



# INTERNATIONAL STUDENTS ORIENTATION HANDBOOK

SECONDARY SCHOOL



**NSW GOVERNMENT SCHOOLS**

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

## School Contacts

**School name:** East Hills Girls Technology High School  
**Address:** Lucas Road  
Panania NSW 2213  
**Telephone:** +61 2 9773 9160  
**Email:** easthillsg-h.school@det.nsw.edu.au  
**Website:** <https://easthillsg-h.schools.nsw.gov.au/>

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# INTERNATIONAL STUDENT HANDBOOK

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WELCOME WELCOME



WELCOME

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## Principal's Message

On behalf of East Hills Girls Technology High School, it is my pleasure to extend a warm welcome to you, our new international students. As you join us from corners far and wide, you become integral members of our school's community, a place where learning and innovation intersect to prepare you for a world that is continually transforming.

Our school is a landscape of opportunity, flourishing in the heart of Panania, where we blend rigorous academic programs with cutting-edge technology. Your academic journey here will be underpinned by a strong focus on STEM education, ensuring that you are well-versed in the languages of the future, from coding to robotics, and beyond.

We take pride in our state-of-the-art facilities, including our virtual reality labs and multimedia design rooms, which are not just resources but gateways to discovery and creation. Our commitment to academic excellence is unwavering, and we celebrate the pursuit of knowledge in every discipline.

You will find a community ready to support you, from dedicated welfare teams to extensive extra curricula programs that include dance, drama, sports, and various clubs. Our goal is for you to thrive, not only in your studies but also as global citizens who are compassionate, creative, and connected.

Welcome to a place where your aspirations are nurtured, your potential is unlocked, and your future is bright.

*Lucy Andre*

## School Profile

Nestled in the picturesque surroundings of Panania, East Hills Girls Technology High School is more than a place of learning; it's a community where innovation, technology, and academic excellence converge. Established in 1953, the school has cultivated a rich tradition of empowering young women to excel both in their academic endeavours and in their personal growth.

With a dedicated focus on STEM—science, technology, engineering, and mathematics—the school is renowned for being at the forefront of educational innovation, fostering a learning environment where technology enhances teaching and equips students for the future. Recognised as an Apple Distinguished School, East Hills Girls Technology High School is celebrated for its commitment to creating a learning environment that is both innovative and adaptable.

Students at the school enjoy a myriad of opportunities for academic and personal development, supported by a dedicated staff committed to their success. The school boasts a wide array of extra-curricular activities, from creative arts to sports, all designed to develop the skills and interests of every student. The curriculum is rich and diverse, offering pathways to both higher education and vocational success, ensuring that each student can find her passion and pursue it with vigour.

The community of East Hills Girls Technology High School is one of its greatest strengths, with an active P&C Association and a history of accolades that reflect the school's dedication to excellence. The school's achievements are a testament to its quality education, with high rates of students progressing to tertiary studies and a tradition of high academic performance. At East Hills Girls Technology High School, every student is encouraged to aim high, think creatively, and emerge as a leader prepared to make a meaningful impact in a constantly changing world.

## School Directory

### **Principal**

**Mrs Lucy Andre**

Email: easthillsg-h.school@det.nsw.edu.au

Located in the Administration Building

### **International Student Coordinator**

**Ms Lauren Sims**

Email: lauren.sims@det.nsw.edu.au

Located in the English Faculty

### **Deputy Principal (Years 8, 10, 12)**

**Mrs Kylie Rytmeister**

Email: easthillsg-h.school@det.nsw.edu.au

Located in the Administration Building

### **Head Teacher Student Support**

**Ms Susan Simonsen**

Email: susan.simonsen@det.nsw.edu.au

Located in the Administration Building

### **Deputy Principal (Years 7, 9, 11)**

**Mrs Zeinab Hammoud**

Email: easthillsg-h.school@det.nsw.edu.au

Located in the Administration Building

### **EAL/D Teacher**

**Mrs Veronique Anderson**

Email: veronique.andersons@det.nsw.edu.au

Located in the English Faculty

### **School Administrative Officer**

**Mrs Keryn Brown**

Email: keryn.brown@det.nsw.edu.au

Located in the Administration Building

**The International Student Coordinator is your primary contact at school.** The International Student Coordinator oversees the integration and support of international students. Responsibilities include:

- Academic support
- English language assistance
- Guidance on academic pathways
- Wellbeing monitoring and programs
- Attendance monitoring and visa compliance
- Cultural immersion experiences
- 

***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	Mrs L. Teasel
Year 8	Ms E. Towell
Year 9	Mrs K. Halwagy
Year 10	Ms S. Moore
Year 11	Mrs K. Tolentino
Year 12	Mrs. R. Tambakes

