



The Corporation of the Trustees  
Of the Roman Catholic Archdiocese of Brisbane  
Trading as

Clairvaux MacKillop College

# **PRE-ARRIVAL ORIENTATION and COMMENCEMENT**

## **International Student Handbook**



# How to use this Handbook

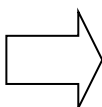
The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance

Example: Immediate Priority -

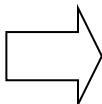


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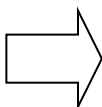
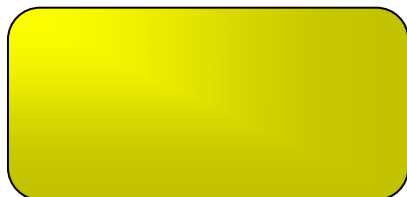
Information



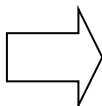
**"I need to know IMMEDIATELY!"**



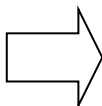
**"I need to know by the first week!"**



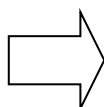
**"I need to know BEFORE classes begin!"**



**"I need to know by the end of WEEK 6!"**



**"I need to know by the end of WEEK 4!"**



**"I need to go back and remind myself of this as I go through my study!"**

# SECTION 1

# Welcome

[www.cvxmck.edu.au](http://www.cvxmck.edu.au)

CRICOS Provider Number: 01494J

*This initiative is supported by the Australian Government through the Department of Education and Training  
(formerly the Department of Employment and Workplace Relations).*

# Section 1: Welcome

## Welcome

Welcome from the Principal of Clairvaux MacKillop College

## Important Information & Emergency Contacts

Education Provider Main Contact Details

International Student Coordinator/Advisor

International Student 24 Hour Emergency Contact

Homestay Coordinator

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Post Office

## Application Step by Step Process Model

### Things To Do

Before Leaving Home

Upon Arrival in Australia

# Welcome from the Principal, Clairvaux MacKillop College



Welcome to Clairvaux MacKillop College! Our College mission is to work actively as a Catholic, Christian, inclusive learning community. Inspired by our Catholic tradition, we strive for excellence imbued by the charisms of our Founders: St Mary of the Cross MacKillop and Blessed Edmund Rice. As a community, we embrace the future with confidence educating our students to grow to make a positive contribution to the world.

Our dedicated, committed and compassionate staff embrace flexibility in their curriculum design and delivery, have currency of teaching and learning practices and value engaging students in their interests and learning. We offer a broad range of subject and vocational options, exciting extra-curricular activities, sporting competitions and spiritual experiences.

Our Commitment, Compassion, Celebration, motivate the way we live the spirit of the college motto By Effort and Faith. All our vibrant learning community are valued, respected and encouraged to be self-directed as learners - people who love learning, people who are life-long learners.

Clairvaux MacKillop College is a college of choice for our families. Prospective families are encouraged to attend the college's "Windows Days" and learn about the culture that is at the heart of Clairvaux MacKillop College.

Do not hesitate to contact us so we can share more of the possibilities available at Clairvaux MacKillop College.

Ms Christine Clarke  
Principal  
Clairvaux MacKillop College

# Important Information and Emergency Contacts:



## Education Provider Main Contact Details:

Clairvaux MacKillop College  
24 Klumpp Road  
Upper Mount Gravatt Queensland  
Australia 4122  
Phone: (61 7) 3347 9200  
Email: [admin@cvxmck.edu.au](mailto:admin@cvxmck.edu.au)  
Website: [www.cvxmck.edu.au](http://www.cvxmck.edu.au)

## International Student 24 Hour Emergency Contact

Christine Clarke [clac@cvxmck.edu.au](mailto:clac@cvxmck.edu.au)  
Students will receive a college business card at Orientation (with and emergency contact number)

## Emergency Telephone Numbers:

**Police, Fire, Ambulance – 000**

### Department of Home Affairs (Immigration)

299 Adelaide Street  
Brisbane Queensland 4000  
Open Monday to Friday 9am to 4pm  
[www.border.gov.au](http://www.border.gov.au)

**Phone: 131 881**

## Medical Centres:

Garden City Medical Centre  
Westfield Garden City Shopping Centre  
2049 Logan Road  
Upper Mount Gravatt  
Phone 3343 1344

Upper Mt. Gravatt Day & Night Medical Centre  
2120 Logan Road  
Upper Mount Gravatt  
Phone: 3343 9033

## Transport:

Translink: (buses, trains, ferries)  
Phone: 13 12 30  
Website: [www.tanslink.com.au](http://www.tanslink.com.au)

Taxis Services:  
Black and White Cabs Phone: 13 32 22  
Yellow Cabs Phone: 13 19 24

## Public facilities:

### Location of Automatic Teller Machines (ATMs)

Bank of QLD ATM: 1932 Logan Road, Upper Mt. Gravatt

Bendigo Bank ATM: 1981 Logan Road, Upper Mt. Gravatt

NAB ATM: Garden City Shopping Centre, Cnr Kessels & Logan Road, Upper Mt. Gravatt

CBA ATM: Garden City Shopping Centre, Cnr Kessels & Logan Road, Upper Mt. Gravatt

Westpac ATM: Garden City Shopping Centre, Cnr Kessels & Logan Road, Upper Mt. Gravatt

ANZ ATM: Garden City Shopping Centre, Cnr Kessels & Logan Road, Upper Mt. Gravatt

Suncorp ATM: Garden City Shopping Centre, Cnr Kessels & Logan Road, Upper Mt. Gravatt

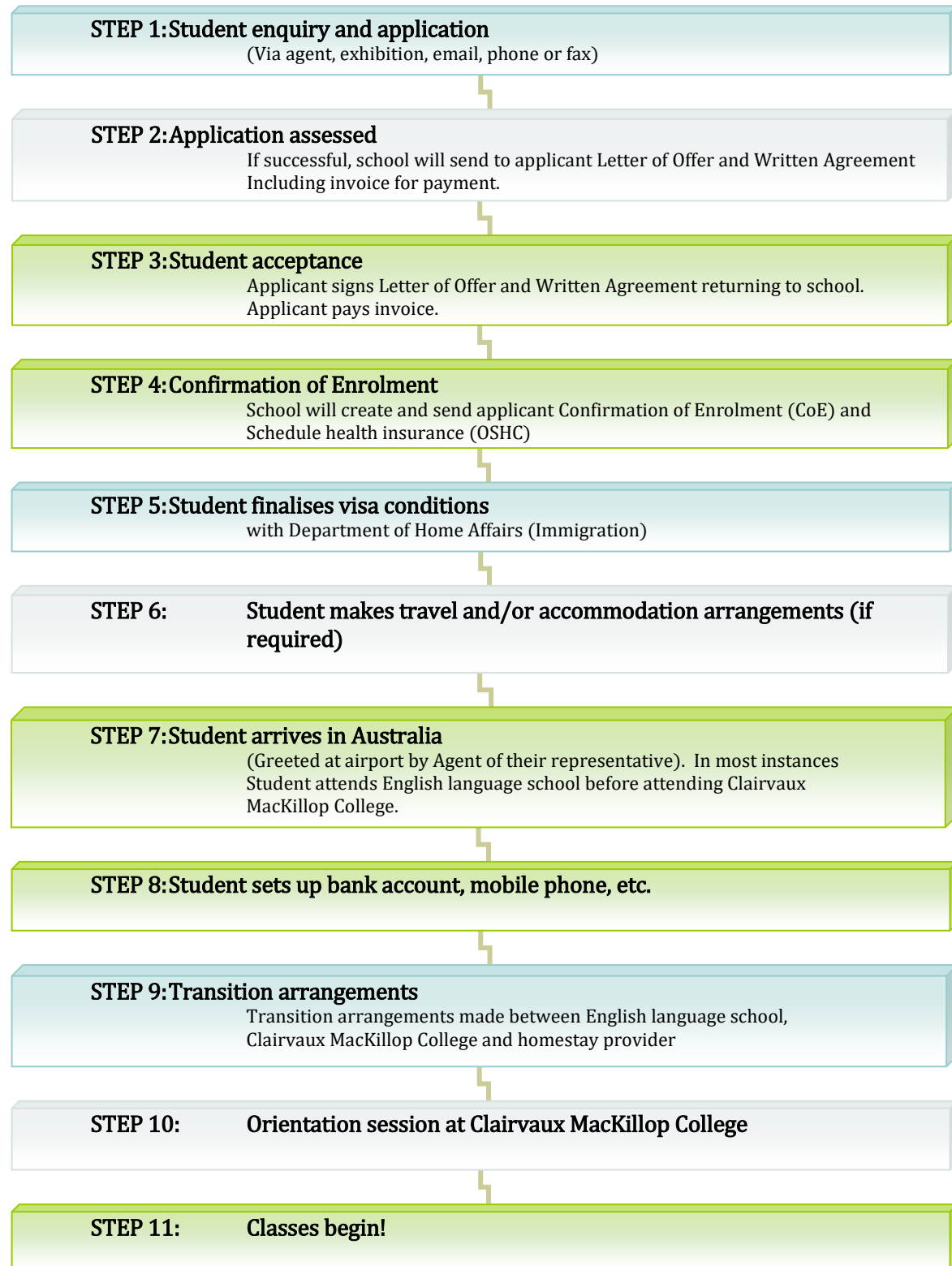
### Location of Public Telephones

2000 Logan Road, Upper Mount Gravatt  
1755 Logan Road, Upper Mount Gravatt  
1722 Logan Road, Upper Mount Gravatt

### Post Office

Australia Post  
Garden City Shopping Centre  
Shop 1356, 2049 Logan Road  
Upper Mount Gravatt  
Phone: 13 13 18

# Application Step-by-Step Process Model:



# SECTION 2

## Pre-Arrival



## Section 2: Pre-Arrival

### Application Step by Step Process Model

#### Introduction to Australia

Introducing Upper Mt. Gravatt, Brisbane

Introducing Clairvaux MacKillop College

#### Arranging Visas

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DFAT

Migration Agents

Education Agents

Visa Conditions

#### Arranging Travel

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Seasonal Considerations

Clothing

Other Items You Might Need to

Include

Bringing Your Computer

Mobile Phones & Laptops

On your Flight

Entry into Australia

Australian Immigration

Baggage Claim

Detector Dogs

Australian Customs &

Quarantine

Arrivals Hall

#### Getting from the Airport

Train

Public Buses

Shuttle Buses

Taxis

Airport Reception Service

#### Keeping in Contact

#### Accessing Money

How Much to Bring

Currency Exchange

Electronic Transfer

ATMs

Credit Cards

#### Arranging Accommodation

Welfare and Accommodation policy

#### Temporary Accommodation

Hotels, Motels & Backpackers

Staying with Friends or Family

#### Bringing My Family

Issues to Consider

#### Child Care

#### Schools

State Schools

Independent Schools

# Things to Do:



## Before Leaving Home:

- ☒
- Apply for passport ..... ☐
- Arrange student visa ..... ☐
- Make contact with institution ..... ☐
- Arrange for immunisations and medications from my doctor ..... ☐
- Apply for a credit card and/or arrange sufficient funds ..... ☐
- Confirm overseas access to your funds with your bank ..... ☐
- Make travel arrangements..... ☐
- Arrange travel insurance ..... ☐
- Advise institution of travel details..... ☐
- Arrange accommodation ..... ☐
- Arrange transport from airport to accommodation ..... ☐
- Pack bags being sure to include the following:
  - Name and contact details of an institution representative ..... ☐
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency ..... ☐
  - Important documents:
    - THIS HANDBOOK! ..... ☐
    - Passport ..... ☐
    - Letter of offer ..... ☐
    - eCoE ..... ☐
    - Certified copies of qualifications & certificates ..... ☐
    - Travel insurance policy ..... ☐
    - ID cards, drivers licence, birth certificate (or copy)..... ☐

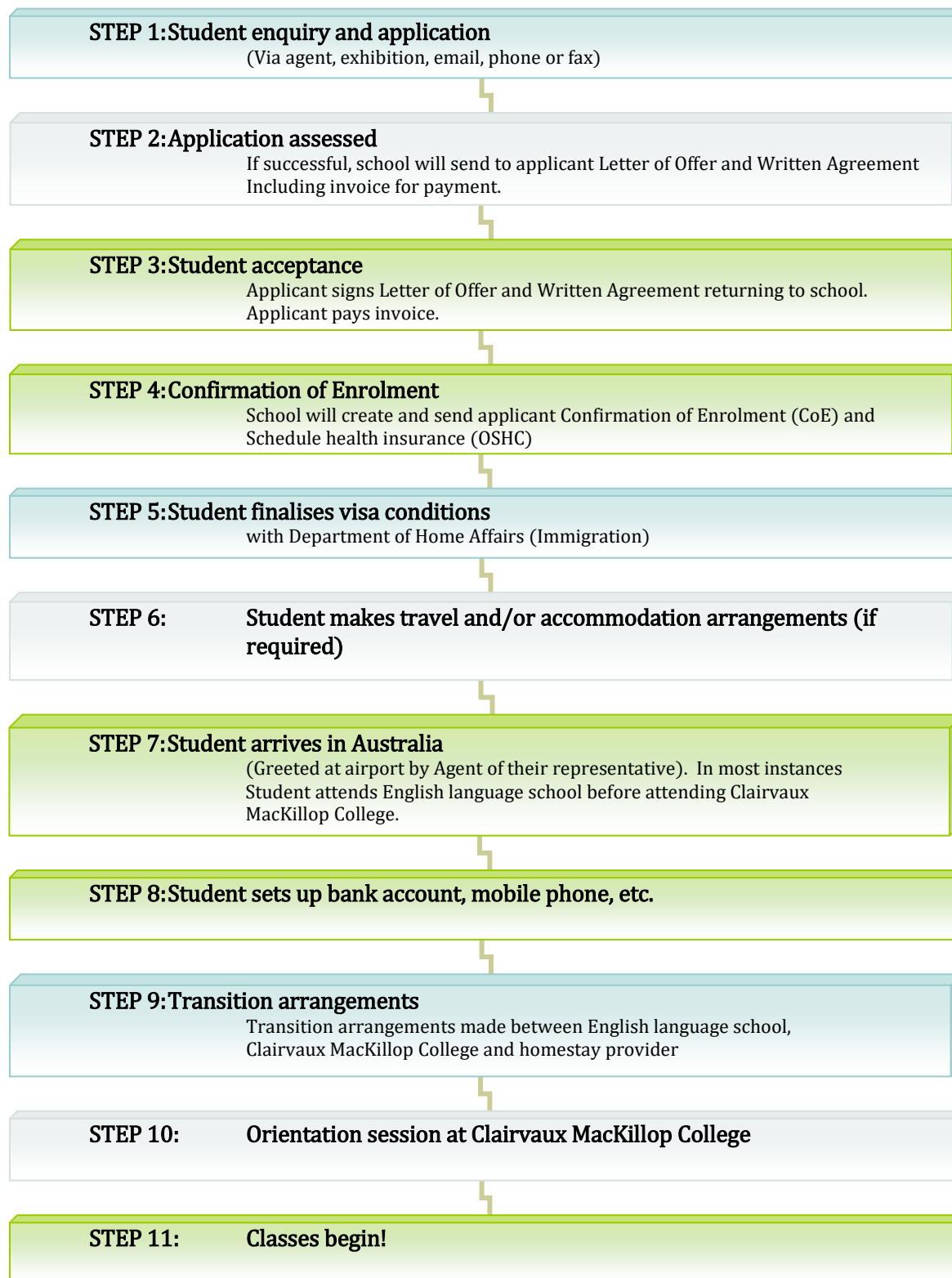
NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

## Upon Arrival in Australia:



- Call home ..... ☐
- Settle into accommodation ..... ☐
- Contact institution ..... ☐
- Purchase personal items ..... ☐
- Enrol children in school (if applicable) ..... ☐
- Attend international student orientation ..... ☐
- Get student ID card ..... ☐
- Advise health insurance company of address & get card ..... ☐
- Open a bank account ..... ☐
- Attend Clairvaux MacKillop College/course specific orientation sessions..... ☐
- Get textbooks ..... ☐
- Start classes ..... ☐
- Apply for tax file number if seeking work ..... ☐
- Get involved in student life and associations ..... ☐  
(eg music, sporting and cultural clubs).

# Application Step-by-Step Process Model:



# Introduction to Australia



[www.australia.gov.au](http://www.australia.gov.au) (August 2017) Australia is a unique and diverse country in every way - in culture, population, climate, geography, and history. For articles on specific topics about Australian history and culture visit our Australian Stories index.

## Culture

Australian culture is as broad and varied as the country's landscape. Australia is multicultural and multiracial and this is reflected in the country's food, lifestyle and cultural practices and experience. Australia has an important heritage from its indigenous people, which plays a defining role in the cultural landscape. This diversity of influences creates a cultural environment in Australia that is lively, energised, innovative and outward looking.

## Population

As of December 2014, Australia's population is roughly 23.6 million people. The most populous states are New South Wales and Victoria, with their respective capitals, Sydney and Melbourne, the largest cities in Australia. Australia's population is concentrated along the coastal region of Australia from Adelaide to Cairns, with a small concentration around Perth, Western Australia. The centre of Australia is sparsely populated.

## Climate

The majority of Australia experiences temperate weather for most of the year. The northern states of Australia are typically warm all the time, with the southern states experiencing cool winters but rarely sub-zero temperatures. Snow falls on the higher mountains during the winter months, enabling skiing in southern New South Wales and Victorian ski resorts, as well as the smaller resorts in Australia's island state, Tasmania.

## Geography

Australia is an island continent and the world's sixth largest country (7,682,300 sq km). Lying between the Indian and Pacific oceans, the country is approximately 4,000 km from east to west and 3,200 km from north to south, with a coastline 36,735 km long. Canberra is Australia's capital city. With a population of approximately 380,000 people and situated in the Australian Capital Territory, Canberra is roughly half way between the two largest cities Melbourne and Sydney. Australia has 19 listed World Heritage properties. Australia is also famous for its landmark buildings including the Sydney Harbour Bridge; its ancient geology, as well as for its high country.

## History

Australia's first inhabitants, the Aboriginal people, are believed to have migrated from some unknown point in Asia to Australia between 50,000 and 60,000 years ago. While Captain James Cook is credited with Australia's European discovery in 1770, a Portuguese possibly first sighted the country, while the Dutch are known to have explored the coastal regions in the 1640s. The first European settlement of Australia was in January 1788, when the First Fleet sailed into Botany Bay under the command of Captain Arthur Phillip. Originally established as a penal colony, by the 1830s the number of free settlers was increasing. Transportation of convicts to the eastern colonies was abolished in 1852 and to the western colonies in 1868.

## Legal system

Australia follows a Westminster system of government and law inherited from the British who originally colonised the country. There are two main political parties and a number of minor parties, which make up the Commonwealth Parliament. Each state and territory also has its own government.

## **International Students** [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) (August 2017)

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 23 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world!

Australia has five of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations - including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders - to make their lives, and the lives of others, better.

Australia is generally a very safe place to live and study. The 2017 [OECD Better Life Index](http://www.oecdbetterlifeindex.org/topics/safety/) (<http://www.oecdbetterlifeindex.org/topics/safety/>) rated Australia 7.2 out of 10 for safety, one of the highest ratings awarded to any country.

But it is still important to look after yourself and be aware of the risks that exist - and ways to minimise them. This is particularly important for when you first arrive and are adjusting to your new way of life. Following your common sense and best practices will ensure you remain safe and healthy, whether you are handling emergencies, personal and home safety, or natural elements such as sun, water, and fire

# Introducing Upper Mount Gravatt, Brisbane



## Location

Upper Mount Gravatt is south of Mount Gravatt and has long been one of the major centres outside the CBD, especially for those who reside on the south of the city. Upper Mount Gravatt is 10 minutes south of the Brisbane Central Business District

## Population

In the 2011 census, the population of Upper Mount Gravatt was 8,851, 59.4% of people living in Upper Mount Gravatt were born in Australia, compared to the national average of 69.8%; the next most common countries of birth were New Zealand 3.3%, China 3.1%, India 2.9%, England 2.7%, Korea, Republic of 1.4%.

## Shopping Centres

Westfield Garden City, a major shopping centre, is a regional "hub", containing services and popular restaurants.

## Parks

Upper Mount Gravatt is home to many public open space areas including the beautiful Toohey Forest Conservation Park boasting many beautiful eucalypt and grass trees and home to colonies of owls, possums and gliders. With good signage and tracks, this is a great place to walk or ride a bike.

## Hospitals

Upper Mount Gravatt is close to both a public hospital including an Emergency Department and a private hospital:

Lady Cilento Children's Hospital  
501 Stanley Street, South Brisbane  
Phone 3068 111

Queen Elizabeth II Jubilee Public Hospital and Emergency Department  
Cnr Kessells Road and Troughton Road Coopers Plains  
Phone 3275 6111

Greenslopes Private Hospital (NO Emergency Department)  
245 Newdegate Street, Greenslopes  
Phone 3394 7111

## Sports Facilities

The Queensland Sports and Athletics Centre, previously hosted the opening ceremony of the 1982 Commonwealth Games, provides competition and training facilities in track and field athletics and beach volleyball.

Known as a sporting hub, Upper Mount Gravatt also boasts soccer grounds, rugby fields, State Netball Centre, and the Hibiscus Sporting Complex.

## Amenities

The Brisbane City Council operates a public library at Westfield Garden City.

## Public Transport

Upper Mount Gravatt is a major corridor for buses as they transport commuters to and from the Central Business District. With multiple stops and a regular service, residents can easily commute between home, school, sport and work from the bus interchange at the Upper Mount Gravatt Busway Station.

## Police

For police assistance visit the Police station situated on Logan Road, Upper Mount Gravatt.

## Living Costs

Information on living costs in Australia can be obtained from [www.studyinaustralia.gov.au/global/live-in-australia/living-costs](http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs)



# Introducing Clairvaux MacKillop College

## Catholic Co-educational Secondary College

Clairvaux MacKillop College is a co-educational secondary college in the Catholic tradition, developing an identity of faith, hope and love.

For 50 years, we have built a community of students and staff working together towards common goals, striving to be welcoming, open and supportive of each other. Our mission is to work actively as a Catholic, Christian, inclusive learning community.

Our College is based on a strong Christian foundation, built on the charisms of Blessed Edmund Rice and Mary MacKillop.

We place a high priority on student well-being, and developing our students as leaders. They become role models for other students and also beyond our school gates into the wider community, with opportunities to mentor and support each other.

Clairvaux MacKillop College is a registered CRICOS provider of education to international students. Our CRICOS registration number is 01494J. The registered courses we offer are:

099597C	Junior Secondary Years 7 – 10
020483K	Senior Secondary Years 11 - 12

VET Courses as well as apprenticeships are not available to CRICOS students.

We have for a number of years welcomed international students into our community.

Located in the suburb of Upper Mt. Gravatt, the College is well located in regard to universities, libraries and is an easy commute to the city centre.

The College offers a broad academic curriculum along with comprehensive educational support for International Students. International students are supported in their learning pathway by English as a Second Language (ESL) trained staff. Students are provided academic support in the form of the very popular Homework Club as well as in school support classes.

Clairvaux MacKillop College has quickly developed a reputation in the international student market for providing students with the best in pastoral care and educational support.

Clairvaux MacKillop College offers:

- Comprehensive curriculum with small classes
- Preparation for university and work
- High level of pastoral support
- Small co-ed school in convenient location close to transport
- Multicultural school population
- Dedicated ESL teacher
- Staffed homework club
- Camps, excursions and outdoor activities including a comprehensive sports program
- Drama, music, art and performance
- Excellent facilities

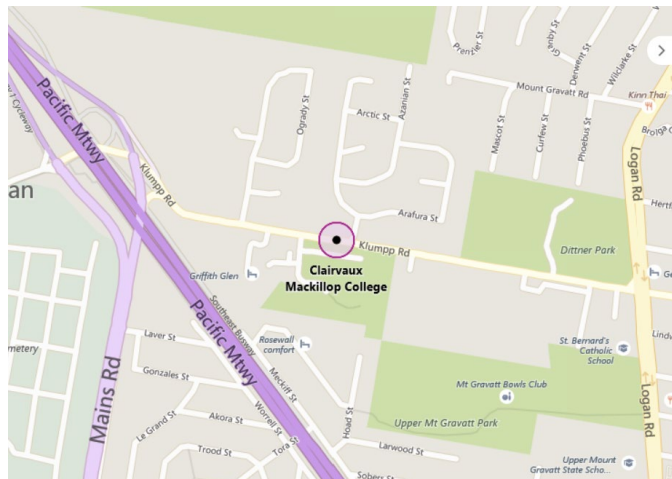


## Student Population

In 2018, Clairvaux MacKillop College has a population of approximately 1266 students across Years 7 to 12.

## Location

Clairvaux MacKillop College is conveniently located on Klumpp Road, Upper Mount Gravatt.



## Contact Numbers

Office 3347 9200  
Absentee Line 3347 9202  
Fax 3347 9211

## Email

General [admin@cvxmck.edu.au](mailto:admin@cvxmck.edu.au)  
Ms Christine Clarke (Principal) [clac@cvxmck.edu.au](mailto:clac@cvxmck.edu.au)

## School Hours

Monday to Friday  
Office: 7.30am – 4.00pm  
School Hours: 8.30am – 2.54pm

## Lesson Blocks

Pastoral Care - 8:30am to 8:48am  
Lesson - Period 1 - 8:48am to 9:37am  
Lesson - Period 2 - 9:37am to 10:26am  
Morning Tea - 10:26am to 10:51am  
Lesson - Period 3 - 10:51am to 11:40am  
Lesson - Period 4 - 11:40am to 12:29pm  
Lunch - 12:29pm to 1:16pm  
Lesson - Period 5 - 1:16pm to 2:05pm  
Lesson - Period 6 - 2:05pm to 2:54pm

## Transportation

Easily accessible from most suburbs by either:

- Walking
- Cycling
- Brisbane City Council buses
- Private bus charter companies

## **Mission Statement**

### **Our Mission**

Our mission is to work actively as a Catholic, Christian, inclusive learning community.

### **Our Vision**

Inspired by our Catholic tradition, we strive for excellence imbued by the charisms of our Founders. As witnesses to the Good News of Jesus Christ, we act with integrity and hope. Empowered by the Spirit, we embrace the future with confidence.

### **Our Motto**

Our Motto is By Effort and Faith.

### **Our Mantra**

Our College mantra is Commitment Compassion Celebration.





# Policy on Entry Requirements

1. Clairvaux MacKillop College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on Application for Enrolment. This must be correctly completed, and must be accompanied by the following documents to support the application:
  - a) Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
  - b) A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
  - c) A completed Subject Choices Form;
  - d) Appropriate proof of identity and age; that is, a Birth Certificate
  - e) Written evidence of proficiency in English as a second language
  - f) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
  - g) Letter of Offer from another registered provider if applicable
  - h) Enrolment Application Fee
  - i) Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the Enrolments Officer.
5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.
7. Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.
8. Offshore applications for enrolment in Years 11-12 will not be considered after the Yr 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.

