



INTERNATIONAL STUDENTS ORIENTATION HANDBOOK



Epping Heights Public School



NSW GOVERNMENT SCHOOLS

School Contacts

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INTERNATIONAL STUDENTS ORIENTATION HANDBOOK

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WELCOME WELCOME



WELCOME WELCOME

About the School

1. Principal's Message

Welcome to our school. We look forward to sharing your learning journey.

Our school is committed to the pursuit of excellence and the provision of high quality educational opportunities for every child in a caring environment. Through quality teaching of strong foundations in Literacy and Numeracy and a balanced curriculum, we prepare our students with personal resources for success and wellbeing for a changing world. In partnership with our community, we share the vision for growth in our school, for every student, every teacher, every leader, every year.

We value excellence in learning, teaching and leading to ensure *success for all*.

Should you require any assistance, please feel free to contact us.

Kind regards

Ms Megan Bridekirk
Principal



2. School Profile

Epping Heights Public School is located in Sydney's North West. With increasing enrolments (2019 – 552 students including 74% from language backgrounds other than English) the school is steadily growing. Respected for our care and sense of community, we are the school of choice in our local area. We are committed to ensuring our school remains a warm and friendly place where *success for all* is our main focus.

Quality Literacy and Numeracy programs are our core business. Students learn resilience, critical and creative thinking and wellbeing skills to empower them for their future. Students demonstrate excellence in learning through both internal and external assessments. They benefit from a well-balanced education program including opportunities in extra-curricular activities such as bands, dance, drama and sports.

Dedicated teachers nurture, guide, inspire and challenge students. They demonstrate personal responsibility for improving their teaching practice in order to improve student learning. They communicate effectively with parents to benefit students.

School leaders have a commitment to fostering a school-wide culture of high expectations and a shared sense of responsibility for student engagement, learning, development and success. They regularly evaluate practice based on evidence and work strategically to ensure school excellence.

Children benefit from the school's planned and proactive engagement with parents and the broader community. Our parents and P&C are highly supportive of the school and run many inclusive events.

3. School Directory

School Staff



Anne Parfett
International Student Coordinator (ISC)

Ms Parfett (Mon-Wed) or Ms Selena Goh (Thurs-Fri) can speak to you regarding any concerns you may have about matters related to school and your child's wellbeing.



Selena Goh (ISC)



Ann Finlay
School Counsellor

Ms Finlay can speak to your child if they have concerns, feel unhappy or are homesick. Ms Finlay is at the school every Thursday during term time.



Mrs Anna Carter
School Administrative Manager

Mrs Carter can help you find the staff you need and give you copies of letters or forms or help with payments.

If your child needs help with a problem or feels unsafe at school at any time, they can go and see the International Student Coordinator or one of the staff listed here. 😊

Year Advisers

Assistant Principals

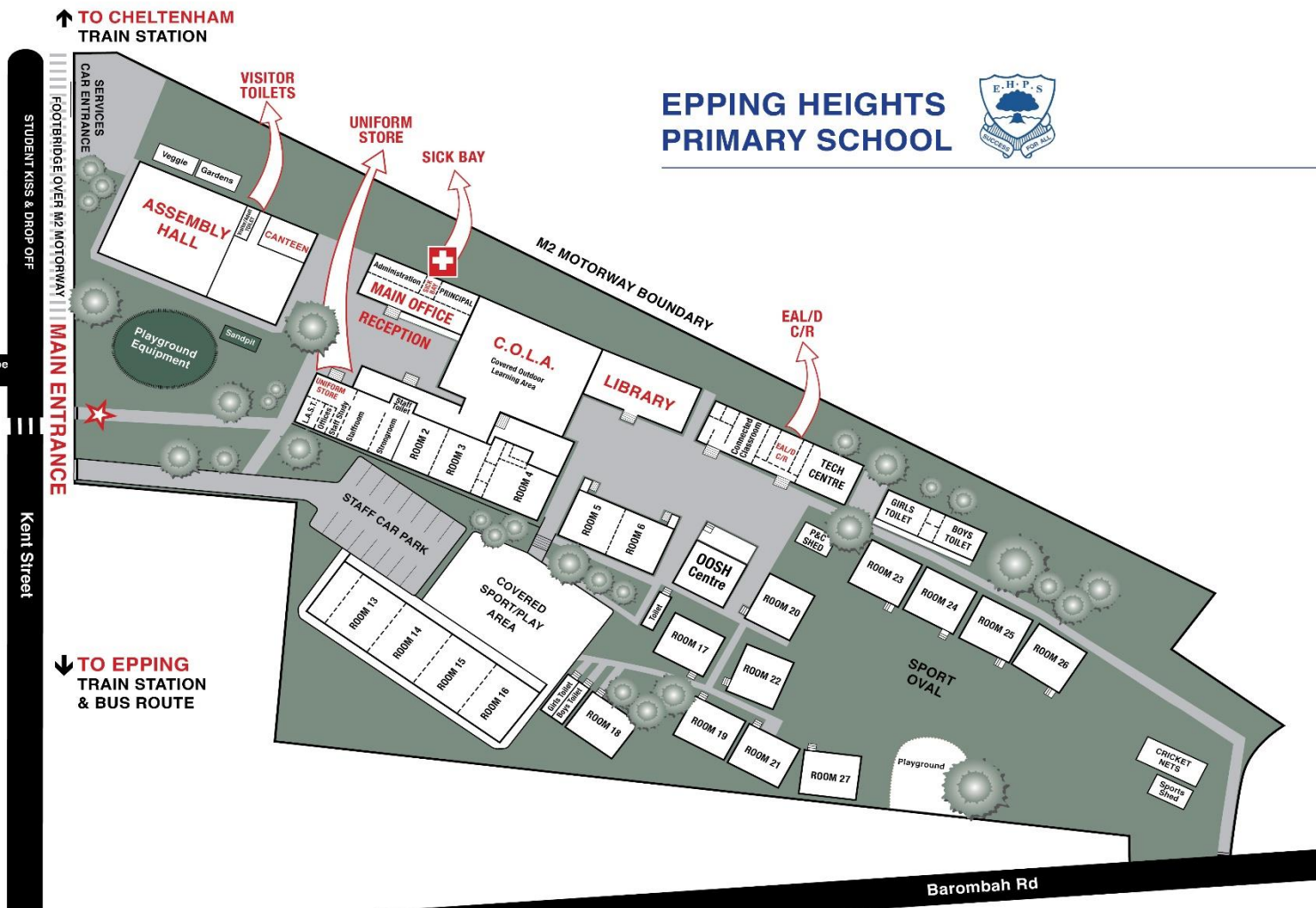
- Mrs Phillipa Moran and Miss Sarah Moore (Relieving)
- Miss Heather Gerard
- Mr Domonic Buckman
- Mr Paul Johnston
- Mrs Melissa Cairn (Relieving)

