is a final disciplinary action and is undertaken by the Principal in accordance with Departmental guidelines. Reasons for suspension include possession of illegal substances, possession of a weapon, violence, persistent disobedience and, criminal behavior.

## 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 my child is suspended or expelled from school?

- You will be given an **Intention to Report** letter for your child's suspension and will be given 20 school days to appeal to the Principal and explain why the school should not report your child 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, your child may be expelled in case of an expulsion. Your child will also be reported to Immigration and they may decide to cancel your visa.

## Anti-bullying

Bullying is a serious matter and can have a lasting impact on everyone involved, including those who witness it. Bullying can happen in person or online, and it can be obvious or hidden. Bullying has three main features – it:

- involves a misuse of power in a relationship
- is ongoing and repeated, and
- involves behaviours that can cause harm

If your child is being bullied or is witnessing bullying, they must first report it to their class teacher. More information can be found on the NSW Anti-bullying Website: <https://antibullying.nsw.gov.au/>

## Merit system

Positive reinforcement of student achievement and behaviour is one of the basic principles of the Student Welfare Policy at Lane Cove West Public School.

Positive behaviour is recognised by praising and rewarding students. Student achievement will be recognised publicly in class, in school assemblies, the school newsletter and directly with parent/caregivers. Ways in which students receive positive reinforcement include:



- Teacher Commendation – Verbal recognition and social praise.
- **Awards:** ‘Bee stamps’ form the basis of the awards system and are frequently given to reinforce positive behaviour in all school settings.

- **10 bee stamps** = **1 bee sticker**
- **5 bee stickers** = **1 Merit Award**
- **5 Merit Awards** = **1 Gold Award**
- **5 Gold Awards** = **1 Banner of Excellence**
- **2 Banners** = **1 Medal**

In addition to the above, four Merit Awards are given per class in fortnightly assemblies.

## 7. School Curriculum

The NSW Education Standards Authority (NESA) is responsible for developing Kindergarten to Year 12 syllabuses for NSW government schools.

The NSW curriculum includes the Key Learning Areas (KLAs) of English, Mathematics, Science, History, Geography, Creative Arts and Personal Development, Health and Physical Education (PDHPE). Each KLA includes syllabuses for K-10 and are inclusive of the learning needs of all students. Syllabuses identify:

- the knowledge, understanding, skills, values and attitudes students are expected to develop at each stage
- outcomes and content that describe what students are expected to know and do
- cross-curriculum priorities, general capabilities and other important learning for all students.

Please refer to NESA for more information. The website for NESA is below:

<http://educationstandards.nsw.edu.au/wps/portal/nesa/home>

## 7. School Activities

Parent participation is valued and encouraged at Lane Cove West Public School. There is an active Parents and Citizens Association (P&C) and all parents and carers are encouraged to join and attend meetings. Parent helps are often needed in classrooms and on excursions. All visitors to our school during school hours must sign in at the computer in the school office before proceeding to other areas of the school and then sign out before leaving school grounds. If you would like to help in our school, please see the front office to complete paperwork and provide 100 points of ID.

Lane Cove West Public School offers a range of extra-curricular activities that benefit our students academically, emotionally and socially. These activities include a variety of sports, music, games and clubs. There may be an opportunity for students to compete in their extra-curricular activities and represent the school.

Students have the opportunity to develop their leadership skills through buddy class programs, peer support, and election to the Student Representative Council (SRC). Toward the end of each year, students in year 5 have the opportunity to be elected to our whole school leadership team as a school captain, sports captain or prefect.

# Living in Sydney

## 8. Staying Safe

### 8.1 Emergency Services



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 Closest Police Station and medical services to Lane Cove West Public School are:**



#### Chatswood Police Station

**Address:** 63 Archer St,  
Chatswood NSW 2067  
**Phone:** 9414 8499



#### Burns Bay Medical Centre

**Address:** 175 Burns Bay Rd,  
Lane Cove NSW 2066  
**Phone:** 9427 4855



#### Royal North Shore Hospital

**Address:** Reserve Rd,  
St Leonards NSW 2065  
**Phone:** 9926 7111

## 8.2 Important Safety Tips

For your child's safety, here are some simple things to remember:

- If you are not travelling with your child to or from school, show them **the safest route to go to school and home, or have your child travel with other students as a group**. They should go straight home to you after school and should not be allowed to wander about;
- **Do not let your child travel alone in the dark or at night;**
- Show your child how to look after **their belongings** and **keep them close** to where they can see them;
- Your child should **leave valuables at home** if they don't need it for school. This includes jewellery and electronic equipment such as iPad or laptop;
- **Never give your child a large amount of money** to carry to school;
- **Never accept parcels** that do not directly belong to you. You will be held legally responsible for the contents of the parcels;
- **Never 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 your child safe if the school knows where you live and how to contact the parents in case of emergency.

