

Shine at Columba



COLUMBA CATHOLIC COLLEGE
CHARTERS TOWERS

Shine at Columba

t/a The Roman Catholic Trust Corporation for the Diocese of Townsville

Updated 20 June 2023

International Student Handbook

SCHOOL PRAYER TO ST. COLUMBA

*Lord, warm our hearts with zeal for your kingdom,
And a longing for its fulfilment:
Make our lives rich in good works
And so bring us to share the glory of Saint Columba
When we see you face to face
And are one with you always.
We make our prayer through Christ our Lord.
AMEN*

St Mary's Campus

P 07 4754 6333

A 59-69 Mary Street
Charters Towers QLD 4820

Mt Carmel Campus

P 07 4787 1744

A 6-8 Hackett Terrace
Charters Towers QLD 4820

P 07 4787 1744 **F** 07 4787 4986

E office@columba.catholic.edu.au

A PO Box 274
Charters Towers QLD 4820

The Roman Catholic Trust Corporation for the Diocese of Townsville | CRICOS Provider Code 01824G

www.columba.catholic.edu.au



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A collage of students engaged in various activities, framed by a red banner with the text "LIGHT TO THE WORLD" at the top and "COLUMBA CATHOLIC COLLEGE" at the bottom. The collage includes students in blue shirts, a student playing pool, a student using a computer, a student holding a globe, and a student cooking.

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Section 1: Welcome

Welcome

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Before Leaving Home

Upon Arrival in Australia



The College has a pool on the
Mt Carmel Campus
and the St Mary's Campus

A Message from the Principal

Greetings from the staff and students of Columba Catholic College. I would like you to know how exciting it is for us that you have chosen this College in which to complete your Secondary education.

If you use this booklet in conjunction with the Residential Handbook and College Handbook, you will have a comprehensive introduction to living and learning at Columba. We have included information here that applies only to our International students. You are valued here and we want you to feel confident in your schooling and confident in your accommodation – a 'home away from home'.

I trust you enjoy the quality of life offered in a rural town, where students have opportunities to encounter some of the vastness of inland Queensland, Australia. At the same time, they can access 21st Century teaching and educational facilities while living in the care of experienced staff.

Charters Towers, an old gold-mining town, with many historic sites and buildings, provides a unique environment in which to learn and grow academically, socially and personally. Columba Catholic College has played an important part in the life and faith of this town and the North Queensland educational community. Now we are honoured to have the opportunity to play a part in your life story.

I look forward to meeting you and welcoming you to our College, our community and our country.



Melissa Turner
PRINCIPAL



Education Provider Main Contact Details:

07 4787 1744
office@columba.catholic.edu.au
www.columba.catholic.edu.au

International Student Coordinator/Advisor

Acting Deputy Principal Pastoral and Residential
Clare Stead 07 4787 1744
or
Enrolments Officer
Christine Bell 07 4787 1744

International Student 24 Hour Emergency Contact

Acting Deputy Principal Pastoral and Residential
Clare Stead 0400 088 379

Emergency Telephone Numbers:

Police, Fire, Ambulance – **000**

Department of Immigration and Border Protection
131 881

Level 2, GHD Building
85 Spence Street
CAIRNS Qld 4870

Postal address
PO Box 1269
CAIRNS Qld 4870

Counter hours
9 am to 4 pm Monday to Friday

Fax
07 4051 0198

Medical Centres:

The School Nurse or Residence Supervisor will take a student either to a local medical centre or the hospital, as appropriate.

Transport:

Bus from Townsville to Charters Towers:

Bus Queensland
www.busqld.com.au

Douglas Bus
<http://douglas.ecoachmanager.com/>

Hire car services available

Taxi service in Charters Towers:
Gold City Cabs. Phone: 131008

Public facilities:

Location of Automatic Teller Machines (ATMs)

Gill Street, Charters Towers
(See section on Banks)

Location of Public Telephones

Gill Street, Charters Towers
Residence and office phones also available

Post Office

Gill Street, Charters Towers

Application Step-by-Step Process Model:



Things to Do:

Before Leaving Home:



- Apply for passport ☐
- Arrange student visa -..... ☐
- Arrange Overseas Student Health Cover ☐
- 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 transport from airport to accommodation (with College) ☐
- 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 ☐
 - Confirmation of OSHC ☐
 - Letter of Offer ☐
 - eCoE ☐
 - Travel insurance policy ☐
 - ID cards, 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. Passport to be lodged with College office keeping in locked safe.

Upon Arrival in Australia:



- Call home (unless a parent is travelling with you)..... ☐
- Settle into College accommodation ☐
- College International Student Orientation ☐
- Open a local bank account ☐
- Purchase Uniforms and stationery items ☐
- Start classes ☐
- Get involved in student life and associations ☐
(eg music, sporting and cultural clubs)

SECTION 2

Pre-Arrival



Section 2: Pre-Arrival

Arranging Visas

- Department of Immigration & Boarder Control
- DFAT
- Migration Agents
- Education Agents
- Visa Conditions

Arranging Travel

- Documents
- What to Bring
 - Seasonal Considerations
 - Clothing
 - Other Items You Might Need to include
 - Mobile Phones & Laptops
- On your Flight
- Entry into Australia
 - Australian Immigration
 - Baggage Claim
 - Detector Dogs
 - Australian Customs & Quarantine
 - Arrivals Hall

Getting from the Airport

- Public Buses
- Airport Reception Service

Keeping in Contact

Accessing Money

- How Much to Bring
- Currency Exchange
- Electronic Transfer
- ATMs
- Credit Cards

Accommodation

- Staying with Friends or Family
- Staying in the Town

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 better to submit an application with the assistance of an accredited agent due 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.

Immigration

The Australian Government's Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit <https://www.homeaffairs.gov.au/busi/visas-and-migration> for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIABP website the Department of Foreign Affairs and Trade website www.dfat.gov.au 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 Department of Immigration and Border Protection 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 and attendance 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.

For a full list of **mandatory** and **discretionary** student visa conditions please visit <https://www.homeaffairs.gov.au/trav/visa-1>

Arranging Travel:

You will need to make your own travel arrangements to Australia. You could fly into Cairns and from Cairns to Townsville or fly into Brisbane, then from Brisbane to Townsville. Charters Towers is about one and a half hours' drive from Townsville. See Google maps – North Queensland. Hire car services are available from Townsville airport. Boarding students often use the Greyhound Bus Service. Bookings through Website: www.greyhound.com.au

The College can meet new students coming from overseas, at the Townsville Airport, especially if they are travelling unaccompanied. Please keep us advised of your travel arrangements and whether the student is travelling with family or alone. If family wish to arrive in Charters Towers a day or two before classes commence to help familiarise the student with new surroundings, the College has a Community Visitor Centre available. Please remember to book early. Other accommodation in Charters Towers can be found on the web. Doing a Google search under *Charters Towers accommodation*. Any accommodation on Hackett Terrace is near the College and boys' boarding facilities.

Documents

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

- Valid passport with Student Visa
- Offer of a place / admission letter from Columba Catholic College
- Confirmation of Enrolment (eCoE) issued by Columba Catholic 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
- Confirmation of Overseas Student Health Cover
- 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 Home Affairs website. <https://www.homeaffairs.gov.au/trav/stud>

- Read the "*Can I Bring it Back*" guide
- And also let your family and friends know to read the "*Can I Bring it Back*" guide and information on the Department of Home Affairs website for what goods are not allowed into 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. However, in North

Queensland, where we are, winter is very mild and most days, while cool in the mornings and evenings, heat up to a temperature of approximately 26 degrees Celsius. You will need warmer bedding for that time of year.

Clothing

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 if necessary) | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> small sewing kit | <input checked="" type="checkbox"/> your optical prescription |
| <input checked="" type="checkbox"/> music CDs or iPod | <input checked="" type="checkbox"/> photos of friends and family |
| <input checked="" type="checkbox"/> sporting equipment | <input checked="" type="checkbox"/> swimming costume |
| <input checked="" type="checkbox"/> toiletries | <input checked="" type="checkbox"/> small gifts from home |
| <input checked="" type="checkbox"/> umbrella | |



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.

Mobile Phones, Computers, Laptops etc

If you are considering bringing a mobile phone, laptop, computer or any communication devices we suggest that you visit the Australian Communications and Media Authority 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\$60,000 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 Customs and Quarantine**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <http://www.australia.gov.au/topics/tourism-and-travel/customs-and-quarantine>.

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays. Here also, is where you will be met by a staff member from Columba, if that is what has been arranged. In an emergency, phone Dan Kyle on 0407 167 414.

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.

If you are travelling with your parent/family to Charters Towers, please phone and leave a message that you have arrived. Your message will be recorded on our after hours service if that is when you call. Phone 07 4787 1744 from inside Australia. If phoning from overseas, the prefix is (International access code) 617 4787 1744 or phone Dan Kyle on 0407 167 414.