Clairvaux MacKillop College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Minimum academic and English language requirements are as follows:

## Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.
  - a) For Year 7 – 12 students:
    - i) A pass level or "C" Year Level or better for the majority of core subjects

## English Language Proficiency Requirements

1. Applicants are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.
2. If supplied, Clairvaux MacKillop College will assess evidence of English language proficiency presented by a student at the time of application, but reserves the right to confirm the student's English language proficiency through additional tests.
3. If not presenting appropriate evidence of English language proficiency at the time of application, Clairvaux MacKillop College will assess the student's application for entry based on satisfactory test results as follows:

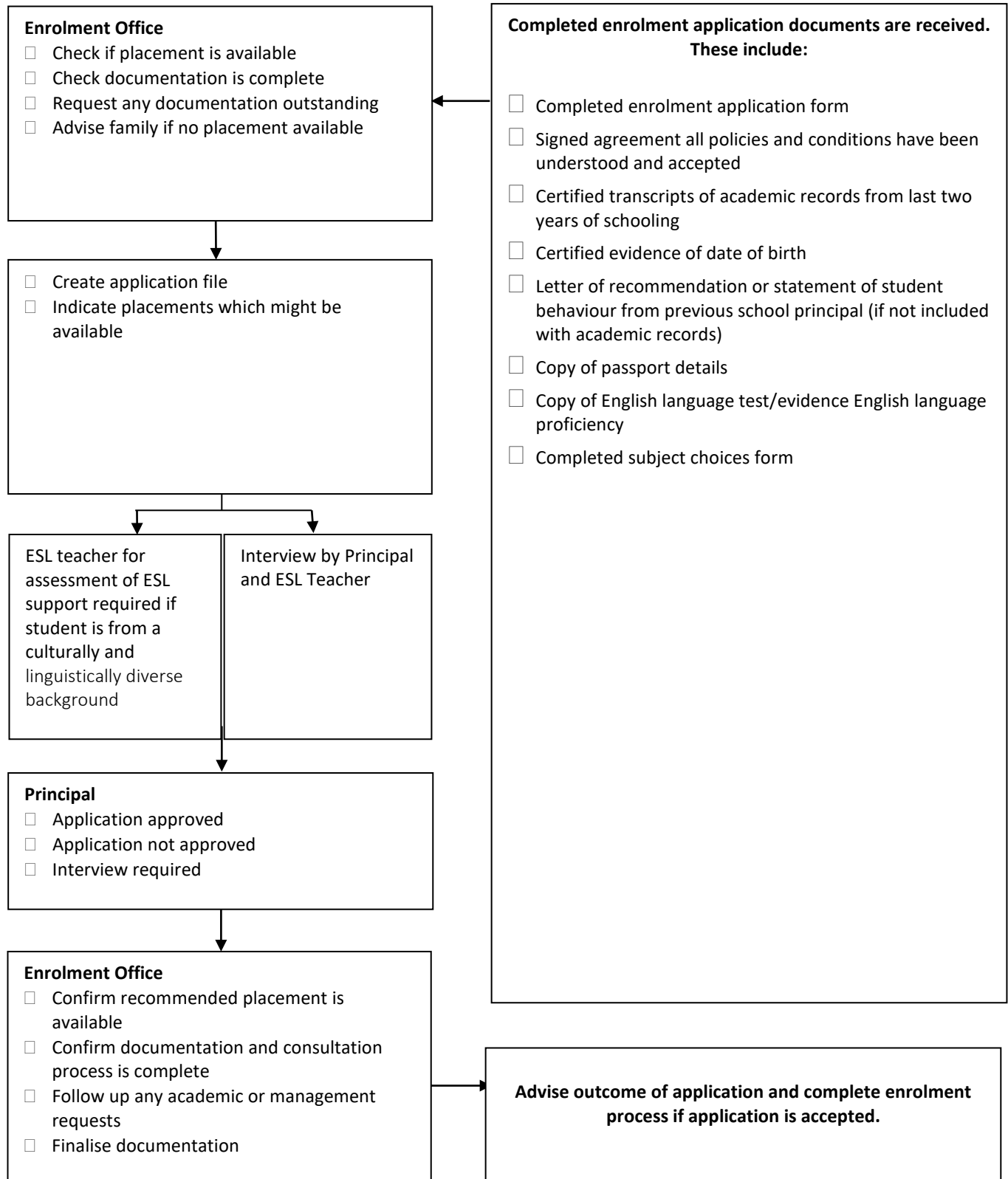
*(Note: IELTS tests are only suitable for students 16 years & above)*

<b>Year level</b>	<b>IELTS (1-9)</b>	<b>TOEFL iBT</b>	<b>ISLPR (1-5)</b>	<b>NLLIA BANDSCALES (1-8)</b>	<b>AEAS (1-100)</b>
<b>7 – 9</b>	--	--	2	4	45
<b>10</b>	5.0	45	2+	5 (writing 5)	56
<b>11</b>	5.0	45	2+	5 (writing 5)	56
<b>12</b>	5.5	50	2+	5 (writing 5)	60

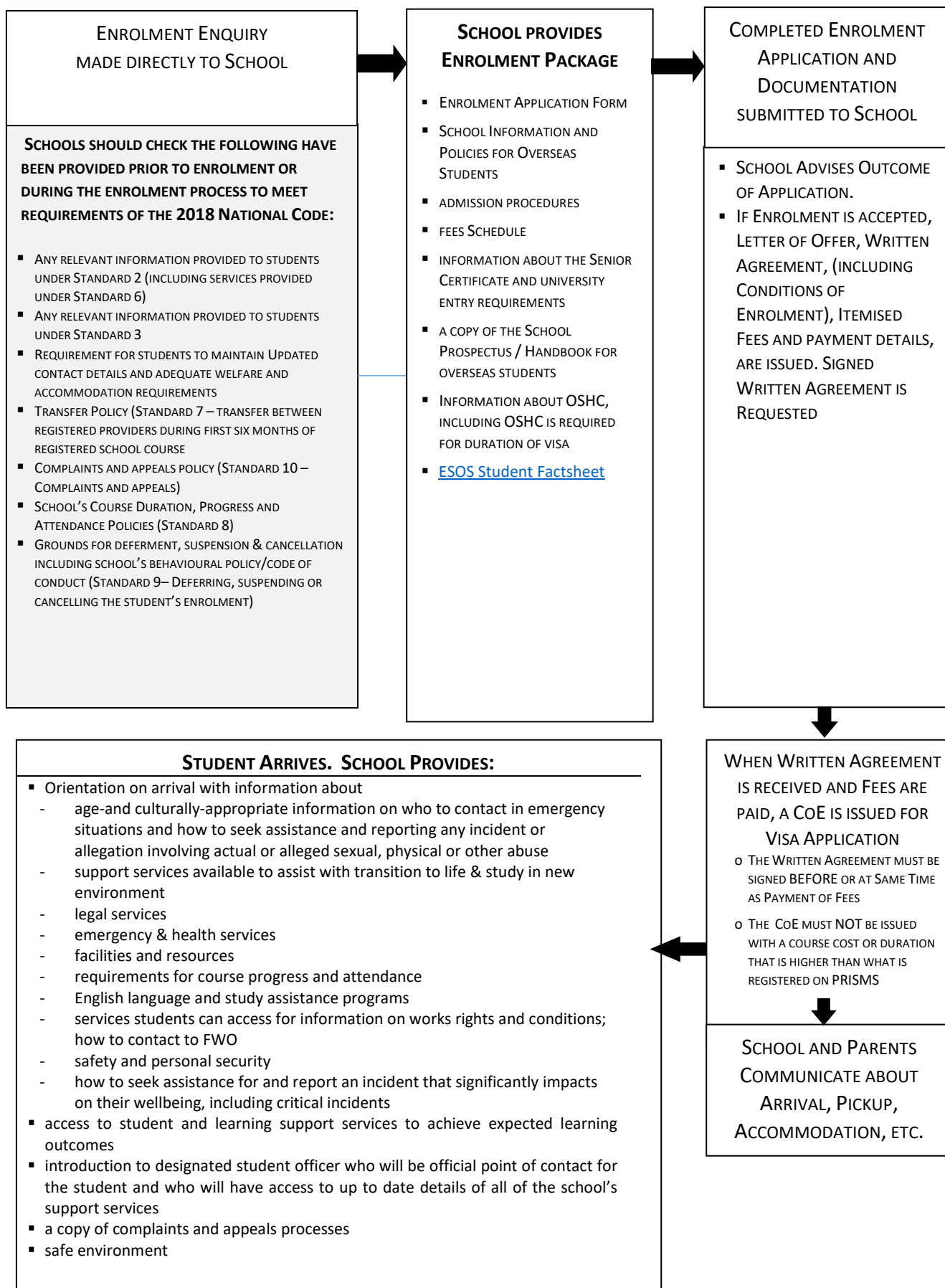
4. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
5. If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

Clairvaux MacKillop College does not offer course credit and entry into any course is subject to the assessment of the school. This applies to on-shore school transfers, either within the state or from interstate.

# Procedure for assessing student's qualifications, and language proficiency



# Enrolment Procedure Overview



# Arranging Visas:



Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by your education provider.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

## Streamline Student Visa Processing (SVP)

Under the streamlined student visa processing arrangements, eligible student visa applicants from participating education providers are not assigned an assessment level. If you are eligible for streamlined visa processing you will generally have reduced evidentiary requirements, similar to those that apply under Assessment Level 1, regardless of your country of origin. For more information visit <http://www.immi.gov.au/Study/Pages/Streamlined-student-visa-processing.aspx>

## Department of Home Affairs (Immigration)

The Australian Government's Department of Home Affairs (Immigration) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm) for the latest information.

## Department of Foreign Affairs and Trade (DFAT)

As well as links from the Department of Home Affairs website the Department of Foreign Affairs and Trade website <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

## Migration Agents

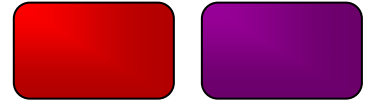
A migration agent can assist you in submitting your visa application and communicate with the Department of Home Affairs (Immigration) on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

## Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

**Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.**





## Visa Conditions:

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

To understand your student visa conditions visit

<http://www.immi.gov.au/Study/Pages/Study.aspx> and watch the **Checking Visa details** video.



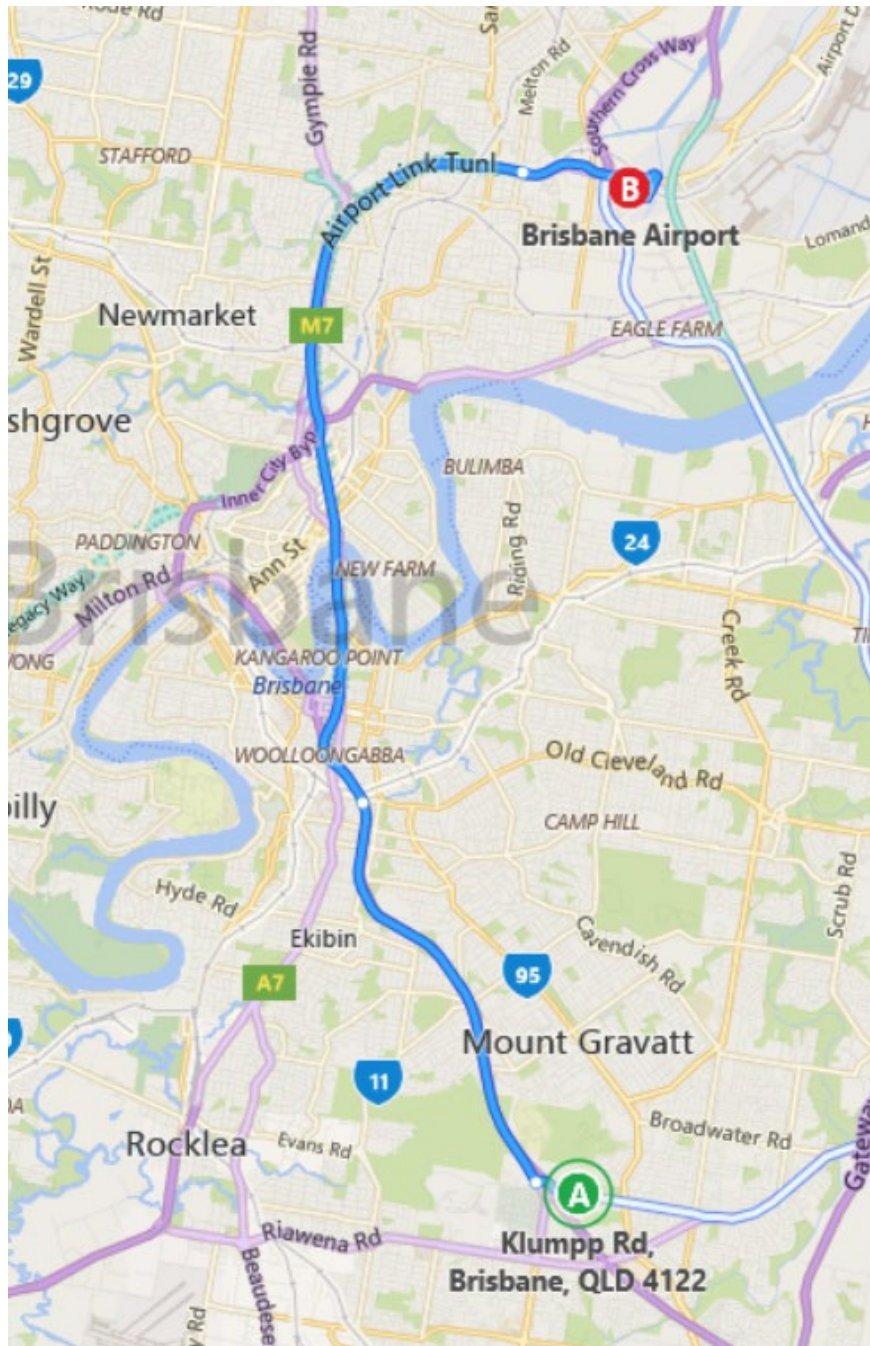


# Arranging Travel:



You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Brisbane International Airport, which is the closest international airport to Upper Mount Gravatt. Visit [www.bne.com.au](http://www.bne.com.au). Upper Mount Gravatt is located 22.7kms from the Brisbane International Airport.



## Documents

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport with your electronic Student Visa
- Offer of a place / admission letter from Clairvaux MacKillop College
- Confirmation of Enrolment (eCoE) issued by Clairvaux MacKillop College
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.

If you are travelling with your family you will need to include their documents as well. **Keep all documents in your carry-on luggage.** In case you lose the originals, make copies that can be left behind with family and sent to you.

## What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Department of Agriculture Travelling to Australia web page [www.agriculture.gov.au/travelling](http://www.agriculture.gov.au/travelling):

- Read "**What can't I take into Australia?**"
- And also let your family and friends know "**What can't be mailed to Australia?**"

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

## Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

## Clothing

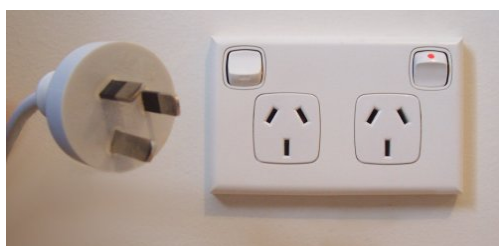
On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

### Other Items You Might Need to Include (most can also be purchased in Australia)

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> alarm clock                           | <input checked="" type="checkbox"/> scientific or graphics calculator  |
| <input checked="" type="checkbox"/> bath towels, bed sheets, pillow cases | <input checked="" type="checkbox"/> camera                             |
| <input checked="" type="checkbox"/> dictionary (bilingual)                | <input checked="" type="checkbox"/> micro recorder for lectures        |
| <input checked="" type="checkbox"/> small sewing kit                      | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> music CDs or iPod                     | <input checked="" type="checkbox"/> your optical prescription          |
| <input checked="" type="checkbox"/> sporting equipment                    | <input checked="" type="checkbox"/> photos of friends and family       |
| <input checked="" type="checkbox"/> toiletries                            | <input checked="" type="checkbox"/> swimming costume                   |
| <input checked="" type="checkbox"/> umbrella                              | <input checked="" type="checkbox"/> small gifts from home              |



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

### Bringing Your Computer

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

### Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be **Austel Approved** in order to function in Australia.

### On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

## Entry into Australia

### Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

### Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

### Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

### Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$66,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit [www.agriculture.gov.au/travelling](http://www.agriculture.gov.au/travelling).

## Getting From the Airport:



Most international flights land at Brisbane International Airport, 11 The Circuit, Brisbane.

As most students attend an English language school before attending Clairvaux MacKillop College, collection from the airport will be co-ordinated by the English language school.

Clairvaux MacKillop College (business hours) 3347 9200



## Keeping in Contact:

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.



## Accessing Money:

**You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.**

### How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$2000 to AU\$3000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

### Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to change your money into Australian currency as soon as possible after arrival. You can do this at the airport. Once you have arrived in Brisbane, you can also change money at any bank or at currency exchanges at:

Travelex Currency Services  
Kiosk 115 Westfield Garden City  
Kessels Road  
Upper Mt Gravatt, QLD, 4122  
Phone: [\(07\) 3216 8501](tel:0732168501)

Many banks and Australia Post outlets also provide currency exchange services.



## Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

## ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo** (if your ATM card has international access). Check this with your financial institution before leaving home.



## Credit Cards

All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.



# Arranging Accommodation:



## Welfare and Accommodation policy

### Care for younger students under 18 years

Clairvaux MacKillop College is a CRICOS-registered provider which enrolls younger students under 18 years of age. As part of its registration obligations Clairvaux MacKillop College must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

These obligations include ensuring that all overseas students under 18 years of age are given age- and culturally-appropriate information on:

- who to contact in emergency situations, including contact number/s of a nominated staff member, and
- how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

Clairvaux MacKillop College has documented procedures relating to child welfare and safety, and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

### Accommodation and care options for overseas students under 18 years

Clairvaux MacKillop College approves the following accommodation and care options for overseas students:

#### **1. The student will live with a parent or relative approved by the Department of Immigration.**

In this case:

- I. The School does not provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
- II. if the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:
  - a) not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
  - b) advising the Department of Immigration of any change of address, passport or other changes of circumstances.

Clairvaux MacKillop College requires holders of Student Guardian Visas to:

- I. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
- II. immediately advise the School of any change to address or contact details
- III. immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Immigration via PRISMS.

If there is not a valid reason for travelling overseas, or if the School is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the School will advise if compulsory attendance requirements will or will not be affected by the student's absence.

**2. The student will live in school approved accommodation and welfare arrangements and Clairvaux MacKillop College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).**

Accommodation options that may be approved by Clairvaux MacKillop College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. Homestay Program operated by International Student Care Australia (ISCA).

Clairvaux MacKillop College will maintain approval of accommodation and care arrangements until:

- i. The student completes the course and departs Australia
- ii. the student turns 18 years
- iii. any appeals processes in relation to Clairvaux MacKillop College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- iv. the student has alternative welfare arrangements approved by another registered provider
- v. a parent or nominated relative approved by the Department of Immigration assumes care of the student
- vi. Clairvaux MacKillop College has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by Clairvaux MacKillop College, including arrangements provided by third parties.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate (<https://www.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the School.

If a student cannot be located and the School has concerns for his/her welfare, the School will contact the student's parents / legal guardian and notify the police and any other relevant authorities.

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.border.gov.au/about/contact/offices-locations/australia>).

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 5 days to assume care of the student until the situation has been resolved to the school's satisfaction.

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the school with written evidence of a guardian visa grant.

**3. For School vacation periods, students under 18 years of age for whom Clairvaux MacKillop College has issued a CAAW will:**

- i. return home to parents, or
- ii. continue to live in / is placed in Homestay arranged and approved by the school, or
- iii. apply for approval to spend the vacation with relatives or a friend's family, or
- iv. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.



4. Accommodation options for students 18 years and older are as above. This is for the purpose of monitoring their movements in case of critical incident or family request, and to ensure that homestay parents and company are also aware of their movements in relation to their welfare and for financial reasons.
5. Homestay arrangements at Clairvaux MacKillop College:  
The Homestay operated by ISCA to meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

These include

- i. Continuous dates for approved welfare arrangements
- ii. Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering
  - Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities for the duration of the student's enrolment at the school
  - Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
  - Orientation program for families new to provision of homestay services
  - Compliant Homestay risk management strategy, reviewed annually, undertaken by school / operator of the homestay program
- iii. Blue cards as required for adults living in the homestay / private arrangement, other than overseas students, or who otherwise have regular contact with the student

# SECTION 3

## Settling-In

## Section 3: Settling-in

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# Living in Upper Mount Gravatt, Brisbane:



Upper Mount Gravatt is south of Mount Gravatt and has long been one of the major centres outside the CBD, especially for those who reside on the south of the city. Upper Mount Gravatt is 10 minutes south of the Brisbane Central Business District. The population of Upper Mount Gravatt is 8,851, 59.4% of people living in Upper Mount Gravatt were born in Australia, the next most common countries of birth were New Zealand 3.3%, China 3.1%, India 2.9%, England 2.7%, Korea, Republic of 1.4%. The area is serviced by a large shopping centre, Westfield Garden City, containing services and popular restaurants. It also has local primary and secondary schools, Griffith University, Toohey Forest, local parklands, international and local sporting facilities and many places of worship.

## Weather and Seasons

Upper Mount Gravatt Brisbane experiences four seasons of the year being summer, autumn, winter and spring.

Summer (December, January, February) temperature ranges between 18°C and 40°C Autumn (March, April, May) temperature ranges between 12°C and 29°C Winter (June, July, August) temperature ranges between 5°C and 25°C Spring (September, October, November) temperature ranges between 12°C and 33°C

There are currently no residential water restrictions in Brisbane. You can use water at any time of the day however please bear in mind that the property owner will be charged for each litre of water used. So remember to use water efficiently to save money and our precious natural resource.

## Time Zones

Brisbane: Australian Eastern Standard Time (AEST) UTC+10h

Brisbane and the State of Queensland does NOT practice Daylight Saving Time (DST). The States of New South Wales and Victoria practice DST by setting their clocks one hour forward from Standard Time during the Summer months

## Lifestyle

With its leafy streets and open parklands, beautiful one day and perfect the next subtropical climate, exciting cultural events and employment opportunities, it is no wonder why Brisbane has undergone a significant period of growth to become a dynamic and vibrant new world city

# Permanent Accommodation:



## Choosing Where to Live

Most students want to live within walking distance of Clairvaux MacKillop College but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from Clairvaux MacKillop College but closer to shops and public transport.

## Services:



### Telephones

#### Calling Emergency Services

**DIAL**

**000**

In Australia dial **000** from any phone for **fire, police or ambulance** services. **112** may also be dialled from mobile phones. Dialling **112** will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. You can also download an Emergency App from the App Store on iTunes see <http://www.triplezero.gov.au/Pages/EmergencySmartphoneApp.aspx> (See also: Health – Emergencies)

#### Public Telephones

Australia has a network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.




#### Making Phone Calls within Australia

- **To make international phone calls:**

☎ Dial – international access code (**0011**) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

- **To make domestic phone calls:**

☎ Dial – the area code + phone number

Area Code	States	
(02)	ACT, NSW	
(03)	VIC, TAS	
(07)	QLD	
(08)	SA, WA, NT	

Visit [www.whitepages.com.au](http://www.whitepages.com.au) and [www.yellowpages.com.au](http://www.yellowpages.com.au) for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

### Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix **(61)** followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

**Example: International access number +61 2 XXXX XXXX**

### Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phone-plans/>

[www.telstra.com](http://www.telstra.com)



[www.optus.com.au](http://www.optus.com.au)



[www.boost.com.au](http://www.boost.com.au)



[www.vodafone.com.au](http://www.vodafone.com.au)



[www.virginmobile.com.au](http://www.virginmobile.com.au)



[www.dodo.com.au](http://www.dodo.com.au)



(Source: on-line search)

## Computer & Internet Access

Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

Clairvaux MacKillop College provides students with an onsite wireless internet service to undertake research, complete homework tasks and for study purposes.

Brisbane City Council provides free wi-fi to the public at the following locations:

- All Brisbane City Council Libraries
  - Garden City Library (closest to Clairvaux MacKillop College)  
Westfield Garden City Shopping Centre, Cnr Logan and Kessels Road, Upper Mount Gravatt
- Within the Brisbane central business district
- Malls
  - Queen Street Mall
  - Brunswick Street Mall
  - Chinatown Mall
- Some parks
  - City Botanical Gardens
  - Mt Coot-tha Botanical Gardens
  - King George Square
- All CityCat ferry services

Westfield Garden City Shopping Centre also provides their shoppers with free wi-fi access throughout the centre.

## Australia Post



Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

### Small Letters

The cost of posting a small letter for distribution in Australia is an **AU\$1.00 postage stamp** which you affix to the envelope.

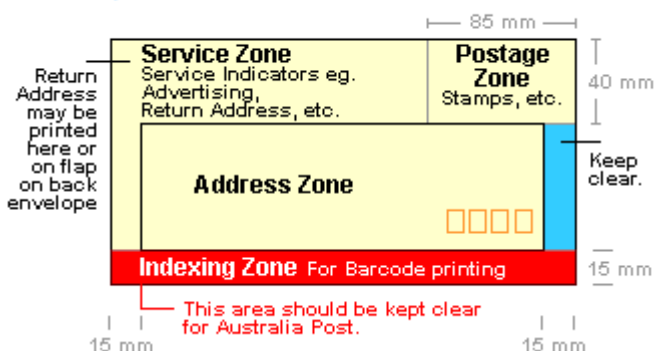
A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

### Envelope Layout

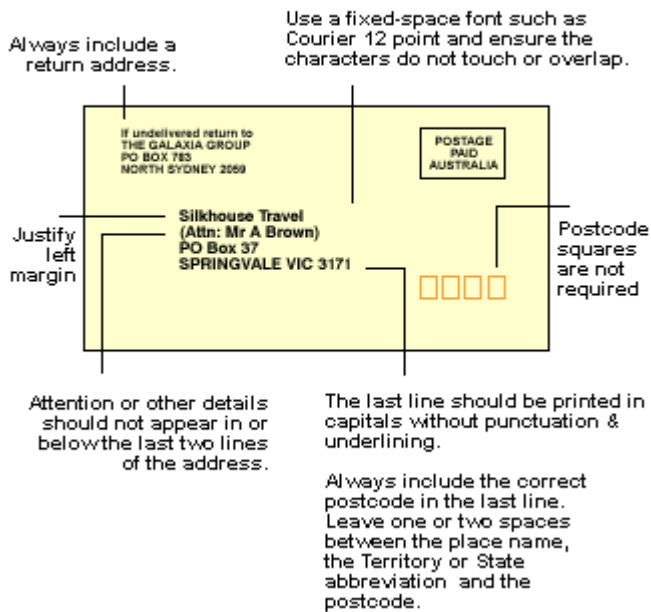
Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information below demonstrates how.