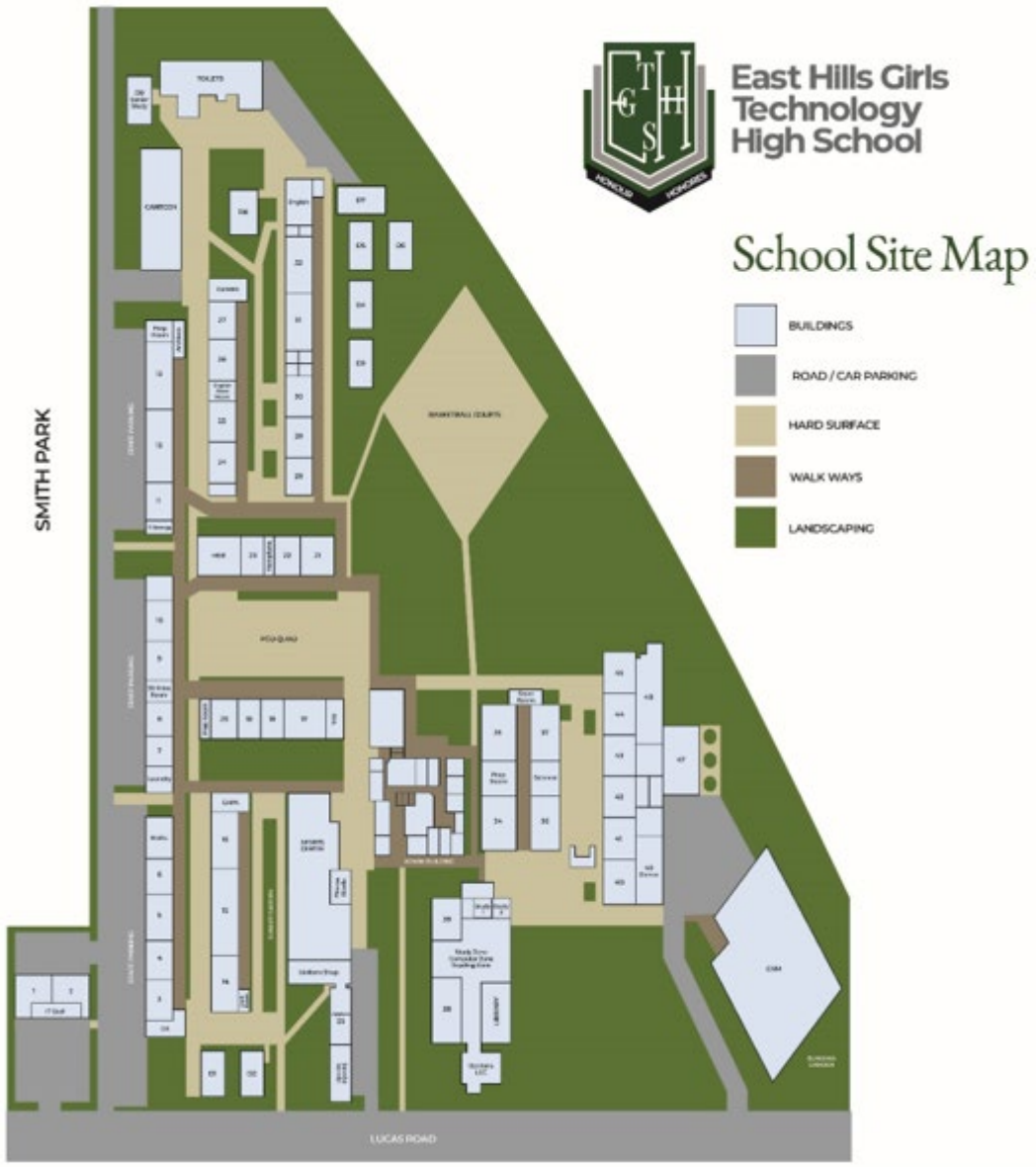
## Head Teachers

Head Teachers can speak to you if you have concerns about your learning needs.

English	Mrs S. Gray (relieving)
Mathematics	Mrs D. Duval
Science	Mrs L. Clutterbuck (relieving)
HSIE	Mr J. Short
Information Technology	Mr S. Sharma
TAS	Mrs K. Saville
PDHPE	Mrs L. Bailey (relieving)
CAPA	Mr F. Necic
Student Support	Ms S. Simonsen
Administration	Mr A. Olm



# School Map



## Support Services

### Counselling

#### What is a School Counsellor?

In all New South Wales government schools, there is a counsellor who is a qualified 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.

**The School Counsellor is in the Administration building. See the International Student Coordinator or the Head Teacher Student Support if you think you need to speak with the School Counsellor.**

### EAL/D Support

Students from a non-English speaking background are supported by a specialist EAL/D teacher. EAL/D teachers:

- support EAL/D students across a variety of KLAs.
- provide intensive support to develop language acquisition.
- teach Stage 6 English EAL/D courses.
- consult on the careful placement of EAL/D students in appropriate classes.

**The EAL/D Teacher is located in the English Faculty.**

## Student Support Head Teacher

This role involves supporting students during difficult times, managing student health cases, and assisting teachers in understanding students' practical needs. Responsibilities also include monitoring student behaviour and attendance, referring students to support services, and developing programs to promote group cohesion. They oversee several wellbeing programs, including:

- **The Inspiring Student Success (ISS):** This program supports students facing academic challenges due to reasons like anxiety or home environment issues. Aligned with the NSW Wellbeing Framework, it aims to improve academic outcomes, confidence, and resilience by providing holistic learning strategies. The role of the Inspiring Student Success Coordinator (ISSC) is to identify and mentor students based on individual needs, collaborating with the Wellbeing Team, and communicating with families and teachers.
- **The Learning Engagement Centre (LEC):** Students with behavioural concerns are assisted through Behaviour Support Plans, referred by the Deputy Principal, Head Teacher of Student Support, and review committee. Re-engagement programs, like Pet Therapy, CICO, Art and Music Therapy, literacy and numeracy support, the Brave program, behaviour management, resilience, social skills, anger management, conflict resolution, return from suspension support, course withdrawal assistance, citizenship education, digital intelligence training, and organisation skills development, are tailored to individual needs.