## 8.3 Cyber Safety

When using the internet, like anywhere in the world, you should remind your child to protect themselves against spam, online scams, identity theft and online bullying. Here are some tips you can remind them:

- If they are using a public computer, make sure they **log out** of the online accounts such as their social media account, bank or email accounts, and log out of their computer account before walking away;
- **Remind your child not to give away their personal information**. This includes their full name, phone number, address, email address, date of birth, usernames and passwords, and bank details;
- If they think they are being harassed or bullied online, **report the person being abusive** to the website or the eSafety Commissioner and talk to their teacher or friend, and/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 eSafety Commissioner website at:**  
<https://www.esafety.gov.au/>

## 8.4 Road Safety and Public Transport Safety

- Remind your child to use pedestrian walkways and only cross the street at pedestrian crossings or lights;
- Teach them to watch for traffic before crossing by looking left and right for oncoming cars;
- Remind your child not to use their mobile phone or put on their ear phones when they are crossing the road;
- Teach them to avoid isolated bus, rail and light rail 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 your child and 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 and your child find yourselves 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 them and are safest at night.***

## 8.5 Safety Apps

The **Emergency Plus app** is a national emergency app that anyone can use in Australia 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.



## 8.6 Water Safety

- **Never let your child swim alone** at the beach;
- Teach your child to 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**;
- 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 anyone is caught in a rip: **stay calm, float with the current, call out HELP** and raise 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>

## 9. Reporting Incidents and seeking help

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

1. If your child is in immediate danger, or you wish to report an incident, call

**000 and ask for the Police/Ambulance**  
depending on your emergency

2. If they need help at school, remind them to go to their:

- **Anti Racism Contact Officer (ARCO) Mrs Kate Saunders.**
- **School Psychologist Mrs Kate Preston.**

3. For more information or assistance related to bullying, assaults and harassment, you or your child can contact the following services:

- **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/>
- eSafety Commissioner <https://www.esafety.gov.au/>



## 10.

## 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 for anyone under 18 years of age
- It is illegal to purchase cigarettes for anyone 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 children and young people.

## 11.

## Permission to work

**Guardian visa (subclass 590) holders** are generally not allowed to work as a visa condition.

**Students enrolled in a NSW government primary school are not permitted to work.**



## 12. 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.



The image shows a 'proof of age concession' form. At the top, it says 'proof of age concession' and 'KIDS HELP LINE FREE CALL 1800 21 1801'. Below this, there are several fields for personal information: 'NAME (PRINT)', 'DATE OF BIRTH', 'ADDRESS', 'CITY/TOWN', 'STATE', and 'POST CODE'. There is also a field for 'SCHOOL NAME'. At the bottom, there is a large red box containing the number '00001' and the text 'PROOF OF AGE CONCESSION CARD'. The form is titled 'KIDS HELP LINE' and 'FREE CALL 1800 21 1801'.

***Please ask your school's office staff about applying for a Proof of Age Card. Your child must carry this card with them 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.

With the Proof of Age card, your child can 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 your child loses the card they can report it as lost or stolen.

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

## 13. Overseas Student Health Cover (OSHC)

You and your child must have and maintain your Overseas Student Health Cover (OSHC) while you are in Australia. This allows you to access medical services at an affordable cost while you study in Australia. It is also a student visa requirement.

### Activate your OSHC membership

You would have already purchased an OSHC membership before you arrived. **It is important that you activate your OSHC as soon as possible if you have not already done that.**

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 personal details including membership number, birth date, and name;
3. Then fill the next page with student 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).

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

1. Log into 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 or your child has 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. You can request to speak to someone who speaks your language (if available).

*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 Australian 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.