Please see Epping Heights Public School website www.eppinghts-p.schools.nsw.gov.au for information regarding staff.



The screenshot shows the top section of the Epping Heights Public School website. At the top left is the NSW Department of Education logo. To the right are links for 'Select Language' and 'Log in'. Below this is a dark blue navigation bar with links for 'MAKE A PAYMENT', 'ENROLMENT', 'NEWS', 'NEWSLETTER', 'EVENTS', and 'GALLERY'. The school's crest is on the left, followed by the school name 'Epping Heights Public School' and the motto 'Success for All'. Contact information includes the phone number 'T: 02 9876 2791' and email 'E: eppinghts-p.school@det.nsw.edu.au'. A secondary navigation bar contains 'About our school', 'Supporting our students', 'Learning at our school', 'Contact us', 'eNews', and 'P & C'. The 'About our school' section is expanded to show a grid of links: 'School planning and reporting >', 'Enrolment >', 'Our staff >', 'What we offer >', 'Location and transport >', 'Financial contributions and assistance >', 'Rules and policies >', and 'Bell times >'.

4. School Map and facilities



Your child can use the computers in classrooms and get help from their teacher if they have problems with the computers.

Our school is located at 128 Kent Street, Epping NSW, 2121. The nearest train station to Epping Heights Public School is Cheltenham Station. Epping Heights Public School is a 5 minute drive or 14 minute, 1km walk from Cheltenham Station.

Epping Heights Public School is accessible via a 14 minute bus trip from Epping Station.

Please visit our website for further details at www.eppinghts-p.schools.nsw.edu.au

5. Support Services

Counselling

Ms Finlay is the School Counsellor and she is able to be accessed via the front office.

What is a School Counsellor?

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

This service is free and confidential.

Why do students see the Counsellor?

Academic problems

- Worries about progress
- No quiet place to study at home

Personal problems

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

English as an Additional Language/Dialect (EALD) Support

Ms Anne Parfett, leads our team of EALD teachers.

What is an EALD teacher?

EAL/D teachers are appointed to schools to design targeted English language instruction for EAL/D students and to assist in the delivery of teaching programs that meet students' particular English language learning needs.

Stage Assistant Principals

- Mrs Phillippa Moran
- Miss Heather Gerard
- Mr Dominic Buckman
- Mr Paul Johnston

Assistant Principals supervise and support each stage of learning.

We value home-school partnerships. If you would like to discuss questions or concerns about your child's academic or social progress, the **first person** you should meet is **your child's teacher**. Should you wish to speak to staff (including class teachers, executive teachers and the Principal) you are welcome to make a time by visiting or calling the office, emailing the school or sending a note with your child. Please remember that staff have a duty of care to students, meetings and extra commitments. It is difficult for us to give you our full attention and best response if you try to 'catch us' without notice. **Please note - due to mandatory communication and professional learning meetings, staff are not available Tuesday 8:25-9:05a.m and Wednesday 3:05-4:30p.m.** For further assistance please contact the Principal, Ms Bridekirk via the office.