## Careers Advisors

The support provided by the Careers Advisors includes Careers lessons, coordinating careers and learning seminars, and facilitating work experience opportunities. The Careers Advisor can assist with TAFE, UAC, and Early Entry applications to universities, offering individual case management, and providing support for EVET courses.

## Other Support Services

**The Student Support Officer (SSO)** plays a key role in improving student wellbeing and learning outcomes. They implement whole-school initiatives, support individual students and small groups, and collaborate with external agencies. They facilitate transitions, maintain referral pathways, and assist in data collection for evaluating programs.

**School Learning Support Officers (SLSOs)** assist students with diverse learning needs, including disabilities, in classrooms and other settings under teacher supervision. They help with school routines, support teaching and learning, promote independent living skills, implement health and behaviour plans, organise resources, participate in welfare activities, perform administrative tasks, record student data, provide first aid and medication administration, and document interventions.

## Bell Times

Monday		Tuesday		Wednesday		Thursday and Friday	
Period	Time	Period	Time	Period	Time	Period	Time
		<b>0</b>	8.00-9.00am	<b>0</b>	8.00-9.00am	<b>0</b>	8.00-9.00am
<b>Assembly Wellbeing</b>	8.50-9.10am						
<b>1</b>	9.10-10.10am	<b>1</b>	9.00-10.00am	<b>1</b>	9.00-10.00am	<b>1</b>	9.00-10.00am
<b>2</b>	10.10-11.10am	<b>2</b>	10.00-11.00am			<b>2</b>	10.00-11.00am
<b>Recess</b>	11.10- 11.30am	<b>Recess 1</b>	11.00 - 11:15	<b>Recess</b>	10.00-10.15am	<b>Recess 1</b>	11.00 - 11:15
		<b>Recess 2</b>	11:15 - 11.30			<b>Recess 2</b>	11:15 - 11.30
<b>3</b>	11.30 -12.30pm	<b>3</b>	11.30-12.30pm	<b>2</b>	10.15 - 11.15am	<b>3</b>	11.30-12.30pm
		<b>4</b>	12.30-1.30pm	<b>3</b>	11.15-12.15pm	<b>4</b>	12.30-1.30pm
<b>Lunch 1</b>	12.30 - 12:50pm	<b>Lunch 1</b>	1.30 – 1:50pm	<b>Break</b>	12.15-12.35pm	<b>Lunch 1</b>	1.30 – 1:50pm
<b>Lunch 2</b>	12:50 - 1.10pm	<b>Lunch 2</b>	1:50 - 2.10pm			<b>Lunch 2</b>	1:50 - 2.10pm
<b>4</b>	1.10-2.10pm	<b>5</b>	2.10-3.10pm	<b>Sport</b>	12.35-2.35pm	<b>5</b>	2.10-3.10pm
<b>Staff Meetings</b>	2.20-3.30pm	<b>6</b>	3:10 – 4:10pm			<b>6</b>	3:10 – 4:10pm

Students should be at school on time. A note from your parent or carer must be brought to the front office if you arrive late or need to leave before the last school bell of the day. For example, you may need to leave early to attend a medical appointment.

# Uniform

## Junior Uniform

### Summer

- Green and white checked dress. Longer skirt available to accommodate cultural/religious beliefs.
- Grey shorts/long pants with white school blouse
- Green jumper with school crest
- Green jacket with school crest
- Green blazer with school crest (optional)
- White socks
- Black leather lace-up shoes
- Black opaque stockings
- White undershirt (if needed)
- White hijab (if worn)



### Winter

- Grey long pants with white school blouse
- Green tartan skirt with white school blouse
- Green jumper with school crest
- Green jacket with school crest
- Green blazer with school crest (optional)
- White hijab (if worn)
- Scarf with school crest (optional)



### Sport uniform

- Green shorts with school crest
- Grey polo top with school crest (long or short sleeves)
- Green jumper with school crest
- Green jacket with school crest
- White hijab (if worn)
- Sneakers/running shoes.



## Senior Uniform

### Summer & Winter

- Pale green school blouse.
- Grey and green plaid skirt. Longer skirt available to accommodate cultural/religious beliefs.
- Green school pants
- Green jumper with school crest
- Green jacket with school crest
- Green blazer with school crest (optional)
- White socks
- Black leather lace-up shoes
- Black opaque stockings
- White undershirt (if needed)
- Grey hijab (if worn)
- Scarf with school crest (optional)



## Attendance Requirements

### Attendance requirements for student visa holders

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

### What if my attendance falls below 80%?

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

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

- An **Intention to Report** letter will be sent to you, your parents, and your carer in Australia. This letter tells you the school's intention to report your low attendance to the Department of Home Affairs because you have breached your student visa condition.
- You will be given 20 school days to **appeal** to the principal and explain why the school should not report you to the Department of Home Affairs.
- The school will inform you of the appeal outcome and if unsuccessful, your outcome letter will provide information on how to access the external appeals process through the NSW Ombudsman.
- If all your appeals are unsuccessful, you will be reported to the Department of Home Affairs, and they may decide to cancel your visa.



## **Policies and procedures on absence, early departures and late arrivals**

### **Absences**

An SMS message is sent to parents/carers on days when students are absent or late.

### **Early Leavers**

Once students arrive at school in the morning, they are to remain within the school grounds until dismissed. If a student needs to depart from the school at an earlier time, a note of explanation from a parent/carer should be brought to Administration Building so that a pass can be obtained.