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, if you are here a few days early. Of course, once you have come into boarding on the day before classes start, all meals and accommodation are covered in the fees.

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 do so as soon as possible after arrival. You can do this at the airport.

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.

Accommodation:

Staying With Friends or Family

Prior to moving into your boarding residence, if you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

SECTION 3

Settling-In



Section 3: Settling-in

Services

- Telephones
 - Calling Emergency Services
 - Making Phone Calls within Australia
 - Calling Australia from Overseas
- Mobile/Cell Phones
- Computer & Internet Access
- Australia Post
 - Envelope Layout
- Shopping
 - Uniforms – where to buy
 - Making a Purchase

Health

- Emergencies – Dial 000
 - Police
 - Fire
 - Ambulance
 - Lifeline
 - Poisons Information Line
 - Emergency Translation
- Overseas Student Health Cover (OSHC)
 - How Do I Get OSHC?
 - What Am I Covered For?
 - How Do I Use My OSHC Card?
 - How Do I Make a Claim?
 - Renewal Information
- Types of Health Care in Australia
 - Public System
 - Private System
 - Attending an Australian Hospital
 - General Practitioners (GPs)
- Medical Services in Charters Towers
 - What do I do if I'm sick?
 - Seeing a Doctor (GP)
 - Pharmacies
 - Prescription Medication
 - Over-the-counter Medication
 - Dental and Optical
- General Health
 - Mental Health
 - Physical Health

Finances

- On-going Expenses
- Setting up a Bank Account
- Bank & ATM locations in Charters Towers
- Banking Hours
- Bank Fees
- Accessing Money from my Account
 - ATMs - Automatic Telling Machines
 - EFTPOS
 - Using an ATM
- Safety When Carrying Money

Laws and Safety in Australia

- Obeying the Law
- Legal Services & Advice
- Child Protection Laws
- Internet Safety & Security
 - Internet Access on Arrival
- Public Transport Safety
 - Buses
 - Trains
 - Taxis
- Alcohol, Smoking & Drugs
 - Smoking & drinking alcohol
 - Drugs
 - Drink Spiking
- Hitchhiking
- Sexual Assault
 - What do I do if I am Assaulted?
- Making New Friends

Social Activities

- What is schoolies week?

Services:

Telephones

Calling Emergency Services

DIAL

000

In Australia dial **000** from any phone for **fire, police or ambulance** services. 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. (See also: Health – Emergencies)


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 and 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.

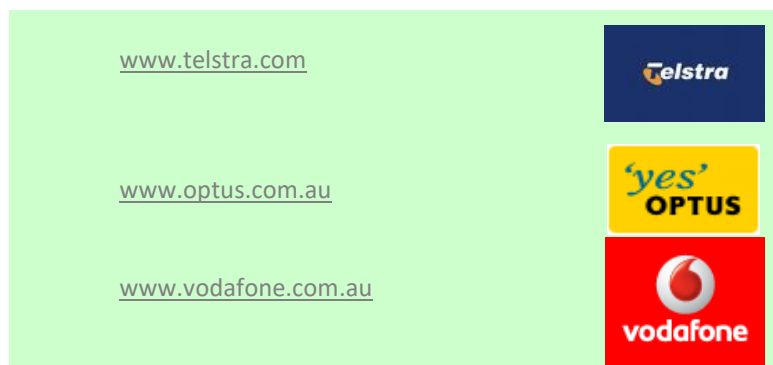
Example: International access number +61 2 9999 3662

Mobile/Cell Phones

Australia has an extensive mobile phone network throughout the country

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority http://www.communications.gov.au/mobile_services/mobile_phones 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/>. Telstra has a strong coverage in Charters Towers. Some of the other providers only work in the City but not the surrounding areas.



(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.

There is computer access for study and personal use for students in the boarding residences. College computer labs are used during school hours and wi fi connection during school and study time. The College does have a Bring Your Own Device Policy (ie bring your own laptop) and over the ensuing years will be gradually removing Computer Labs. It is suggested that you bring your own device. The College IT Technician will be able to give you advice on the requirements. Please contact the college via email office@columba.catholic.edu.au with your query.

Australia Post



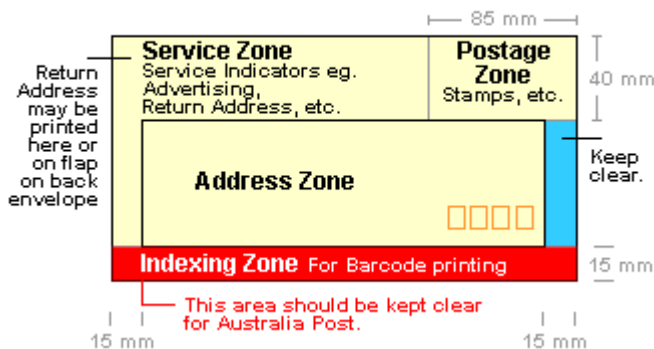
Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

Please see <http://auspost.com.au/> for current costs of postage within Australia and overseas.

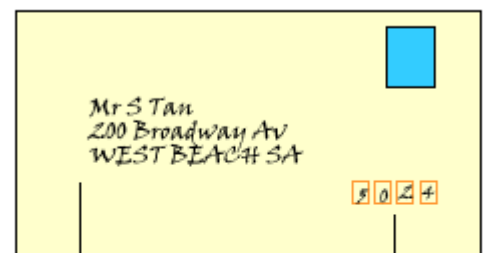
Envelope Layout

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 Hand Addressed Envelope

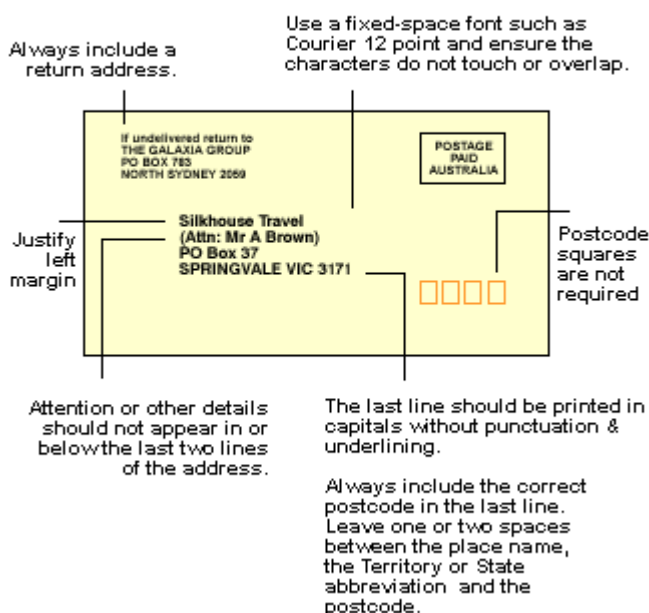


The bottom line should be in CAPITALS and include only the placename or post office of delivery and the State or Territory, in abbreviated form.

Write the destination postcode clearly in the four squares postcode squares.

Do not use the squares when addressing letters for overseas - even if the overseas postal code can fit in the squares.

Typical Machine Addressed Envelope



(Source: Australia Post)
www.auspost.com.au

Shopping – Uniforms

Some of the first items you will need to purchase on your arrival are your uniforms. Titleys is the uniform supplier for the schools of Charters Towers. Their website is www.titleys.com and they can be emailed on info@titleys.com.au for a full list of uniforms and prices as per our prospectus.

Charters Towers has several large grocery stores, stationery supply stores, clothing and household goods stores. There are cafés, sports stores video stores and a movie theatre. Most shops in Charters Towers are closed on Sunday, except for small corner stores and McDonalds.

Free time is given to students to visit the town which is in walking distance. Older students may go to the shops unaccompanied. See the Residential Handbook for more information.

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.

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 if you are separated from the College and your residence Supervisor for any reason.

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 the residence Supervisor will 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**

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**.

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. Note: OSHC does not cover the cost of dental or optical

How do I get OSHC?

You will be asked to provide proof of your Overseas Student Health Cover (OSHC) with your enrolment application.

You will need to complete an Application for OSHC which is available from registered OSHC providers.

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
OSHC Worldcare:	www.oshcworldcare.com.au
BUPA OSHC:	www.overseasstudenthealth.com
Australian Health Management:	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/Overseas+Student+Health+Cover+FAQ-1>

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?

The school nurse or residence Supervisor can help with any claims that need to be made with your OSHC provider.

Renewal information

The College takes out OSHC on behalf of each of our International Students and renews the membership annually.

Types of Health Care in Australia

Here is an overview of the Australian healthcare system. 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'.