Learning and Support

The team of support teachers:

Learning and Support Teacher - Mrs Melissa Cairn, Co-ordinator

Our school learning and support teams play a key role in ensuring we meet the specific needs of students with additional learning and support needs, including disability.

Our teams:

- support teachers in identifying and responding to the additional learning needs of students
- facilitate and coordinate a whole-school approach to improving the learning outcomes of every student
- coordinate planning processes and resourcing for students with additional learning and support needs
- design and implement the support required to build teacher capacity so that all students access quality learning
- develop collaborative partnerships with schools, parents and carers as well as other professionals and the wider school community.

For more information on programs and services to help students with additional learning and support needs, visit [Disability, learning and support](#).

Other support personnel or facilities available to international students at Epping Heights Public School

Anti-Racism Contact Officer (ARCO)

All schools are required to have a trained Anti-Racism Contact Officer (ARCO). Mrs Anne Parfett is the officer for our school. This officer assists parents, staff and students who have complaints regarding racism and facilitates the complaints handling process.

The ARCO assists the Principal to promote anti-racism education in the school and ensure staff and the community are aware.

A student, a parent, a staff member, or any member of the school or the community can make a complaint about racism. Complaints about racism are dealt with using the Department's Complaints Handling Policy; [School Community and Consumer Complaint Procedure](#) and the [Staff Complaint Procedure](#).

If a complaint of racism is made to the school principal, executive member or any other member of staff, the complainant is encouraged to discuss the matter with the ARCO, or advised that the ARCO can assist.

If you have concerns about racism please contact your child's class teacher, an Assistant Principal, the ARCO or the Principal.

6. Rules and Policies

Bell times

Activity	Time
School starts	9:05am
Recess	11:05am to 11:25am
Lunch	12:50pm to 1:45 pm
School ends	3:05pm

Homework Policy and Homework Help

Homework is a valuable part of schooling. It allows for practising, extending and consolidating work done in class. Homework provides training for students in planning and organising time and develops a range of skills in identifying and using information resources. Additionally, it establishes habits of study, concentration and self-discipline.

Please see

<https://education.nsw.gov.au/policy-library> (information regarding Homework Policy.)

The screenshot shows the NSW Department of Education website. The header includes the NSW Government logo and navigation links for Early childhood education, Public schools, Teaching and learning, Student wellbeing, Our priorities, Policy library, and About us. A search bar is present with the text 'Enter your search'. The main content area features a banner for 'Parental involvement is key' with a 'Quick guide for parents' button. Below this is a 'Homework Help' section with three sub-sections: 'Learning resources' (English and maths glossaries, tips, curated links to resources), 'Help with homework' (Study tips, timetables, essay writing, research, tests and exams), and 'Year by year' (Your child at preschool, primary school and high school).

Please see:

<https://education.nsw.gov.au/public-schools/practical-help-for-parents-and-carers> (information regarding Homework Help.)

Uniform and dress code

When students wear a school uniform, they feel included in our school community.

Students, teachers, parents and carers, as well as members of our local community helped develop our school uniform to make sure it:

- meets the requirements of occupational health and safety, anti-discrimination and equal opportunity legislation
- includes items that are affordable, comfortable and made from easy-care and easy-wear fabrics
- is appropriate for the full range of school activities
- is suitable for all body shapes.

Learn more about the NSW Department of Education's [School Uniform Policy](#).

At Epping Heights Public School, the school uniform shop is run by parent volunteers. The convenor is always grateful for offers to assist in the running of the uniform shop.

The uniform shop opens every Wednesday from 2:30pm to 3:30pm, although these times can change depending on the availability of volunteers to run the shop.

Orders can be placed in the school administration area if the uniform shop is closed. Please download the [boys uniform price list \(PDF 176KB\)](#) and [girls uniform price list \(PDF 181KB\)](#) and hand it into the school to make an order.

 SUMMER UNIFORM	
Uniform	Description
Boys Summer Uniform	Navy shorts Lemon short sleeve polo shirt with navy school crest Black school shoes
Girls Summer Uniform	Lemon check dress with navy trim or Navy skort (skirt & shorts combination) and Lemon short sleeve polo shirt with navy school crest Black school shoes
Korean translation	남자 여름 교복: 남색 반바지, 남색으로 된 학교 문장이 있는 학교 레몬색 반팔 폴로 셔츠, 검정색 학교 구두 여자 여름 교복: 남색 가장자리가 있는 레몬색 체크 원피스 혹은 남색 짧은 치마바지와 남색으로 된 학교 문장이 있는 학교 레몬색 반팔 폴로 셔츠, 검정색 학교 구두
Chinese translation	夏季校服 男生：寶藍色短褲、檸檬黃色印有藍色校徽有領短袖T恤、黑鞋 女生：檸檬黃格子裙網寶藍色邊飾或寶藍色裙褲配檸檬黃色印有藍色校徽有領短袖T恤、黑鞋