#### Envelope Face Format - Allocation of Zones

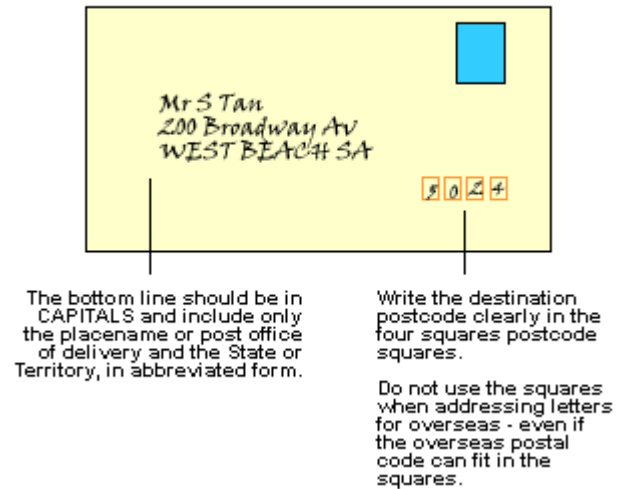




## Typical Machine Addressed Envelope



## Typical Hand Addressed Envelope



[www.auspost.com.au](http://www.auspost.com.au)

(Source: Australia Post)

## Support Groups



Australian Academy of Martial Arts  
Cnr Stackpole Street and Mt. Gravatt-Capalaba Road  
Mansfield

PCYC  
Klumpp Road, Upper Mount Gravatt

Hibiscus Sporting Complex  
Klumpp Road, Upper Mount Gravatt

Queensland Athletics QSAC  
Cnr Kessells Road and Mains Road MacGregor

Southern Cross Sports Club  
Klumpp Road, Upper mount Gravatt

Mt. Gravatt Hawks (Football) Club  
Klumpp Road, Upper Mt. Gravatt

St. Bernard's Catholic Parish  
4 Klumpp Road, Upper Mt. Gravatt

Hillsong Church  
16 Rover Street, Mt. Gravatt

St. Bartholomew's Anglican Church  
1357 Logan Road, Mount Gravatt

St. Mark's Uniting Church  
Cnr Springwood and Hick's Street, Mt. Gravatt

## Getting Around

Upper Mount Gravatt is well serviced by bus services for people wishing to commute locally, to the central business district, airport or Gold Coast. For further information visit [www.translink.com.au](http://www.translink.com.au) or phone 13 12 30.

### Taxis

There are two major taxi providers in Brisbane who provide a 24x7 service.

Cabs - Yellow Phone 13 19 24  
Cabs - Black and White Phone 13 32 22

### Driving (Queensland Government Driver Licensing)

<http://www.qld.gov.au/transport/licensing/driver-licensing/index.html>

All measurements in Australia are metric. Distances are in metres and kilometres, and speed in kilometres per hour.

Australians drive on the left side of the road and the majority of vehicles have the steering wheel on their right side. Around 70% of Australian cars are automatic transmission. When hiring a car, manual transmission (stick-shift) is generally only offered as an option for the cheapest small cars. The gear stick in a manual transmission is operated by the left hand. The arrangement of the pedals

is standard worldwide. In most cars, the indicator (turn signal) stalk will be on the right side of the steering wheel and the windscreen wiper stalk on the left side of the steering wheel.

If you are visiting Queensland from another country, you can drive if you have a valid overseas licence. You can't drive in Queensland with your overseas licence if you have been issued with a Queensland licence.

When driving in Queensland under your valid overseas licence you must:

- only drive the class of motor vehicle authorised on that licence
- comply with the conditions (if any) of your licence
- show your licence to a police officer when asked to do so.

To drive a vehicle in Australia you must have a license. The following applies to young drivers:

- The minimum learner age is 16 years of age and the learner licence (<http://www.qld.gov.au/transport/licensing/getting/learner/index.html>) period is a minimum of one year.
- Learner drivers under 25 years of age must gain 100 hours of certified supervised driving experience (<https://www.qld.gov.au/transport/licensing/getting/rules/index.html>) recorded in a learner logbook (<https://www.qld.gov.au/transport/licensing/getting/rules/index.html#logbook>) before being eligible to apply for a provisional licence. Note: Learner drivers and their supervisors may choose to use the online electronic logbook\* (<http://www.learn2go.com.au/>) system that has been developed by RACQ to record the required 100 hours driving experience.
- Mobile phone use (<http://www.qld.gov.au/transport/safety/road-safety/mobilephones/index.html>), including hands-free, blue-tooth accessories and loud-speaker functions, is restricted for learner (<https://www.qld.gov.au/transport/licensing/getting/rules/index.html>) and P1 (<https://www.qld.gov.au/transport/licensing/driverlicensing/applying/provisional/p1/index.html>) licence holders under 25 years of age.
- Supervisors and passengers of learner and P1 licence holders under 25 years of age cannot use a phone that is on loudspeaker but can use a hand held or hands-free mobile phone where the conversation can not distract the driver.
- To be eligible to apply for a motorcycle learner licence (<https://www.qld.gov.au/transport/licensing/motorcycles/getting/>), you must have held a provisional or open licence of another class for at least one year in the last five years.
- A two-phased P1 (<https://www.qld.gov.au/transport/licensing/driverlicensing/applying/provisional/p1/index.html>) and P2 (<https://www.qld.gov.au/transport/licensing/driverlicensing/applying/provisional/p2/index.html>) licence system applies.
- L-plates (<https://publications.qld.gov.au/dataset/l-plate-template>) (a black L on a yellow background) and P-plates (<https://publications.qld.gov.au/dataset/p-plate-templates>) (a red P-plate for P1 and green P-plate for P2) are compulsory.
- Peer passenger restrictions (<http://www.qld.gov.au/transport/licensing/driverlicensing/applying/provisional/restrictions/index.html>) apply to young novice drivers—P1 provisional licence holders under 25 years of age can only carry one passenger aged under 21 years between 11pm and 5am.
- High-powered vehicles (<http://www.qld.gov.au/transport/licensing/driverlicensing/applying/provisional/restrictions/index.html#high>) are restricted for provisional drivers under 25 years of age.
- Drivers must pass a hazard perception test (<http://www.qld.gov.au/transport/licensing/getting/hazard/index.html>) to progress from a P1 to a P2 or open licence (dependant on age).
- Restrictions (<http://www.qld.gov.au/transport/licensing/driverlicensing/applying/provisional/restrictions/index.html>), such as no late night driving (<http://www.qld.gov.au/transport/licensing/driverlicensing/applying/provisional/restrictions/index.html#late>), apply for disqualified and suspended young drivers.

## **Bicycles (Queensland Government Bicycle Road Rules and Safety)**

Bicycles are a type of vehicle—when you ride a bicycle on a Queensland road, you have rights and responsibilities like all other road users.

When you ride a bicycle, you must obey the general road rules (<http://www.tmr.qld.gov.au/Safety/Queensland-Road-Rules.aspx>) as well as the specific road rules for cyclists.

### **Penalties**

There is no minimum age limit for the issuing of fines by the police.

#### **Penalties common to cyclists and motorists**

Cyclists who break the road rules will be given the same fines (<http://www.qld.gov.au/transport/safety/fines/demerit/cycling>) as motorists. Offences common to both cyclists and motorists include:

- failing to stop at a red traffic light
- disobeying a 'no U-turn' sign at an intersection
- failing to stop at a 'stop' sign at an intersection
- exceeding the speed limit in a speed zone by less than 13km/h.

If you commit an offence as a cyclist, you will receive a fine for the same amount as a motorist would, but you will not accumulate demerit points.

#### **Penalties specific to cyclists**

Penalties for offences that only apply to cyclists will also be increased.

Common offences specific to cyclists include:

- carrying more passengers than a bicycle is designed for
- failing to give way to pedestrians on a footpath or shared path
- failing to display a light at night or in hazardous weather conditions.

### **Riding a bicycle**

When you ride a bicycle, you must:

- sit with 1 leg on each side of the seat
- face forwards
- keep at least 1 hand on the handlebars.
- Carrying people on a bicycle
- You can carry another person if:
  - the bicycle is designed to carry more than 1 person and has a passenger seat
  - each person is wearing a helmet.

### **Signalling**

You must use a hand signal when you turn right. To do this, extend your right arm out horizontally—at a right angle from the right side of the bicycle. Your hand should be open, with your palm facing forward.

### **Being towed on a bicycle**

On Queensland roads, you must not:

- ride a bicycle that is being towed by another vehicle
- hold on to a moving vehicle while riding a bicycle.

The rider of a bicycle must not lead an animal.

**Riding too close to a motor vehicle**

You must keep at least 2m between you and the back of a motor vehicle when you follow that vehicle for over 200m.

**Being a traffic hazard**

You must avoid being a traffic hazard at all times—do not ride into the path of a driver or pedestrian.

**Keeping left and overtaking**

When you ride, you must:

- keep as close to the left as practicable on a road that is not a multi-lane road
- on a multi-lane road, you can take up any position within the lane
- ride to the left of any oncoming vehicle
- not overtake another vehicle on the left if that vehicle is turning left and indicating they will turn left
- not overtake another vehicle on the left if it is not safe to do so
- not ride with more than 2 riders side by side unless you are overtaking
- ride within 1.5m of the other rider if you are travelling side by side with someone.

A cyclist may ride on the hard shoulder to the left of an edge line.

**Bicycle equipment****Bicycle helmets**

When you ride a bicycle, you must wear an Australian Standard-approved bicycle helmet. You must securely fit and fasten it.

If you carry a passenger, they must also wear an approved helmet, securely fitted and fastened. However, if they are a paying passenger on a 3- or 4-wheeled bicycle, they do not have to wear a helmet.

You do not need to wear a helmet if you have a doctor's certificate stating that, for a specific amount of time, you cannot wear a helmet:

- for medical reasons
- because of a physical characteristic that makes it unreasonable for you to wear one.
- If you have a doctor's certificate, you must carry it with you when you ride without a helmet.

You also do not need to wear a helmet if you are a member of a religious group and are wearing a headdress customarily worn by your group, that makes it impractical to wear a helmet.

**Everyday bicycle equipment**

Every time you ride, your bicycle must have:

- at least 1 working brake
- a working bell, horn or a similar warning device.

**Bicycle equipment for night time and unsafe weather**

If you ride at night or in weather conditions that make it difficult to see, you must display (either on the bicycle or on you):

- a white light (flashing or steady) that can be clearly seen at least 200m from the front of the bicycle
- a red light (flashing or steady) that can be clearly seen at least 200m from the back of the bicycle

- a red reflector that can be clearly seen at least 50m from behind the bicycle— when a vehicle's headlights shine on it.

### **Riding in a bicycle lane on a road**

You can choose whether or not you wish to use a bicycle lane where one is provided. Never ride in a bicycle lane on the wrong side of the road (travelling towards oncoming traffic).

### **Riding on the road shoulder**

You can ride on the road shoulder, across a continuous white edge line on a bicycle. However, you must give way to vehicles on the road when moving back onto the road across the continuous white edge line.

### **Special purpose lanes**



*A bicycle only lane sign*

A special purpose lane is a marked lane, or part of a marked lane, including:

- 
- bicycle lanes
- bus lanes
- tram lanes
- transit lanes.

You can ride your bicycle in these special purpose lanes.

### **Riding across a road at a crossing**

Crossings include:

- pedestrian crossings (zebra crossings)
- children's crossings
- signalised pedestrian crossing.

You can ride across pedestrian crossings situated at traffic lights if you:

- proceed slowly and safely
- give way to any pedestrian on the crossing
- keep to the left of any oncoming bicycle rider.

You can ride across a zebra crossing or children's crossing as long as you come to a complete stop first, and then:

- proceed slowly and safely
- give way to any pedestrian on the crossing
- keep to the left of any oncoming cyclists.

## **Riding on a separated path**



*A separated path sign*

On a separated path, you can only ride on the side that is for cyclists. The other side is for pedestrians. The separated path sign will show you which side of the path you must ride on. You must always ride to the left of bicycle riders coming toward you.

## **Riding on a footpath or shared path**



*A shared path sign*

On footpaths and shared paths, you share the space with pedestrians.

You must:

- keep left and give way to all pedestrians
- always ride to the left of bicycle riders coming toward you.

## **'No bicycle' signs and markings**



*A no bicycles sign*

You cannot ride on a road or path where signs or road markings ban bicycles.

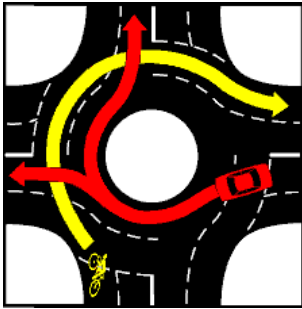
## **Bicycle crossing lights**

At bicycle crossing lights, you must:

- stop before entering the crossing (if the light is red)
- only cross when the light is green

- if the lights change to yellow or red while you are still in the crossing, cross using the safest, most direct route.

## Roundabouts and intersections



*Cyclist turning right at a roundabout*

## Roundabouts

### Multi-lane roundabouts

At multi-lane roundabouts, motor vehicle drivers who want to turn right must enter the roundabout and turn from the right lane (unless signs or road markings indicate otherwise).

As a cyclist, you can enter the roundabout and turn right from the left or right lane.

If you choose to turn right from the left lane, you must give way to any vehicle that wants to leave the roundabout.

### Roundabouts with only 1 marked lane

In a single-lane roundabout you can choose to take up the whole lane like other road users.

## Bicycle storage areas

A bicycle storage area is a section of the road, close to an intersection with traffic lights, where you can wait (for the traffic lights to change) in front of the stopped motor vehicles. They are usually painted green with white bicycle symbols. Cyclists and motorcycle riders are allowed to cross the first stop line to enter the bicycle storage area but must stop at the second stop line at a red traffic light. Motor vehicles, other than motorcycles, must stop at the first stop line.

Cyclists are not required to enter a bicycle storage area from a bicycle lane.

When you use a bicycle storage area, you must:

- give way to anyone that is already in the bicycle storage area
- give way to any vehicle entering the area when there is a green or yellow light in front of the bicycle storage area.

## Shopping

### Where to Shop

Westfield Garden City, cnr Kessels Road and Mains Road, Upper Mt Gravatt

- Cinemas
- food supermarkets
- medical centre and specialists
- banks and ATMs
- restaurants and food take away outlets
- speciality stores
- Police Beat



Westfield Carindale, cnr Logan Road and Old Cleveland Road, Carindale

- Cinemas
- food supermarkets
- medical centre and specialists
- banks and ATMs
- restaurants and food take away outlets
- speciality stores
- Police Beat

### **Business Hours (some shopping centres and store times will vary)**

Monday, Tuesday Wednesday, Friday 9am to 5pm

Thursday 9am to 9pm

Saturday 9am to 5pm

Sunday 10am to 5pm

### **How to Shop**

#### **Bargaining/Haggling**

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

If you are paying by **CASH** and, if you are buying more than one item, you may have more **bargaining power**. Begin the bargaining process by asking:

***"What's the best price you can give me?"***

Or at a garage sale, you might pick up several items whose combined total is \$50 and say:

***"I'll offer you \$30 for all of these."***

#### **Purchasing an Item**

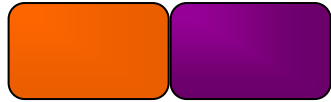
The most common methods of purchasing items are by cash or **EFTPOS**. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia. Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

### **Yellow Pages**

The Yellow Pages are a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. They are a **GREAT time-saver** and very useful when you are looking for specific products or services. **"Let your fingers do the walking!"** These books may be provided in rental properties, and are available at Post Offices around Australia.

[www.yellowpages.com.au](http://www.yellowpages.com.au)

# Health:



## Emergencies – Dial 000

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general medical assistance.

### Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation** you can contact the local police station directly on: (07) 3364 3102

### Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial **000**

### State Emergency Service

The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

### Lifeline

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

### Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

### Emergency Translation

For translation service in an emergency situation dial **1300 655 010**

## Overseas Student Health Cover (OSHC)



Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

### How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

### OSHC Providers

**Medibank Private:** [www.medibank.com.au](http://www.medibank.com.au)

**Allianz OSHC:** [www.oshcallianzassistance.com.au](http://www.oshcallianzassistance.com.au)

**BUPA OSHC:** [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)

**Australian Health Management:** [www.ahm.com.au](http://www.ahm.com.au)

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

### What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

## How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that **may** be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

## How do I make a claim?

Contact your OSHC provider either by attending their customer service office or by phoning them. Information on office locations and phone numbers is available at their websites listed above.

## Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

### Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities. See also: Attending an Australian hospital.



### Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

### Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

See also: Public hospital waiting times.

### General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.



## Medical Services



### What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

- If you are under 18, your International Student Advisor or homestay parent can help you find a doctor and accompany you to the appointment.

### Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.



### Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to **wait a VERY long time**. It is not uncommon to wait **more than 3 hours**, and at some hospitals you could wait as long as **5-6 hours** to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

### Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

### Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than \*AU\$37.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

## Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

## Dental and Optical

Dental and optical health services are **not covered by your OSHC** unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

## Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used. For more information visit [www.immi.gov.au](http://www.immi.gov.au) or phone **131 450**

## Medical Facilities in Upper Mount Gravatt



Brisbane has both public and private hospitals providing high quality in and out patient care in a range of paediatric, childrens, adults and maternity medical professional services

### Hospitals

Lady Cilento Children's Hospital  
501 Stanley Street, South Brisbane

Queen Elizabeth II Jubilee Public Hospital and Emergency Department  
Cnr Kessells Road and Troughton Road, Coopers Plains  
Phone 3275 6111

Greenslopes Private Hospital  
Newdgate Street, Greenslopes  
Phone 3394 7111

### Medical Centres

Upper Mt. Gravatt Day & Night Medical Centre  
2120 Logan Road  
Upper Mount Gravatt  
Phone 3343 9033

Garden City Medical Centre  
Westfield Garden City Shopping Centre  
2049 Logan Road, Upper Mount Gravatt  
Phone 3343 1344

Kempsie Road Medical Centre  
Shop 7, 1722 Logan Road, Upper Mount Gravatt  
Phone 3422 1757

### X-ray

Queensland X-Ray  
Level 1, 1985 Logan Road  
Upper Mount Gravatt  
Phone 3422 3533



## Pathology

Sullivan Nicolaides Pathology  
Shop 2068, 2049 Logan Road, Upper Mount Gravatt  
Phone 3349 9150

QML Pathology  
1428 Logan Road, Upper Mount Gravatt  
Phone 3349 9106

## Pharmacies

Malouf Pharmacy  
2120 Logan Road  
Upper Mount Gravatt

Healthyworld Pharmacy Garden City  
Westfield Garden City  
Shop 2027, Cnr Logan and Kessels Road  
Upper Mount Gravatt

Civic Fair Pharmacy  
280 Newnham Road  
Mount Gravatt

Terry White Chemart  
Westfield Garden City  
Shop 2084, Cnr Logan and Kessels Road  
Upper Mount Gravatt

Priceline Pharmacy  
Westfield Garden City  
Shop 2109, Cnr Logan and Kessels Road  
Upper Mount Gravatt

## General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad **is not** a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates **unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.**

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)



## Mental Health

Clairvaux MacKillop College has a two Guidance Counsellors, Mr Seng Tan and Mrs Jasmine Kelly who are responsible for working with students to resolve issues that commonly arise during adolescence and when away from home. The Counsellors work individually with students, with small groups of students and with homestay carers and parents as required.

Alternatively students may visit their local doctor for referral to public or private mental health care providers.

## Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website [www.nutritionaustralia.org](http://www.nutritionaustralia.org).

- ☑ **Exercise** – do at least 30mins of moderate exercise a day
- ☑ **Sleep** – get at least 8-9 hours of sleep a night
- ☑ **Nutrition** – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- ☑ **Binge drinking** – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.



## Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner's health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. **Always use condoms** as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

## Alternative Therapies

Acupuncture Garden City Acupuncture Centre  
2012 Logan Road  
Upper Mount Gravatt  
Phone 3420 0300

Tradition Chinese Medicine  
AAN WAA Chinese Medicine and Acupuncture Clinic  
213 Mt. Gravatt-Capalaba Road  
Wishart  
Phone 3343 9798

Chiropractor Olive Chiropractic  
1300C Logan Road  
Mount Gravatt  
Phone 3349 1016

Homeopathy Modern Homeopathic Clinic  
Level 1, Office 6, 414 Logan Road  
Greenslopes  
Phone 0451 554 123

Massage Welcome to Massage  
2250 Logan Road  
Upper Mount Gravatt  
Phone 3172 9307

Meditation    Sahaja Toga Meditation  
3 Catania Street  
Wishart  
Phone 3420 0171

Naturopathy    Eight Mile Plains Acupuncture and Naturopathy  
81 Padstow Road  
Eight Mile Plains  
Phone 3341 1538

## Managing my Finances:



### Setting up a Bank Account

You can choose to open an account in any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal.

**To open a bank account you will need:**

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account **within six weeks** of arrival in Australia. After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see:

<http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

## Bank & ATM Locations in Upper Mount Gravatt

BANK	WEBSITE	LOCAL ADDRESS
<b>National Australia Bank</b>	<a href="http://www.nab.com.au">www.nab.com.au</a>	2078 Logan Road Upper Mount Gravatt
<b>ANZ</b>	<a href="http://www.anz.com.au">www.anz.com.au</a>	55 Creek Road Mount Gravatt East
<b>Commonwealth Bank</b>	<a href="http://www.commbank.com.au">www.commbank.com.au</a>	Garden City Shop 1020, 2049 Logan Road Upper Mount Gravatt
<b>Westpac Bank</b>	<a href="http://www.westpac.com.au">www.westpac.com.au</a>	Garden City Cnr Logan & Kessels Road Upper Mount Gravatt
<b>St George Bank</b>	<a href="http://www.stgeorge.com.au">www.stgeorge.com.au</a>	Cnr Creek and Old Cleveland Rd Carindale
<b>Credit Union Australia</b>	<a href="http://www.cua.com.au">www.cua.com.au</a>	Garden City Cnr Logan & Kessels Road Upper Mount Gravatt
<b>Heritage Building Society</b>	<a href="http://secure.heritageonline.com.au">secure.heritageonline.com.au</a>	Garden City Cnr Logan & Kessels Road Upper Mount Gravatt

(NB – this list is just a sample of some financial institutions in Australia)

## Bank & ATM Locations near My Accommodation

Student to record their preferences

## Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

## Bank Fees

Bank fees are **the price you pay for the products and services that banks offer**. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. **Some banks waive some fees if you are a full-time student.** The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

If you don't understand any fee which has been charged, contact your bank.

## Accessing Money from My Account



Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

### **ATMs (Automatic Telling Machines)**

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

See also: Using an ATM.

### **EFTPOS**

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

### **Telephone Banking**

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It's important never to give your password to anyone else.

### **Internet Banking**

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

### **Over-the-Counter Service**

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

## Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

## Account Statements

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs.

Check your statements regularly to make sure you've got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank's ATMs instead of other banks' ATMs).

(Source: Australian Bankers' Association Inc.)

## Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for **ATM safety**, especially at night:

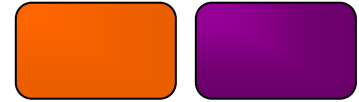
- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.



If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank.

(Source: Australian Bankers' Association Inc.)

## Safety When Carrying Money



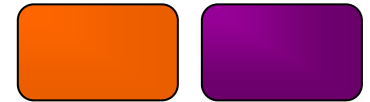
The first and fundamental rule of safety when carry money is:

**“Don’t carry large amounts of cash!”**

The second is:

**“Don't advertise the fact that you are carrying money!”**

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.



# Working in Australia

## Permission to Work

Student visa holders have permission to work while studying in Australia. Please note that you will NOT be able to work in Australia until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

## Working While Studying

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 40 hours a fortnight during the term and unlimited hours when your course is **not in session**.
3. The Department of Home Affairs (Immigration) considers your course to be '**in session**':
  - for the duration of the advertised semesters (including periods when exams are being held)
  - if you have completed your studies and your Confirmation of Enrolment is still in effect
  - if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Home Affairs (Immigration))

For a full list of **mandatory** and **discretionary** student visa conditions please visit [www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm)

## Finding Work





You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:

**Newspapers**

**University Job Boards**

**Online** - try these online companies:

	<a href="http://www.seek.com.au">www.seek.com.au</a>
	<a href="http://www.careerone.com.au">www.careerone.com.au</a>
	<a href="http://www.adzuna.com.au/?utm_source=mycareer">www.adzuna.com.au/?utm_source=mycareer</a>
	<a href="http://www.jobsearch.com.au">www.jobsearch.com.au</a>

(Source: On-line search)



## Earning an Income



### Taxes

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn.

### Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

**You can apply for your TFN online at [www.ato.gov.au](http://www.ato.gov.au)**, or phone **13 28 61**, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: **13 14 50**.

### Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at [www.ato.gov.au](http://www.ato.gov.au)
- For a registered tax agent visit [www.tapb.gov.au](http://www.tapb.gov.au)
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

### Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: [www.ato.gov.au/departaustralia](http://www.ato.gov.au/departaustralia)

You will need to provide the details of your superannuation fund.

(Source: Australian Taxation Office)

## Laws and Safety in Australia



### Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to **respect Australian values** and **obey the laws of Australia** for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: [www.australia.gov.au](http://www.australia.gov.au).

You can find comprehensive information about the laws specific to living in Queensland at: [www.qld.gov.au/law](http://www.qld.gov.au/law)

## Legal Services & Advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

## Legal Aid Queensland

Legal Aid Queensland (<http://www.legalaid.qld.gov.au/Pages/Home.aspx>) (LAQ) provides free legal information on the LAQ website, by telephone on 13 14 50, or face to face at 14 Herschel Street, Brisbane and various community access points across Queensland. LAQ also provides legal advice, representation, and specialist services.

## Child Protection Laws

There are four different types of child abuse:

- physical abuse
- sexual abuse
- emotional abuse
- neglect.

Child abuse can be a single incident, or can be a number of different incidents that take place over time.

Under the *Child Protection Act 1999*, it does not matter how much a child is harmed, but whether a child:

- has suffered harm, is suffering harm, or is at risk of suffering harm
- does not have a parent able and willing to protect them from harm.

Harm is defined as any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing (section 9 of the *Child Protection Act 1999*). For harm to be significant, the detrimental effect on a child's wellbeing must be substantial or serious, more than transitory and must be demonstrable in the child's presentation, functioning or behaviour.

Jurisdiction	Legislation
<b>Australian Capital Territory</b> (Department of Disability, Housing and Community Services) <a href="http://www.legislation.act.gov.au/">http://www.legislation.act.gov.au/</a>	<b>Principal Acts:</b> Children and Young People Act 1999 (ACT) <b>Other relevant Acts:</b> Adoption Act 1993 (ACT) Human Rights Act 2004 (ACT) Human Rights Commission Act 2005 (ACT) Public Advocate Act 2005 (ACT) Family Law Act 1975 (Cth)



## Home Security

House-breaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house **left open or unlocked** where they can get what they want with ease and make a quick getaway.

### Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the door step.
- If you have to have something delivered while you are out have the neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.



Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks; doors should have dead-bolts, a security chain and a peep hole; and if the property has an alarm system – that would also make it an excellent choice.

### Contents Insurance

It is recommended that if you are in a rental property that you obtain **Contents Insurance** for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to \$200 per year depending on the value of your belongings.



## Internet Safety & Security

### Internet Access on Arrival

Internet cafes are located in most major cities, or book a computer at a community library.

Internet access to the Clairvaux MacKillop College wi-fi system will be enabled open commencement at the College.

You may also connect to the Internet free of charge at local shopping centres and libraries.

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

1. **Install anti-virus and other security software**, such as anti-spyware and anti-spam software. Use and update this software regularly.
2. **Regularly download and install the latest security patches for your computer software**, including your web-browser. Use automatic software security updates where possible.
3. **Use a firewall** and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
4. **Delete suspect emails immediately**. Don't open these emails.
5. **Don't click on links in suspect emails**. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
6. **Only open an attachment to an email where the sender and the contents of the attachment are known to you**.
7. **Don't download files or applications from suspect websites**. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
8. **Use long and random passwords** for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
9. **Use a limited permission account for browsing the web, creating documents, reading email, and playing games**. If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

(Source: Australian Communications and Media Authority)



## Personal Safety

When you are out and about it is important to be alert and aware of your personal safety.

If you are **going out at night** remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

If you are **out and about**:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

## Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

### Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits.



Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver



### Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.



### Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made

- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination



If the driver harasses you when travelling in a taxi your options include:

- Ask the driver to stop. You may choose to make up an excuse to do so;
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

(Source: Queensland Police Service)

## Road Rules



If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, **YOU MUST KNOW THE ROAD RULES** before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

## Owning a Car

### Registration:

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's licence details and your residential address in Australia.

### Insurance:

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

## Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. **Speed kills.**

## Mobile Phones and Driving

The use of **mobile phones** when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you **nine times more likely to be killed** in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

## Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law. Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

(Source: Roads and Maritime Services, NSW)

## Licence Requirements

In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:

- You remain a temporary overseas visitor

- Your overseas licence remains current

- You have not been disqualified from driving in that State or elsewhere and

- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian licence if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

**Note:** If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.

When driving in NSW you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit. An International Driving Permit is not a license to drive. It should still be accompanied by a current driving license.

If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

(Source: Roads and Maritime Services, NSW)

## Drinking Alcohol and Driving

**If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol.** Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. **Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply.** If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.





## Blood Alcohol Concentration (BAC) Levels

The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. A BAC of 0.05 means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol is consumed. BAC is measured with a breathalyser, or by analysing a sample of blood.

## Legal Blood Alcohol Concentration Limits

There are legal limits as to the BAC level permissible if you are driving:

Queensland has 4 alcohol limits. These limits are used to apply penalties (<https://www.qld.gov.au/transport/safety/road-safety/drink-driving/penalties/index.html>) if you're caught driving with an illegal blood or breath alcohol concentration (BAC) for your licence.

The limits are:

**'no alcohol' limit** – you will be over this limit if the concentration of alcohol in your blood or breath is more than zero

**general alcohol limit** – you will be over this limit if the concentration of alcohol in your blood or breath is equal to or more than 0.05

**middle alcohol limit** – you will be over this limit if the concentration of alcohol in your blood or breath is equal to or more than 0.10

**high alcohol limit** – you will be over this limit if the concentration of alcohol in your blood or breath is equal to or more than 0.15.

Your legal BAC depends on the licence you hold or the vehicle that you want to drive.

Licence or situation	Legal blood/breath alcohol concentration (BAC)
<p>All learner, P1/P2 provisional, probationary or restricted licence holders (regardless of age)</p> <p>All licence holders learning to drive the next higher class of licence under the authority of their provisional, probationary or open licence</p>	<p>0.00</p> <p>('no alcohol' limit)</p>
<p>All class RE motorcycle licence holders for the first 12 months of holding their class RE motorcycle provisional, probationary, restricted or open licence</p>	
<p>Open licence holders</p> <p>(However, if you obtain your class RE motorcycle licence, you must ride with a zero BAC in your first year of riding, regardless of your age or the type of vehicle licence you hold)</p>	<p>Below 0.05</p> <p>(general alcohol limit)</p>
<p>All licence holders when driving, or in charge of a:</p> <ul style="list-style-type: none"> <li>• truck (any motor vehicle weighing over 4.5t)</li> <li>• a bus (built or fitted to carry more than 12 adults, including the driver)</li> <li>• an articulated motor vehicle (e.g. B-double, or road train)</li> <li>• a vehicle carrying a placard load of dangerous goods</li> <li>• a taxi, limousine, or public passenger vehicle</li> <li>• a tow truck, pilot vehicle or escort vehicle escorting an oversize vehicle</li> <li>• a vehicle being used by a driver trainer to give driver training</li> <li>• a specially constructed vehicle, including a tractor.</li> </ul>	<p>0.00</p> <p>('no alcohol' limit)</p>

## Factors Affecting your Blood Alcohol Concentration

The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including:

- **Body size:** A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.
- **Empty stomach:** Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.
- **Body fat:** People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.
- **Women:** After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it effects you, please see the Australian Drug Foundation website: [www.druginfo.adf.org.au](http://www.druginfo.adf.org.au) .

### Drinking Limits Advice

To stay below 0.05 BAC, drivers are advised to limit their drinking to:

- **For men:** No more than two standard drinks in the first hour and no more than one standard drink every hour after that.
- **For women:** No more than one standard drink in the first hour and no more than one every hour after that.

### Random Breath Testing (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night. Police officers have the right to stop any vehicle at any time and require the driver to supply samples for screening. Any person driving a motor vehicle is required by law to have less than a specified amount of alcohol in their blood. If a driver exceeds the level which applies to them the driver has committed an offence.



### Increased Risk of an Accident

It is safest not to drink alcohol at all if you are going to drive. The more alcohol you have in your body, the more risk you have of being involved in an accident.

- At 0.05% Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.
- At 0.1% BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.
- At 0.15% your risk increases to 25 times that of driving at 0.00%.

**DON'T DRINK & DRIVE!**

(Source: Australian Federal Police)





## **Alcohol, Smoking, & Drugs**

### **Alcohol**

Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia.

If you are under 18 it is generally against the law for you to enter a licensed premises. A licensed premises can include a pub, a bar, a football club or an RSL club.

If you are under 18 there are certain exceptions that mean you can only enter licensed premises if:

- you live there
- you work there (including work experience or job training)
- you are eating a meal on the premises or you are with a responsible adult who is supervising you (but not if it is after 5pm and the premises are being used for cabaret entertainment)
- you are going to a function being held there (like a wedding or birthday party)
- the premises has a club licence and you being there does not break any of the club's rules or licence conditions
- it is approved by the Queensland Department of Tourism, Racing and Fair Trading.

If you are under 18 you should not be in an area of a licensed premises where there is adult entertainment or an act of a sexually explicit nature.

### **When can I buy and consume alcohol in a licensed premises?**

If you are under 18 it is against the law to buy, drink or have with you alcohol in a licensed premises.

If you are under 18 it is against the law for a person on a licensed premises (or on a street or place adjacent to the licensed premises) to sell or otherwise supply or give alcohol to you.

Otherwise supply could mean that an adult can get in trouble if you ask them to buy alcohol for you if you are not yet 18. An adult is also not allowed to send you to a licensed premises to buy alcohol for them.

### **When can I have alcohol in a public place?**

If you are under 18 it is against the law to have alcohol with you or to drink it in a public place.

If you are under 18 it is also against the law for a person to supply alcohol to you in a public place.

You can be charged with being drunk and disorderly in a public place.

## Standard Drinks

The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.



Please keep in mind:

- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre mixed bottled drinks often contain more alcohol than a standard drink.

## Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

A summary of the current Queensland smoking laws:

- no-smoking anywhere inside pubs, clubs, restaurants and workplaces
- no-smoking in commercial outdoor eating or drinking areas
- no-smoking in outdoor public places such as patrolled beaches, children's playground equipment and major sports stadiums
- no-smoking within 4 metres of non-residential building entrances
- no-smoking in cars where children under the age of 16 years are present
- no sales of tobacco products to children under 18 years of age
- bans on the display of tobacco products at retail outlets
- mandatory training of employees who sell tobacco
- mandatory no-smoking and quit smoking signs
- no tobacco advertising or competition
- tobacco vending machines must be located in bar or poker machine areas only



- allows local governments to ban smoking at pedestrian malls and public transport waiting points such as bus stops, taxi ranks and ferry wharves.

From 1 January 2015

- electronic cigarettes cannot be used in existing non-smoking indoor and outdoor areas, sold to children under 18 years of age, or advertised, promoted or displayed at retail outlets
- no smoking at public and private hospitals and health facilities, and for 5 metres beyond their boundaries
- no smoking at state and non-state schools, and for 5 metres beyond their boundaries.

## Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

**DANGER: Drink Spiking!** Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, **call 000 (zero zero zero)** immediately to report it and get help.

(Source: Australian Drug Foundation)

## Hitchhiking



A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

HOWEVER: Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is: **DON'T HITCHHIKE!** It simply is not worth the risk.

## Avoiding Dangerous Areas and Activities



It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

**A public place can vary through the course of the day.** It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. For example:

The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. **Alcohol**

**consumption** has now become a factor in these places, and for many (particularly for women), **some areas may become less safe.**

A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.

A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. **Being in a place when it is busy is very different from when the place is isolated.** There is often no reason to be afraid, But – be alert, be aware, and be careful.



## Making New Friends



There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. **Be kind to yourself - remember that making friends takes time.** If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

However you meet people, **remember to be careful.** When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don’t give them any of your personal details like your full name, your phone number or your address. **With people you don’t know well; always arrange to meet them in a public place,** like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many international students spend time socialising with other students and people from their own country and culture while they’re in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, **you need to be careful at first,** until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, **remain cautious until you feel you know them reasonably well and can trust them.** Crimes against international students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with your **International Student Advisor.**



## Sexual Assault

Sexual assault is a **criminal offence**. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain **precautions** may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say **"No!"** loudly and with conviction.

## What do I do if I am assaulted?



It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service.

1. From a **public phone or mobile phone**, ring the police on **000**.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.  
Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.  
Try to remember everything you can about your attacker.
3. Remember, **you are the victim**. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.



## Local Counselling Services for Victims of Sexual Assault

Location	Service Name	About	Contact
Brisbane - Woolloowin	<a href="#">WWILD</a> Sexual Violence Prevention Service	Providing counselling, support, advocacy, information, advice and referral to women with intellectual disabilities aged 14 years and over who have been, or are at risk being sexually assaulted during their lives.	(07) 3262 9877
Brisbane - Nundah	<a href="#">Living Well</a>	Provide face to face and telephone counselling for men who have been sexually abused in childhood or sexually assaulted as an adult, and their partners and family. Web resources and training is available for professionals.	1300 114 397 (freecall from landlines) (07) 3028 4648
Brisbane - West End	<a href="#">IWSS</a> - Immigrant Women's Support Service	Provide counselling, support, advocacy, information, advice and referral to immigrant and refugee women aged 15 years and over of non-English speaking backgrounds whose children have been, or are at risk of being, sexually assaulted during their lives.	(07) 3846 5400
Brisbane - Windsor	<a href="#">MARS</a> - Men Affected by Rape and Sexual Assault Service	MARS is a self-help group that meets weekly, for recovery from sexual assault. Each participant is able to meet their own particular needs at their own pace by making their own decisions about when to speak, how much to share, speaking of their own personal experience and using the group for as long as they need. Each participant makes his own decisions about attending. The meetings are held at <a href="#">Stonewall Medical Centre</a> .	(07) 3857 1222
Brisbane - Woolloongabba	<a href="#">BRISSC</a> - Brisbane Rape & Incest Survivors Support Centre	Provide counselling, support, advocacy, information, advice and referral to women aged 15 years and over who have been sexually assaulted during their lives.	(07) 3391 0004

# Social Activities

## What is Schoolies Week?



If you are an international student attending high school in Australia you will hear a lot of talk about **"Schoolies Week"** which refers to the Australian tradition of **high-school graduates** (known as "Schoolies" or "Leavers") having week-long holidays following the end of their final exams in late November and early December.

Official schoolies events, which are drug and alcohol free, are held at many schoolies destinations, they include concerts, dances and parties. For all official events, attendees are required to be a registered schoolie and present schoolie ID on entry. This schoolies ID, which at some locations includes a photo, is given to schoolies upon registering, which requires the presentation of current school ID and incurs a small fee. At many destinations, the official events are held in fenced-off areas or in nightclubs to prevent the infiltration of toolies ("too old for schoolies", which are associated with the targeting of drunk teenagers for sex) and to maintain crowd control. Some events are free while others (often those held at nightclubs) incur an entry fee.

If you are a school leaver and choose to be a part of schoolies celebrations, here are some good safety tips to keep in mind:

Celebrate but watch your friends:

- Stay with friends and don't take chances. Remember there is safety in numbers.
- Plan ahead with your friends. Work out how you will share costs and how you will look out for each other.
- Book your own accommodation - don't expect that you can just stay with friends.
- Know where you are staying and how to get there.
- Before you go out, have a plan for getting home and tell someone where you are going.
- Negotiate a designated driver at the beginning of the evening and support them in their decision not to drink. During the week, take turns to be the designated driver.
- Stay clear of a driver who has been drinking or using drugs.
- Ask an official volunteer to walk you home if you are alone — don't walk home at night alone.

**Stay with your friends and don't take chances.**

Volunteers will be clearly identifiable  
and are there to assist you in a number of ways.

**Look out for them**

**if you require assistance.**

- Always keep enough money for a phone call, taxi or public transport.
- Stranger danger still exists for adults — don't accept lifts from anyone you don't know, and don't stay at a stranger's place.
- Don't swim at night and don't swim at all if you are intoxicated or using drugs.



(Source: Queensland Government Schoolies Week)

# SECTION 4

## Studying at Clairvaux MacKillop College

## Section 4: Studying at Clairvaux MacKillop College

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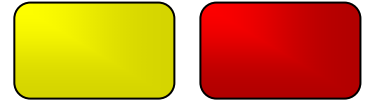
#### Assessment & Reports

#### Library Services

#### Laptops

#### Health & Safety on Campus

# To Begin:



## Arrive early

Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

## Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution.
  - International Office staff and their duties
  - Course or Academic Advisor
  - ESL Advisor
  - Student Services staff
  - Religious/Cultural/Ministry staff
  - Accommodation/Homestay Coordinator
  - Counsellors
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus
  - Library
  - Computer rooms and facilities
  - Recreation and eating areas
  - Clubs and Associations
  - Classrooms
- Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

## What to Do First

Report to the Clairvaux MacKillop College Administration Building and ask for the Enrolments Registrar.

## International Student Orientation

International Student Orientation times are scheduled with individual students as required.

## Faculty/Course Orientation

On the day of your International Student Orientation, you will be introduced to the College Pastoral Leaders.

## Uniform Code at Clairvaux MacKillop College

Clairvaux MacKillop College has a strict uniform code and expects all students to wear their College uniform with pride and diligence. Our expectations are:

1. The full and correct uniform is to be worn between home and school at all times.
2. Uniforms are to be clean, pressed and in good condition.
3. All items of uniform should be clearly and permanently marked with the student's name.
4. School shoes should be clean and polished.

**The College has a clear process for managing uniform infringements. Failure to wear the College uniform correctly will be treated as a serious matter.**

**If there is a genuine reason for a student not wearing the full and correct school uniform this should be noted by a parent/guardian in the diary and contact made with the relevant Homeroom Teacher or Pastoral Leader.**

### Day Uniform - Compulsory Items

GIRLS	BOYS
<ul style="list-style-type: none"><li>• Regulation maroon skirt</li><li>• Regulation blouse with girl's College tie and College badge</li><li>• Regulation College socks or maroon stockings</li><li>• College formal hat</li><li>• Traditional black, lace-up, leather shoes. Shoes should be kept clean and polished at all times. No slip-on style shoes are permitted. Refer to NOTE.</li></ul>	<ul style="list-style-type: none"><li>• Grey shorts or long pants</li><li>• College shirt with boy's College tie and College badge</li><li>• Black leather belt with a modest buckle</li><li>• Regulation College socks</li><li>• College formal hat</li><li>• Traditional black, lace-up, leather shoes. Shoes should be kept clean and polished at all times. No slip on-style shoes are permitted. Refer to NOTE.</li></ul>

**NOTE: The traditional lace-up school shoe is the only accepted footwear.** Students must wear full-fitting, black traditional school shoes with lace up fronts that provide both a robust sole, good support for growing feet and a non-permeable, 'polishable' leather upper that protects the entire top of the foot. This does not include T-bars, black runners, ballet shoes and the like.

Shoe	
	
	
	
	

## Sports Uniform

GIRLS	BOYS
<ul style="list-style-type: none"><li>• Regulation maroon sports skirt or College sports shorts</li><li>• Maroon 'runners' or sports briefs or regulation maroon bike shorts</li><li>• Regulation sports shirt</li><li>• Regulation sports socks</li><li>• Regulation sports hat</li><li>• Lace-up sports shoe or jogger. Lifestyle, slip-on, basketball and canvas shoes are not permitted.</li></ul>	<ul style="list-style-type: none"><li>• Regulation maroon sports shorts</li><li>• Regulation sports shirt</li><li>• Regulation sports socks</li><li>• Regulation sports hat</li><li>• Lace-up sports shoe or jogger. Lifestyle, slip-on, basketball and canvas shoes are not permitted.</li></ul>

### Wearing of the Sports Uniform

#### Formation and Junior Centre – Years 7-10

- Thursday throughout the year

Students must wear the day uniform on the days that Health and Physical Education lessons are timetabled (changing into their sport uniform prior to the lesson and at the end of the lesson).

#### Senior Centre – Years 11-12

- Thursday during SECA Sport

Students must wear the day uniform on the days that Health and Physical Education lessons are timetabled (changing into their sport uniform prior to the lesson and at the end of the lesson).





## Winter Uniform Items and Expectations

GIRLS	BOYS
During cooler weather, girls wear the day uniform and have the option to wear the following items to keep warm: <ul style="list-style-type: none"><li>• Regulation maroon tights</li><li>• College scarf</li><li>• College jumper</li><li>• Blazer</li></ul>	During cooler weather, boys wear the day uniform and have the option to wear the following items to keep warm: <ul style="list-style-type: none"><li>• Trousers</li><li>• College scarf</li><li>• College jumper</li><li>• Blazer</li></ul>

### Winter Sport Uniform Options

#### *Tracksuit*

The College tracksuit is optional wear as a sports uniform item.

**Tracksuit items cannot be worn with the formal/day uniform.**

#### *College Sports Jackets*

Students can wear the College sports jacket with their sport uniform only. Wearing the sports jacket with the formal uniform will result in an infringement unless there are extenuating circumstances.

On Thursdays for Years 7-10 and during SECA season for Year 11 and 12s, students are permitted to wear any official CMC sports jacket/coat with their sports uniform. Official sports jackets must display the College crest.

### Exceptions

We understand that it is sometimes not possible for students to wear the full and correct uniform. In these situations, parents/carers are expected to make contact with either the Homeroom Teacher or Pastoral Leader. In genuine circumstances where a uniform item is missing or not able to be worn, we aim to be as supportive as possible.

### Additional Uniform Requirements

#### *Hats*

The College sports hat is to be worn at all times when students are playing sport, either during class time or at breaks. This includes any playing of sports throughout the College grounds.

**The College formal hat must be worn to and from school, and during the day when moving around the College and during breaks.**

#### *T-Shirts*

Visible T-shirts are not to be worn under the College shirt or sports shirt.

#### *Hair*

- **Hair is to be clean, neatly styled and not in the student's face**
- Hair must be of a natural colour
- Extremes of hairstyle are not permitted, such as 'dreadlocks' and 'corn-braids'
- Closely shaved hair is not permitted
- Cut-ins, tracks and other similar styles are not permitted
- Shoulder length hair is to be tied back. Hair ribbons must be in the College colours (maroon and white); other hair fasteners are to be unobtrusive.

#### *Make-up*

Sun safety is important in Australia; therefore, a fine and natural coverage of tinted moisturiser/sunscreen, or a mineral foundation with high SPF is permitted. Formation and Junior Centre students are expected to wear traditional sunscreen for sun safety.

Students are not to wear any other type of makeup including: mascara, eyeliner, eyeshadow, blush, lipstick or highlighter.

### *Jewellery*

The following jewellery items are permitted:

- A Christian religious symbol on a chain - both symbol and chain are to be conservative.
- Students may wear ONE pair of predominately gold, rose gold or silver earrings in the earlobe only. Pearls, small stones or patterns that are predominately gold or silver, and are less than 5 millimetres in diameter are permitted.  
Note: Clears are considered to be a type of earring.

The following items are **NOT** permitted to be worn:

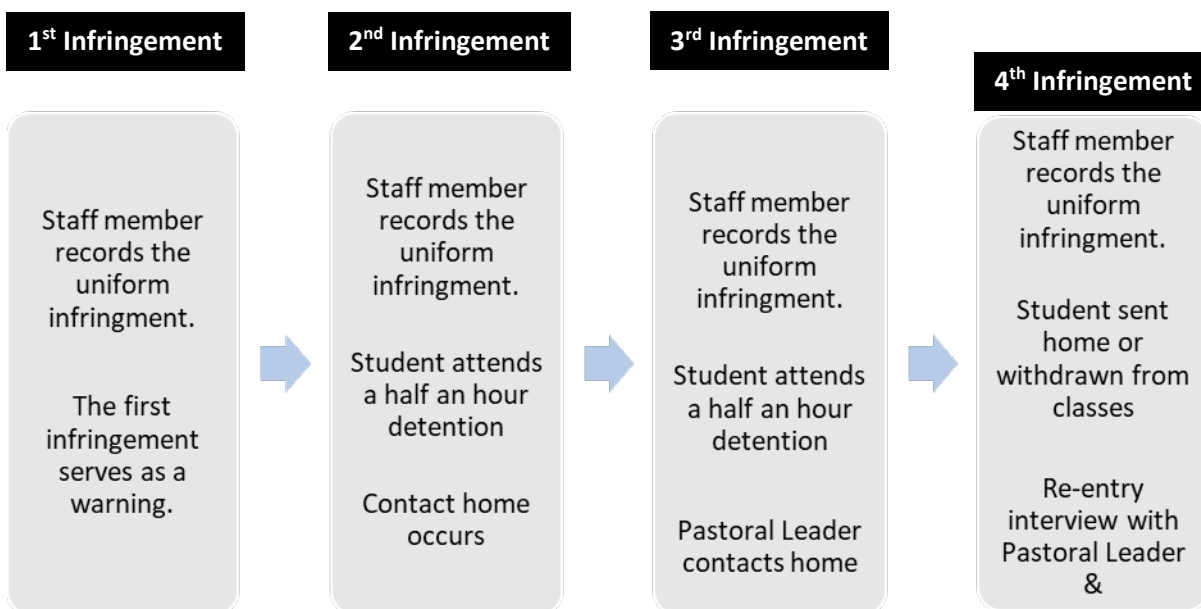
- All other jewellery or fashion accessories
- Nail polish, shellac and coloured acrylic nails. Students will be directed to remove polish and will be issued an infringement.
- Any facial and body piercings
- Tattoos are strictly forbidden. This is a non-negotiable expectation and may compromise continued enrolment.

### *College Bag*

A College bag is compulsory and must be used to and from school. There are a range of College bags available and students can use any bag they prefer, as long as it is an official College bag that displays the College crest.

### **Student Uniform Infringement Process**

An infringement is any unexplained breach of the uniform policy including shirts out (for boys), wrong socks, incorrect shoes, excess or incorrect jewellery, not wearing the College hat etc.



1. If a student does not complete their detention, he/she receives two consecutive detentions
2. Failure to attend the detentions (listed in the step above) is likely to warrant further consequences such as withdrawn from classes and an interview with a parent/guardian.

## Mobile Phone Usage

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Mobile phones and similar devices are an unavoidable part of our work today. We appreciate and understand that for many parents, the mobile phone is required for safety reasons, particularly when the student is travelling on public transport. However, mobile phones pose a challenge to sustain a safe learning environment for both students and staff.

Mobile phones also detract from sustaining positive relationships; too often do we see them being used to listen to music, to engage in social media, and for playing games.

Therefore, students who wish to carry a mobile phone to school must abide by the following expectations:

1. Mobile phones are not to be used during school hours.
2. Mobile phones should be switched off and kept in the student's locker – locked at all times.
3. Should a parent wish to contact their child during the school day for any reason the College prefers that the parents phone the Main Administration Building and the message can then be passed through to the student.

Students who do not follow these expectations will have their devices confiscated by a member of staff and the device will be kept in the Administration Office until a parent collects it.

Students will undertake a Five Day Mobile Phone Program as a means of regaining our trust in their use of the device. This involves the student handing their mobile phone to one of the School Officers in the Administration Office at the beginning of each day before Home Room begins and then collecting it at the end of the school day. After five successful days on the Program the student will resume normal expectations. Students may only undergo the Program once per term.

A second confiscation during the same term will result in the parents needing to come to the College to collect the phone.

The College seeks the cooperation and support of parents in re-affirming these regulations.



## Hands off Rule

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Every student has the right to feel safe at school. Students also need their personal space respected by others so that healthy and right relationships can form. Therefore, the College adopts a 'hands off' rule that is emphasised and reinforced regularly to students.

The 'hands off' rule refers to deliberate physical contact between students and staff members. Students are not permitted to touch each other or members of staff.

The physical contact may be playful, encouraged or aggressive and unwanted; however, all forms of deliberate physical contact are not allowed to ensure everyone's right to feel safe is maintained at this College. Minor physical contact between students (such as play fighting) can quickly escalate and become problematic for a range of reasons.

Games or play that support physical contact (e.g. tackle football) are unsafe and consequently are discouraged and not permitted.

We are mindful that a few exceptions apply to this rule. These include:

- a) A student requiring medical attention or support from another student or member of staff;
- b) Engagement in contact sport under the supervision of a teacher in supervised conditions;
- c) Welcomed or invited forms of appropriate praise or encouragement from others (e.g. a high five)



## **Guidelines for the Management of Student Lockers**

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### **STUDENT EXPECTATIONS**

Students of Clairvaux MacKillop College make the commitment to meet the Code of Conduct. More specifically, all students have made the commitment to respect others and their own property. The provision of student lockers hopes to promote and support students in learning and actively taking responsibility for the safe keeping of their valuables, reducing the burden of carrying excessive weight to and from school in their school bags, and promote organisational skills.