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 Facilities in Charters Towers

**Hospital (non-surgical),
Medical Centres, X-ray, Pathology, Pharmacies, Physiotherapy**

What do I do if I'm sick

If you are sick, you can tell your Residential Supervisor out of school hours, or visit the College Nurse. If the nurse is unavailable, you can go to the main office. If you need to see a doctor, the College Nurse or a Residential Supervisor will accompany you.

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.

Townsville is the closest city and is well-equipped with advanced facilities for further testing to aid in diagnosis.

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. The College nurse will also assist with purchasing your medication.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU\$30.70 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.

*2008 Applicable limit

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. The school nurse can also assist with the purchase of these medications.

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 and pay the full fee of this service. It would be more convenient to have any conditions in these areas attended to at your home, but if an emergency arises, there are dentists and optometrists available in Charters Towers.

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 any 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

The Deputy Principal Pastoral and Residential, Mr Dan Kyle, is responsible for the pastoral care of students in the College. The College has a full time Guidance Counsellor.

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.

- ☑ **Exercise** – do at least 30mins of moderate exercise a day
- ☑ **Sleep** – get at least 8-9 hours of sleep a night
- ☑ **Nutrition** – the kitchen serves a balanced diet and is able to cater for food intolerances, e.g. gluten
- ☒ **Drinking/smoking** – the College is an alcohol-free and smoking-free zone. Students are not to consume alcohol or smoke while in the care of the College.



Finances

On-going Expenses

On-going expenses are minimal as food and accommodation is covered in fees. However you may wish to purchase an occasional snack when in the town, or buy some items of toiletries or clothing from the stores in Charters Towers.

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 or letter from the College stating that you are a student
- money to deposit into the account (this can be as little as \$10.00)

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. 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 Charters Towers

Queensland Country Credit Union
(07) 4787 4199
41 Gill Street Charters Towers
Open Saturday mornings 9 – 11am

Commonwealth Bank of Australia
(07) 4787 1611
44 Gill Street Charters Towers

ANZ Bank
(07) 4787 4831
40 Gill Street Charters Towers

Westpac Bank
(07) 4787 1844
17-19 Gill Street Charters Towers

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 accessible at all times. However, care must be taken not to carry large amounts of cash.

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!”

- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a back pocket.
- Divide your bank/credit cards and keep them in separate locations.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

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**.

Child Protection Laws

Australia has very specific Child Protection laws. Under the Working with Children (Risk Management and Screening) Act 2000 & Reg 2011 all personnel dealing with children and young people hold a blue card. Anyone over the age of 18 who is employed or volunteers with children and young people is subject to this legislation which means that they have been checked and approved by the Commission for Children and Young People.

Jurisdiction	Legislation
Queensland (Department of Child Safety) http://www.legislation.qld.gov.au/OQPCHome.htm	Working with Children (Risk Management and Screening) Act 2000 & Reg 2011 https://www.legislation.qld.gov.au/view/pdf/2017-06-05/act-2000-060

(Source: Australian Institute of Family Studies)

Internet Safety & Security

Internet Access on Arrival

Wi fi Internet access is available in the residences during the hours for study and personal use. Students are able to keep in touch with their families in this way. It is available at designated times.

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)

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.

You will be travelling with companions from school and under supervision of a teacher or supervisor most of the time. However, here is good advice for travelling on public transport if you are ever travelling alone.

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
- 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)

Alcohol, Smoking and Drugs

Smoking and Drinking Alcohol

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.

Drinking alcohol under the age of 18 is also against the law in Australia. Both cigarettes and alcohol are forbidden in the residences of Columba Catholic College or on the school campuses.

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. Students found guilty of consumption or dealing with drugs of any kind instantly put their enrolment and visa in danger.

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

You will mostly be in the company of other students and/or supervisors. However, if you are away from the College on your own or with your family, 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.

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.

Sexual Assault

While you are in Australia in the care of Columba Catholic College, it is our sincere trust that you will never experience sexual assault which is a **criminal offence**. It includes sexual harassment, unwanted touching, indecent assault and penetration if any kind. If you are away from the College, 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. If you are away from the College on your own, your first point of contact should be the Police. From a **public phone or mobile phone**, ring the police on **000**.

1. 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.
2. Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.
3. Try to remember everything you can about your attacker.
4. 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. You are always welcome to ring the College on 07 4787 1744. After hours you can choose the emergency option on the voice mail.

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.**

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, you don't need to give them any of your personal details like your phone number or your address until you feel you have built a relationship with them, know more about them and feel comfortable with them.

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), talk to your residence Supervisor or make an appointment to talk it over with the **Mr Dan Kyle, Deputy Principal Pastoral and Residential**

Social Activities

Life in a boarding school provides its own opportunities for socializing. As well as normal activities, weekend activities are organized several times a term. The grounds of the College have seen many times of fun for the boarders, outside of school hours. Year level camps are part of the College calendar and these are also excellent opportunities for building friendships and experience outdoors Australia.



What is Schoolies Week?

Our school does not actively encourage, nor does it take responsibility for students involved in this event. Students do so at their own risk and that of their parents. Information about this activity can be obtained from the Queensland Government Schoolies Week website.

Below and above are photos of some weekend fun at Columba.



SECTION 4

Studying at



Columba Catholic College

Section 4: Studying at Columba Catholic College

To Begin

- Arrive Early
- What to Do First
- International Student Orientation
- College/Course Orientation
- International Student 'Code of Conduct'
- Academic Policies & Procedures
- Complaints & Grievances
- International Student Visa Conditions
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- Enrolment
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Student Support Services

- International Student Office
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College Calendar and Newsletters

My Student Survival Page

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. 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 gives you the chance to;

- See and talk to the most important people you will need to know at the institution.
 - Office staff and their duties
 - Subject selection adviser: Deputy Principal – Administration, Mrs Maria Peck
 - Deputy Principal – Pastoral and Residential, Mr Dan Kyle
 - Residential Supervisors
- Find your way around the campus
 - Library
 - Computer rooms and facilities
 - Recreation and dining areas
 - 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.
- Feel as though you already know some of the things local students know before you start classes.

You will receive a student diary and personal timetable. The diary contains more information relevant to the daily routine of students during the school day.

What to Do First

Report to main office reception on the Mt Carmel Campus, 6-8 Hackett Terrace, Charters Towers. The boys' residence is also on this campus. The girls' residence is on the St Mary's Campus which is at 59-69 Mary Street, Charters Towers. During the school term a College bus transports Secondary School girls to and from the Mt Carmel Campus.

International Student Orientation

Orientation will be timetabled to suit your arrival. It will include a tour of the campus/es and introduction to the people who can help you and/or your family or guardian who may have travelled with you.

College / Course Orientation

Orientation will also include time with the Head of Curriculum, Mrs Maria Peck, who will assist you with subject choices.

International Student ‘Code of Conduct’

International students are expected to abide by the Code of Conduct as outlined in the College Handbook which is available through the College website.

Academic Policies & Procedures

Policies concerning assessment, IT Acceptable Use, Absenteeism and Reporting are found in the College Handbook, available through the website. See the Curriculum handbooks for full subject offerings at Columba.

Complaints & Grievances

The Dispute Resolution (or Grievance) Policy is found in the Handbook.

International Student Visa Conditions

For a full list of **mandatory** and **discretionary** student visa conditions please visit www.immi.gov.au/students/index.htm

Academic Progress

In compliance with the National Code of Practice for Providers of Education and Training to Overseas Students (the National Code 2018) our Course Progress and Attendance Policy for International Students is documented in the policy section at the back of this International Student Handbook.

Attendance

This is a boarding school. Therefore, when students are in residence, their attendance is accounted for through the roll-marking process and recorded electronically. Any absenteeism on the part of a boarding student is immediately followed up. The Overseas Student Attendance Policy is included with the Course Progress Policy at the back of this International Student Handbook. Non-compliance with these areas on the part of a student puts their visa at risk.

Current Address Details

Students on an International Student Visa no longer need to keep the Department of Immigration and Border Protection informed of their home address in Australia, as the Department of Immigration and Border Protection will check these details with your education provider if required.

If your family changes their residential address at any time, you need to inform the Office staff or the PA to the Principal through the College office immediately. Also advise of any changes in your family telephone numbers or email address.

Student Administration Information

The receptionist in Student Reception and Administration office on the Mt Carmel Campus will usually be able to help or direct you to the person who can assist you. They are able to locate the teacher/staff member for you. Sometimes it is necessary to make an appointment. You can always leave a message in the office for the required staff member.

Accounts Office

Your school fees will have been paid by your parent/guardian. However, if you have any enquiries regarding fees, or anything financial, the accounts department is located in the Administration office on the Mt Carmel Campus. Overseas student passports are stored there in the locked safe during the term. Students travelling home for the holidays will need to collect their passports and then return them for safe keeping.