 WINTER UNIFORM	
Uniform	Description
Boys Winter Uniform	Navy trousers Lemon long sleeve polo shirt with navy school crest Black school shoes
Girls Winter Uniform	Navy check tunic or Bootleg pants Lemon long sleeve polo shirt with navy school crest Black school shoes
Korean translation	남자 겨울 교복: 남색 긴 바지, 남색으로 프린트된 학교 심벌이 있는 학교 레몬색 긴 팔 폴로 셔츠, 검정색 학교 구두 여자 겨울 교복: 남색 체크 튜닉 혹은 부트 레그 바지, 남색으로 프린트된 학교 심벌이 있는 학교 레몬색 긴 팔 폴로 셔츠, 검정색 학교 구두
Chinese translation	冬季校服 (男生: 寶藍色長褲、檸檬黃色印有藍色校徽有領長袖T恤、黑鞋 女生: 寶藍色格子背心裙或寶藍色瀾腳長褲配檸檬黃色印有藍色校徽有領長袖T恤、黑鞋

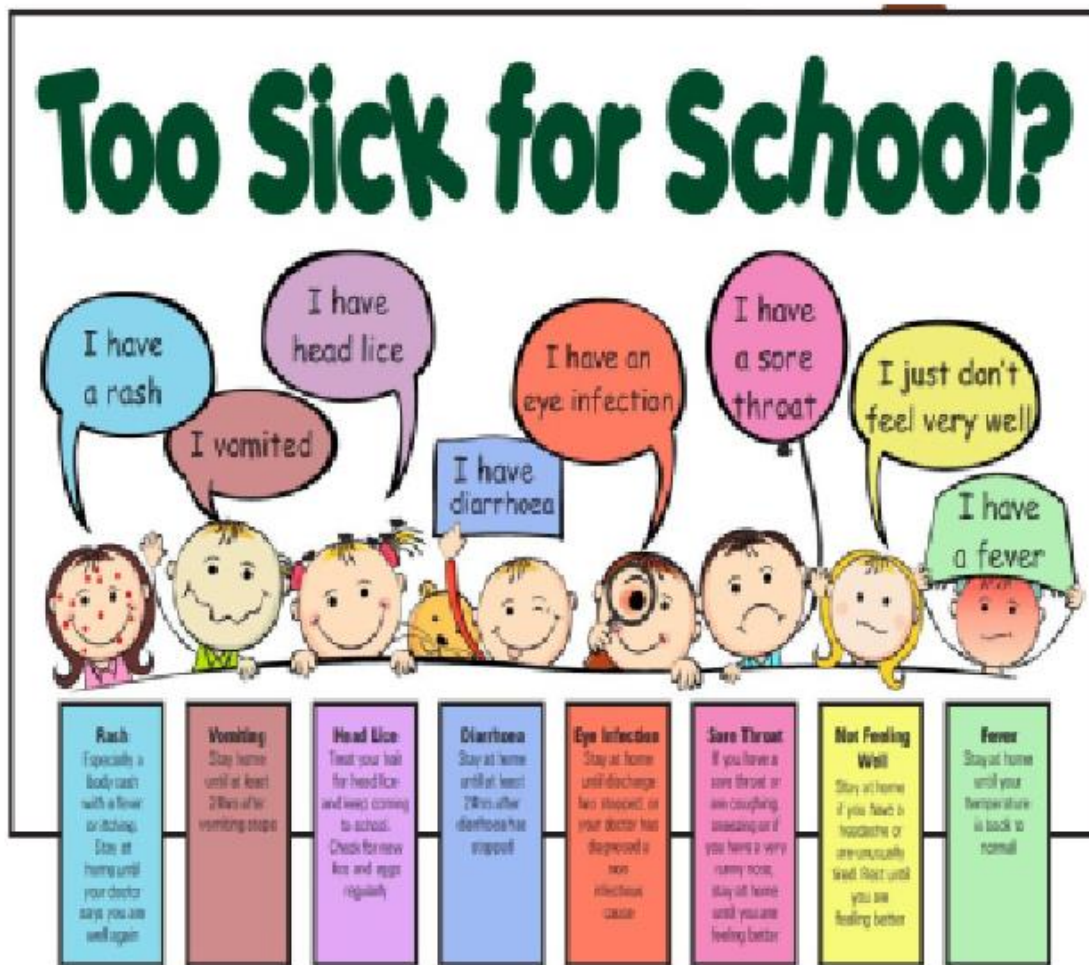


Medication and Allergies

When you're ready to enrol your child in our school, you'll attend an interview with the principal. There you can discuss any medical conditions or other special circumstances before your child starts school. We may also complete a risk assessment on the enrolment.