### **Late Arrival at School**

A student arriving late should bring a note of explanation from a parent/carer and must report to the Administration Building for a late note. Students must produce their Student Card to the office. Students are not permitted entry to class without a late note.

### **Special Conditions for Seniors**

After arriving at school no student may leave the school grounds until the conclusion of their final lesson. However, if senior students do not have a timetabled period in the morning or afternoon, they are permitted to arrive late (commencing their day when their first period begins) or leave early (concluding their day after their last period ends). Students arriving after roll call need to scan their Student Card in the Administration Building.

# Leave Requests

## 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

See the International Student Coordinator for all Leave Requests and to obtain the application form.

**NSW DE INTERNATIONAL LEAVE REQUEST**

Student visa conditions require that you must attend school every day during the school term. An 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 approved has been granted by DE International.**

School: \_\_\_\_\_ DOB: \_\_\_\_\_ Date: \_\_\_\_\_  
 Student reference no: \_\_\_\_\_ 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 school 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: \_\_\_\_\_%

Priority:  Recommended  Not Recommended

Comment: \_\_\_\_\_

DE International Office Use Only  Approved  Not Approved

NSW Department of Education | www.deinternational.nsw.edu.au | 180 200 224 (toll free)

## Behaviour Management

### Policy on misbehaviour, suspension, and expulsion

International students will be reported to the Department of Home Affairs if they are:

- suspended for 5 days or more.
- expelled from school because of serious misbehaviour/ involvement in criminal activities.

### What happens if I am suspended from school?

- You will be given an **Intention to Report** letter and will be given 20 school days to appeal to the principal and explain why you should not be reported to the Department of Home Affairs.
- If your appeal is unsuccessful, you will be advised of your further rights on how to access the external appeals process through the NSW Ombudsman.
- If all your appeals are unsuccessful, your suspension will be reported to the Department of Home Affairs, and they may decide to cancel your visa.

### What happens if I am suspended for 5 or more days from school for behaviour that is likely to put at risk my own health or wellbeing, or the wellbeing of others?

Examples of when wellbeing is at risk includes but is not limited to, when you:

- refuse to maintain approved care arrangements if you are under 18 years of age.
- are missing.
- have medical concerns, severe depression or psychological issues which lead DE International to fear for your wellbeing.
- have engaged or threaten to engage in behaviour that is reasonably believed to endanger yourself or others.
- are at risk or commit a criminal offence.

**You will be given an Intention to Report letter and your enrolment may be terminated.**

### What happens if I am expelled from school?

- You will be given a letter of **Notice of Enrolment Termination** following your expulsion and be reported to the Department of Home Affairs who may decide to cancel your visa.

## Anti-Bullying

Our School Anti-Bullying Plan outlines the processes for preventing and responding to student bullying in our school and reflects the Bullying of Students Prevention and Response Policy and the Student Behaviour Policy of the New South Wales Department of Education. All members of the school community are active participants in building a welcoming school culture that values diversity and fosters positive relationships. Our school community, the parents, students, and staff are committed to providing a quality education which meets the learning and social needs.

Our Anti-Bullying Plan aims to deal with, and effectively address, issues of bullying using effective strategies for reporting issues, positive prevention strategies and support for managing interactions and anti-social behaviour within our school environment. A key component of a supportive school culture is building respectful relationships and an ethos that bullying is not accepted, in both online and offline environments. We promote positive relationships within our school environment and support all members of our school community to address issues in a proactive manner. Positive communication is promoted to all members to ensure issues are resolved in an effective and prompt manner.

We understand that while bullying may occur, our community has a responsibility to:

- be aware of what constitutes as bullying behaviour.
- prevent bullying by promoting positive relationships and anti-bullying messages.
- report bullying when it occurs.
- respond to bullying according to the Anti-Bullying plan.

Students are expected to report instances of unsafe behaviour to teachers that do not follow the school's honour code such as:

- use of language by a member of the school community that threatens or vilifies any member of the community.
- creating, publishing, or sharing material about community members that can be considered threatening or vilifying in any way.

## Merit System

At East Hills Girls Technology High School, teachers award merits. Students can view their merits on the Sentral Student Portal.

Merits are awarded across a particular stage:

- Stage 4: Years 7 and 8
- Stage 5: Years 9 and 10
- Stage 6: Years 11 and 12

The system will recommence at the beginning of a new stage.

Physical certificates are distributed by Year Coordinators at Year Meetings.

The Merit System levels are as follows:

### **Level 1:**

- 25 for Bronze
- 50 for Silver
- 75 for Gold
- 100 for Award for Distinction

Students can continue to earn merit points throughout the stage which can allow them to progress to Level 2.

### **Level 2:**

- 120 for Bronze
- 140 for Silver
- 160 for Gold
- 180 for Award of High Distinction
- 200 for Principal's Medallion

## School Curriculum

### Course progress requirements for student visa holders

There are additional course progress requirements for international students.

- If you fail to meet the NSW Education Standards Authority's (NESA) course progress requirements for 50% or more of all your units (e.g. 6 out of 12 units), an **Intention to Report** letter will be sent to you, your parents, and your carer in Australia. This letter tells you the school's intention to report your unsatisfactory course progress to the Department of Home Affairs because you have breached your student visa condition.
- You will be given 20 school days to **appeal** to the principal and explain why the school should not report you to the Department of Home Affairs.
- If your appeal is unsuccessful, you will be informed on how to access the external appeals process through the NSW Ombudsman in your outcome letter.