ID Cards

ID cards are distributed early in Term 1 after the photographer has been to the College. In the meantime, the office can supply a Statement of Enrolment for any documentation needed for opening a bank account, etc. A copy of your letter of offer from the College or your CoE should also suffice.

Refund & Cancellation Policy

We have an International Student Refund Policy. This policy is also included in the International Student Policy section at the back of this booklet.

Textbooks

Textbooks are issues through the Library in class groups and are scanned in the student's name. The textbooks are for your use for the year and are to be returned to the Library prior to departure at the end of the year. In some subjects, books are required for a semester or term only and will be issued for that time. Scientific calculators are also available through the Library in the same manner.

Student Support Services

The Residential Handbook gives phone numbers for contacting Residential staff. In an after-hours emergency, a phone call to the Deputy Principal Pastoral and Residential, Mr Dan Kyle on 0407 167 414. While on campus, your residential supervisor will be able to give support or make sure you have access to the support you need.

Academic Skills Assistance

As a student studying in a different country from your own, you may initially find some challenges in completing your work successfully. Your Year Level Pastoral Leader will be able to assist you personally or make arrangements for appropriate access. Each subject teacher will give instruction on expectations and criteria for assignments.

Campus Ministry/Pastoral Care

Columba is a Catholic College and therefore we have a College Chaplain who is able to give pastoral care and support to both residential and day students. Deputy Principal Pastoral and Residential is Mr Dan Kyle; Sister Ellen Randle is the College Chaplain.

Counselling

Deputy Principal Pastoral and Residential, Mr Dan Kyle is able to arrange for professional counselling if required.

Academic Recording and Reporting

The College's recording and reporting procedures are outlined in the College Handbook which is available on the website at www.columba.catholic.edu.au

College Calendar and Newsletters

The College produces fortnightly (every two weeks) newsletters including a Residential newsletter with news, information and photos of college and boarding life. These are sent to students' home email addresses and put onto our website for families to read. Important dates and events are also brought to the attention of families via this medium.

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
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- Labor Day
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- Christmas

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

Appendices

Policies for International Students Only

Other policies and procedures relating to all students are contained in the College Handbook. The policies contained here are specifically for International Students in compliance with the standards contained in the *National Code of Practice for Providers of Education and Training to Overseas Students* which applies to all CRICOS Providers.

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**

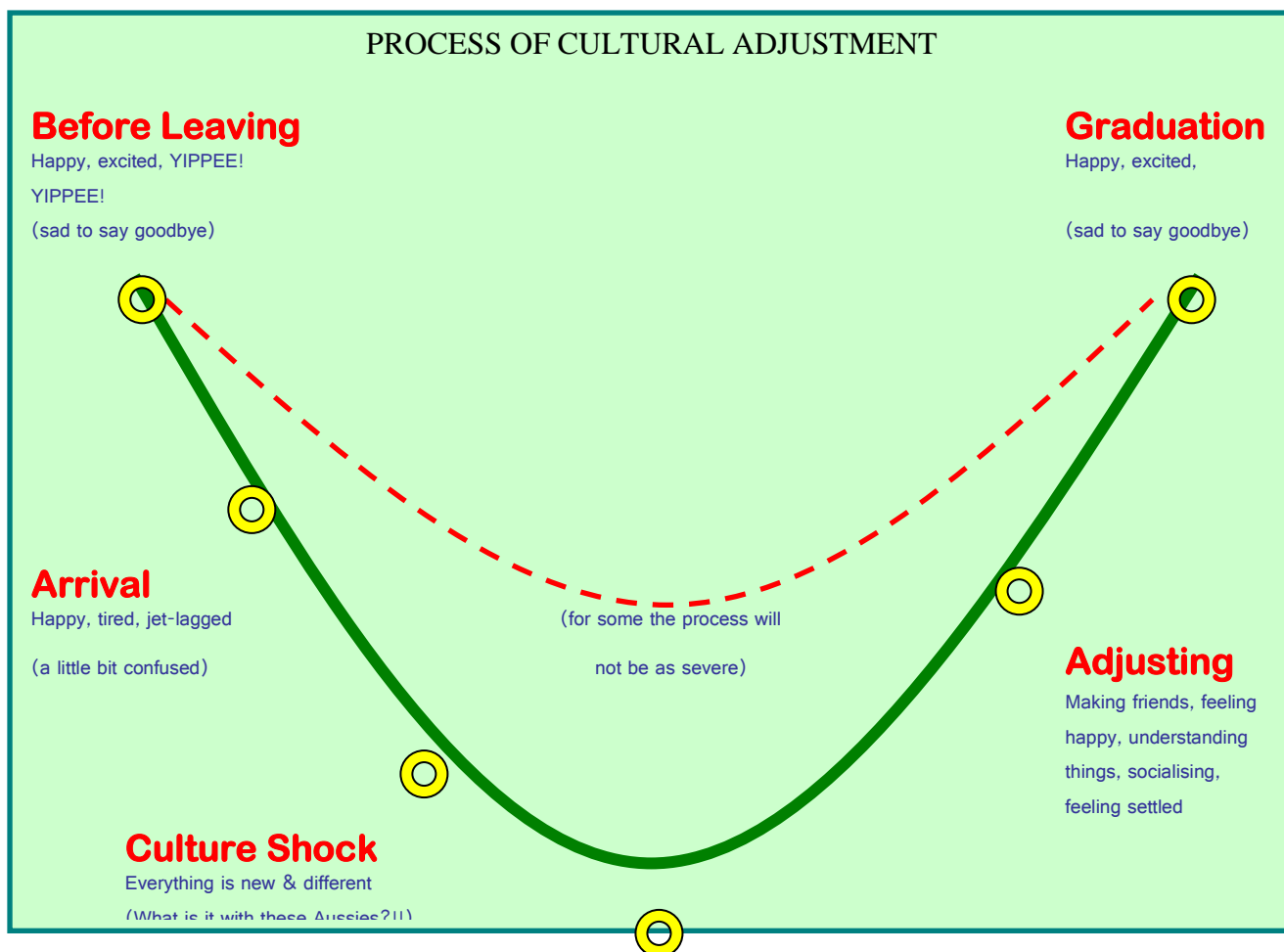
Don't be afraid to ask for assistance or support if you need it.

➤ **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:

<http://insiderguides.com.au/essential-aussie-slang-international-students/>

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 6:00pm (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 Immigration & Citizenship)

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 1st, 2nd, & 3rd, 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 the 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)



Fire Safety:

The College has regular “Evacuation Drills” to practise for a safe evacuation in the event of a real fire. There will be instructions in the residences about how to evacuate and where to assemble if a fire should occur. Smoke alarms are regularly checked by a registered company. Note: this section is for information purposes only. The College is a non-smoking area. That means no-one is allowed to smoke cigarettes on the College campuses.

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 and are not allowed in the College Residences.

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Cooking

Most house fires start in the kitchen.

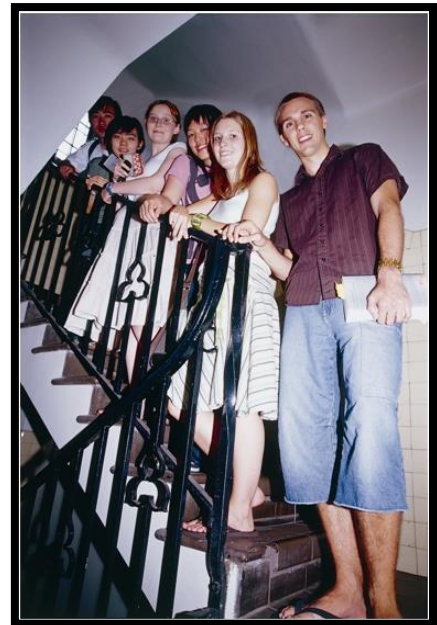
- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
 - DO NOT use water to put out an oil fire.
 - Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, "If Safe To Do So".
- Turn off the cooking appliance 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)

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. 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.

(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.

www.health.qld.gov.au/poisonsinformationcentre/bits_stings

(Source Queensland Health)

Appendices

Policy on Entry Requirements

The College does not seek to enrol International students from non English-speaking backgrounds. Previous school reports required for enrolment are for subjects conducted in and/or reported on in English.

1. *Columba Catholic 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.
2. Applications for enrolment must be made on the College *Enrolment Application* form. 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 two 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 Selection Form if appropriate;
 - d) Appropriate proof of identity and age;
 - 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) Immunisation Records

[Other documents may also be required, e.g.,]

- i) Boarding Application Form
 - j) Enrolment Application Fee
 - k) 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.

Columba Catholic 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.
 - l) 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 are required to be fluent in written and spoken English.
2. If supplied, Columba Catholic 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, Columba Catholic College will assess the student’s application for entry based on satisfactory test results.
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.