Health Care

If your child's health care needs change or if your child is diagnosed with anaphylaxis, allergies or asthma, please contact the office to organise a health care interview so we can best meet your child's needs.



Please also refer to <https://education.nsw.gov.au/public-schools/practical-help-for-parents-and-carers/family-wellbeing/health/too-sick-to-go-to-school>

Change of Address

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

Policies and procedures on absences, lateness or leave requests

Our school and community work together to provide quality learning environments which are:

- inclusive
- safe and secure
- free from bullying, harassment, intimidation and victimisation

The following rules are visible throughout the school environment.

- Be Safe
- Be Respectful
- Be Responsible

Our school procedures and process are based on the DOE policy:
<https://education.nsw.gov.au/policylibrary/policies/student-discipline-in-government-schools-policy>

And related policies as follows:

<https://education.nsw.gov.au/policy-library/policies/work-health-and-safety-whs-policy>

<https://education.nsw.gov.au/policy-library/policies/bullying-preventing-and-responding-to-student-bullying-in-schools-policy>

<https://education.nsw.gov.au/policy-library/policies/anti-racism-policy>

Attendance requirements for student visa holders

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

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

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

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

- An **Intention to Report** letter will be sent to you. This letter tells you the school's intention to report your child's low attendance to Immigration because they have breached their student visa condition.
- You will be given 20 school days to **appeal** to the Principal and explain why the school should not report your child's low attendance to Immigration.
- If your appeal is unsuccessful, you will be contacted by Department of Education International to let you know about your further appeal rights.
- If all your appeals are not successful, your child will be reported to Immigration and they may decide to cancel your child's visa and your visa.

Policy on misbehaviour, suspension and expulsion

Our school and community work together to provide quality learning environments which are:

- inclusive
- safe and secure
- free from bullying, harassment, intimidation and victimisation

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- Be Safe
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<https://education.nsw.gov.au/policy-library/policies/bullying-preventing-and-responding-to-student-bullying-in-schools-policy>

<https://education.nsw.gov.au/policy-library/policies/anti-racism-policy>

Long suspension and expulsion

International students will be reported to Immigration if they are:

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

What happens if my child is suspended or expelled from school?

- You will be given an **Intention to Report** letter for your child's suspension and will be given 20 school days to appeal to the Principal and explain why the school should not report your child to Immigration.
- If your appeal is unsuccessful, you will be contacted by Department of Education International to advise you of your further appeal rights.
- If all your appeals are unsuccessful, your child may be expelled in case of an expulsion. Your child will also be reported to Immigration and they may decide to cancel your visa.

Policy on anti-bullying

At our school, we use Positive Behaviour for Learning – a whole-school approach for creating a positive, safe and supportive school climate where students can learn and develop. Our whole school community works together to establish expected behaviours and teach them to all students.

[Epping Heights PS Student Behaviour and Discipline Policy \(PDF 1.9MB\)](#)

[EHPS Anti-bullying Plan \(PDF 2.1MB\)](#)

Bullying of any kind is not acceptable in NSW schools.

The department's [Behaviour Code for Students](#) requires students to be inclusive and respect other students, their teachers, school staff, and community members, and not to bully, harass, intimidate, or discriminate against anyone in our schools.

Reports of student bullying can be made to any staff member at a school. A teacher or school executive staff (such as the principal, or assistant principal) at the school will address the reported bullying in a timely manner. If a student, parent or carer believes a matter is not being dealt with effectively, they can refer the matter to the school's principal (or delegate) for resolution.

The [NSW anti-bullying](#) website brings together information and resources for parents and carers. It provides information related to online safety and what you can do if your child has been bullied, witnessed bullying or been involved in bullying.

For more information on anti-bullying strategies for NSW public schools, see the department's [Bullying of Students: Prevention and Response Policy](#).

For information on racial bullying and anti-racism education for NSW public schools, visit:

- [Anti-Racism Policy](#)
- [Anti-racism education](#)
- [Racism. No way.](#)

Merit system

Wellbeing is dynamic and is integral to learning. The Wellbeing Framework equips schools and their communities to support students at each stage of their development and to do this through quality teaching, learning and engagement.

Schools play a key role in achieving this through planning and decision-making to meet the needs of their students. This work is underpinned by our high standards, clear expectations and productive relationships that support students to learn.