If all your appeals are not successful, you will be reported to the Department of Home Affairs, and they may decide to cancel your visa.

## School Activities

Explore the diverse range of extracurricular activities available at East Hills Girls Technology High School, where students can engage in enriching experiences beyond their academic studies. From leadership programs aimed at developing essential skills to spirited debating competitions, competitive sporting teams, and the rhythmic artistry of dance. Whether your interests lie in sports, public speaking, leadership, or the arts, there's something for everyone to explore.

Access Sentral Student Portal messages to learn more about joining these exciting groups and igniting your passions. Join us in fostering a vibrant community where students thrive, connect, and grow together, both inside and outside the classroom.

## Staying Safe

### 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 **Revesby**:

**Address:** 139 The River Rd  
Revesby  
**Phone:** 8724 6099



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

**Address:** 21 Peffer Street  
Panania  
**Phone:** 9772 1011



The nearest hospital to the school is **Bankstown Hospital**

**Address:** Eldridge Road  
Bankstown  
**Phone:** 97228000



### Homestay 24 Hour Hotline

**If you are living in a homestay or with a parent nominated carer** (distant relative or a close family friend), you can talk to your carer that you are registered with if you need help.

Alternatively, you may wish to contact the homestay company that your carer is registered with on their 24-hour hotline. Contact your International Student Coordinator if you do not know the name of your carer's registered homestay company.

### Auzzie Families Homestay Care

- Contact: Ms Gloria Wang
- Phone: (+61 2) 8328 8499
- Mobile: 0419 628 168 (24 hours)
- Email: [info@auzziefamilies.com](mailto:info@auzziefamilies.com)
- Website: [www.auzziefamilies.com](http://www.auzziefamilies.com)

### Oz Homestay

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

### Global Experience

- Contact: Ms Agnes Ong
- Phone: (+61 2) 9264 4022
- Mobile: 0430 008 448 (24 hours)
- Email: [sydney@globalexperience.com.au](mailto:sydney@globalexperience.com.au)
- Website: [www.globalexperience.com.au](http://www.globalexperience.com.au)

## Important Safety Tips

When you are out with friends or by yourself, here are some simple things to remember:

- Always **plan your trip** home, especially at night. You may want to pre-book a taxi/Uber or arrange transport with a friend. Always make sure you have enough money to get home.
- **Avoid staying out past 8pm.**
- If you have a part-time job, **do not work during school nights** Monday - Thursday and return home by 9pm on weekends.

*Note: Students must have been enrolled for at least 6 months in high school before working and must provide a letter of consent from their parents. IEC students are not eligible to work.*

- Try to **travel with a friend** or in a group at night.
- **Keep your bag** and belongings **close to your body** and where you can always see them.
- **Leave valuables at home** if you don't need to take them with you. This includes jewelry, electronic equipment such as your laptop and your passport.
- **Do not carry large amounts of money** with you. Most retailers accept electronic payment through cards or payment systems on your phone. You can take money out at ATMs found in shops, supermarkets, petrol stations, shopping malls, shop fronts and many other public places.
- **Do not accept parcels** that do not directly belong to you. You will be held legally responsible for the contents of the parcels.
- **Do not pay for school fees through people who offer discounts.** This is a SCAM.
- **Call 000 in the event of an emergency.** Remember, calls to 000 are free of charge.

### Did you know?

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

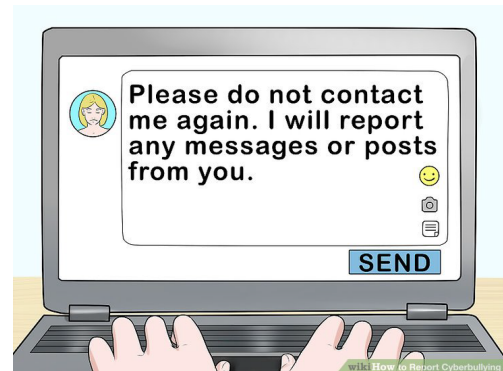
This is a student visa requirement and helps to keep you safe if the school knows where you live and how to contact you in case of an emergency.

This is a student visa requirement and helps to keep you safe if the school knows where you live and how to contact you in case of an emergency.

## Cyber Safety

When using the internet, like anywhere in the world, you should protect yourself against spam, online scams, identity theft and online bullying. Protect yourself by following these tips:

- If you are using a public computer, make sure you **log out of your online accounts** such as your social media account, bank or email accounts, and log out of your computer account before you walk away.
- **Do not give away your personal information.** This includes your name, phone number, address, email address, date of birth, usernames and passwords, and bank details.
- If you think you're being harassed or bullied online, **report the person being abusive** to the website or social media administrators and talk to someone you trust straight away — such as a parent, ISC/teacher or friend, or contact **Kids Helpline (1800 55 1800)**
- **Ignore, block, or mute** the person being abusive online and do not engage with them.



**You can find more information on the Kids Helpline website at:**  
<https://kidshelpline.com.au/teens/issues/online-harassment>

## Road Safety and Public Transport Safety

- Where available, use pedestrian walkways and only cross the street at pedestrian crossings or lights.
- Watch for traffic before you cross by looking left and right for oncoming cars.
- Do not use your mobile phone or put on your earphones when you are crossing the road.
- Avoid isolated bus, ferry, rail, and light rail stops.