- Lockers must be secure at all times with the lock provided.
- Lockers are to be clean and tidy at all times.
- Students with faulty locks must have their padlock repaired or replaced and they must inform their Pastoral Leader regarding the condition of their lock. The cost of a replacement padlock is \$15.00 and can be purchased at the College Uniform Shop.

### **SECURING LOCKERS**

#### *Beginning of School Year*

- Once lockers have been assigned, a list of unassigned locker numbers is forwarded by the Pastoral Leader to the Assistant Principal – Students.
- All Pastoral Leaders are provisioned with a Master Key to access student lockers.

#### *Unused Lockers*

- Unused lockers are to be secured.
- If necessary, Pastoral Leaders must arrange with maintenance to 'cut' secured lockers.

### **MAINTAINING LOCKERS**

#### *Faulty or lost Padlocks*

- Students with faulty padlocks must have the lock repaired or replaced. Students are to organise this service through the relevant Pastoral Leader.
- The cost of a replacement padlock is \$15.00 and can be purchased at the College Uniform Shop.

#### *Locker Security*

- Locker security is the child's personal responsibility in the first instance; however, where a locker is left unsecured, the relevant Pastoral Leader will be informed.
- Unsecured lockers may be temporarily secured.
- The student with an unsecured locker will be informed by the relevant Pastoral Leader and a discussion held on the requirements.
- In the case of a locker being left unsecured on repeated occasions, the Pastoral Leader will refer the student the Responsible Thinking Classroom and negotiate an appropriate plan.

#### *Locker Cleanliness*

- The Deputy Principal will arrange for an allocation of time at the end of each term for lockers to be inspected by Home Room Teachers.
- The Pastoral Leader will schedule at least one locker inspection each term.





## **Responding to Bullying**

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*Clairvaux MacKillop College is a Catholic College administered by Brisbane Catholic Education. This statement formalises the College's position against bullying and draws heavily on the College Mission statement and the College Code of Conduct.*

**Blessed are the peacemakers;  
for they shall be called the children of God.  
Matthew 5:9**

**The College aims to promote Christian tolerance and a safe, happy learning environment for the whole community, where bullying in any form is not acceptable and will not be tolerated.**

### **Rationale**

*Clairvaux MacKillop College is totally opposed to bullying in all its forms - physical, online, psychological, emotional and verbal. The College aims to foster understanding and cooperation to enable the victims of bullying to seek help and to educate students who are bullying as to the anti-social and un-Christian nature of their behaviour.*

### **Values**

Our mission statement is the guiding principle of our school; therefore, we will strive to promote a climate in our community that is welcoming, open and free of prejudice. We will always strive to promote a positive culture in which bullying is not accepted, and in so doing, all will have the right to receive respect from others, the right to learn and teach, and the right to feel safe and secure in the college environment. The personal growth and positive self-esteem of all who are part of our learning community, including students, staff, parents and others, is paramount.

### **Definition - What is Bullying?**

Clairvaux MacKillop College believes that bullying can be characterized by these three elements:

1. Hurtful behaviour (physical, verbal or relational)
  - Physical - hitting, tripping, punching, throwing objects, stealing
  - Verbal - name-calling, put-downs, threats (spoken, written or electronic)
  - Relational - ignoring, hiding, ostracizing, isolating
2. Repetitive behaviour, causing distress, not only at the time of the attack, but also by the threat of future attacks
  - Typically repetition is experienced by the target of the aggression as oppressive, and by the perpetrator as enjoyable. (Adapted from Rigby, 2001)
  - Psychological - stalking, threatening looks, spreading rumours, damaging possessions, swearing and name calling
  - Harassment

*"Harassment is behaviour that targets an individual or group due to their identity, race, culture or ethnic origin; religion; physical characteristics; gender; sexual orientation; marital, parenting or economic status; age; ability or disability and that offends, humiliates, intimidates or creates a hostile environment. Harassment may be an ongoing pattern of behaviour, or it may be a single act. It may be directed randomly or towards the same person/s. It may be intentional or unintentional (i.e. words or actions that offend and distress one person may be genuinely regarded by the person doing them as minor or harmless)."*  
(Brisbane Catholic Education Office's, *Preventing and Responding to Student Bullying in Schools: Guidelines and Procedures*, 2014, p.10).
3. An imbalance of power that is inappropriate and where there is an intention to hurt or cause people to do things they might not want to do, such as stealing or lying. This includes situations where groups of students exert power over an individual.

## Desired Outcomes

Clairvaux MacKillop College will use strategies and responses from a variety of sources to address:

- the development of supportive environments and relationships; the promotion of tolerance and the acceptance of difference
- The resolution of bully/victim problems
- The support and restoration to well-being of those who have been hurt by abusive behaviour
- The amelioration of the behaviour and attitudes of those who bully
- The pro-active engagement of bystanders to discourage bullying behaviour
- The prevailing attitudes within the College including the 'culture' of the College.
- The College support systems that promote positive mental health
- Teaching and learning programs to support the strategies
- Reporting and recording procedures to be used when investigating incidents
- A case management model to be used when bullying and harassment behaviours persist
- Appropriate confidentiality procedures to be followed
- The provision of Professional Development to meet the needs of the school community in implementing the school policy

## Procedures

### ***What do we do to prevent bullying at Clairvaux MacKillop College?***

As a school community we will not allow cases of bullying to go unaddressed.

In doing so we commit to:

## Students

- Refusing to be involved in any bullying situations.
- Reporting the incident or suspected incident and help break down the code of secrecy.

## Parents

- Watching for signs of distress in their child, eg. unwillingness to attend school, a pattern of headaches, missing equipment, requests for extra money, damaged clothes or bruising.
- Advising their child to tell a staff member about the incident.
  - If possible allow them to report and deal with the problem themselves, empowering them to take the initiative and dealing with the problem without direct parental involvement.
- Informing College staff if bullying is suspected.
  - The Home Room Teacher is the first point of contact.
- Keeping a written record (who, what, when, where, why, how).
- Not encouraging their child to retaliate.
- Communicating with their child that parental involvement, if necessary, will be appropriate for the situation.
- Encouraging their child to continue to be positive in their relationship with others.
- Supervising and monitoring the use of social networking.



## **Guideline Procedures for Student Considered to be 'Wagging'**

A student is considered to be 'Wagging' if they do not arrive at their class within 15 minutes of the lesson starting.

### *If student stays on school ground:*

1. The subject teacher will refer the student to RTC.
2. The student completes an Incident Report explaining where he/she was during that lesson, and will remain in RTC for remainder of lesson.
3. The Pastoral Leader will contact parents via phone to inform them of the incident.
4. The student may be referred to an after school Detention at the discretion of the relevant Pastoral Leader and in negotiation with the parent.
5. The student would be required to complete a 'Plan' acknowledging their behaviour and responsibilities.
6. Pastoral Leader and parent both sign the completed 'Plan'.

### *If student leaves school grounds:*

1. The subject teacher or teacher who first noted the incident will inform the RTC.
2. A member of the College Leadership Team contacts parents via phone to inform them of the situation and to ensure that the student's location is known. The student's safety is the first consideration.
3. Upon returning to school the student completes an Incident Report explaining where he/she has been.
4. The student is required to attend a re-entry interview with a parent and a member of the College Leadership Team. They may need to fill in an Incident Report at this time.
5. The student may be required to complete the time missed as part of Community Service or could be 'Sent Home' at the discretion of the Deputy Principal / Assistant Principal - Students.
6. The student will complete a 'Plan' before returning to classes.
7. A member of the College Leadership Team and parent both sign the completed plan.

### *Repeated 'Wagging':*

1. The steps outlined in the previous section would be followed. The student's safety is the main consideration.
2. A member of the College Leadership Team contacts parents via phone and draws attention to the frequency of the absence. It is at this time that a Behaviour Intervention (Support) Meeting should be arranged.
3. The student may be required to complete the time as part of Community Service or could be 'Sent Home' at the discretion of the Deputy Principal / Assistant Principal - Students.
4. Depending on the circumstances, the student may be required to undertake a 'Continued Enrolment Agreement'.
5. Further incidences will be addressed at an interview with a parent and the College Principal





## **Guideline Procedures for Monitoring Cards (Academic and/or Behavioural)**

1. There are different Monitoring Cards for Academic/Behavioural. They have been published in different colours.
2. A student who has been allocated a Monitoring Card will RTC, AP Student/Curriculum, counsellors and classroom teachers are all notified by email.
3. Students remain on a Monitoring Card for 2 - 4 weeks at the discretion of Pastoral Leader or Curriculum Leader. This coincides with a review in which the parents
4. At the completion of this 2 - 4 week period the student may be referred to the next level of support – Counsellor/AP linked to Centre/Service Leader Pathways.
5. If student is not taking Monitoring Card seriously after 4 weeks then a phone call is made home by Pastoral Leader or Curriculum Leader to the parent. If after the phone call home the student still does not comply then the student may be given an after school Detention at the discretion of PL/CL.
6. The afternoon when the student is required for Detention is negotiated with the parent by PL/CL. Generic confirmation email is sent to parent at time of phone call by PL/CL.
7. If underlying behaviour is not the result of a learning difficulty then a Parent Intervention Meeting will be scheduled with Pastoral Leader, AP Students and possibly the College Counsellor resulting in a Behaviour Intervention (Support) Meeting. The intention is to identify strategies that will enable the student to experience success.
8. However, after 2 - 4 weeks the student may come off the Monitoring Card (case by case basis).
9. After 2 - 4 weeks on MC the student may be referred to one of our College Counsellors to ascertain whether or not the issue is a result of a learning difficulty or underlying behaviour.
10. If a learning difficulty is uncovered, then Learning Support is informed to plan for further support for the student.



## Assessment Guidelines and Procedures

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### 1. RATIONALE:

Clairvaux MacKillop College values assessment as the purposeful, systematic and ongoing collection of evidence for use in making judgments about each student's demonstration of learning achievements. This information is used to determine student performance, provide feedback on student progress and inform our decision-making in relation to student learning.

### 2. SUPPORTING DOCUMENTS:

- (a) QCAA Policy on Special Provisions for School-based Assessments in Authority and Authority-registered subjects.  
([http://www.qcaa.qld.edu.au/downloads/senior/snr\\_qa\\_mod\\_a-z.pdf#page=7](http://www.qcaa.qld.edu.au/downloads/senior/snr_qa_mod_a-z.pdf#page=7))
- (b) QCAA Policy for Late and Non-submission of Student Responses to Assessment Instruments in Authority and Authority-registered subjects.  
([http://www.qcaa.qld.edu.au/downloads/senior/snr\\_qa\\_mod\\_a-z.pdf#page=5](http://www.qcaa.qld.edu.au/downloads/senior/snr_qa_mod_a-z.pdf#page=5))
- (c) QCAA – Strategies for authenticating student work for learning and assessment.  
([https://www.qcaa.qld.edu.au/downloads/publications/paper\\_qsa\\_auth\\_student\\_work.pdf](https://www.qcaa.qld.edu.au/downloads/publications/paper_qsa_auth_student_work.pdf))

### 3. PROCEDURES FOR EXAMINATIONS

Examinations of varying types will be held throughout each term in class time. Exams in Years 7-10 may be in the form of 'in-class' tests or exams undertaken in longer blocks of time at the end of term. Students in Years 11 and 12 are required to attend all applicable examinations held during 'Exam Blocks' at the end of each term. Examinations will **not** be held early for students in any year level for **any** reason.

#### 3.1. Procedure During Exams

- All formal examinations will be actively supervised by members of the teaching staff.
- Students must stay in an examination room for the entire allotted time unless otherwise stated. For students in Years 11 and 12, students may be able to leave the exam early at the discretion of the supervising teacher.
- Students are not permitted to leave an examination room for any reason unless supervised.
- Toilet breaks during an examination are discouraged unless absolutely necessary. Where there is more than one supervisor in an examination room, supervisors may accompany a student to and from the toilet.
- Students must wear full and correct formal uniform to an examination unless their teacher directs them to wear sports uniform, protective or other clothing as required by the conditions of the examination.
- Students must have their Student ID with them in the exam room. The ID is to be displayed on the desk during exams.
  - Consequence: a letter from the Curriculum Leader will be sent home after exam if a student is unprepared for exam. The letter to reinforce College expectations around equipment list and general expectations.
- **Students are not to seek clarification of exam questions from supervising teachers.**
- **If a student asks for help of any kind with an exam, supervisors are to tell them to re-read the directions and question and keep working. Supervisors are not to give any other advice or assistance, and take no other action.**
- Students are to be possession of their exam stationary pack as per equipment
- Students must leave all unnecessary equipment and belongings, such as bags, books and communication devices, either in lockers or outside the examination room. Valuables should not be brought to school during an examination.

### **3.2.Equipment**

- Students are responsible for bringing their exam stationary pack and any other necessary equipment to the examination. Equipment **will** not be provided if students do not have their own equipment.
- All forms of personal electronic equipment, except for approved calculators, are prohibited from being in a student's possession during an examination.
- No books or papers will be brought into the examination environment unless students are otherwise instructed.
- Notes that are permitted according to the conditions of the exam will be checked by the exam supervisor. If the notes do not meet the established conditions, they will be confiscated.
- Students who intend to use graphics calculators in any examination in any subject must declare those calculators at the start of the examination and allow exam supervisors to reset the graphics calculator.
- Any student who, in an examination, attempts to use a graphics calculator which has not been declared and reset will have the graphics calculator confiscated.
- Students will be able to use a digital dictionary or translation device only if there is a need according to approved Special Provisions, and after the device has been checked for any content that may advantage their efforts.

### **3.3.Absence and Examinations**

- A student in Year 7-10 who is absent from an examination due to illness or injury must notify the subject teacher or Curriculum Leader on or before the day of the examination and present a signed letter from a parent to the Subject Teacher on the first day of his/her return to College to arrange the completion of that examination.
- A student in Year 11 or 12 who is absent from an examination due to illness or exceptional circumstances must notify the subject teacher and/or Curriculum Leader on the day of the exam or prior to the exam if it is an on-going medical condition. Students must present a Medical Certificate or other documentation to the Assistant Principal – Curriculum on their return to school and make arrangements with the AP – Curriculum for an alternate date to complete the exam. This is to be at the first possible opportunity.
- The Curriculum Leader or Assistant Principal – Curriculum will contact parents/carers on the day of the exam if no prior communication is made.
- Students in Years 7 to 10 who need to complete their exam following the established date will be required to:
  - Complete the exam during class time, or
  - Complete the exam through other arrangements, such as a separate, supervised room. This decision would involve discussion between the Subject Teacher and the Curriculum Leader, and the Assistant Principal – Curriculum where needed.
- Students in Years 11 and 12 who need to complete their exam following the established date will be required to:
  - If during Exam Block, complete the exam with another supervised exam.
  - If outside the Exam Block, complete the exam through other arrangements, such as a separate, supervised room. This decision would involve discussion between the Subject Teacher and the Curriculum Leader, and the Assistant Principal – Curriculum where needed.
  - Exam conditions such as length, time, leaving the exam room and equipment are still to be adhered to during these exams, unless special circumstances apply (granted by Assistant Principal – Curriculum).
- Practical subjects, such as Music and Drama, pose a greater challenge as they are inhibited by venues and equipment. Therefore, the exam would be completed at the earliest possible time. This decision would involve discussion between the Subject Teacher, the relevant Curriculum Leader, and the Assistant Principal – Curriculum for students in Years 11 and 12. The students will be required to:
  - Complete the exam during class time, or
  - Outside of class time, ie. a lunch break or after school; at a time where the set-up of equipment is possible.
  - If during Exam Block, complete the exam at a time that accommodates the teacher's resource requirements.
  - Individual contribution sheets must be signed and handed in with the task sheet.
- Group exams, such as drama performances, are also difficult to coordinate when a student is absent. Nonetheless, the exam must be completed at the earliest possible opportunity,

respectful of the teacher and the other students. This decision would involve discussion between the Subject Teacher, the relevant Curriculum Leader, and the Assistant Principal – Curriculum for students in Years 11 and 12. The students will be required to:

- Complete the exam during class time. Or,
- Outside of class time, ie. a lunch break or after school; at a time where the students and teacher are available.
- If during Exam Block, complete the exam at a time that accommodates the teacher and the students.

### **3.3.1 Absence Known in Advance**

- Student should not ask to change exam schedules to accommodate family holiday arrangements. Where an absence from an examination is foreseeable, parents are asked to contact the Principal in writing (email is preferred) so that a fair and reasonable arrangement may be made concerning the student sitting the examination. Students must complete an 'Application to Vary Assessment Program' Form. To ensure security for the whole cohort, examinations may not be completed ahead of the scheduled time.
- Students in Years 7 to 10 who need to complete their exam following the established date will be required to:
  - Complete the exam during class time, or
  - Complete the exam through other arrangements, such as a separate, supervised room. This decision would involve discussion between the Subject Teacher/s and the relevant Curriculum Leader/s, and the Assistant Principal – Curriculum where needed.
- Students in Years 11 and 12 who need to complete their exam following the established date will be required to:
  - If during Exam Block, complete the exam with another supervised exam.
  - If outside the Exam Block, complete the exam through other arrangements, such as a separate, supervised room. This decision would involve discussion between the Subject Teacher/s, the relevant Curriculum Leader/s and the Assistant Principal – Curriculum.

### **3.4.Cheating**

Cheating is a serious breach of examination conditions and may include but is not limited to talking, looking in the direction of another student's work, passing notes, using or possessing unapproved notes or communication device/s.

Where an issue of cheating is detected by a supervising teacher, that teacher will make a note of what sections or questions the student had attempted prior to detection and then allow the student to complete the examination. At the conclusion of the examination the following procedure will be followed:

- The supervising teacher will report all details to the Curriculum Leader and Assistant Principal – Curriculum.
- The student will be given an opportunity to discuss the breach of examination conditions.
- The Curriculum Leader will determine the work completed prior to detection, disregard it and assess only the work determined to be the student's original work.
- If the examination paper or otherwise is wholly or substantially impacted, the examination piece may be considered incomplete. (*Note: If the piece is considered incomplete and is designated a mandatory piece in a senior subject syllabus, the student may risk not completing the semester and under QSA guidelines, cannot be awarded credit for that semester in that subject*).
- A result will then be determined.
- Parents will be notified by the **Curriculum Leader or Assistant Principal – Curriculum**.
- Consequences for the infringement of the Assessment Guidelines and Procedures – Cheating will be determined by the Assistant Principal – Curriculum in consultation with the relevant Curriculum and Pastoral Leader.
  - The student's exam will be stopped immediately, referred to the Curriculum Leader who will arrange an academic intervention interview with the Curriculum Leader and AP – Curriculum.

## 4. PROCEDURES FOR OTHER ASSESSMENT

### 4.1. Assignments

Assignment work can take many forms whether written, oral, practical or multimodal. The due date for assessment can be found on the College's Portal or Website and on individual task sheets.

#### a) Task Details

Each student should receive, or made available, written details specifying an extended piece of assessment at least two weeks prior to the task due date. Such details would typically include:

- Task Description
- Task Conditions
- Due Date

A task sheet which includes all of the above and the following will be handed out when applicable:

- Criteria Sheet
- Dates for checking developing stages of task
- Assessment and drafting attachment and Authenticating Statement where applicable

#### b) Drafts/Checkpoints

- Where applicable, all assignments will have a draft or work-in-progress due date
- Drafts should meet the assessment task criteria in full where possible
- Should teacher or peer feedback be a condition of an assessment piece, students may seek written feedback on only one draft per assessment piece. It is a general expectation that students will demonstrate increasing independence as any given year or subject progresses.
- **Evidence in these drafts/checkpoints may be used as supporting evidence of authenticity, or as a final submission, should a revised copy not be produced by the due date.**
- If draft checkpoint is not met, the classroom teacher is responsible to call the parents/guardian.
  - Students will be required to submit a draft within the next 24 hours

#### *Practical Tasks*

A draft may not be possible in some subjects where the assessment is a performance or presentation. Therefore the expectations for a draft will include:

- A conference with the teacher to demonstrate the work completed
- The conference will provide opportunity for feedback in response to the criteria

#### c) Final Copy

- A hard copy, in an acceptable condition, and a copy of the criteria sheet (unless otherwise stated in the task conditions) must be submitted by the due date. Students will be given **clear** and **explicit** directions for how assessment is to be submitted. There may be slight variations depending on the assessment item.
- Some subject areas may also require that a copy of the assignment be uploaded onto the College Moodle site.
- It is highly recommended that students keep their own printed copy of their response.
- It is highly recommended that a 'back up' version be kept elsewhere.
- Students who are ill, injured or absent on the due date, must notify the College of any assessment which is outstanding and follow the guidelines for 'Special Provisions'.
- Any student who will be/is absent **on** or **before** the due date must email a copy of their completed Assignment to the Subject Teacher, or upload to Moodle **by the due date**. Upon return to school or as close as practicable to this date, produce a hard copy of the assessment item.
- A parent or sibling may deliver the completed assignment to the Administration Building.
- A Medical Certificate will be required for students in Years 11 and 12 or a signed letter from parents for student in Years 7 to 10 when the assignment is not provided on the due date.
- **If assessment is not received by the due date the teacher will either:**
  - **Mark a draft or checkpoint as a final copy.**
  - **Have a student complete the assessment during a lesson (at the first possible opportunity) in order to provide evidence that can be marked to syllabus standards.**
    - The student will be provided with the task sheet and given until the end of the lesson to produce a response.

## 5. PROCEDURES FOR SPOKEN ASSESSMENT

### 5.1. Order of Speakers

- a) The order of speakers will be determined by the teacher or in negotiation with students.
- b) Students must be prepared to present on the day the task is due and/or a subsequent date allocated to a specific student by the class teacher prior to the date due. **An inability to present will be treated as a non-submit unless there are exceptional circumstances such as those covered by Special Provision.**
- c) **If students are not ready to present their spoken task on the day it is due they will be required to verbally answer questions about the task and be graded according to their response.**

### 5.2. Scripts and Materials

All students must submit all materials for their spoken task on the due date. Students will receive the materials back when it is their turn to present.

### 5.3. Special Equipment

Any equipment required for the presentation must be organised well in advance. If teacher assistance is required in this regard, at least 48 hours notice must be given.

### 5.4. Common Expectations

- Spoken tasks must be presented in front of a common audience, ie. the class, unless there are identified conditions for a given spoken task.
- Students with known anxiety issues may have alternate arrangements only when supported by approved Special Provisions. **This must be organised by the student in consultation with their teacher when the task is issued.**
- Feeling nervous is not an acceptable reason for not presenting.

## 6. PROCEDURES IN RELATION TO PLAGIARISM

All written assessment, from years 9-12, should be submitted to **Turnitin**. Students will be able to submit at any stage during the drafting phase. All assignments must attach a copy of the **Turnitin** Report to the final copy.

Concerns with a student's suspected plagiarism will be discussed initially with the student. Where necessary, parents are invited to meet with the subject teacher and/or Curriculum Leader.

### 6.1. Definition

Plagiarism is the act of presenting the work of another as your own. This includes but is not limited to:

- written and non-written work
- phrases, sentences, paragraphs and whole papers
- programming code
- illustrations, maps, artworks, cartoons, statistics, photographs, charts, graphs, tables, field study or lab results, etc.

For the purposes of this definition **another** includes:

- author, professional or otherwise, whose work has been published in a newspaper, book, magazine, journal, encyclopaedia, CD rom, etc;
- author, professional or otherwise, whose work has been published on the World Wide Web or other on-line electronic resource;
- other students at your school or anywhere else;
- an assignment writing "service" which offers to sell written assignments for a fee;
- producing work in conjunction with other people (other students, a tutor, parents, friends or relatives) when it is purported to be solely the work of the student
- **collusion with another student/s**

## 6.2. Authenticity of Work

A student may be required to prove the authorship of their work at any point in the timeline of an assessment piece. This may include but is not restricted to the following:

- The classroom teacher sighting drafts, plans and/or notes from which the final piece of work is clearly derived;
- student production of folios or other evidence which are produced in class time;
- reflective journals
- student acknowledgment of all sources used in the appropriate manner;
- submitting written work through **Turnitin**;
- teacher observation of students producing work directly related to or part of an assessment piece;
- questioning a student about an assessment piece or parts of an assessment piece;
- teacher request for a class to produce assessment or parts of an assessment piece under examination conditions

## 6.3. Procedures – Plagiarism

- If the authorship of an assessment task is questionable or other forms of plagiarism are suspected, the class teacher, after consultation with the Curriculum Leader, may request further evidence of that achievement through the submission of additional work or evidence.
- If it is determined that a student has knowingly used work that is not their own and neglected to reference that work, the teacher will, through the use of **Turnitin**, notionally delete the plagiarised work from the piece of assessment and grade the task on the basis of student-authored work only. This will ensure that the grade awarded is fair and equitable, not only for the student in question, but for all students.
- **If it is determined that a student has used another student's work, the teacher will establish and disregard plagiarised work and grade the student's own work only.**
- **Where authorship cannot be established, both students will have common work disregarded.**
- The subject teacher will report the incident to the Curriculum Leader and in the case of Year 11 and 12 students as well as the Assistant Principal – Curriculum.
- A letter of explanation will be sent to the student's parents/carers and an academic intervention interview scheduled with relevant Curriculum Leader and AP – Curriculum.
- Consequences for the infringement of the Assessment Guidelines and Procedures – Plagiarism will be determined by Assistant Principal – Curriculum in consultation with the relevant Curriculum and Pastoral Leader.

## 7. PROCEDURES FOR SUBMISSION OF ASSESSMENT

### 7.1. Extensions in Years 11 and 12

- Students must speak to the Subject Teacher and Curriculum Leader and negotiate a revised due date prior to seeking approval from the Assistant Principal – Curriculum. The Assistant Principal – Curriculum only may approve extensions and only where exceptional circumstances, such as those listed under special provision, exist.
- Students who are identified as being 'at-risk' will be supported through their Case Management Plan. Extensions may be necessary following communication between a Counsellor or Pastoral Leader and the Assistant Principal – Curriculum.
- Application is required **before** the due date except in the case of a genuine emergency. If sickness is a contributing factor, a **Medical Certificate** is required for all students in Years 11 and 12.
- Any approved extension should not alter the conditions of assessment by more than 20%.
- The AP – Curriculum will notify the Subject Teacher and Curriculum Leader of approved extensions.
- Where the student does not submit according to the negotiated date, **non-submission procedures will be followed**. This will be communicated by the Curriculum Leader to the parents/carers.

### 7.2. Extensions in Years 7-10

- Students in Years 7 to 10 who require an extension must speak to their Subject Teacher and negotiate a revised due date prior to seeking approval from the Curriculum Leader. The Curriculum Leader only may approve extensions and only where exceptional circumstances exist.