Strategies and practices to reinforce student achievement – Classroom

- Class reward systems that may include stickers, stars or points
- Regular and ongoing verbal approval and feedback
- Regular and ongoing written feedback
- Displaying or showing work to other classes, teachers or supervisor
- Merit Awards recipients (4 per class per assembly) recorded on Sentral and included in newsletter (teachers monitor and select recipients)
- Magic words certificates given in class
- Program Achieve Awards (as a guide 8-10 per term) given in class (teachers monitor and select recipients and record on Sentral)
- Principal Awards recipients recorded on Sentral and included in newsletter (achieved when five other school awards have been received)
- Student of the Term Awards based on the focus values of the term recorded on Sentral & included in newsletter (one student per stage per term voted by teachers)
- Read With Me Awards recorded on Sentral and included in newsletter (achieved for reading 100, 200 or 300)
- Presentation Day Awards based on academic achievement, improvement, achievement in various areas, citizenship and sport

Strategies and practices to reinforce student achievement – Playground

- Stickers and feedback at morning lines
- Access to school equipment

7. School Curriculum

English

English study is mandatory in NSW from Kindergarten to Year 12.

Students learn about the English language through written, spoken and visual texts of increasing complexity as they progress through their schooling.

An understanding of the English language is central to how we communicate and essential for intellectual, social and emotional development.

The study of English should develop a love of literature and learning and be challenging and enjoyable. It develops skills to enable students to experiment with ideas and expression, to become active, independent and lifelong learners, to work with each other and to reflect on their learning.

Maths

The study of mathematics is mandatory from Kindergarten to Year 10.

By studying mathematics, students develop knowledge, skills and understanding of mathematical concepts and their use within the classroom and beyond.

The syllabus consists of the following strands:

- number and algebra
- measurement and geometry
- statistics and probability.

Science

Science and Technology is mandatory for all students from Kindergarten to Year 6.

In Science and Technology, students explore the natural and made worlds. They learn how to apply scientific and technological skills, knowledge and understanding across a broad range of contexts.

Science provides a way of inquiring about the world around us. It explores evidence and investigates ways to discover, develop and produce solutions to real world problems. The inquiry and skill-based nature of science opens doors to ideas and discoveries.

Human Society and Its Environment (HSIE)

In Human Society and its Environment (HSIE), the subjects of history and geography are mandatory from Kindergarten to Year 10, where students study specific historical and geographical concepts and skills.

In HSIE, students explore varied subjects in human society and its environment to learn about history, geography, people, societies and culture.

Students also have an opportunity to learn more about people and the societies and environments in which they live through elective subjects.

A large number of individual subjects make up the key learning area of HSIE in which students:

- research, gather and analyse information
- question and make judgements
- write for a variety of purposes.

Personal Development, Health and Physical Education (PDHPE)

Personal Development, Health and Physical Education (PDHPE) is mandatory from Kindergarten to Year 10.

PDHPE provides students with opportunities to explore issues that are likely to impact on the health, safety and wellbeing of themselves and others – now and in the future. Students also participate in challenging and enjoyable physical activity, improving their capacity to move with skill and confidence.

Creative Arts

Creative Arts is mandatory for students from Kindergarten to Year 6.

In Creative Arts, students discover a variety of art forms through a study of dance, drama, music and visual arts where they learn to appreciate, compose, listen, make and perform.

Each art form has its own unique knowledge and skills, elements or concepts as well as a capacity to inspire and enrich lives.

NESA

The NSW Education Standards Authority (NESA) is responsible for the curriculum. For the primary years, NESA develops syllabuses for all subject in 6 key learning areas.

Please see our website www.eppinghts-p.schools.nsw.edu.au for more information.



www.eppinghts-p.schools.nsw.gov.au/learning-at-our-school

Epping Heights Public School
Success for All
T: 02 9876 2791 E: eppinghts-p.school@det.nsw.edu.au

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Learning at our school

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Creative arts	
English	
Human society and its	

Find out more about what your child will learn at our school.

The **NSW Education Standards Authority (NESA)** is responsible for the curriculum, Kindergarten to Year 12, for all NSW schools.

For the primary years, NESA develops syllabuses for all subjects in 6 key learning areas:

- creative arts
- English
- human society and its environment (HSIE)
- mathematics
- personal development, health and physical education (PDHPE)
- science and technology.

8. School Activities

Epping Heights Public School P&C Association

The Epping Heights Parents & Citizens Association (EHPS P&C) is a group of parent volunteers, teachers and other community members who are committed to working together to achieve the best possible learning environment for the children at Epping Heights Public School. Some of the ways EHPS P&C achieve this are by:

- Fundraising for school facilities and equipment (including ipads and other learning resources for the classrooms, bubblers in the playground, shade structures and the creative play zone on the back oval)
- Operating the uniform shop
- Overseeing the band committee
- Organising school grounds working bees

The annual cost of membership is only \$1 and you can register by attending a general meeting and joining in person; or go to <https://tinyurl.com/ehpspnc2018>

School Service Opportunities, Leadership Program, Extra-curricular Activities, Sports Teams, Student Clubs


Please check our website for details.



www.eppinghts-p.schools.nsw.edu.au

NSW Department of Education Select Language Log in

MAKE A PAYMENT | ENROLMENT | NEWS | NEWSLETTER | EVENTS | GALLERY

 **Epping Heights Public School**
Success for All
T: 02 9876 2791 E: eppinghts-p.school@det.nsw.edu.au

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Learning at our school

Creative arts >	Languages >	Science and technology >	Assessment and reporting >
English >	Mathematics >	Religion and ethics >	Scholarships and awards >
Human society and its environment >	Personal development, health and physical education >	Learning across the curriculum >	Library >

Epping Heights Public School also offers a range of out of school activities. Please contact our school office on 9876 2791 for details.