School Refund Policy

A copy of this policy is 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 as well as comprising part of student's written agreement.

1. This policy outlines refunds applicable to course fees paid to the school.
2. Payment of Course Fees and Refunds
 - a) Fees are payable according to the College's Fees Policy.
 - b) An itemised list of school fees is provided in the school's written agreement.
 - c) Fees are due and payable at the beginning of each semester.
 - d) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - e) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
3. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the *Principal of Columba Catholic College*.
4. 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 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.
 - 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.

*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).

5. Student default

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).

(a) Non-tuition fees:

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.

(b) Non-commencement with no notification of withdrawal:

If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 10% tuition fees will be retained from tuition fees received by the school.

(c) Non-Commencement with notification of withdrawal:

- i. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee of \$500.
- ii. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 90% of the tuition fee.

(d) Refunds after commencement of a course:

- i. *If tuition fees for up to 1 semester have been received in advance:* Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the semester, no tuition fees will be refunded.
- ii. *If tuition fees for more than 1 semester have been received in advance:* If fees for more than one semester have been received in advance, 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 refund the amount of unused tuition fees provided that at least 12 weeks written notice of withdrawal has been received.

NB: Where less than 12 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less the equivalent of equivalent of one term's fees.

(e) Refunds in the event of a provider initiated cancellation of enrolment:

- i. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - Failure to maintain satisfactory course progress (visa condition 8202). Please see the International Student Handbook [click here](#)
 - Failure to maintain satisfactory attendance (visa condition 8202). Please see the International Student Handbook [click here](#)
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see the International Student Handbook [click here](#)
 - Failure to pay course fees.
 - Any behaviour identified as resulting in enrolment cancellation in *Columba Catholic College's* Code of Behaviour. Please see the International Student Handbook [click here](#)
- ii. Any refund in the case of cancellation of a student's enrolment for failure to maintain Columba Catholic College's agreed conditions 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, will be at the discretion of the school.

6. Provider default

[Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).]

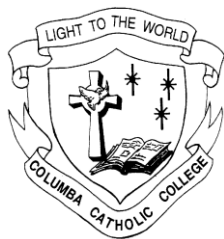
- a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect 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 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 will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

*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>.

7. 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.

Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student's course, as per the International Student Fee Schedule [click here](#)
- b. **Tuition fees** – fees directly related to the provision of the student's course, as per the International Student Fee Schedule [click here](#)
- 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. **Term** – approximately 8-11wks
- e. **Semester** – referred to as a "study period" consisting of two terms



COLUMBA CATHOLIC COLLEGE

PASTORAL CARE POLICY

(CRICOS Provider Code 01824G)

"I am the Good Shepherd – I know my sheep and my sheep know me." John 10

STATEMENT

Pastoral Care permeates all aspects of College life. It is concerned with the development of the whole person.

THE NEED

Pastoral Care is a vital dimension of educating the whole person in the Catholic Tradition. This includes personal, spiritual, social, physical, intellectual and cultural growth. It seeks to promote a Community where each person has the opportunity to experience success in a range of endeavours. The Pastoral focus, therefore, is the concern of all members of the College Community in all areas of the College.

VALUES AND PRINCIPLES

As a Catholic College the response to Pastoral Care is founded directly in the Gospel values of: Love, Care, Faith, Justice, Forgiveness, Peace, Compassion and Hope.

DIRECTIONS

The aims of Pastoral Care are to promote a College Community where all Students, Family members and Staff feel respected and valued within a safe and caring environment by:

- Nurturing the spiritual, moral, emotional, intellectual and physical growth of each person.
- Encouraging the development of positive attitudes through which individuals may become responsible members of society.
- Providing relevant, balanced, enjoyable and challenging experiences for all.
- Enabling each person to experience a genuine sense of achievement through opportunities to demonstrate their personal best within the academic and non-academic fields.
- Fostering life enhancing relationships within the College Community and the wider Community.
- Providing behaviour management structures and processes which enhance the personal growth of all members of the College community.

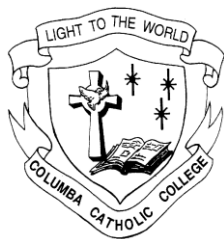
Pastoral Care permeates the total climate of relationships within the College Community and is expressed through:

- An effective care network
- Quality relationships
- Satisfying learning experiences
- Positive behaviour
- Respect for people, processes and property.

EXPECTED OUTCOMES

1. A policy informed by specific QCEC, Diocesan, Catholic Education Office and Columba Catholic College policies, guidelines and procedures. This policy will be read and interpreted in accordance with such policies, guidelines and procedures.
2. The development and review of procedures relating to the pastoral care needs of all members of the College community in light of this policy.

This policy is informed by specific QCEC, Diocesan, Catholic Education Office and Columba Catholic College policies, guidelines and procedures. This policy must be read and interpreted in accordance with such policies, guidelines and procedures.



COLUMBA CATHOLIC COLLEGE

CODE OF BEHAVIOUR – GENERAL

(CRICOS Provider Code 01824G)

CODE OF BEHAVIOUR – GENERAL

Please note that this code outlines NO form of dealing with students that involves verbal abuse, belittling or sarcasm.

CHEWING GUM, SMOKING, THE CONSUMPTION OF ALCOHOL OR ILLEGAL SUBSTANCES AND THE USE OF UNACCEPTABLE LANGUAGE ARE EXPRESSLY FORBIDDEN AT SCHOOL AND SCHOOL RELATED FUNCTIONS.

GENERAL CLASSROOM STANDARDS

To show respect for others and ourselves in our classroom we must meet the following expectations:

- Students must:
 - Not swing on chairs.
 - Not graffiti school equipment.
 - Be on time for every class.
 - Quickly remove all necessary books, materials for lessons from lockers and bags ONLY before school, at Morning Tea or at Lunch times.
 - Present themselves dressed tidily in correct uniform outside the classroom as instructed by their classroom teacher.
 - Only move into the classroom under the direction of their teacher.
 - Obtain teacher's permission to leave the classroom.
 - Not be in classrooms at Morning Tea or Lunch without a teacher present.
 - Not sit on desks or place feet on chairs.
 - Wait to be dismissed at the end of class.
 - Respect equipment and displays in classrooms.
 - Not eat or drink in the classrooms.
- Teachers may consider asking students to stand whenever visitors enter their classroom.
- At the end of a lesson the classroom is to be left clean and tidy; fans and lights turned off; and the boards cleaned.
- At the end of each day desks and chairs are to be tidy and bins emptied, air conditioned etc turned off.

EXPECTATIONS OF STUDENTS' CLASSROOM BEHAVIOUR: YEARS 7-10

"All my behaviour must assist students to learn and the teacher to teach"

- Before entering the classroom students are expected to:
 - be punctual;
 - have all required equipment and books;
 - line up outside the classroom in an orderly way;
 - leave ports/bags outside rooms in the appropriate place and keep this area tidy;
 - be neat and tidy in appearance;
 - remove hats;
- In the classroom students are expected to:
 - be quiet;
 - be attentive to the teacher;
 - be courteous and good mannered;
 - be considerate of other students' learning;
 - use only their own belongings and permitted school equipment;
 - have posture conducive to study;
 - obtain teacher permission to move from their place or speak;
 - keep the classroom neat;

- o continue working until the teacher instructs otherwise;
- o write down homework in the student organiser.
- If a teacher is unavoidably detained a student should inform the office.

EXPECTATIONS OF STUDENTS' CLASSROOM BEHAVIOUR: YEARS 11 & 12

Students are expected to work throughout the lesson. This expectation would discourage practices such as:

- "packing up" before the end of the lesson;
- "resting" in the lesson while intending to do the work later.

It is the teacher's right to dismiss the class. During student or teacher input, students should be quiet and attentive. Orderly discussion procedures should operate in each classroom.

The classroom environment should be conducive to study, i.e.

- appropriate noise level;
- seating/furniture is at the teacher's discretion;
- the classroom should be neat and tidy before, during and at the end of the lesson.

Rehearse your response to some typical "problem situations" e.g.

inattentive student, talkative student, walking around class, calling out, failure to work etc, throwing materials

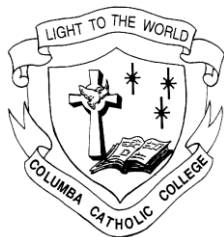
To establish a productive atmosphere:

- be well prepared;
- teach interesting lessons;
- set goals e.g. time limits for a task.

To maintain a productive environment:

- attention-getters - pause, ask a student questions, move to troublesome situation, gain eye contact, use non-verbals;
- be active: don't sit down, supervise some time from the back.

This code needs to be read in conjunction with other policies, codes, procedures and expectations as set-out in the College Handbook.