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

- Check transport timetables to avoid long waits, particularly at night. You can download an app on your mobile phone such as **TripView**, **TripGo** or **NextThere** to view timetables of public transport and plan your trip. Visit <https://transportnsw.info/apps> for all the apps available to help you plan your trip.



- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage closer to the guard or driver.

***Train carriages nearest to the driver or guard have a blue light on it and are safest at night.***

## 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.

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



## Water Safety

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

### Spot and survive a rip current

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

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



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

## Reporting Incidents & Seeking Help

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

**If you are in immediate danger or wish to report an incident:**

***Police/Ambulance/Fire Brigade at 000***

If you need help at school:

- Your **International Student Coordinator** in the English Faculty.
- **School Counsellor** in the Administration Building.

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. No Way!** provides information and helpful ideas about bullying: <https://bullyingnoway.gov.au/>
- **1800RESPECT** is a confidential information, counselling and support service for sexual assault victims and domestic violence. Call 1800 737 732 (24 hours) or visit their website at [www.1800respect.org.au](http://www.1800respect.org.au)  
Ask for an interpreter if you wish to speak in your own language that is not English.

## You & the Law

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

For example:

- it is illegal to ride a bike without wearing a helmet.
- it is illegal to ride an e-scooter in NSW.
- it is illegal to purchase and consume alcohol if you are under 18 years of age.
- it is illegal to purchase and smoke cigarettes/vapes if you are under 18 years of age.
- possession and use of illegal drugs is a criminal offence.
- it is illegal to use a mobile phone whilst driving.

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

### 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) license 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) license:**

- You must not drive faster than 90 km per hour.
- You must have a zero-blood alcohol limit.
- You must not use any functions of a mobile phone including hands-free devices while driving.
- You must not drive with more than one **passenger** under 21 between the hours of 11pm and 5am.

#### **If you are driving a car on a P2 (green) license:**

- You must have a zero-blood alcohol level.
- You must not exceed a maximum speed limit of 100 km/h.

- ***Driving without a license or using a mobile phone while driving is illegal.***
- ***Seatbelts are compulsory for drivers and passengers in Australia.***
- ***Speeding and drink driving are dangerous and are against the law.***
- ***You could lose your license or go to jail if you are caught speeding or drink driving.***

# Taking a Part-Time Job & Your Working Rights

## Allowable Work Hours

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 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 – Friday) as this may impact on your learning.
- You should not work past 8pm during the weekend.

## Tax File Number

You must obtain an Australia Tax File Number (TFN) to work part-time. Your TFN is your personal reference number in the Australian tax system, and you will be asked to provide your TFN to your employer at the workplace. If you do not have a TFN, you will be taxed at a higher rate. You can apply for a TFN online at the **Australian Taxation Office** website at [www.ato.gov.au](http://www.ato.gov.au).

## 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.



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 available 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**

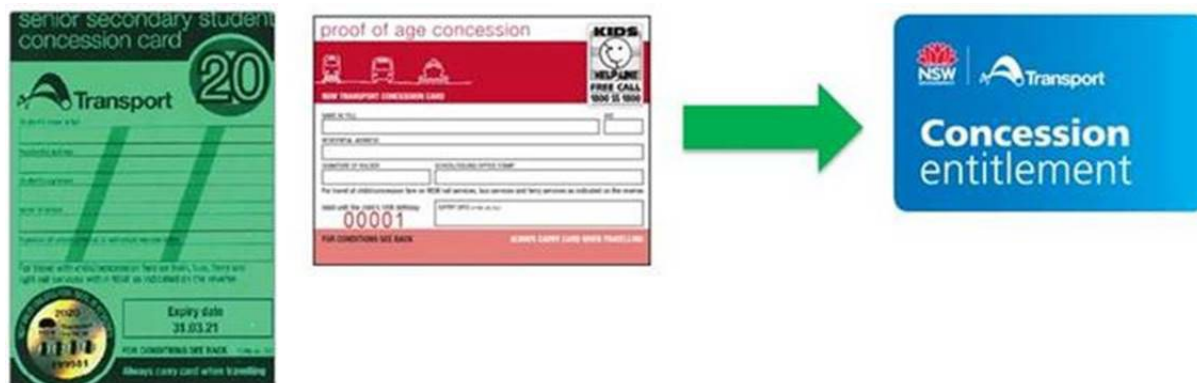
Certain employees may have different pay entitlements depending on whether they have a reduced work capacity because of disability if they are under the age of 21 or if they are an apprentice or trainee. You can calculate your correct pay and entitlements using the Pay and Conditions Tool at [www.fairwork.gov.au/pay](http://www.fairwork.gov.au/pay).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

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

## Transport & Travel Concession

**Children 4 to 15 years of age** are entitled to a child's half fare concession. School students from the age of 4 to **16 years of age and older** are entitled to a half fare concession.

In order to travel on public transport at concession fares, you must carry an **NSW Transport Concession Entitlement Card** (previously known as the Proof of Age card for children 4 to 15 years, Senior Secondary Student Concession Card for 16 years and over, and Mature Secondary Student Concession Card for 18 years and over).



***Please see your office staff to apply for a Transport Concession Entitlement Card before you get a Child/Youth Opal Card. You must always carry this card with you and present it to ticket inspectors when required***

An **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.