Living in Sydney

9. Staying Safe

9.1 Emergency Services

Ambulance, Police or Fire Brigade



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

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



The local police station is Ryde

Address: 810 Victoria Road, Ryde
New South Wales 2112
Phone: 02 9808 7401



The nearest medical centre is Epping

Address: Rawson Medical Centre
Suite 23 Genesis Building
74 Rawson Street, Epping
Phone: 1300 466 347



The nearest hospital to the school is: Ryde Hospital

Address: Denistone Road, Eastwood
New South Wales 2112
Phone: 02 9858 7888

9.2 Important Safety Tips

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

- If you are not travelling with your child to or from school, show them **the safest route to go to school and home, or have your child travel with other students as a group**. They should go straight home to you after school and should not be allowed to wander about.
- **Do not let your child travel alone in the dark or at night.**
- Show your child how to look after **their belongings and keep them close** to where they can see them.
- Your child should **leave valuables at home** if they don't need it for school. This includes jewellery, electronic equipment such as iPad or laptop.
- **Never give your child a large amount of money** to carry to school.
- **Never accept parcels** that do not directly belong to you. You will be held legally responsible for the contents of the parcels.
- **Never pay for school fees through people who offer discounts.** This is a SCAM.
- **Call 000 in the event of an emergency.** Remember, calls to 000 are free of charge.

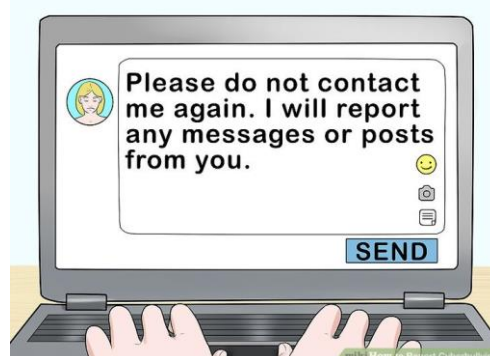
Did you know?

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

9.3 Cyber Safety

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

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



You can find more information on the Kids Helpline website at:
<https://kidshelpline.com.au/parents/issues/children-who-cyberbully>

9.4 Road Safety and Public Transport Safety

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



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

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



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

9.5 Safety Apps

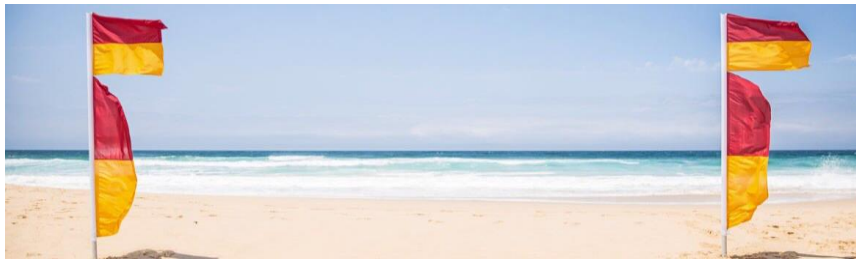
The **Emergency Plus** app is a national emergency app that anyone can use in Australia to get help as soon as possible in an emergency situation.

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



9.6 Water Safety

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



Spot and Survive a rip current

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

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



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

10. Reporting Incidents and seeking help

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

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

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

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

- **International Student Coordinator, Anne Parfett** at Epping Heights Public School
- **School Counsellor, Ann Finlay** at Epping Heights Public School

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

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



11. You and the Law

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

For example:

- It is illegal to ride a bike without wearing a helmet
- It is illegal to consume alcohol for anyone under 18 years of age
- It is illegal to purchase cigarettes for anyone under 18 years of age
- Possession and use of illegal drugs is a criminal offence

Visit the website www.lawstuff.org.au for information about laws relating to children and young people.

12. Permission to work

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

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

13. Transport and Travel Concession

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



Please ask your school's office staff about applying for a Proof of Age Card. Your child must carry this card with them at all times and present it to ticket inspectors when required.



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

With the Proof of Age card, your child can get a **green CHILD/YOUTH OPAL CARD** by applying online at the Opal website: www.opal.com.au/ordercard. If your child loses the card they can report it as lost or stolen.