COLUMBA CATHOLIC COLLEGE

CODE OF BEHAVIOUR – STUDENTS RIGHTS AND RESPONSIBILITIES

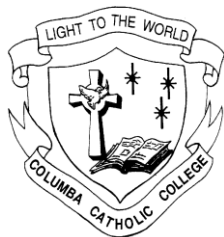
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STUDENTS RIGHTS AND RESPONSIBILITIES

All students at Columba Catholic College have the right:	All students at Columba Catholic College have the responsibility:
<ul style="list-style-type: none"> to learn 	<ul style="list-style-type: none"> to contribute to an effective learning / living environment
<ul style="list-style-type: none"> to courtesy and respect for person and property 	<ul style="list-style-type: none"> to recognise the God-given dignity of all members of the college community and to treat them and their property with courtesy and respect
<ul style="list-style-type: none"> to a clean, tidy environment 	<ul style="list-style-type: none"> to assist in the maintenance of clean and tidy classrooms, residences, grounds and school property
<ul style="list-style-type: none"> to work / live in a secure environment 	<ul style="list-style-type: none"> to refrain from action or words which endanger or bully others
<ul style="list-style-type: none"> to feel proud of their College 	<ul style="list-style-type: none"> to help build a good public image of the College

As a student at Columba Catholic College:

- I recognise the rights and responsibilities listed above.
- I recognise the need for me to play my part in ensuring the successful exercise of these rights and responsibilities.
- I recognise that if I am unwilling to observe these rights and responsibilities I must face the consequences of my actions. These consequences will occur at increasingly serious levels of the College Discipline Procedures.
- I recognise that I have the responsibility to try to resolve any difficulties my actions may cause; that is, I must try to work it out following the guidelines of Columba Catholic College.



COLUMBA CATHOLIC COLLEGE

CODE OF BEHAVIOUR –

REPRESENTATIVE TEAMS & EVENTS

(CRICOS Provider Code 01824G)

REPRESENTATIVE TEAMS & EVENTS

Students who represent the College at any event are expected to conduct themselves at all times in a manner consistent with the College Mission Statement and College Policies. This specifically includes the classroom and residential environment.

Any students on a form of formal detention will be excluded from training or a school / representative activity until such time as the disciplinary action has been cleared. Students on a daily report card may also fall into this category at the discretion of the Pastoral Leader / DP-P&R. If a problem arises, it is to be adjudicated by the Pastoral Leader and / or the Senior Leadership Team.

Representing the College is a privilege and should be regarded as such.

The following guidelines are written with a sporting focus, however, they also relate to other Competitions and Events involving Columba Catholic College representation. (Academic / Sporting / Cultural / Social)

PLAYERS' CODE OF BEHAVIOUR

- Play by the rules.
- Never argue with an official. If you disagree, have your captain, coach or manager approach the official during a break or after the competition.
- Control your temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in any sport.
- Work equally hard for yourself and your team. Your team's performance will benefit, so will you.
- Be a good sport. Applaud all good plays whether they are made by your team or the opposition.
- Treat all participants in our sport as you would like to be treated. Do not bully or take unfair advantage of another competitor.
- Co-operate with your coach, team-mates and opponents. Without them, there would be no competition.
- Participate for your own enjoyment and benefit, not just to please parents and coaches.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

PARENTS' CODE OF BEHAVIOUR

- Remember that children participate in sport for their enjoyment, not yours.
- Encourage children to participate, do not force them.
- Focus on the child's efforts and performance rather winning or losing.
- Encourage children always to play according to the rules and to settle disagreements without resorting to hostility or violence.
- Never ridicule or yell at a child for making a mistake or losing a competition.
- Remember that children learn best by example. Appreciate good performances and skilful plays by all participants.
- Support all efforts to remove verbal and physical abuse from sporting activities.
- Respect officials' decisions and teach children to do likewise.
- Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

COACHES' CODE OF BEHAVIOUR

- Remember that young people participate for pleasure and winning is only part of the fun.
- Never ridicule or yell at a young player for making a mistake or not coming first.

- Be reasonable in your demands on players' time, energy and enthusiasm.
- Operate within the rules and spirit of your sport and teach your players to do the same.
- Ensure that the time players spend with you is a positive experience. All young people are deserving of equal attention and opportunities.
- Avoid overplaying the talented players; the just average need and deserve equal time.
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players.
- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrators, the media, parents and spectators. Encourage your players to do the same.
- Show concern and caution toward sick and injured players. Follow the advice of a physician when determining whether an injured player is ready to recommence training or competition.
- Obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young people.
- Any physical contact with a young person should be appropriate to the situation and necessary for a player's skill development.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

TEACHERS' CODE OF BEHAVIOUR

- Encourage young people to develop basic skills in a variety of sports and discourage over-specialisation in one event, sport or playing.
- Create opportunities to teach appropriate sports behaviour as well as basic skills.
- Give priority to free play activities, skill learning and modified sports over highly structured competition, for primary school children.
- Prepare young people for intra and interschool competition by teaching them basic sport skills.
- Make young people aware of the positive benefits of participation in sporting activities.
- Keep up to date with coaching practices and the principles of physical growth and development. Read and use the latest coaching and teaching resources for junior sport.
- Help young people understand the differences between the junior competition they participate in and professional sport.
- Help young people understand that playing by the rules is their responsibility.
- Give all young people equal opportunities to participate in administration, coaching and refereeing as well as playing.
- Support implementation of the national Junior Sport Policy.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

SPECTATORS' CODE OF BEHAVIOUR

- Remember that young people participate in sport for their enjoyment and benefit, not yours.
- Applaud good performance and efforts from all individuals and teams. Congratulate all participants on their performance regardless of the game's outcome.
- Respect the decisions of officials and teach young people to do the same.
- Never ridicule or scold a young player for making a mistake. Positive comments are motivational.
- Condemn the use of violence in any form, whether it is by spectators, coaches, officials or players.
- Show respect for your team's opponents. Without them there would be no game.
- Encourage players to follow the rules and officials' decisions.
- Do not use foul language, sledge or harass players, coaches or officials.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.



COLUMBA CATHOLIC COLLEGE

CODE OF BEHAVIOUR – **STUDENTS TRAVELLING BY BUS**

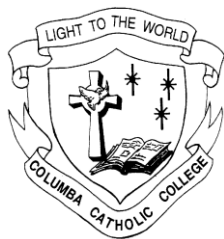
(CRICOS Provider Code 01824G)
REVIEWED 2008

STUDENTS TRAVELLING BY BUS

The behaviours listed are followed by examples of how to meet the code of behaviour.

1. Respect other people and property.
 - Treat other people and their possessions with respect.
 - Follow the bus driver's directions without argument.
 - Do not interfere with bus property and equipment, by marking or damaging them in any way.
2. Wait for the bus in an orderly manner.
 - Wait well back from the bus until it stops and allow other passengers to leave the bus first.
 - Stand quietly without calling out or shouting.
 - Do not push other people in the line.
3. While on the bus, conduct yourself in an orderly manner.
Students must:
 - Always follow instructions from the driver about safety on the bus.
 - Sit properly in a seat (in an allocated seat if directed by the driver).
 - Always wear a seat belt (if provided)
 - Store school bags under the seat.
 - Speak quietly and not create unnecessary noise.
4. Students must not:
 - Bully other students
 - Place feet on the seat
 - Fight, spit or use offensive language
 - Throw any article around or from the bus
 - Consume food or drink, or play music without permission of the driver
 - Smoke (prohibited on all buses).
 - Allow any portion of the body to protrude out of the bus windows.
5. Use designated stops.
 - It is the responsibility of students to disembark at the correct designated stop on each campus.
6. When alighting from the bus, do so in an orderly manner.
 - Wait until the bus stops before standing to get off.
 - Alight from the bus in a quiet and orderly fashion.
 - Never cross the road in front of the bus wait until the bus has moved away and it is safe to do so or go behind the bus to cross.
7. In case of emergency or a breakdown, follow the driver's directions.
 - Wait until the bus stops before standing to get off.
 - Leave the bus in a quiet and orderly manner.
 - Wait in the area indicated by the driver.

Students who miss their designated bus must report to the Office on that campus where it will be recorded and other arrangements will be made.



COLUMBA CATHOLIC COLLEGE

SUSPENSION AND EXPULSION OF STUDENTS PROCEDURES

(CRICOS Provider Code 01824G)

SUSPENSION AND EXPULSION OF STUDENTS PROCEDURES

PREAMBLE

The procedures for the suspension and expulsion of students at Columba Catholic College must be read in light of the policy of same adopted by the Catholic Education Office, Diocese of Townsville (August 2005).

These procedures will act as guidelines to direct the College in the application of the principles outlined in the policy document. The procedures will be applied in a way that will allow for the flexibility needed in considering the diversity of students at the College, their needs and unique circumstances. In no way do these procedures provide a definitive, prescriptive approach to managing student behaviour.