## Overseas Student Health Cover (OSHC)

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

### Activate your OSHC membership

You would have already purchased an OSHC membership before you arrive. **It is important that you activate your OSHC as soon as you arrive.**

#### Medibank OSHC members

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

1. Go to <https://www.medibankoshc.com.au/oshcactivate/>
2. Search the student profile using your personal details including membership number, birth date, and name.
3. Then fill the next page with your information and click “submit” when completed.

### Obtain your OSHC membership card

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

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

1. Log in to Online Members Services at [www.medibankoshc.com.au](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 always access it.

### 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)

Once you have access, you will be able to:

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

If you have a problem with your OSHC, you should contact your insurer in the first instance.

If you are insured with Medibank OSHC, call 134 148.

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

## Accommodation

### Homestay for under 18 students

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

### Rules and expectations

Homestay is a great way to learn about the Australian culture and to improve your English. However, living with a new family in Australia can be quite challenging at first, and you need to follow some rules on how you are expected to behave in a homestay family:

✓ **Follow the rules!**

Your accommodation has been approved by DE International, it is important that you follow the rules to make sure you stay safe during your stay in Australia:

- **Come home for dinner every day** – you are expected to come home after each school day. You cannot stay overnight at a friend's or relative's place without approval from DE International
- **Follow the curfew time** – on special occasions when you must come home late, be sure to let your host parent know. Please note that you should be home by 8pm on weekdays and 9pm on weekends.
- **Stay in a homestay arranged by one of the three approved homestay providers** (refer to section 9.2) and seek approval from DE International if you want to move.
- **Do not invite friends to stay at your homestay overnight** without your host parent's consent.

Your homestay will also have house rules that you must follow, but a lot of them are just common sense. For example:

- keep your room clean and tidy during your stay.
- do not eat in the bedroom for hygiene reasons.
- tidy up or clean up after yourself around the home.
- call your host parent if you are running late.
- turn off the lights and appliances when you are not using them to avoid wasting energy.
- take short showers no longer than 10-15 minutes to save water, especially during a

drought season.

- switch off your devices by 11 pm and be considerate of household members who may be sleeping.
- Internet should only be used for school purposes, and not for playing games until early hours of the morning.
- be sure to help keep the home secure by closing and locking the doors when you leave (don't lose your house keys or give them to anyone else).
- look after furniture and items in your home and always clean up after yourself e.g. bathroom/toilet, kitchen, laundry.
- be respectful to all family members, friends, and visitors to the home.
- help with house chores wherever possible.
- enjoy spending time with family members, dine together and engage in family activities .
- learn to communicate freely with your host parents and share any feelings or concerns you might be experiencing.

Remember that things will be different from what you are used to at your home overseas and it may take some time for you to adjust – this can be the food, culture, language, and people in the home.

Be **flexible and open-minded**, and don't be afraid to try new things!

✓ **Be respectful and considerate.**

Always show respect and be polite to your homestay family. Treat them the way you would like to be treated. Be aware that what you do in the home may affect others. For example, watch the volume when you play music or watch TV, and clean up after yourself, especially in common areas such as kitchen and bathrooms.

✓ **Take time to know and talk to your homestay family.**

Don't be shy! Instead of going into your own room when you come home, hang out with your host family. It's always good to start the day with "good morning" and start a conversation with "How was your day?" when you come home.

Also, don't be afraid to ask questions when you are unsure, and talk to your host if you want to be heard, such as if you want more food at dinner time or if your room is too warm. Just be respectful and reasonable.

Similarly, **your homestay host** also must follow rules when they are hosting you. For example, they must:

- welcome you into the home and include you in family activities.
- give you a key and any passcodes required to access the residence.
- provide you with a safe and secure bedroom with storage space for your personal items, and facilities including a bed, desk, chair, and adequate lighting.
- always live in the residence with you, including holiday periods; and inform DE International if there's any change to the accommodation and welfare arrangements.
- give you access to heating in winter and cooling in summer.
- provide three meals per day, including food for making lunch.
- attend school meetings and communicate with the school about your studies.

If there are problems in your homestay and they are not resolved after you speak to your host, or if the matter is sensitive and you prefer to speak to someone else, don't be afraid to speak to your International Student Coordinator. They are here to help you.

## Renting or Sharing Accommodation (over 18 students)

If you have turned 18 and decided to rent or share accommodation, make sure you know your rights and responsibilities as a tenant.

The **Fair Trading NSW** website provides useful information on renting:

<https://www.fairtrading.nsw.gov.au/>

Under the law, your landlord must give you a copy of the New Tenant Checklist:

### DOs:

- ✓ **Let your school know your new address within 7 days (a student visa condition)** and let them know of an emergency contact – this person should be a trustworthy adult friend or relative in Sydney, and preferably over 21.
- ✓ Make sure you **sign a lease agreement and** read and understand the terms. The agreement will protect you if there are problems with your landlord. Remember you cannot be charged for the preparation of the agreement. **Keep a copy** of the agreement and all other related documents.
- ✓ **Check your agreement carefully** so you understand what you are signing up for. A few common things to look for are:
  - **Rent:** Check that the weekly rate is what you have agreed to and the time of the contract. You must pay your rent in advance. Your rent can only be increased after the specified period.
  - **Bond:** this is a deposit that you pay to cover any damages or if you end the lease early. The maximum you can be asked to pay is 4 weeks of rent. This bond should be refunded to you at the end of your tenancy.
  - **Any other fees** such as administrative fees, utilities (except water) etc.
- ✓ **Get a receipt** for any rent or fees that you have paid and keep them for your records. Avoid paying in cash if possible, and make sure you ask for a receipt.
- ✓ **Respect and follow the house rules**, especially if you are sharing the accommodation with others. However, if the house rules are unreasonable, refer to your lease agreement and talk to your landlord.