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

14. Overseas Student Health Cover (OSHC)

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

Activate your OSHC membership

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

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

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

Obtain your OSHC membership card

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

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

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

Know your cover

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

If you are a **Medibank OSHC member**, you can access the following **Online Member Services** on www.medibankoshc.com.au:

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

If you have a problem with your OSHC, you should contact your insurer in the first instance. If you are insured with Medibank OSHC, call 134 148. You can request to speak to someone who speaks your language (if available).

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

Visa Requirements You Should Know

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

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

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

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

Student visa condition

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

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

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

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

15. Attendance and Course Requirements

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

16. Welfare Requirements

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

arrangements (including arranging a temporary guardian with Immigration) as soon as possible and at least 4 weeks in advance.

17. Conditions of Enrolment

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

18. Taking Leave

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

19. Deferment of Course Commencement Date

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

20. Guidelines for Compassionate or Compelling Circumstances

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

- illness, where a medical certificate states that your child is unable to attend classes or
- bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return) or
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on your child's studies or
- a traumatic experience which could include, but is not limited to:

- involvement in, or witnessing of an accident
- witnessing or being the victim of crime
- and this has impacted on your child (these cases should be supported by police or psychologists' reports or advice)
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

21. Suspension of Studies

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

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

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

22. Complaints and Appeals

NSW Department of Education has a complaints and appeals process. If you wish to make a complaint or appeal a decision made concerning your child's enrolment, course progress or other decision, you should contact the International Student Coordinator at your school who will explain the process.

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

Your child must maintain enrolled throughout any appeal process until the process has been completed.

Arrival Checklist

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

On Arrival

- Let your family overseas know that you have arrived safely in Australia and provide them with your contact number and address
- Make sure your child learns to write and say their address
- Remember that in Australia, the emergency phone number is **000**.
- Get a mobile phone (or an Australian SIM card) and make sure your child remembers your number so that they know how to contact you
- Tell your child's International Student Coordinator immediately if you change your mobile number
- Open a bank account
- Activate your OSHC and download the digital membership card on your mobile phone for you and your ; learn about what is covered by your policy and how to lodge a claim

At School

- Provide your address to school and let them know immediately and no later than 7 days of any change of address and contact details
- Provide emergency contact details in Australia and overseas to your school at enrolment
- Apply for a **Proof of Age Card** at school for your child
- Read this international orientation booklet carefully so that you know what you and your child should DO and NOT while you child is studying in Australia
- Learn about your child's school rules, student visa conditions, and rights and responsibilities of an international student
- Find out where the school's International Student Coordinator is and say hello regularly
- Find out what clubs and teams your child can join (sports or hobbies) and how you can become involved in school activities as a parent
Actively seek help if you have any problems or questions by speaking to your International Student Coordinator, Principal or School Counsellor.

At Home

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

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

1. Under 18 Request to Change Welfare Arrangements

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

2. Leave Request

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

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

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

Make sure you apply for the leave at least 4 weeks before the planned departure date and NEVER leave the country without DE International's approval

3. Leave Requests Flowchart

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

DE INTERNATIONAL

UNDER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family Name Student Given Names.....

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

Student's New Address

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

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

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

Please indicate if accommodation is:

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

Reason for changing address

.....

Name, age and gender of people residing at this address

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

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

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

CARER CONTACT DETAILS

Given Name Family Name.....

Address

..... Postcode.....

Email Address.....

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

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

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work:Mobile:

Name: Home/Work:Mobile:

Student's Signature:

Parent's Signature:

DE INTERNATIONAL

LEAVE REQUEST

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

All leave requests must:

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

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

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

School _____

Student reference no: **SO** _____ DOB: _____ Date: _____

Student given name: _____ Known as: _____ Family name: _____

Student mobile number: _____ Email: _____

Parent mobile number: _____ Parent email: _____

Expected **departure date**: _____ Expected **return date**: _____

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

Reason for leave request: _____

ATTACH WITH APPLICATION

- Signed parent letter
- Translation of letter
- Supporting documents

Signature - **International Student Coordinator**

*Attendance rate at date of application ____%

Principal Recommended Not Recommended

Comment _____

DE International Office Use Only

Approved

Not Approved

Leave Requests Flow Chart

STEP 1

A letter signed by parents must be provided

STEP 2

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

STEP 3

School forwards request to DE International

STEP 4

DE International assesses request

If approved:

Purchase flight ticket and send a copy to school



School forwards flight ticket to DE International

If declined:

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



AUSTRALIAN NATIONAL ANTHEM

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

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



SCHOOL SONG

Our school's a place of caring and sharing

Helping each other day by day.

Working so hard for a better life,

We're working so hard in every way.

In a world that's rapidly changing

Let's not forget us here.

We're the people who'll make the future

If we really care.

Epping Heights is caring and sharing

Helping each other day by day.

Working so hard for a better life,

We're working so hard in every way

NSW Government Schools
NSW Department of Education
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Darlinghurst NSW 1300 Australia

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1300 300 229 (in Australia)

 deinternational.nsw.edu.au