VALUES AND PRINCIPLES

The procedures for the suspension and exclusion of students at Columba Catholic College are directed by the following values and principles:

1. principles of justice and procedural fairness.
2. the dignity of the individual is central.
3. support for the individual and his / her family must be provided.

CONTEXT

All students at Columba Catholic College are entitled to an education in a safe and nurturing environment. It is accepted, however, that on occasion a student's behaviour is such that it may be necessary to suspend or exclude. This is always considered a last resort, and will not be imposed without appropriate time being spent in working with the student and his / her family, hearing all sides and having discussed options for what is to happen next (TCEO, 2005).

1. SUSPENSION

- Suspension is a response to serious and / or ongoing student behaviour which does not meet College expectations. In considering suspension, the College will consider the student's welfare, safety and personal circumstances. The College will also consider the effect of the student's behaviour on the welfare, safety and wellbeing of staff and students.
- In most cases, staff will have used a range of appropriate, timely and well-implemented strategies before a suspension will be imposed. These strategies and outcomes for students will be documented.
- Except in instances of student behaviour of a serious nature (outlined in section 1.4), a suspension will be incurred after the Principal or delegate has:
 - o ensured that appropriate student welfare procedures have been followed.
 - o ensured that procedures regarding discipline have been complied with and appropriately documented.
 - o ensured that key support personnel within and beyond the school system have been involved where appropriate.
 - o ensured that Parents / Guardians / Caregivers have been well-informed of the student's behaviour, being advised that the continuation of such behaviour may lead to suspension.
 - o developed a behaviour management plan to assist the student in managing his or her own behaviour.
 - o provided a formal caution (verbally or in writing) to the student warning the student of the possible consequences of his/her behaviour. This caution is to be documented.
 - o recorded all action taken.
- 1.3.1 In some circumstances the Principal may deem it necessary to suspend a student. This will usually be due, but not limited to, reasons such as the safety of other students and staff.
- The Principal or delegate will suspend, either internally or externally, which is at the discretion of the principal or delegate, immediately any student who:
 - o is physically violent.
 - o is in possession of a prohibited weapon, firearm or knife (without reasonable cause).

- o uses or is in possession of a suspected illegal or prohibited substance which includes tobacco, alcohol or illicit drugs.

2. INTERNAL SUSPENSION

- Internal suspensions will be implemented for student behaviour which has been persistent and systematically documented. Students may be internally suspended in certain circumstances, particularly those outlined in section 1.4, as an immediate response to a particular behaviour. Parents / Guardians / Caregivers will always be contacted to inform them of the internal suspension. Circumstances under which students might be internally suspended might include (but are not limited to):
 - o Continued disobedience/disruptive behaviour: This includes, but is not limited to, refusal to follow instructions of staff member, deliberate disruption of learning, continued failure to accept consequences for minor behaviour (i.e lunch and after school detention).
 - o Inappropriate conduct toward staff or students: This might include but is not limited to unwanted physical contact, behaviour consistent with bullying, aggressive behaviour and the use of inappropriate language toward a staff member.
 - o Use of Prohibited substances (i.e. tobacco): Students who are found to be smoking either on College grounds or in College uniform will be internally suspended for one (1) day for the first offence and three days for the second offence.
- Students will be formally interviewed prior to making the decision to suspend. All available documentation must be consulted in making this decision and presented to students and parents for response. In cases where indigenous students are involved, a College Indigenous Support staff member may be invited to be present.
- The internal suspension will usually take place on the Mt. Carmel Campus, but under special circumstances, students will complete an internal suspension on the St. Mary Campus with prior approval of the Deputy Principal on that Campus. Students will complete work which has been supplied by teachers and given to the DP-P&R. Students will have morning tea and lunch at a time stipulated by the DP-P&R. Students will not take breaks at the usual times.

3. SHORT EXTERNAL SUSPENSION

- A short external suspension is a suspension outside of the College for a period of 1-5 days. Where procedures for responding to persistent negative student behaviour have not been resolved at the levels described at 1.2 and 2.1, a short external suspension may be issued. Circumstances under which a student may be externally suspended may include and are not limited to the following:
 - o Continued and persistent disruptive behaviour which is a continuance of behaviours after an initial internal suspension. This continued behaviour will be clearly documented.
 - o Behaviour which impacts on the health and well-being of staff and students: Such behaviour may be of a physical, verbal, and/or emotional nature.
 - o Use of prohibited substances: Where a student is found to have consumed or is found to be under the influence of alcohol on College premises, in College uniform or during a designated College event, the student will be externally suspended for a minimum of five (5) days. (If the incident involves a senior student at Graduation, the College Senior Leadership Team will discuss an appropriate response. The final decision is the responsibility of the Principal.) In cases of persistent tobacco use (as outlined in 2.1, #3) the Principal or delegate may determine that external suspension is warranted.
 - o Substantial damage to College property.
 - o The Principal or delegate will determine the appropriateness of an external suspension in cases where the student does not have a documented history of poor behaviour but the incident is nonetheless of a serious nature.
- An interview with the student Parents / Guardians / Caregivers will be conducted before the final decision to externally suspend is made. The student and Parents / Guardians / Caregivers will be presented with the relevant documentation for consideration. In cases where indigenous students are involved, a College Indigenous Support staff member may be invited to be present.
- Students will be given work as supplied by teachers. Upon return to the College, it is the student's responsibility to ensure they are aware of any work missed during their absence. In cases where assessment is due during the time of suspension, students will be expected to complete the item by the due date. Completion of examinations must be made with prior approval of the Principal. Examinations may only take place in venues that will ensure the integrity of the examination and as authorised by the principal.
- Upon return from an external suspension, students will complete a "Post-Suspension Re-entry Agreement". The student, DP-P&R and (where feasible) Parents / Guardians / Caregivers will sign this form.
- All suspensions will be recorded in the Suspensions Register, entered by the DP-P&R.
- After the duration of one week, a "Post-Suspension Survey" will be issued to the student's teachers for completion. This survey will be used to gauge the student's transition back into College life.

4. LONG EXTERNAL SUSPENSION

- Where short suspensions have not resolved the issue of poor student behaviour, the Principal reserves the right to impose a long external suspension up to and including 20 school days. Before making the decision to impose a long external suspension, the Principal will consider:
 - the safety and wellbeing of staff and students;
 - the merit and circumstances of the particular case;
 - the needs and circumstances of the individual student;
 - the educational needs of students.
- The Principal will make the final decision to impose a long suspension after consulting all relevant documentation. The Principal may suspend a student for persistent poor behaviour as outlined in section 3.
- A formal interview with the student and Parents / Guardians / Caregivers will be conducted via phone or face to face before the final decision is made to impose a long external suspension. The student and Parents / Guardians / Caregivers will be presented with the relevant documentation for consideration. In cases where indigenous students are involved, a College Indigenous Support staff member may be invited to be present.
- In certain circumstances, the Principal may arrange with another Catholic school for the student to continue their studies for the duration of the suspension. This would be appropriate where suspensions are imposed during examination periods. Otherwise, the College will provide students with work sufficient to the length of absence. Where assessment is due (other than examinations) students will post the assignment which will be postmarked no later than the specified due date. Students may also email assessment tasks to the College.
- Upon returning to the College, the student and Parents / Guardians / Caregivers will meet via phone or face to face with the Principal and delegate to negotiate the student's re-entry to the College. Both the student and Parents / Guardians / Caregivers will sign a "Post-Suspension Re-entry Agreement", which clearly details the College expectations of the student. The Principal will counter-sign this form. In cases where indigenous students are involved, a College Indigenous Support staff member may be present. The Principal may also include the Parish Priest, College Counsellor and/or Youth Support Officer in the re-entry interview.
- After the duration of one week, a "Post-Suspension Survey" will be issued to the student's teachers for completion. This survey will be used to gauge the student's transition back into College life. The Principal or delegate will then meet with the student to discuss their progress since returning to school. This meeting will be documented and filed.
- In certain circumstances, it may be deemed necessary that the student undertake a consultation with the College Counsellor or the Youth Support Officer. The Principal may also seek the assistance of outside agencies in an attempt to assist the student's transition into school.