- Application is required before the due date except in the case of a genuine emergency. If sickness is a contributing factor, students must provide a letter from parents or a medical certificate before the approval can be granted.
- Any approved extension should not alter the conditions of assessment by more than 20%.
- The Curriculum Leader will notify the Subject Teacher of approved extensions.
- Where the student does not submit according to the negotiated date, the draft will be used as the final copy. This will be communicated by the Curriculum Leader to the parents/carers.
- **Students who receive Special Provisions in the form of extra time to complete assessment will need to negotiate this with their teacher when the assessment is first issued.**

### 7.3. Non-Submission by the Due Date (ALL Year Levels)

#### a) Drafts

The following procedures apply where a draft has been requested and the student fails to hand in a draft by the due date:

- As soon as practical, the subject teacher will contact parents through email, letter or phone call.
- The student is required to complete a draft during class time. **Both teacher and student should have a copy of the draft at the end of the lesson.**
- There may be no feedback given to the student on the draft.

#### b) Final Copy, Presentation or Other

A final copy or other assessment task is considered to be complete only when all of the task conditions have been met. Should a student fail to submit or complete an assessment task, of any type (written assessment should also be submitted through **Turnitin**) at the arranged time on the due date, then it is deemed to be a 'non-submission', unless:

- a) Application has been made and approved for 'Special Provisions'.
- b) An application for extension has been approved by the Assistant Principal – Curriculum for Years 11 and 12 or Curriculum Leader for Years 7 to 10.
- c) The appropriate procedures have been followed for illness, injury or other absence covered by 'Special Provisions'.

In the event of a non-submission, the following procedure will apply:

- The subject teacher will apply the applicable criteria to the draft copy where possible.
- Where a draft does not exist, in accordance with current QCAA policy no result will be awarded.
- The Curriculum Leader will contact parents.
- Where students have not submitted the required assessment in a semester, they may have insufficient assessment to be awarded credit for that Semester. In accordance with QCAA policy, students must complete all mandatory assessment as indicated by the subject syllabus to be awarded credit for a Semester of work.

## 8. PROCEDURES FOR CERTIFICATE/DIPLOMA COURSES

All assessment modules are to be submitted in accordance with classroom teacher's expectations. Due dates are based on assessment and reporting deadlines adhered to by the rest of the College. Checkpoints will be created to allow a fair and equitable submission process to alleviate higher workloads at the end of the term/semester.

- If work is not completed on time, at the checkpoint, a call to the students' parents will be made by the classroom teacher flagging concerns.
- Any work outstanding after this period of time will require an academic intervention interview with a combination of Curriculum Leader – VET, Assistant Principal – Curriculum and the Deputy Principal.
  - The outcomes of the interview may result in the student:
    - Losing exam block privileges – until work is up to date
    - Being withdrawn from participating in work placement, TAFE or traineeships that takes away from classroom lessons
    - Only partial credit will be awarded by the College
    - Being removed from the course with any monies paid forfeited
- Students will need to complete all tasks assigned in Year 11 before moving onto the Year 12 component of the course.



## **9. PROCEDURES FOR LEAVE FROM SCHOOL**

Students are expected to attend school from the first day of school to the last day of school each term. Parents seeking leave from school for their child for sporting, cultural or family commitments must make a request in writing to the Principal.

- Assessment dates cannot be adjusted for any reason including family holidays or special occasions.
- Students who are absent for reasons other than those covered by Special Provision must abide by all due dates. Assessment other than examinations must be handed in prior to a known student absence.
- No examination can be undertaken by a student prior to the due date for any reason. Students with approved leave must negotiate with the Assistant Principal – Curriculum and the Curriculum Leader to complete the examination upon their return to the College.
- Teachers are not required to prepare work for students who will be absent from school due to family vacations or similar.
- It is the responsibility of the student to ensure that he/she speaks with teachers regarding how best to complete work missed, prior to his/her departure, where possible.
- Year 11 and 12 students who miss assessment due to family holidays taken in Term time, and are unable to comply with QCAA policy with regards to completing mandatory assessment by the due date, will not receive credit for the Semester's work in the subject for which assessment was missed.

## **10.QCAA POLICIES – A SUMMARY**

### **10.1. QCAA Guidelines for Late Submission of Student Responses to an Assessment Instrument**

This relates to students not submitting a response to an assessment instrument by the due date.

The practice of awarding a lower standard as a penalty for lateness is not valid in a standards-based system of externally moderated school-based assessment. Judgments of student achievement in Authority and Authority-registered subjects are made by matching a body of evidence provided by students' responses to assessment instruments to the standards associated with exit criteria outlined in the relevant syllabus. In cases where students do not submit a response to an assessment instrument by the due date, judgments should be made using evidence available on or before the due date.

### **9.2.QCAA Guidelines for Non-submission of Student Responses to an Assessment Instrument**

This relates to the non-submission of student responses to an assessment instrument.

A standard can only be awarded where evidence has been demonstrated. In cases of non-submission of student responses, an 'E' standard cannot be awarded where there is no evidence for it. Judgments of student achievement in Authority and Authority-registered subjects are made by matching a body of evidence provided by students' responses to assessment instruments to the standards descriptors outlined in the relevant syllabus.

### **9.3.Special Provision**

'Special provisions' means making reasonable adjustments to conditions of assessment to ensure equitable opportunities for all students. Special provisions may apply to any student, depending on the circumstances. In making a decision about special provisions, the school is required to consider what adjustments to assessment conditions are reasonable in the circumstances.

- Special provisions is a positive act of making reasonable adjustment to assessment requirements and conditions to ensure that assessment is equitable for all students. All students, including those with specific educational needs, should have opportunities to demonstrate their current knowledge and skills.
- Schools must strive to identify and minimise barriers that prevent students from demonstrating their current knowledge and skills. To do this, they must plan to ensure that specific educational needs are recognised and reasonable adjustments made to accommodate students. Schools must also take reasonable measures to assess students with specific educational needs so that

they can participate in Authority and Authority-registered subjects on the same basis as other students.

- Reasonable adjustments for students with specific educational needs must be planned and negotiated as early as possible so that students can be provided with appropriate support in order to commence, participate and complete course of study requirements.
- Special provisions involve the application of relevant syllabus criteria and standards against which achievement is judged. Assessment criteria and standards are not modified to suit particular students. The school is required to maintain the intent and rigour of the syllabus or study area specification and any other requirements or components that are inherent or essential to the course of study. 8 Special provisions do not involve compensating for what the student does not know or cannot do.
- The school must consult and involve the student (and, where appropriate, the student's parents/carers or associates and other relevant school personnel) in the decision-making process concerning special provisions. The school must take into account the student's specific educational needs and balance the interests of all parties affected, including those of the student, the school, staff and other students.



## Current Address Details

Students on an International Student Visa no longer need to keep Department Of Home Affairs (Immigration) informed of their home address in Australia, as Department of Home Affairs (Immigration) will check these details with your education provider if required. Therefore you **MUST** maintain a current residential address on your student file **AT ALL TIMES**.

1. The student is obliged to notify the school of any change of address while enrolled at the school. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address.
2. Where Clairvaux MacKillop College has approved the student's welfare and accommodation arrangements, the student requires both the school's and the parent's approval for any changes to welfare and accommodation arrangements.
3. The school is required by law to request confirmation of current address and contact details in writing for each student (and parent or legal guardian if a student is under 18 years of age) at least every six months.
4. Change of address is to be notified in writing or by email [admin@cvxmck.qld.edu.au](mailto:admin@cvxmck.qld.edu.au)

# Student Administration Information



## Fees for International Students

### 1. Legislation regarding amount payable in advance and dates by which fees can be required.

- A non-refundable Application Fee of \$150 (AUD) is payable at the time of lodgement of an application. A non-refundable Enrolment fee of \$250 (AUD) is payable at the time of accepting the offer of enrolment.
- Upon enrolment students will be required to pay a semester's tuition in advance. This amount will not be more than 50% of the student's total tuition fees (unless the course has only one study period of 24 weeks or less.)
- Thereafter, tuition fees remain payable in advance and must be paid two weeks before students are able to commence classes for each subsequent semester. Fee statements will be invoiced in twice yearly in April and October. All tuition fees and associated charges are reviewed annually and so may vary from year to year.
- Other one-off payments for particular events e.g. non-compulsory study tours, musicals, concerts, and other performance are not included in the fee schedule.

### Tuition Fees for International Students

#### Tuition Fees

Name of Fee	Amount	Details
<b>Tuition Fee Years 7 - 10</b>	\$19,000	All tuition fees, text book hire, compulsory levies, subject specific camps
<b>Tuition Fee Years 11 - 12</b>	\$19,500	All tuition fees, text book hire, compulsory levies, subject specific camps

#### Non-Tuition Fees

Name of Fee	Amount	Details
<b>Application Fee</b>	\$150	Paid at the time of submitting the application
<b>Confirmation Fee</b>	\$250	Paid at the time of accepting the offer of enrolment
<b>Overseas student Health Cover (OSHC)</b>	\$500 p.a. for the length of the Visa	Students are required to obtain Overseas Student Health Cover (OSHC) for the duration of their stay. The Health Card details must be provided in the application form and a photocopy supplied.
<b>QCAA Fee</b>	\$779.75 p.a. + GST	Collected by the College and forwarded to QCAA for international students in <b>Year 11 and 12 only</b> .
<b>Uniform Costs</b>	\$500 (initial estimate)	Price list available on the College website: <a href="http://www.cvxmck.edu.au">www.cvxmck.edu.au</a>
<b>Homestay Placement</b>	\$275 incl. GST	Payable on initial placement
<b>Initial airport pick-up or Homestay Transfer</b>	\$150 incl. GST	Airport pick-up or transfer to new homestay
<b>Homestay Fees (per semester)</b>	\$8,524.50	Term 1 & 2 = Semester 1 Term 3 & 4 = Semester 2
<b>Holding fee Christmas school holidays</b>	\$360 + GST	Included in Semester 2 invoice except final year 12 students not returning.
<b>Additional Nights</b>	\$53	Nights not included in Semester Fees such as Christmas
<b>Stationery &amp; Exercise Books</b>	\$100 p.a. Approx	As required for specific subjects
<b>Semi Formal</b>	\$65	Year 11 only
<b>Senior Formal</b>	\$160	Year 12 only

## **2. Notice required for students intending to leave the college prior to completion of their course.**

- a) If a student wishes to leave the college before the end of their course i.e. before completion of the Queensland Certificate of Education or equivalent, they are required to give a full semester's notice in writing.
- b) Unqualified letters of release will only be given if this process is followed and fees for the notice period (or fees in lieu of notice) have been paid in full.

## **3. Annual Review of fee schedule**

- a) The College reserves the right to vary this Schedule, upon notice to the Fee Payer.
- b) Payment of a student's account is the responsibility of the signatory to the Enrolment Agreement.
- c) Should an account be placed in the hands of debt recovery consultants, the signatory to the account will agree to pay all expenses relating to the recovery of the account, and any default debt may be reported to a credit reporting agency.
- d) These fees are subject to review due to Government charges and other costs.

## **4. Homestay Services**

- a) Clairvaux MacKillop College uses the services of International Student Care Australia to monitor the Homestay and Welfare of International students under the age of 18 and others in Homestay arrangements. More information can be found on their website <http://www.isca.net.au/>
- b) It is the College (as the registered provider) that holds full welfare responsibility. This responsibility is not delegated to ISCA. The College maintains full responsibility for monitoring this visa condition, not ISCA, and has the authority to report non-approval to the Department of Immigration, if necessary.

## **Student Transfer Request Policy**

Clairvaux MacKillop College's Overseas student transfer policy and processes apply to:

- overseas students requesting to transfer prior to completing the first six months of their first registered school sector course or
- where the student has completed the first six months of their enrolment in their first registered school sector course

Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course:

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
  - a) If the student's course or school becomes unregistered
  - b) The school has a government sanction imposed on its registration
  - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
  - d) If the student is granted a release in PRISMS.
2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
3. Clairvaux MacKillop College will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
  - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
  - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Clairvaux MacKillop College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
  - c) The student provides evidence of compassionate or compelling circumstances.

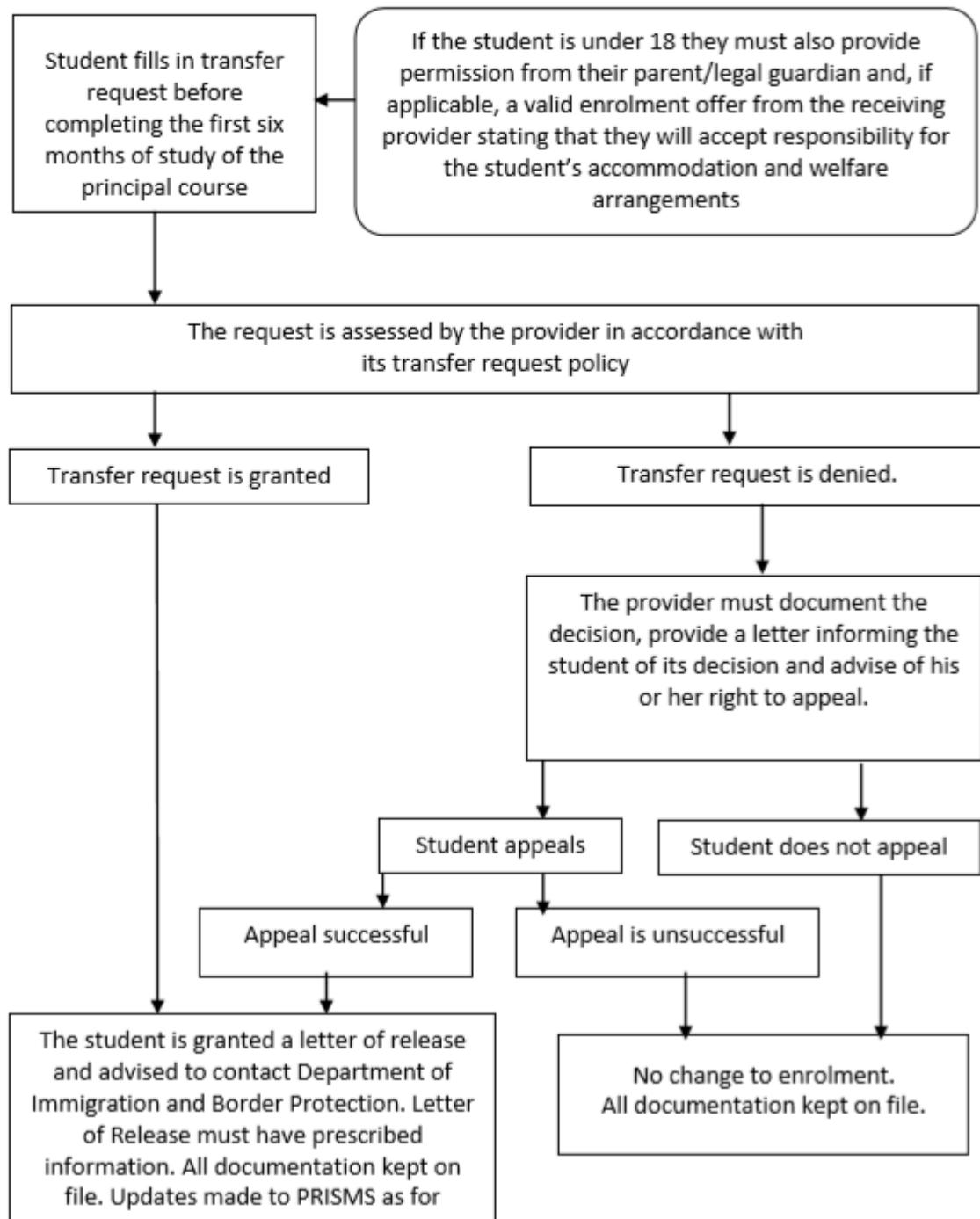
- d) Clairvaux MacKillop College fails to deliver the course as outlined in the written agreement.
  - e) The student provides evidence that their reasonable expectations about their current course are not being met.
  - f) The student provides evidence that he / she was misled by Clairvaux MacKillop College regarding Clairvaux MacKillop College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
  - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
  - h) Any other reason stated in the policies of Clairvaux MacKillop College.
4. Students under 18 years of age MUST also have:
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
5. Clairvaux MacKillop College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
- a) The student's progress is likely to be academically disadvantaged
  - b) Clairvaux MacKillop College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
  - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
  - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
  - e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from Enrolment Secretary
  - b) Give this completed application form and a valid offer of enrolment from another provider to *Enrolment Secretary* for assessment.
  - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.  
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Clairvaux MacKillop College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. Clairvaux MacKillop College will assess the student's transfer request application and notify the student of a decision within 14 working days.
8. If Clairvaux MacKillop College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
9. If Clairvaux MacKillop College intends to refuse the student's transfer application request, Clairvaux MacKillop College will provide the student with reasons for refusal in writing and include a copy of Clairvaux MacKillop College's complaints and appeals policy available on page 60. The student has the right to access Clairvaux MacKillop College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- a) the student confirms in writing they choose not to access Clairvaux MacKillop College's complaints and appeals process, or
  - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
  - c) the appeals process is completed and a decision has been made in favour of the student *or* Clairvaux MacKillop College.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is: 299 Adelaide Street, Brisbane 4000.

Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

**Students who are no longer subject to the transfer restriction but where Clairvaux MacKillop College holds welfare responsibility via a CAAW.**

11. Students under 18 years of age MUST have:
  - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. To apply for transfer to another provider, students need to:
  - a) Complete an Application for Student Transfer Form available from *Enrolment Secretary*
  - b) Give this completed application form and a valid offer of enrolment from another provider to *Enrolment Secretary* for assessment and response within 14 working days.
  - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.  
  
In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Clairvaux MacKillop College in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
13. Clairvaux MacKillop College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 7 working days.
14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications. See <https://www.homeaffairs.gov.au/help-and-support/contact-us>. Alternatively, students can contact the Department of Home Affairs (Immigration) through their web enquiry form: <https://www.homeaffairs.gov.au/help-and-support/departmental-forms>

# Student Transfer Request Flowchart





## Application for student transfer/letter of release

Please read the attached Student Transfer Request Assessment Policy before filling out this form to see if you meet the requirements to be granted a letter of release for transfer.

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone number:

Mobile Phone number:

Email address:

### Reason for transfer:

Please state why you wish to transfer to another school.

### Attachments:

Attach a letter of offer from the institution to which you wish to transfer. If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the letter of offer must also show that the institution will accept responsibility for approving your accommodation, support and general welfare arrangements.

If there are any gaps between school approved accommodation, support and general welfare arrangements please detail any Department of Immigration and Border Protection approved interim arrangements.

If you are under 18 years of age, please attach a letter from your parents to indicate that you have their permission to transfer.

Attach any relevant supporting documentation.

This application will be assessed once all documentation has been received. The school may ask for more documentation if it requires it. Applications are usually processed in 15 working days.

\_\_\_\_\_  
Student signature

\_\_\_\_\_  
Date

## Identification Cards

Identification (ID) Cards are issued annually to each student and if lost must be replaced at the student's own expense. ID Cards are required to be presented when borrowing from the College Resource Centre (library)



# **College Deferment, Suspension & Cancellation Policy**

## **Deferment of commencement of study requested by student.**

### **1. Communicating with families about changes in enrolment status**

- a) All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.
- b) Parents must therefore keep Clairvaux MacKillop College informed of their current contact details, as per the conditions of the student visa.
- c) The parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

## **STUDENT-INITIATED CHANGES IN ENROLMENT**

### **2. Deferment of commencement of study requested by student**

- a) Clairvaux MacKillop College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - i) illness, where a medical certificate states that the student will be unable to attend classes
  - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - iii) major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
  - iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
  - v) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 14 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see Clairvaux MacKillop College's Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

### **3. Suspension of study requested by student**

- a) Once the student has commenced the course, Clairvaux MacKillop College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
  - i. illness, where a medical certificate states that the student was unable to attend classes bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - ii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
  - iii. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
  - iv. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
- b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed

necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.

- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e) The period of suspension will not be included in attendance calculations.
- f) Applications will be assessed on merit by Principal.
- g) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
- h) All applications for suspension will be considered within 14 working days.
- i) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see Clairvaux MacKillop College's Complaints and Appeals policy).

#### **4. Student-initiated cancellation of enrolment**

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Enrolments Officer. Please see Clairvaux MacKillop College's Refund Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified Clairvaux MacKillop College of cancellation of enrolment where:
  - i. the student has not yet finished his/her course/s of study with the school, and
  - ii. does not resume studies at the school within [14 days] after a holiday break, and
  - iii. the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to Clairvaux MacKillop College's Complaints and Appeals Policy.

### **SCHOOL-INITIATED CHANGES IN ENROLMENT**

#### **5. School-initiated exclusion from class**

- a) Clairvaux MacKillop College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Clairvaux MacKillop College's Student Behaviour Support Plan.
- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where Clairvaux MacKillop College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Clairvaux MacKillop College's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.
- d) Excluded students must abide by the conditions of their exclusion from studies and

must adhere to any welfare and accommodation arrangements in place, as determined by the Principal. Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

- f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

## **6. School-initiated suspension of studies**

- a) Clairvaux MacKillop College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Clairvaux MacKillop College's Student Behaviour Support Plan.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where Clairvaux MacKillop College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access Clairvaux MacKillop College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies.
- e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <https://www.homeaffairs.gov.au/help-and-support/contact-us>)
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

## **7. School-initiated cancellation of enrolment**

- a) Clairvaux MacKillop College will cancel the enrolment of a student under the following conditions:
  - i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
  - ii) Failure to pay course fees
  - iv) Any behaviour identified as resulting in cancellation in Clairvaux MacKillop College's Student Behaviour Support Plan
- b) Where Clairvaux MacKillop College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Clairvaux MacKillop College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) Clairvaux MacKillop College is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at Clairvaux MacKillop College will be cancelled and this may impact on the student's visa. Further information can be found in Clairvaux MacKillop College's Course Progress and Attendance Policy.

- d) For the duration of the internal appeals process, Clairvaux MacKillop College will maintain the student's enrolment and the student will attend classes as normal.
- e) If a student decides to access Clairvaux MacKillop College's complaints and appeals process because they have been notified of a school initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Clairvaux MacKillop College need not await the outcome of this process before changing the student's enrolment status in PRISMS.
- g) The use of extenuating circumstances by Clairvaux MacKillop College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal.

## **8. Student to seek information from Department of Immigration**

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs (Immigration) Website <https://www.homeaffairs.gov.au/Trav/Stud> for further information about their visa conditions and obligations.

## **9. Definitions**

- a) Day – any day including weekends and public holidays in or out of term time
- b) Extenuating circumstances - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Examples include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
- the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence, or
- the student is the subject of investigation relating to criminal matters.

## **Student application for deferment of commencement or suspension of studies**

Please read the attached Deferment, Suspension and Cancellation Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

---

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

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## I am applying for

- A deferment of commencement of studies
- A suspension of studies

Please state why you wish to defer/suspend your studies:

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## Attachments:

Attach any relevant supporting documentation.

This form will be assessed once all documentation has been received. The school may ask for more documentation if required. Applications are usually processed in 14 working days.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The Department of Immigration Website <https://www.homeaffairs.gov.au/Trav/Stud/More> provides further detail regarding the conditions of the visa and obligations of students.

Students who have not yet commenced their studies at Clairvaux MacKillop College will also need to contact Department of Immigration in case there is any effect on their student visa as a result of changes to enrolment or CoE status. Please see contact details at: <https://www.homeaffairs.gov.au/about/contact/offices-locations>.

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Student signature

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Date

## School Complaints and Appeals Policy

*A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed, and again during orientation or within 7 days of the commencement of student attendance of the enrolled course.*

1. Purpose
  - a) The purpose of Clairvaux MacKillop College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Clairvaux MacKillop College. The complaints dealt within the scope of this policy must be directly affected by the service, decision or action of the College and directly affect the student, parent or guardian.
  - b) The internal complaints and appeals processes are conciliatory and non-legal
2. Complaints against other students
  - a) Grievances brought by a student against another student will be dealt with under the College's Student Behaviour Support Plan.
3. Informal Complaints Resolution
  - a) In the first instance, Clairvaux MacKillop College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should contact the Assistant Principal in the first instance to attempt mediation/informal resolution of the complaint.
  - c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Clairvaux MacKillop College's internal formal complaints and appeals handling procedure will be followed.
4. Formal Internal Complaints Handling and Appeals Process
  - a) The process of this grievance procedure is confidential and any complaints or appeals are

a matter between the parties concerned and those directly involved in the complaints handling process.

- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised as soon as practicable.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.

However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- k) If the complaints and appeals procedure finds in favour of the student, Clairvaux MacKillop College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.  
However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

#### 5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Clairvaux MacKillop College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by Clairvaux MacKillop College that relates to:
  - i) refusal to approve a transfer application (under Standard 7), or
  - ii) suspension or cancellation of the student's enrolment (under Standard 9)any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

#### 6. Other legal redress

- a) Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

#### 7. Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time

- b) Student – *a student enrolled at Clairvaux MacKillop College or the parent(s)/legal guardian of a student where that student is under 18 years of age*
- c) Support person – *for example, a friend/teacher/relative not involved in the grievance.*

### Proforma for recording responses and actions in relation to student complaints

<b>STUDENT DETAILS</b>		
Student name:		
Grade:		
Current Address in Australia:		
Parent Name:		
Address in home country:		
Phone no:		
Mobile Ph:		
Email address:		
<b>COMPLAINT DETAILS</b>		
Date:		
<input type="checkbox"/> Complaint is INFORMAL	Description:	
<input type="checkbox"/> Complaint is FORMAL	Written Complaint is attached.	
Details of Remedial Action 1:		
Details of Response to Remedial Action 1:		
Details of Remedial Action 2:		
Details of Response to Remedial Action 2:		
<b>RESOLUTION PROCESS OUTCOME</b>		
<input type="checkbox"/> COMPLAINT RESOLVED	<input type="checkbox"/> NO FURTHER ACTION <input type="checkbox"/> DOCUMENTATION FILED	
<input type="checkbox"/> COMPLAINT NOT RESOLVED	<input type="checkbox"/> ADVICE FOR NEXT STEP HAS BEEN PROVIDED [Enter details]	
SIGNED	NAME:	DATE:

### Checklist and Wording relating to the School's Complaints and appeals processes

#### CHECKLIST:

- All letters should be addressed to the student directly and contain relevant contact details for follow up and student records.
- Where relevant, letters should reference
  - the issue of concern
  - previous steps or remedies
  - details of and timelines for any steps or processes the student may wish to or is entitled to take
  - details of and timelines for any steps the school will take
  - actions being taken or outcomes of investigations by the school and reasons for actions or outcomes
  - the ability of students to access the external complaints and appeals process via the Overseas Students Ombudsman <http://www.ombudsman.gov.au> if they are dissatisfied with the

internal School complaints and appeals process.

3. If necessary, the School should advise the student of the progress of their complaint, particularly if there is a delay in processing a complaint or appeal.
4. If the School determines the student is not successful in the internal complaints and appeals process, the School must provide the student with the contact details of the Overseas Students Ombudsman within 10 working days of making this determination and advise the student of his/her right to access this external service.