### Student visa condition

As an international student on a student visa, your child must:

- comply with their student visa conditions
- ensure they have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as they stay in Australia on a student visa
- tell their school if they 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 child's studies at a NSW government school:

### 14. Attendance and Course Requirements

- Your child must attend a minimum of 80% of all scheduled classes. If your child does not meet attendance requirements they may be reported to Immigration, unless there are compassionate or compelling circumstances (guidelines are provided below).
- You must provide a doctor's certificate for any of your child's absences of 3 days or more. The doctor must be a registered medical practitioner. If your child is absent for 1 or 2 days, a letter of explanation must be provided.
- If your child fails to meet the 80% attendance requirements, and fail to appeal or do not receive a successful school appeal outcome, they will be reported to the Department of Home Affairs and this may impact the status of their student visa. An **Intention to Report** letter will be issued to your child and you, and you will have 20 school days to appeal internally then externally. If all your appeals are unsuccessful, your child would be reported to Immigration and their visa may be cancelled.

### 15. Welfare Requirements

- You must notify your child's school of your residential address within 7 days of arriving in Australia and notify any changes of address and contact details within 7 days.
- **Your child must reside with the Immigration approved guardian at all times.**

**You must notify your school of any intention of change in the guardianship arrangements (including arranging a temporary guardian with Immigration) as soon as possible and at least 4 weeks in advance.**

## 16. Conditions of Enrolment

- You are required to remain with your child while they are enrolled in primary school Years K – 4. If you need to return to your home country, your child must accompany you. If your child is in Years 5 – 8, they must reside with a direct blood relative (approved carer);
- Your child must adhere to school rules and the terms and conditions of enrolment as stated on the international student application form. Your child will receive information about school rules and expected behaviour at orientation;
- Your child's school may suspend or cancel your child's enrolment on grounds of misbehaviour. For further information about student behaviour and suspension and expulsion of students, refer to the International Student Coordinator at your child's school;
- If you want to transfer your child to another government school, you must provide a written request to your child's school;
- If you want to change provider you must provide a written request to your child's school. For further information concerning visa regulations about change of provider refer to the Immigration website and the coordinator at your child's school.

## 18. Taking Leave

If your child is going to be absent for a **week or more** during school term, or plan to take extended leave, you **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 parents to DE International. A request for deferment after your child's student visa has been issued will only be approved where evidence of compelling and compassionate circumstances can be provided. A deferment may affect your child's 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 child's course progress or wellbeing. These could include, but not limited to:

- illness, where a medical certificate states that your child is unable to attend classes; or
- 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); or
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on your child's studies; or

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

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

A suspension of studies may affect your child's 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. If you wish to make a complaint or appeal a decision made concerning your child's enrolment, course progress or other decision, you should contact the International Student Coordinator at your school who will explain the process.

# Arrival Checklist

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

## On Arrival

- Let your family overseas know that you have arrived safely in Australia and provide them with your contact number and address
- Make sure your child learns to write and say their address
- Remember that in Australia, the emergency phone number is **000**.
- Get a mobile phone (or an Australian SIM card) and make sure your child remembers your number so that they know how to contact you
- Tell your child's International Student Coordinator immediately if you change your mobile number
- Open a bank account
- Activate your OSHC and download the digital membership card on your mobile phone; 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** at school for your child
- Read this international orientation booklet carefully so that you know what you and your child should **DO** and **NOT** while you child is studying in Australia
- Learn about your child's school rules, student visa conditions, and rights and responsibility responsibilities of an international student
- Find out where the school's International Student Coordinator is and say hello regularly
- Find out what clubs and teams your child can join (sports or hobbies) and how you can become involved in school activities as a parent
- Actively seek help if you have any problems or questions by speaking to your International Student Coordinator, Principal or School Counsellor.

## At Home

- Get a **Child/Youth Opal Card** for your child
- Show your child how to use the public transport system, how to go to school from home (as required)
- Familiarise yourself and your child with the area of your suburb such as the local shops, clinic, hospital and police station

## Forms

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

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

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

### 2. Leave Request

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

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 and NEVER leave the country without DE International's approval

### 3. 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

## 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: \_\_\_\_\_

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### ATTACH WITH APPLICATION

Signed parent letter  
 Translation of letter  
 Supporting documents

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

**Principal**    Recommended     Not Recommended

Comment \_\_\_\_\_

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## Leave Requests Flow Chart

### STEP 1

A letter signed by parents must be provided

### STEP 2

Submit to the ISC completed form and any supporting document to  
School

### 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



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.

NSW Government Schools  
NSW Department of Education  
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Darlinghurst NSW 1300 Australia



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1 300 300 229 (in Australia)



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