Keep the accommodation tidy and in good condition. Your landlord has the right to inspect the accommodation, but they cannot show up without giving you notice.



Here are some general **Dos** and **Don'ts** when you are renting on your own:

<https://www.fairtrading.nsw.gov.au/housing-and-property/renting/starting-a-tenancy/new-tenant-checklist>

### **DON'Ts:**

- X **Don't move into an accommodation without an inspection or a key.** You should only move into a place after checking that it is in good condition.
- X **Don't pay a large deposit for a cheaper rate, or more than you need to.** For example, you do not need to pay more than 4 weeks of the rent for the bond.
- X **Don't rent a place without signing a lease agreement.** It is illegal and is a clear warning sign of scam or subletting. Subletting is illegal in Australia, and it will leave you unprotected if something bad happens.
- X **Don't let your landlord keep your passports, ID document or personal belongings.** While they may ask for copies of your passport or ID documents, they cannot keep them. They also cannot keep your personal items.

### **Problems with Your Lease**

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

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

## Visa Requirements You Should Know

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

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

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

## Attendance & Course Requirements

- You must **attend a minimum of 80%** of all scheduled classes. If you do not meet attendance requirements you may be reported to the Department of Home Affairs, unless there are compassionate or compelling circumstances (refer to section 21).
- You must provide a doctor's certificate for any absences of 3 days or more. The doctor must be a registered medical practitioner. If you are absent for 1 or 2 days, a letter of explanation must be provided by your carer or if you are over 18 years, you can provide your own written explanation to the principal.
- You **must meet course progress requirements**. Your school will provide you with information about course requirements as outlined by the NSW Education Standards Authority (NESA). Further information about course requirements is available at: <http://educationstandards.nsw.edu.au>
- If you fail to meet the 80% attendance requirements or the course progress requirements, an **Intention to Report** letter will be issued to you and your parents and you will have 20 school days to appeal internally to the principal. If you do not receive a successful school appeal outcome you can then appeal externally to the NSW Ombudsman. If you fail to appeal or do not receive a successful appeal outcome, you will be reported to the Department of Home Affairs, and this may impact the status of your student visa.

## Accommodation & Welfare Arrangements

All students must be picked up at the airport on arrival in Australia.

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

## Conditions of Enrolment

- You must commence school enrolment on the date stated on the **Confirmation of Enrolment** (CoE) and if this is not possible, notify DE International in writing within 24 hours of the start date on the CoE.
- You must adhere to school rules and the terms and conditions of enrolment as stated on the international student application form. You will receive information about school rules and expected behaviour at orientation.
- Your school may suspend or cancel your enrolment on grounds of misbehaviour. For further information about student behaviour and suspension and expulsion of students, contact the International Students Coordinator at your school.
- Travel during school holidays, other than returning to your home country, is only permitted if you are travelling with your carer, an approved relative or on an approved school excursion. Written permission from your parents 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.

## Taking Leave

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

## Deferment of Course Commencement Date

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

## Guidelines for Compassionate or Compelling Circumstances

Compassionate or compelling circumstances refers to situations that are generally beyond your control. Examples include, but are not limited to:

- illness, where a medical certificate states that you are unable to attend classes (e.g. serious medical issues or hospitalisation that require extended time away from school)
- loss of close family members such as parents or grandparents (this must be supported with a death certificate or other evidence either prior to departure or on return)
- major political upheaval or natural disaster in your home country which may impact your studies.
- a traumatic experience which could include.
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Where DEI has approved your leave on compassionate or compelling circumstances, your attendance percentage will be adjusted.

However, if you are sick and absent from school for a shorter period, this leave will still be counted in your attendance percentage. This means that if your attendance falls below 80%, you will be issued with a warning letter.

If your attendance remains below 80% after you are issued a second warning letter, or your attendance falls below 60%, you will be issued an Intention to Report to immigration, which you will have a right to appeal. If you provide a medical certificate for your sick days, this will be considered in your appeals process should you choose to submit an appeal to your principal.

## Approved Enrolment on Hold

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

Prior to taking leave, a signed leave request from your parents must be submitted to DE International for approval along with evidence of compassionate or compelling circumstances. An enrolment on hold may affect your visa, so please consult the Department of Home Affairs before submitting a request.

## Complaints & Appeals

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

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

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

## Work

- Students attending an Intensive English Program are not permitted to work.
- To work part-time, DE International requires that you must have been enrolled for at least six months in your current school, have a 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 during holiday periods. Please note that you should **not work more than 10 hours per week** during the school term, as any more hours may impact on your learning.

## Arrival Checklist

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

### On arrival

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

### At School

- Provide your address, email and mobile number to school and let them know immediately (and no later than 7 days) of any change of address and contact details.
- Provide emergency contact details in Australia and overseas to your school at enrolment.
- Apply for a **Transport Concession Entitlement Card** at school.
- Read your international orientation booklet so that you know what to do and what not to do during your study and your stay in Australia.
- Learn about the school rules, student visa conditions, and your rights and responsibilities as an international student.
- Find out who and where your International Student Coordinator is and say hello regularly.
- Find out what clubs and teams you can join (sports or hobbies).
- Actively seek help if you have any problems or questions by speaking to your International Student Coordinator, School Counsellor, etc.

### At Home

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



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