Legal Entity The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane t/a Clairvaux MacKillop College	
CRICOS Provider Code:	01494J

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

Date:

We are advised by *[insert name and role of person]* that the issue of *[describe issue/concern/complaint]* that you first raised on *[insert date]* has not been satisfactorily resolved. *[Provide further details or summary of process if applicable.]*

If you wish to pursue this matter further, we invite you to follow Clairvaux MacKillop College's *Formal Complaints Handling Procedure*, as per our Complaints and Appeals Policy, attached.

As a first step in this process, please notify *the Principal* in writing of the nature and details of your concerns.

The *Principal* will consider your concerns within 10 working days and will *[insert as applicable, e.g., arrange a meeting with you / respond to you in writing]*. You will be notified of the outcome of your request, and the reasons for any School decisions, within 7 working days.

We wish to advise there has been a delay in the processing of your complaint. The reason is *[insert details]*.

We will contact you again *[insert timeframe, e.g., as soon as this matter is resolved or within .... working days]*.

In response to your written concerns of *[insert date .././..]*, Clairvaux MacKillop College advises the outcome of your request is *[insert details of outcome]*

The reasons for this decision is as follows:

*[insert reason(s)]*.

*[If decision is in student's favour, insert details of remedy]*

*[If decision is in school's favour, advise of action school will take and advise the student]* If you wish, you may seek external advice or redress through the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: <http://www.ombudsman.gov.au> or phone 1300 362 072 for more information.



## NOTES

1. There is no cost to you for taking part in Clairvaux MacKillop College's *dispute resolution* process.
2. A support person for either party may be present at any meetings arranged to assist resolve this issue. Please see our policy attached for the definition of "support person".
3. Copies of all relevant documents and meeting notes will be retained on your file.
4. If your case is supported by Clairvaux MacKillop College, immediate corrective or preventative action will be taken, and you will be advised in writing of the outcome of any action taken.
5. If your case is not supported by Clairvaux MacKillop College, you will be advised of the reasons for this decision in writing, and you are at liberty to seek redress through the office of the Overseas Students Ombudsman (<http://www.ombudsman.gov.au>).
6. If you wish to appeal a decision by Clairvaux MacKillop College relating to you under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 for breach of course progress or attendance requirements (under Standard 8) you must lodge your appeal with the Overseas Student Ombudsman's office within 10 working days.
7. If you wish to appeal a decision made by Clairvaux MacKillop College that relates to:
  - i. refusal to approve a transfer application (under Standard 7), or
  - ii. suspension or cancellation of the student's enrolment (under Standard 9)any choice to lodge an external appeal with the Overseas Student Ombudsman is at your discretion. Clairvaux MacKillop College need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.
8. If you choose to appeal, until the process is complete, Clairvaux MacKillop College will continue to maintain your enrolment and you must attend all classes as normal.
9. If you choose not to appeal, or withdraw from an appeals process at any time, please advise the Principal in writing of your decision as soon as possible.

### Letter 1 Advising student to access School's internal Complaints and appeals process

Legal Entity The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane t/a Clairvaux MacKillop College	
CRICOS Provider Code:	01494J

Insert date

Student name: Insert student name

Year level: Insert year level

Current address : Insert address

cc. Insert parent's names

Insert parent's address

Dear student

This letter is to inform you that in relation to [*specify grievance*] Clairvaux MacKillop College advises that in order to [resolve this complaint / lodge an appeal], you should now follow the internal complaints process, as outlined in the Complaints and Appeals Policy (please see attached).

The formal internal [complaints/appeals] process will commence within 10 working days of the lodgement of the [complaint/appeal] with the Principal. The College undertakes to finalise the process as soon as practicable.

You may be accompanied and assisted by a support person of your choice at any relevant meetings. Clairvaux MacKillop College will maintain your enrolment for the duration of the [complaints/appeals] process and it is expected that you will attend all classes as normal.

If you choose not to access Clairvaux MacKillop College's formal internal [complaints/appeals] process, or begin and then decide to withdraw from the process, please advise Ms Christine Clarke in writing as soon as possible.

Yours sincerely

Christine Clarke  
Principal  
Clairvaux MacKillop College  
PO Box 349  
Mt Gravatt 4122

**Letter 2 advising student of outcomes of complaints and appeals process, reasons for decisions made and advice about external appeals**

Legal Entity The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane t/a Clairvaux MacKillop College	
CRICOS Provider Code:	01494J

Insert date

Student name:                      Insert student name  
Year level:                        Insert year level  
Current address                :            Insert address

cc. Insert parent's names  
Insert parent's address

Dear student

This letter is to advise you of the outcome of your formal internal [complaint/appeal] regarding *[insert summary of grievance details]*.

*[Insert details of and reasons for outcome]*

**OUTCOME 1 - the complaint/appeals process results in a decision that supports the student**

Clairvaux MacKillop College will immediately implement this decision and/or take the following corrective and preventative actions. *[Specify actions to be taken]*. You will be advised in writing of the outcome of these actions.

**OUTCOME 2 - the complaint/appeals process results in a decision that supports the school**

If you choose, you may now access the external [complaints/appeals] process as outlined in the Complaints and Appeals Policy (please see attached). *[Attach copy of Complaints and appeals policy]*  
Any external [complaint/appeal] must be lodged with the Overseas Student Ombudsman within 10

working days from the date of receiving this letter. The Overseas Student Ombudsman offers a free and independent service for overseas students. Please see <http://www.ombudsman.gov.au> or phone 1300 362 072 for more information.

*[If the complaint/appeal is in regard to course progress or attendance (NC St 8) include the following]*

If you now choose to lodge an external appeal with the Overseas Student Ombudsman, Clairvaux MacKillop College will maintain your enrolment for the duration of the complaints and appeals process and it is expected that you will attend all classes as normal.

*[If the complaint/appeal is in regard to suspension or cancellation of enrolment in accordance with NC St 9, include the following]*

Please be advised that if you now choose to lodge an external appeal with the Overseas Student Ombudsman, Clairvaux MacKillop College is not required to maintain your current enrolment status throughout this process. As such, your enrolment will be [suspended/cancelled] as at [insert date], and you should seek advice from the Department of Immigration about the impact of this on your student visa. Please see contact details at: <https://www.homeaffairs.gov.au/help-and-support/contact-us>

If you choose not to access the external [complaints/appeals] process, or begin and then decide to withdraw from the process, please advise Ms Christine Clarke in writing as soon as possible.

Yours sincerely

Christine Clarke  
Principal  
Clairvaux MacKillop College  
PO Box 349  
Mt Gravatt 4122

**Letter 3: Stand-alone letter giving student information about accessing the school's external Complaints and appeals process**

Legal Entity The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane t/a Clairvaux MacKillop College	
CRICOS Provider Code:	01494J

Insert date

Student name:                      Insert student name  
Year level:                        Insert year level  
Current address                :    Insert address

cc. Insert parent's names  
Insert parent's address

Dear Student

The College acknowledges your letter dated xx/xx/20xx advising that you are not satisfied with the outcome of the decision made in relation to your internal [complaint/appeal]. *[Insert summary of grievance details.]*

You may lodge an external [complaint/appeal] with the Overseas Student Ombudsman at no cost to yourself. The Overseas Student Ombudsman offers a free and independent service for overseas students. Please see <http://www.ombudsman.gov.au> or phone 1300 362 072 for more information. Any external [complaint/appeal] must be lodged with the Overseas Student Ombudsman within 10 working days from the date of receiving this letter.

*[If the complaint/appeal is in regard to course progress or attendance (NC St 8) include the following]*

If you now choose to lodge an external appeal with the Overseas Student Ombudsman, Clairvaux MacKillop College will maintain your enrolment for the duration of the complaints and appeals process and it is expected that you will attend all classes as normal.

*[If the complaint/appeal is in regard to suspension or cancellation of enrolment in accordance with NC St 9, include the following]* Please be advised that if you now choose to lodge an external appeal with the Overseas Student Ombudsman, Clairvaux MacKillop College is not required to maintain your current enrolment status throughout this process. As such, your enrolment will be [suspended/cancelled] as at *[insert date]*, and you should seek advice from the Department of Immigration about the impact of this on your student visa. Please see contact details at: <https://www.homeaffairs.gov.au/help-and-support/contact-us> .

If you choose not to access Clairvaux MacKillop College's formal internal [complaints/appeals] process, or begin and then decide to withdraw from the process, please advise Ms Christine Clarke in writing as soon as possible.

Yours sincerely

Christine Clarke  
Principal  
Clairvaux MacKillop College  
PO Box 349  
Mt Gravatt 4122

## Course Progress, Duration and Attendance Policy

Overseas students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

This policy is available to staff and to students.

### 1. Course Progress

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment.
- a) Students who have begun part way through a semester will be assessed after one full study period.
- b) To demonstrate satisfactory course progress, students will need to attain as a minimum a grade of C in at least (5) subjects per semester with such a grade to be determined by the school through its usual practices and procedures for the grading of students.
- c) An academic review of all students will be undertaken at the end of each study period. Students identified as being at risk of not meeting the minimum achievement, will be involved in an intervention process.
- d) When a student is identified at risk of not meeting course progress requirements, one or more of the following intervention strategies will be activated depending on the year level and support needs of the student:

Strategy	Contact for Year 7-9 Stds	Contact for Year 10-12 Stds
Mentoring	Pastoral Leader	Pastoral Leader
Additional ESL support	ESL Teacher	ESL teacher
Change of subjects, or load - without affect course length	Assistant Principal - Curriculum	Assistant Principal - Curriculum
Counselling - academic skills	Assistant Principal - Curriculum	Assistant Principal - Curriculum
Counselling - time management	School Counsellor	School Counsellor
Counselling - personal	School Counsellor	School Counsellor
Issuing of academic review documents to parents/student	International Student Coordinator	International Student Coordinator
Meet with students to advise of need to improve results in next study period	Assistant Principal - Curriculum	Assistant Principal - Curriculum

- e) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- f) The student's individual strategy for academic improvement will be monitored over the following study period by International Student Coordinator and records of student response to the strategy will be kept.
- g) If the student does not improve sufficiently and achieve satisfactory course progress by the end of the next study period, Clairvaux MacKillop College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- h) Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Clairvaux MacKillop College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days. Please see Clairvaux MacKillop College's Complaints and Appeals Policy for further details.

i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:

- I. the student does not access the complaints and appeals process within 20 days, or ii. withdraws from the complaints and appeals process, or iii. the complaints and appeals process results in favour of the school

## 2. Completion within expected duration of study

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because of:
  - I. compassionate or compelling circumstances (see Definitions below) ii. student participation in an intervention strategy as outlined in 1.e. iii. an approved deferment or suspension of study has been granted in accordance with Clairvaux MacKillop College's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new CoE if required.

## 3. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
  - I. checked and recorded daily ii. assessed regularly iii. recorded and calculated over each study period
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored daily over a study period to assess student attendance using the following method:
  - I. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.]
  - II. Any period of exclusion from class will not be included in student attendance calculations. See School Deferment, Suspension and Cancellation Policy points 5 and 6.
- g) Parents of students at risk of breaching Clairvaux MacKillop College's attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totaling 10% of any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Clairvaux MacKillop College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to

access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.

- i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - I. the student does not access the complaints and appeals process within 20 days
  - II. withdraws from the complaints and appeals process
  - III. the complaints and appeals process results in a decision for the school.
- j) Students will not be reported for failing to meet the 80% minimum attendance threshold (as set by the National Code) for a study period where:
  - I. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below, and
  - II. the student's attendance has not fallen below 70% attendance.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- l) If a student is assessed as having nearly reached the threshold for 70% attendance for a study period, the International Student Co-ordinator will assess whether a suspension of studies is in the interests of the student as per Clairvaux MacKillop College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under Clairvaux MacKillop College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

## 1. Definitions

- a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
  - I. serious illness, where a medical certificate states that the student was unable to attend classes
  - II. bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)
  - III. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
  - IV. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
  - V. where the school was unable to offer a pre-requisite unit
  - VI. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) School day – any day for which the school has scheduled course contact hours.
- d) Study period – a discrete period of study within a course which cannot exceed 24 weeks. Clairvaux MacKillop College defines a "study period" for the purposes of monitoring course attendance and progress as a semester.

## Policy

1. This Policy outlines refunds applicable to course fees paid to the College including any course fees paid to an education agent to be remitted to the College.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. Payment of Course Fees and Refunds
  - a. Fees are payable according to the College's Fees Policy and invoice issued.
  - b. An itemised list of school fees is provided in the school's written agreement [as per NC Standard 3.1.b], enrolment information pack and in the International Students Handbook.
  - c. All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
  - d. Refunds will be paid to the person who enters into the written agreement unless the College receives written advice from the person who enters the written agreement to pay the refund to someone else.
4. All notification of withdrawal from a course, or application for refunds, must be made in writing and submitted to Ms Christine Clarke, College Principal.
5. Student default because of visa refusal
  - a. If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Home Affairs (Immigration)) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, • minus the lesser of 5% of the amount of course fees received, or • AUD \$500.
  - b. If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees\* received by the school with respect to the student within the period of four weeks after the day of student default.

*Note: \*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014.*

6. Student default

For all overseas students, payments are received one Semester in advance only.

  - a. Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
  - b. In all instances, non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
  - c. If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, a cancellation fee of \$1,000 will be withheld from the refund of the tuition fees.
  - d. Where payment has been received by the school, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will:
    - i. Refund the balance of the tuition fees less \$500 if written notice is received four weeks or more prior to commencement of the course.
    - ii. Refund the balance of the tuition fees less \$700 if written notice is received between 1 day and 4 weeks prior to commencement.
    - iii. Not refund any tuition fees after the course has commenced.
- e. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
  - i. Failure to maintain satisfactory course progress (visa condition 8202). Please see International Student Handbook



- ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see International Student Handbook
  - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see International Student Handbook
  - iv. Failure to pay course fees.
  - v. Any behaviour identified as resulting in enrolment cancellation in the Student Behaviour Support Plan. Please see International Student Handbook
7. **Provider Default**  
Any default by the College must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).
- a. If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees\* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
  - b. If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees\* received by the school with respect to the student will be made within 14 days of the course school's default day.
  - c. In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student is advised to seek assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/Studentinformation>. Note: \*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014. <http://www.comlaw.gov.au/Details/F2014L00907>.
8. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
9. **Change of Visa Status** – If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that year.

#### Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student's course including administration fee, Qld Curriculum and Assessment Authority Fees, Homestay placement or transfer costs, Airport pickup, Homestay fees per semester.
- b. **Tuition fees** – fees directly related to the provision of the student's course including class resources, textbooks and laptop.
- c. **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- d. **Study period** – one Semester (two terms).

## Textbooks

The College Library purchases all textbooks for all students. Families are charged a textbook levy included in their School Fees. All textbooks and library books are clearly marked as the property of Clairvaux MacKillop College and it is important for this system to work that all books are cared for while in use and promptly returned to the College after use. If books are lost or unreasonably damaged the student will be required to pay for a replacement. If the resources are unreasonably damaged, a flat fee will be charged.

# Student Support Services



## International Student Office

**Key Personnel:** Mr Katie Dummett  
Phone: 33479200  
Email: [dumk@cvxmck.edu.au](mailto:dumk@cvxmck.edu.au)

## Academic Skills Assistance

CURRICULUM		
Curriculum Leader: Languages	Geraldine Connor	<a href="mailto:cong01@cvxmck.edu.au">cong01@cvxmck.edu.au</a>
Curriculum Assistant: Languages	Angela Piantes	<a href="mailto:piaa@cvxmck.edu.au">piaa@cvxmck.edu.au</a>
Curriculum Leader: Mathematics	Nadia Galetto	<a href="mailto:galn@cvxmck.edu.au">galn@cvxmck.edu.au</a>
Curriculum Assistant: Mathematics	Jenna Rowsell	<a href="mailto:rosj@cvxmck.edu.au">rosj@cvxmck.edu.au</a>
Curriculum Leader: Science	Katrina Dalglish	<a href="mailto:dalk@cvxmck.edu.au">dalk@cvxmck.edu.au</a>
Curriculum Assistant: Science	Colleen Palmer	<a href="mailto:palc@cvxmck.edu.au">palc@cvxmck.edu.au</a>
Curriculum Leader: Humanities	Anna Reiser	<a href="mailto:reia@cvxmck.edu.au">reia@cvxmck.edu.au</a>
Curriculum Assistant: Social Science	Louise Wigan	<a href="mailto:wigl@cvxmck.edu.au">wigl@cvxmck.edu.au</a>
Curriculum Leader: Health & Physical Education	Peter Sinclair	<a href="mailto:sinp@cvxmck.edu.au">sinp@cvxmck.edu.au</a>
Curriculum Leader: The Arts	Sarah Kirk	<a href="mailto:kirs@cvxmck.edu.au">kirs@cvxmck.edu.au</a>
Curriculum Leader: ICT	Tania Durbidge	<a href="mailto:tand@cvxmck.edu.au">tand@cvxmck.edu.au</a>
Curriculum Leader: Home Economics	Sue Smith	<a href="mailto:sues@cvxmck.edu.au">sues@cvxmck.edu.au</a>
Curriculum Leader: ITD	Brendan Yep	<a href="mailto:yepb@cvxmck.edu.au">yepb@cvxmck.edu.au</a>
Curriculum Assistant: Religious Education	Madonna Bourke	<a href="mailto:boum@cvxmck.edu.au">boum@cvxmck.edu.au</a>

## Campus Ministry

**Key Personnel:** Ms Sandra Stadhams  
[stas@cvxmck.edu.au](mailto:stas@cvxmck.edu.au)

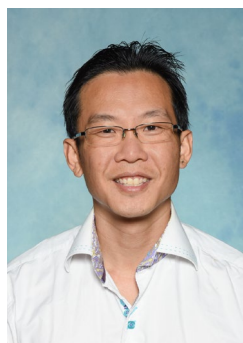


## Pastoral Care

Pastoral Leader: Year 12	Ian Morris	<a href="mailto:mori@cvxmck.edu.au">mori@cvxmck.edu.au</a>
Pastoral Leader: Year 11	Tony De Luca	<a href="mailto:delt@cvxmck.edu.au">delt@cvxmck.edu.au</a>
Pastoral Leader: Year 10	Jason Carroll	<a href="mailto:carj@cvxmck.edu.au">carj@cvxmck.edu.au</a>
Pastoral Leader: Year 9	Stacey Marks	<a href="mailto:mars@cvxmck.edu.au">mars@cvxmck.edu.au</a>
Pastoral Leader: Year 8	Tanya Cantrell	<a href="mailto:cant@cvxmck.edu.au">cant@cvxmck.edu.au</a>
Pastoral Leader: Year 7	Nicola Slater	<a href="mailto:slan@cvxmck.edu.au">slan@cvxmck.edu.au</a>

## Counselling

**Key Personnel** Mr Seng Tan  
[tans@cvxmck.edu.au](mailto:tans@cvxmck.edu.au)  
  
Mrs Jasmine Kelly  
[kelj@cvxmck.edu.au](mailto:kelj@cvxmck.edu.au)



## Ancillary Student Services

**Student Notice Boards:** Located outside Senior Centre, Junior Centre, Formation Centre, Auditorium, Technology Building, Administration Building and on the student portal –

<https://mybceatholicedu.sharepoint.com/sites/sp-cvxmck>

## Key Personnel:



### ESL Support Officer

Matthew Gates  
Phone: 3347 9200  
Email: [gatm@cvxmck.edu.au](mailto:gatm@cvxmck.edu.au)



## Quick Guide to Key Personnel:

### WHO TO SEE

### ISSUES

#### ACADEMIC

Academic Skills Assistance

Questions about content of units, teaching procedures, assessment.

Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (**Inform International Education Office**)

Help with reading, writing, note taking, preparation for exams & assignments

#### ADMINISTRATIVE

International Student Adviser

Visa problems, financial problems, enrolment and short term accommodation

International Student Adviser

Health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.

Student Administration

Timetable, registration in subject units, change of address.

#### PERSONAL

Student Counsellor

Problems with relationships, home-sickness, gambling, depression, relationship issues.

Campus Minister

Spiritual / religious issues, personal problems.

Student Counsellor

Sexual harassment, discrimination issues.

# Campus & Facilities:

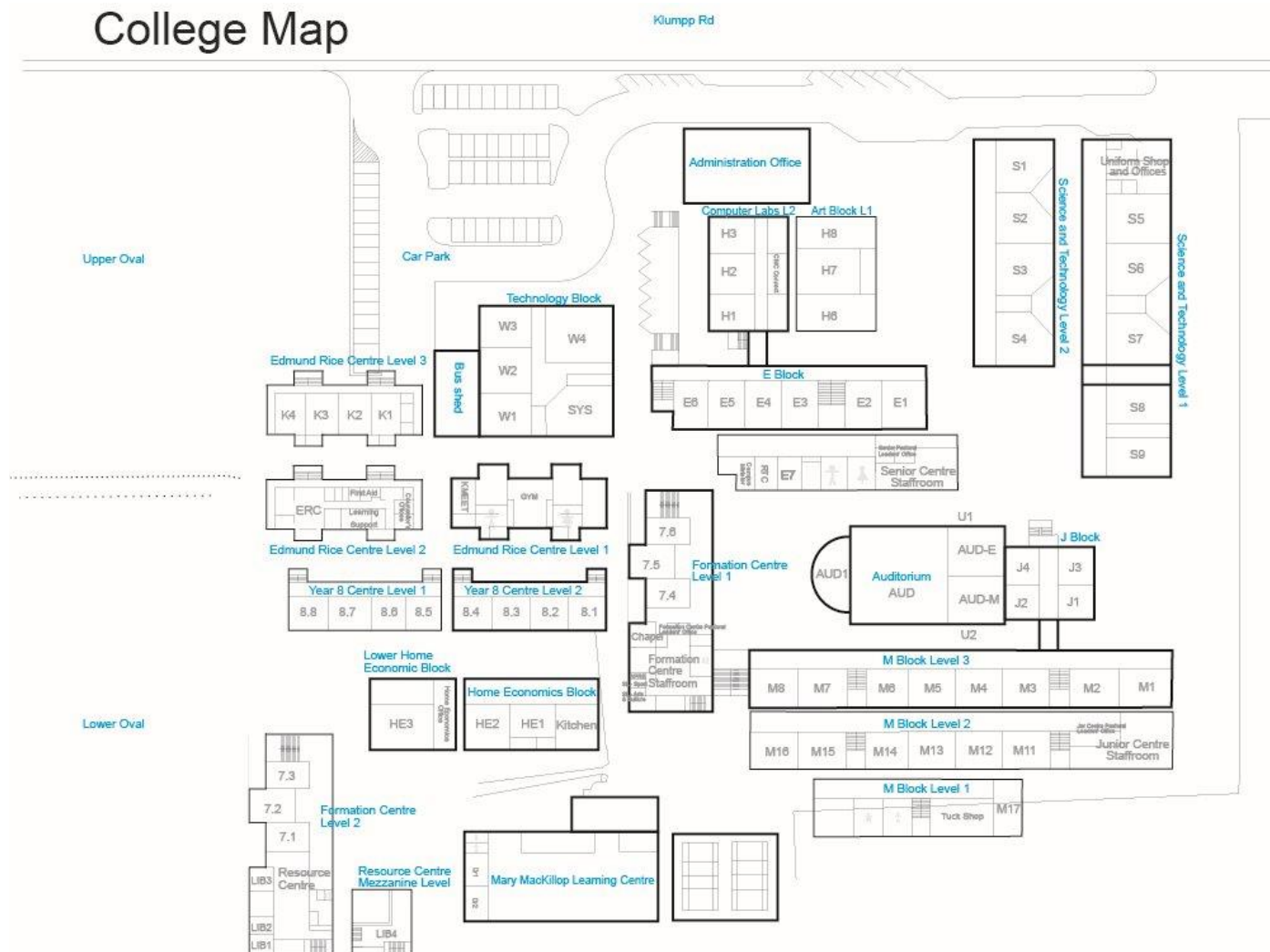


## List of Facilities

- Administration building
- Library/Resource Centre
- Student Services including ESL Learning
- Science technology building
- Music room
- Dance Studio
- Recording studio
- Drama room
- Basketball/sports court
- Home economics, hospitality and textiles rooms
- General classrooms
- Auditorium
- Hall with indoor Basketball/netball courts and kitchen
- Large sports oval
- Cricket nets
- Fully equipped Gymnasium
- Practical Arts Centre (4 fully equipped workshops, 1 computer design rooms, 3 art rooms)
- 4 computer labs
- Extensive outdoor passive recreation areas
- Chapel
- Tuckshop
- Uniform shop
- IT/Laptop Service Help Desk
- 2 College buses

# Campus map

## College Map



## Calendar of Events:



- College dances (for Year 7)
- College Formal (Year 12 only)
- College Semi Formal (Year 11 only)
- Cultural Showcase Evening (arts students)
- Sports Awards Evening (invited students)
- Academic Awards Evening (invited students)
- Arts Gala Evening (invited students)
- Founders Day
- Positive Wellbeing Week
- Soloist Concert
- En Point Dance Performances
- Retreats and Camps
- Reflections Days
- Mission Month
- SECA Sport Term 2 and 3

## Subject Selection:

Subject Selection will be completed with the student at their International Student Orientation Day.

## Timetables:

Timetable will be issued at International Student Orientation Day. An example timetable is included below:

	HR	P1	P2	FB	P3	P4	SB	P5
Mon A	12 12CA2 MORL10 E3	12SOR2 PIAA01 E1	12DES1 KUSG01 SYS	12 BREAK 12	12 12WAM4 LEEC06 E5	12DIGS1 TAND01 E4	12 BREAK 12	12GMA5 SPAR01 M1
Tues A	12 12CA2 MORL10 E3	12PAR1 PIAA01 LIB3	12DES1 KUSG01 SYS	12 BREAK 12	12DIGS1 TAND01 E4	12ENG5 PIAA01 M4	12 BREAK 12	12SOR2 PIAA01 E1
Wed A	12 12CA2 MORL10 E3	12GMA5 SPAR01 M1	12ENG5 PIAA01 M4	12 BREAK 12	12SOR2 PIAA01 E1	12PAR1 PIAA01 LIB3	12 BREAK 12	12DES1 KUSG01 SYS
Thurs A	12 12CA2 MORL10 E3	12SOR2 PIAA01 E1	12PAR1 PIAA01 LIB3	12 BREAK 12	12GMA5 SPAR01 M1	12DIGS1 TAND01 E4	12 BREAK 12	12ENG5 PIAA01 M4
Fri A	Lesson Cancelled	Lesson Cancelled	Lesson Cancelled	Lesson Cancelled	Lesson Cancelled	Lesson Cancelled	Lesson Cancelled	Lesson Cancelled
Mon B	12 12CA2 MORL10 E3	12 12WAM4 LEEC06 E4	12PAR1 PIAA01 LIB3	12 BREAK 12	12ENG5 PIAA01 M4	12DIGS1 TAND01 E4	12 BREAK 12	12DES1 KUSG01 SYS
Tues B	12 12CA2 MORL10 E3	12SOR2 PIAA01 E1	12GMA5 SPAR01 M1	12 BREAK 12	12ENG5 PIAA01 M4	12DES1 KUSG01 SYS	12 BREAK 12	12PAR1 PIAA01 LIB3
Wed B	12 12CA2 MORL10 E3	12DES1 KUSG01 SYS	12DIGS1 TAND01 E4	12 BREAK 12	12PAR1 PIAA01 LIB3	12GMA5 SPAR01 M1	12 BREAK 12	12SOR2 PIAA01 E1
Thurs B	12 12CA2 MORL10 E3	12DIGS1 TAND01 E4	12GMA5 SPAR01 M1	12 BREAK 12	12DES1 KUSG01 SYS	12SOR2 PIAA01 E1	12 BREAK 12	12ENG5 PIAA01 M4
Fri B	12 12CA2 MORL10 E3	12ENG5 PIAA01 M4	12SOR2 PIAA01 E1	12 BREAK 12XX	12PAR1 PIAA01 LIB3	12GMA5 SPAR01 M1	12 BREAK 12X	12DIGS1 TAND01 E4

# Academic Support & Expectations



## Keys to Academic Success

- **Get a good night's sleep.** Final year students need 8.25 to 9.25 hours of sleep a night but rarely get this. "Young people are the most sleep deprived people on the planet," he reveals, saying that without the required amount of sleep their brains won't work properly.
- **Eat well** - especially at breakfast. Ensure you have glucose as it's food for the brain. Eggs are the most powerful brain food - as long as they're not fried. Yoghurt, anchovies, sardines and blueberries are all great as well.
- **Chew gum** while you study (but not at school) as it helps improve your memory.
- Study for 50 minutes at a time then have a 15 minute break. If you **study for less time but with more breaks** the brain remembers more.
- **Drink lots of water** - make sure you have a sip at least every 20 minutes to keep the brain hydrated.
- **Exercise** - do at least three sessions of mild aerobic exercise each week.
- **Do not study late at night.**
- **Study at the same time and same place** each day when possible.
- **Take responsibility** for your study by working out a timetable of when to work and when to socialise.
- **Find the best way you remember things.** Maybe you read and write things down or just listen intently. Do you work better in groups or alone?
- As a rule, **do not listen to music with lyrics** while studying. Low volume instrumental music is ok.
- **Try not to let personal relationships interfere** with your study.
- Limit social networking considerably.
- **Part-time work of up to 10 to 12 hours a week** is manageable but 15 or more hours will interfere with the study regime.
- Keep a **sense of humour**.
- **Learn to juggle.** Scientists believe it improves brain function.

## Study Skills

1. Prepare your study place at home. It should be free from distractions and well equipped with the necessary stationery equipment. It should have good lighting and preferably a good flow of fresh air to avoid feeling tired. The desk should be clear and well organised.
2. Prepare a home study timetable. If you don't already have a regular routine for the completion of study and homework then you will need to develop one. In week 1 students will be issued with a diary and their assessment dates. Students should plan their home study around their other commitments and family time. It is recommended that this planner be displayed in a prominent position in the house as a reminder for all.
3. Get class notes in order. Success in school is greatly assisted by having well maintained and thorough class notes. Students are required to have a separate subject notebook for each class. Parents are encouraged to routinely check each class notebook to check that all set work is being completed. Handouts should be glued into the notebook and should not be left as loose pages in the back of the book.
4. Use the College diary to plan home study and record assessment. Students are required to record their homework in their College diary after each lesson. The College diary is for academic use only and it is not to be used as a personal diary. Parents are requested to sign this diary each week and they should use this as a chance to monitor homework task completion and engage in discussion about what is happening in class.

As a guide the College suggest the following study time each night:

Year Level	Study Time Each Night
7	1 to 1.5 hours
8	1 to 1.5 hours
9	1 to 2 hours
10	1 to 2 hours
11 and 12	1 to 1.5 hours (VET Students) 2 to 3 hours (OP Students)

## Plagiarism

In writing an assignment students MUST ensure they identify all quotes, ideas and para-phrased comments. That is they MUST acknowledge all information that is not their own work. If they do not they are committing PLAGIARISM which is stealing the words and ideas from someone else and pretending they are their own. To encourage a greater degree of academic honesty, the College asks all students in Years 11 and 12 to sign the declaration of authenticity which accompanies each assignment.

## Homework Club (YAGA) & Tutoring

Homework Club

Available to all interested students free-of-charge

Open Monday and Wednesday 3.05pm to 4.30pm

Tutoring Math, English, art, HPE and learning support tutoring is available free-of-charge during lunch times and after school for all interested students. See Student Services for further information.

## English Language Support

The English Language Support teacher works with non-English speaking background students who need support with the language demands of the curriculum. Students from a range of ability levels are eligible for this service. Support occurs in a number of ways similar to learning support. The College acknowledges and affirms the gift of speaking more than one language.

## Assessment & Reports:



Subject assessment occurs each Term and may include assignments and/or scheduled exam times. Students are expected to complete all assignments by the due date and be punctual when arriving at the designated exam room. This information can be located in the Student Assessment Calendar.

Report cards are issued at the end of each Semester.

## Library Services:



Opening Hours

Monday to Friday 8.00am to 4.00pm

Homework Club

Open Monday and Wednesday 3.05pm to 4.30pm

Borrowing – There is a barcode on the Student ID and students must have their ID cards out ready to borrow.

Borrowing Allowance – two (2) fiction items for two (2) weeks AND three (3) non-fiction items for two (2) weeks

Access Oliver – Access to the library catalogue is available from any computer in the school. Students must follow all guidelines set out in their Network Agreement.



Students are asked to:

- Bring their student diary with them whenever they come to the Library.
- Wait outside the Library until their teacher arrives.
- Respect other people's rights by working quietly in the Library.



## Laptops:

1. Education Purposes
  - a. Students are to use their own laptop computer for educational purposes.
  - b. The laptop computer comes pre-installed with all the necessary software for student use. Only College authorised software is to be stored on the laptop computer.
  - c. Non-educational software or data should be stored on a student's private or home computer.
  - d. The College reserves the right to carry out software, hardware and data inspections of laptop computers.
2. Student Responsibilities
  - a. Students are not to remove any identification labels from their laptop computer. Laptops have to be kept clean and free from graffiti and stickers. It is the student's responsibility to charge their laptop computer at home each evening.
  - b. Laptops should be carried in their laptop bag and returned to this bag when not in use.
  - c. The software loaded on the laptop computers is licensed to the College. Students are not permitted to copy or transfer or delete software.
3. Data Backup and Software Upgrading
  - a. Students are responsible for the backup of all data as recommended by the College.
  - b. Students are responsible to ensure that all software is kept up-to-date.
4. Use of the College Wireless Network and Internet Access
  - a. The internet is only to be accessed through the College wireless network.
  - b. Due to bandwidth restrictions the downloading of large files is not permitted.
  - c. Students are not to remove the virus software provided and replace it with another type of virus software.
  - d. Specific network settings are not to be removed or altered as this could a

## Health & Safety on Campus:



**Students have a fundamental right to learn in a safe supportive environment and to be treated with respect. Providing safe and supportive environments for learning is essential to achieving school improvement, raising student achievement and attendance levels, promoting quality and diversity and ensuring the safety and wellbeing of all members of the school community.**

At Clairvaux MacKillop College a culture is prevalent where all acknowledge and understand that student safety and wellbeing is the responsibility of everyone. The College does not condone any behaviour which compromises the safety and wellbeing of any student or staff. Any behaviour that results in harm or is likely to result in harm to a student or staff member will be reported and responded to in line with Brisbane Catholic Education Student Protection processes and the College's Student Behaviour Support Plan document which can be viewed on the College website under Pastoral Care.

Further information is available in the Student Diary.

# My Student Survival Page

**EMERGENCY      000      or 112 from my mobile (to override key locks)**

## **Government Departments**

Department of Home Affairs (Immigration)  
**131 881      [www.immi.gov.au](http://www.immi.gov.au)**

**ATP** – Australian Taxation Office

Tax File Number: **132 861 [www.ato.gov.au](http://www.ato.gov.au)**

## My Important People & Places

# SECTION 5

## Social and Cultural

## Section 5: Social and Cultural

### Adjusting To Life in Australia

#### Culture Shock

Overcoming Culture Shock

Recognition

Be Objective

Set Goals

Share Your Feelings

#### Australian Culture

Social Customs

*Greeting People*

*Clothing Customs*

*Polite Behaviour*

*Australian Slang*

*Responding to an Invitation*

Tipping

#### Public Holidays & Special Celebrations

New Year

Australia Day

Easter

Easter Traditions

Anzac Day

Labor Day

Queen's Birthday

Melbourne Cup Day

Christmas

#### Sports & Recreation

#### Clubs & Organisations

#### Entertainment

#### Eating Out

#### Religion & Faith

#### Where to Find Out What's Going On

#### Home Fire Safety

Smoke Alarms

Electricity

Heaters

Candles, Oil Burners & Cigarettes

Cooking

Plan Your Escape

#### Sun Safety

Sun Protection

#### Beach Safety

Remember the F-L-A-G-S

#### The Surf Environment

Rips

Surf Skills

Escaping From a Rip

Negotiating the Surf

#### Bush & Outback Safety

In the Bush

Advice for Motorists Caught in Bushfires

In the Outback

#### Storm Safety

#### Dangerous Animals & Plants

Bites and Stings

Anaphylaxis – allergic reactions

General First Aid for Bites & Stings

# Adjusting to Life in Australia:



While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

## ➤ **Listen, observe and ask questions**

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

## ➤ **Become involved**

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

## ➤ **Try to maintain a sense of perspective**

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

## ➤ **Maintain some of the routines and rituals you may have had in your home country.**

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

## ➤ **Keep lines of communication open with those at home.**

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

## ➤ **Sense of humour**

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

➤ **Ask for help**

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

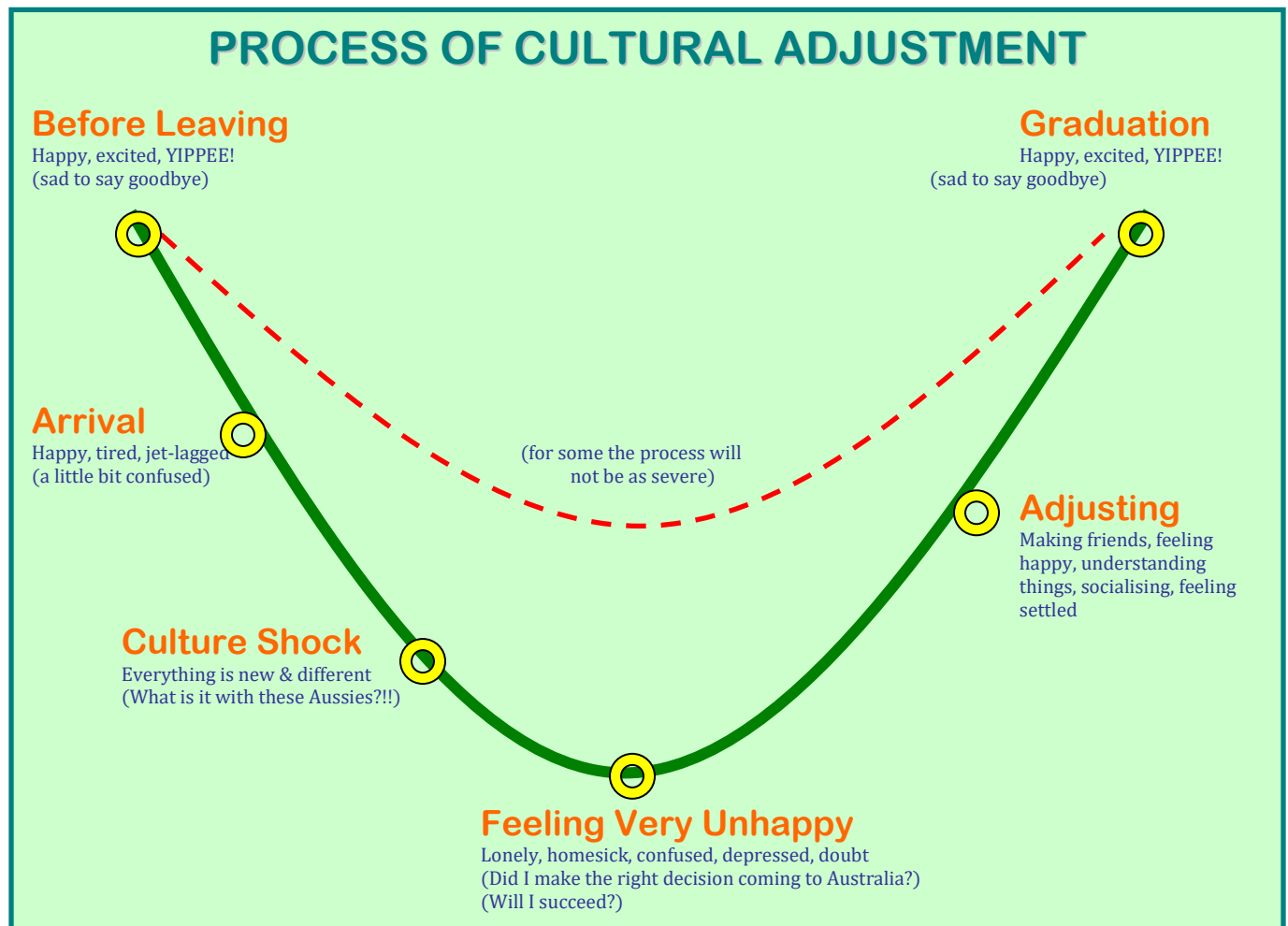
➤ **Finally, relax and enjoy the journey!**

(Source: Macquarie University)

# Culture Shock:



**Culture shock** is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.



## Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

1. **Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense

of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.

2. **Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!
3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.
4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

## Australian Culture:



### Social Customs

#### Greeting People

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians **look at the eyes of the people** they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.



You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

#### Clothing Customs

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.



Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.



## Polite Behaviour

'**Please**' and '**thank you**' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, '**Excuse me**' to get a person's attention and '**sorry**' if we bump into them. We also say, 'Excuse me' or '**pardon me**' if we burp or belch in public or a person's home.

You should always try to **be on time** for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, '**Bless you**' when you sneeze. This phrase has no religious intent.

## Australian Slang

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.
- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **Fortnight** - This term describes a period of two weeks.
- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.
- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.
- **Chook** - The term chook means a chicken, usually a hen.
- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.
- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- **To be crook** - to be sick or ill.
- **Flat out** - busy.
- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaler'. This also means you are not obliged to shout.
- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- **How ya goin?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.



For more information on Australian slang visit:  
[www.cultureandrecreation.gov.au/articles/slang](http://www.cultureandrecreation.gov.au/articles/slang)

## Responding to an Invitation

- **What could I be invited to?** If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea'. 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.
- **How are invitations made?** Invitations can be written or spoken. Written ones usually ask for RSVP, (which is *repondez s'il vous plait* in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.
- **What if I do accept an invitation?** When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. **It is not polite to arrive late** and you should make a telephone call to your host to explain if you are going to be late.
- **What if I cannot accept an invitation?** You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Home Affairs (Immigration) & Border Protection)

## Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.

## Public Holidays & Special Celebrations:



Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

### New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. **January 1** is a public holiday.

### Australia Day

Australia Day, **January 26**, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.



### Easter

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

## Easter Traditions

- **Shrove Tuesday or Pancake Day:** Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the shroving Tuesday, and eat up all the foods that wouldn't last the forty days of Lent without going off.

Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour.



Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

- **Hot Cross Buns:** Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.

A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.



- **Easter Eggs:** Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.
- **The Easter Bunny:** Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world.

The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

## Anzac Day

Anzac Day is on **April 25** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.



ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of **"TWO-UP"**. A game of chance played by the ANZACS where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of "mate-ship" and friendliness to all and the experience of a game of two-up is a memorable one.

## Labor Day

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers' rights.

## Queen's Birthday

The Queen's Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen's Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen's Birthday on a Monday, results in a three-day long weekend.

## Melbourne Cup Day

The Melbourne Cup is a 2 mile international horse race run on the **first Tuesday of November each year** attracting the finest racehorses from around the world. Known as the "race that stops a Nation" due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory "Cup Day Breakfast", lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a "Cup Sweep" where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1<sup>st</sup>, 2<sup>nd</sup>, & 3<sup>rd</sup>, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the "Spring Racing Carnival" which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It's a very colourful time to be in Melbourne.





# Christmas

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.



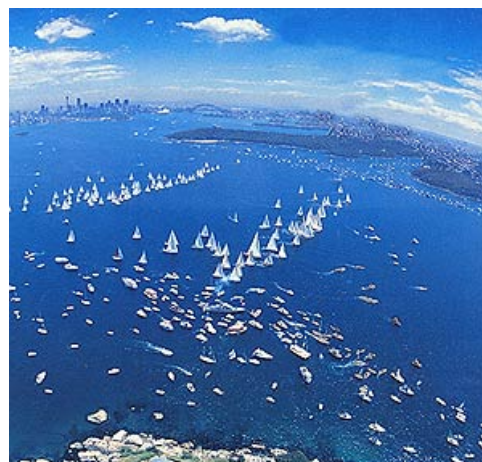
Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

**Carols by Candlelight** have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

- **The Boxing Day Test:** December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.
- **The Sydney to Hobart Yacht Race:** the "Sydney-to-Hobart" is Australia's most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)





## Sports & Recreation:



Australian Academy of Martial Arts  
Cnr Stackpole Street and Mt. Gravatt-Capalaba Road  
Mansfield

PCYC  
Klumpp Road, Upper Mount Gravatt

Hibiscus Sporting Complex  
Klumpp Road, Upper Mount Gravatt

Queensland Athletics QSAC  
Cnr Kessells Road and Mains Road MacGregor

Southern Cross Sports Club  
Klumpp Road, Upper mount Gravatt

Mt. Gravatt Hawks (Football) Club  
Klumpp Road, Upper Mt. Gravatt

MacGregor Souths Cricket Club  
D M Henderson Park  
162 Granadilla Street  
MacGregor

## Clubs & Organisations:



Upper Mount Gravatt Scouts Group  
Carson Lance  
Upper Mount Gravatt  
3349 3095

Mt. Gravatt Girl Guides  
41 Broadwater Road  
Mt. Gravatt

## Entertainment:



Event Cinemas  
Westfield Garden City  
Cnr Kessels and Logan Road  
Upper Mount Gravatt

SkyZone Indoor Trampoline Park  
544 Kessels Road  
MacGregor

Laser Tag (SkyZone)  
544 Kessels Road  
MacGregor

Hibiscus Sporting Complex  
Klumpp Road  
Upper Mount Gravatt

AMF Ten Pin Bowling  
533 Kessels Road  
MacGregor

## Eating Out:



McDonald's Restaurant  
Logan Road  
Upper Mount Gravatt

The Coffee Club  
The Village  
Logan Road  
Upper Mount Gravatt

Westfield Garden City  
<https://www.westfield.com.au/gardencity/dining/restaurants>

Simla Indian Restaurant  
Shop 2, 1888 Logan Road  
Upper Mount Gravatt

Chinese Garden  
Logan Road  
Upper Mount Gravatt

The Thai Orchid Restaurant  
1898 Logan Road  
Upper Mount Gravatt

## Religion & Faith:



St. Bernard's Catholic Parish  
4 Klumpp Road, Upper Mt. Gravatt

Hillsong Church  
16 Rover Street, Mt. Gravatt

St. Bartholomew's Anglican Church  
1357 Logan Road, Mount Gravatt

St. Mark's Uniting Church  
Cnr Springwood and Hick's Street, Mt. Gravatt

# Where to Find Out What's Going On:



Brisbane City Council website: [www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)

## **Annual Events in and around Brisbane**

Sunnybank Chinese New Year Celebrations  
Valley Chinese New Year Celebrations  
Australia Day Celebrations South Bank Parklands (January)  
Brisbane Festival Riverfire (September)  
Royal Queensland Exhibition (August)  
Brisbane River New Years Eve Celebrations

# Home Fire Safety:



International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

## Smoke Alarms

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You **MUST** have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.



Look after your smoke alarm, it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- DON'T remove the battery
- DON'T take the smoke alarm down
- DON'T cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.



## Electricity

The safe use of electricity assists in preventing house fires.

- **Improper use of power boards and double adaptors can lead to fires.**

A double adaptor or a powerboard plugged into another double adaptor or powerboard creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.



- **Be careful to keep electrical appliances away from water.**

A hair dryer takes time to cool down. For safety, allow this to happen on a inflammable surface before storing it.



- **Computers, monitors and TVs can overheat and cause fires even when not in use.**

They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control.



- **Light globes can become very hot.**

It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.



## Heaters

It's nice to keep yourself warm in the cooler weather, but remember heaters are a major cause of house fires.

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.



## Candles, Oil Burners and Cigarettes

Candles, oil burners and cigarettes can all be dangerous fire hazards.

- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Don't leave your room when a candle or oil burner is alight.
- Don't go to sleep when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily.



## Cooking

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
  - DO NOT use water to put out an oil fire.
  - Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, "If Safe To Do So".
- Turn off the cooking appliance before you leave the room or go to bed.



## Plan Your Escape

In a Fire:

1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call **000**.



(Source: Metropolitan Fire Brigade, Melbourne. [www.mfb.vic.gov.au](http://www.mfb.vic.gov.au))

## Sun Safety:



Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

## Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.



## Beach Safety:



Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

## Remember the F-L-A-G-S and Stay Safe

**F** Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.

**L** Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.



**A** Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

**G** Get a friend to swim with you - so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.

**S** Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.



And remember – **NEVER**

**Never** swim at unpatrolled beaches

**Never** swim at night

**Never** swim under the influence of alcohol

**Never** run and dive into the water

**Never** swim directly after a meal



## The Surf Environment

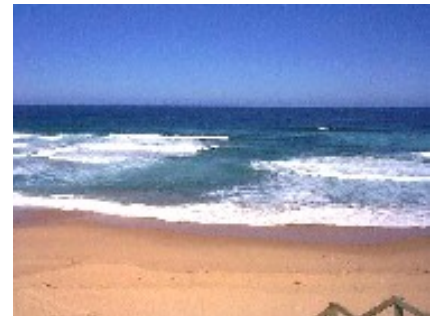
### Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. **The larger the surf the stronger the rip.** Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

### Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm



## Surf Skills

### Escaping From a Rip

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.

## Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.



(Source: Surf Lifesaving Australia)

## Bush & Outback Safety:



Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

### In the Bush

Be prepared if you plan some time in our bushland. Plan your hike. Remember it is unlikely you're your mobile phone will work in the bush so always tell someone where you are going and what time you expect to return. Let them know when you return safely.



- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- **Never walk alone.** Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- **Never dive** into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.



### **Advice for Motorists Caught in Bush Fires**

Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates

- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle's fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer

- If you have water, drink it
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time
- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees
- Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

(Source: NRMA)

## In the Outback



Australia's outback is vast. Our remote wilderness areas have few towns and facilities, often with large distances between them, so be aware and plan your trip.



- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
- Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
- Always carry a current road map.
- Make sure your vehicle is in good working order and has been serviced recently.
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.
- **If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.**
- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).
- Obey road closure signs and stay on recognised routes.
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.

- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.
- Do not rely on your mobile phone as it is unlikely to work in the outback unless you have a satellite phone.

(Source: Visit Victoria. com)



## Storm Safety:



Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.



Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.

You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.



The SES is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm

If you are caught outside during storm

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group – spread out, keeping people several metres apart.

## Dangerous Animals & Plants:



Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you

If you are visiting any of Australia's beautiful parks or forests:

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching

any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.

- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- **Take care to avoid marine stingers.**
- **Do not enter water where crocodiles may live.**

## Bites and Stings

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide **Poisons Information Centres** have a common telephone number:

**131 126.**

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or **000**.

## Anaphylaxis – allergic reactions

**Anaphylaxis is a severe allergic reaction** that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. **For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.**

### General First Aid for Bites and Stings

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

For all other bites and stings: Seek or apply basic first aid.

Wash with soap and water and apply an antiseptic if available

Ensure that the patient's tetanus vaccination is up to date

Apply an ice-pack to reduce local pain and swelling

Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)

The patient should seek medical advice if they develop any other symptoms or signs of infection.

**<https://www.health.qld.gov.au/public-health/topics/>** (Source Queensland Health)



# Appendices

# **Clairvaux MacKillop College Student Diary**

Each student is issued with a diary which they are expected to take to all classes. It is also a requirement to carry the diary when students are granted permission to leave class.

The diary is also intended for use as a means of communication between parents and staff. Parents and teachers may annotate the diary with messages and comments for each other.

- The diary also includes important information such as:
- College contact information
- Lesson and Bell Times
- Map of the College
- Emergency Lockdown and Evacuation Procedures
- Prayers
- Key College Contact Staff
- Faith Life of the College
- History of the College
- Pastoral Care information
- Uniform standards
- College expectations
- Positive Behaviour Support and Student Well-being
- Responsible Thinking Classroom process
- Levels of Intervention
- Safe School Environment practices
- College Information
- Teaching and Learning including homework and referencing

# English Language Proficiency Requirements

1. Clairvaux MacKillop College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
2. If applicable, the school can assess evidence of English language proficiency presented by a student at the time of application.

Alternatively, Clairvaux MacKillop College accepts results from the following test instruments:

<b>YEAR LEVEL</b>	<b>IELTS (1-9)</b>	<b>TOEFL iBT</b>	<b>ISLPR (1-5)</b>	<b>NLLIA BANDSCALES (1-8)</b>	<b>AEAS (1- 100)</b>
<b>7 – 9</b>	--	--	2	4	45
<b>10</b>	5.0	45	2+	5 (writing 5)	56
<b>11</b>	5.0	45	2+	5 (writing 5)	56
<b>12</b>	5.5	50	2+	5 (writing 5)	60

3. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English course before beginning mainstream studies.

Students wishing to enter the school below year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.

# Acknowledgements

This project could not have been completed if it were not for all the wonderful international student resources that have been developed to support international students and programs throughout Australia. This is specifically to acknowledge the International Student Handbooks and online support services developed by the following education providers from whom examples of 'best practice' were sought:

[Australian National University](#)

[Central Queensland University](#)

[Charles Darwin University](#)

[Curtin University of Technology](#)

[Griffith University](#)

[Education and Training International WA](#)

[La Trobe University](#)

[Macquarie University](#)

[Monash University](#)

[Education Queensland International](#)

[Queensland University of Technology](#)

[Southbank Institute of Technology](#)

[Study Queensland](#)

[Study Victoria](#)

[TAFE NSW](#)

[TAFE Queensland](#)

[TAFE South Australia](#)

[University of Adelaide](#)

[University of Melbourne](#)

[University of New South Wales](#)

[University of Queensland](#)

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[University of Wollongong](#)