5. EXPULSION

- The expulsion of a student from the College is a decision reserved solely for the Principal. In deciding to expel a student, the Principal will:
 - Inform the Director or Senior Education Consultant of the proposed course of action.
 - With the exception of a serious incident, ensure that all appropriate behaviour management and pastoral care processes have been followed and documented.
 - Convene an interview with the student and Parents / Guardians / Caregivers, clearly outlining the nature of the allegation, supported by relevant documentation. In cases where Indigenous students are involved, a College Indigenous Support staff member may be invited to be present.
 - Determine the necessity of imposing a long suspension while the College considers its course of action. The Principal may determine that a student be enrolled in another school for a specified period of time during the period of consultation.
 - Consider the appropriateness of an assessment conducted by the College Counsellor, Youth Support Officer or outside agency.
 - Present the relevant documentation to the Parents / Guardians / Caregivers for consideration, making it clear that the College is considering expulsion and the reason(s) for this course of action.
 - Allow sufficient time for the Parents / Guardians / Caregivers to respond to the allegation(s). The Principal will then consider any response from the Parents / Guardians / Caregivers.
- If, having completed the above, the decision is made to expel the student, the Principal will:
 - Contact the Director or Senior Education Consultant prior to contacting the Parents / Guardians / Caregivers.
 - Formally inform the Parents / Guardians / Caregivers in writing of the decision to expel. This correspondence should detail the Parents / Guardians / Caregivers right to appeal, and the process of same.
 - In consultation with the Catholic Education Office and Parents / Guardians / Caregivers, attempt to place the student in another educational institution appropriate to the student's needs and capabilities.

School Deferment, Suspension and Cancellation Policy

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 *Columba Catholic College* informed of their current contact details, as per the conditions of the student visa.
- c) Where relevant and where approved by the parents, the school may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, 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) *Columba Catholic 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 5 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 *Columba Catholic 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, *Columba Catholic 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
 - 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 requiring emergency travel that has/will impact on studies
 - iv. 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 the Principal.
- g) Some examples of circumstances that are not considered compassionate and compelling at *Columba Catholic College* include:
 - i. Requests for early departure or late return from vacation, including inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
- h) 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.
- i) All applications for suspension will be considered within 5 working days.
- j) 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 *Columba Catholic 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 Principal. Please see *Columba Catholic College's* Refund Policy for information regarding refunds
- b) A student will be deemed to have inactively notified *Columba Catholic 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 *Columba Catholic College's* Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

5. School-initiated exclusion from class

- a) *Columba Catholic 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 *Columba Catholic College's* Behaviour Policy/Code of Conduct.
- 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 *Columba Catholic 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 *Columba Catholic 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.
- e) 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) *Columba Catholic 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 *Columba Catholic College*'s Behaviour Policy/Code of Conduct.
- 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 *Columba Catholic 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 *Columba Catholic 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 and must adhere to any welfare and accommodation arrangements in place, as determined by the Deputy Principal Pastoral & Residential.
- e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations> .)
- 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) *Columba Catholic 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
 - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv) Any behaviour identified as resulting in cancellation in *Columba Catholic College*'s Behaviour Policy/Code of Conduct
- b) Where *Columba Catholic 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

Columba Catholic College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

- c) *Columba Catholic 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 *Columba Catholic College* will be cancelled and this may impact on the student's visa. Further information can be found in *Columba Catholic College's* Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, *Columba Catholic College* will maintain the student's enrolment and the student will attend classes as normal.
- e) If a student decides to access *Columba Catholic 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 *Columba Catholic College* need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- g) The use of extenuating circumstances by *Columba Catholic 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 Immigration Website <http://www.border.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.

Overseas Student Transfer Request Policy

Columba Catholic 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 and wishes to transfer but the provider holds welfare responsibility via a CAAW.

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. *Columba Catholic 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 *Columba Catholic 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) *Columba Catholic 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 *Columba Catholic College* or an education or migration agent regarding *Columba Catholic 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 *Columba Catholic 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 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
5. *Columba Catholic 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) *Columba Catholic 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 semester.
6. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from the College Enrolments Officer.

- b) Give this completed application form and a valid offer of enrolment from another to the College Enrolments Officer.
 - 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 *Columba Catholic 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. *Columba Catholic College* will assess the student's transfer request application and notify the student of a decision within 14 working days.
 8. If *Columba Catholic 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 *Columba Catholic College* intends to refuse the student's transfer application request, *Columba Catholic College* will provide the student with reasons for refusal in writing and include a copy of *Columba Catholic College's* complaints and appeals policy (available at: *[insert details]*). The student has the right to access *Columba Catholic 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 *Columba Catholic 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 *Columba Catholic College*.

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:

Cairns Visa & Citizenship Office

Street address: 85 Spence Street
Cairns QLD 4870

Postal address: GPO Box 9984
Brisbane Qld 4001

See website for other locations: <http://www.border.gov.au/about/contact/offices-locations>

10. 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 Columba Catholic 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 the *Enrolments Officer*
 - b) Give this completed application form and a valid offer of enrolment from another provider to *Enrolments Officer* 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 *Columba Catholic 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. *Columba Catholic College* will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 14 working days.
14. Transfers 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. See <http://www.border.gov.au/about/contact/offices-locations/australia>. 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>.

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 *Columba Catholic 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 *Columba Catholic College*, or an education agent or third party engaged by *Columba Catholic College* to deliver a service on behalf of *Columba Catholic College*.
 - 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 Behaviour Policy/Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, *Columba Catholic College* requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the student's teacher/Head of Boarding/other 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/other and *Columba Catholic 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 College 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 College that the College 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 College 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 within *14 working days* or 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, *Columba Catholic 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 College 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 College 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 College 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/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by *Columba Catholic 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 *Columba Catholic 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 College 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 College's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

School accommodation and welfare policy

Care for younger students under 18 years

Columba Catholic College is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations *Columba Catholic 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.

Columba Catholic 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

Columba Catholic 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:
 - 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
 - advising the Department of Immigration of any change of address, passport or other changes of circumstances.

Columba Catholic 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 *Columba Catholic 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 *Columba Catholic College* for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. School Boarding House

Columba Catholic 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 *Columba Catholic 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. *Columba Catholic 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 *Columba Catholic College*.

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>).

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.

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.

- 3) **For School vacation periods, students under 18 years of age for whom *Columba Catholic College* has issued a CAAW will: *[Delete any which do not apply]***
 - i. return home to parents
- 4) **Accommodation options for students 18 years and older include: *[Schools should make it clear if it is a condition of enrolment that students over 18 years also maintain school approved accommodation arrangements. List accommodation options for term time and vacation periods for students 18 years or older here:]***
 - i. School Boarding House
- 5) **For School vacation periods, the following accommodation options are available to students 18 years or older:**
 - i. Student returns home to parents

School Critical Incident Policy

- 1) *Columba Catholic College* recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
- 2) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury that may affect the student's ability to undertake or complete their course. This may include but is not limited to:
 - a) Serious injury, illness or death of a student or staff
 - b) Students or staff lost or injured on an excursion
 - c) A missing student
 - d) Severe verbal or psychological aggression
 - e) Physical assault
 - f) Student or staff witnessing a serious accident or incident of violence
 - g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
 - h) Fire, bomb threat, explosion, gas or chemical hazard
 - i) Social issues e.g. drug use, sexual assault
- 3) **Critical Incident Committee**
 - a) *Columba Catholic College* has a Critical Incident Committee to assist the principal in the prevention and management of critical incidents at the College, or off campus in the case of an overseas student for whom the College has undertaken care responsibilities.
 - b) The College Principal is the critical incident team leader.
 - c) The Critical Incident Committee also includes:
 - i) Deputy Principal Pastoral & Residential
 - ii) Assistant Principal Religious Education
 - iii) Year Level Pastoral Leaders
 - iv) Workplace Health & Safety Officer
 - v) Parish Priest attends on various occasions
 - vi) College Counsellor
 - vii) International Student Coordinator
 - d) The responsibilities of the committee include:
 - i) risk assessment of hazards and situations which may require emergency action
 - ii) analysis of requirements to address these hazards
 - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
 - iv) 24 hour access to contact details for all students and their families and emergency contacts provided by the student's family (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
 - v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. College counsellor, welfare officer, legal services, College security
 - vi) development of a critical incident plan for each critical incident identified, including arranging emergency or alternative accommodation arrangements if necessary
 - vii) dissemination of planned procedures
 - viii) organisation of practice drills
 - ix) regular review of the critical incident plan
 - x) assisting with implementation of the critical incident plan

- xi) arranging appropriate staff development
- xii) budget allocation for emergencies
- xiii) ensuring written records of any critical incident and remedial action taken by *Columba Catholic College* are kept on file for at least two years after the student ceases to be enrolled.

4) Critical Incident Plans

- a) All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.
- b) Immediate Action (within 24 hours)
 - i) Identify the nature of the critical incident
 - ii) Notification of the critical incident committee/team leader
 - iii) Implement the appropriate management plan or action strategy, including arranging emergency or alternative accommodation arrangements if necessary
 - iv) Assignment of duties and resources to College staff
 - v) Seeking advice and help from any necessary emergency services/hospital/medical services
 - vi) Dissemination of information to parents and family members
 - vii) Completion of a critical incident report
 - viii) Media response if required (see below)
 - ix) Assess the need for support and counselling for those directly and indirectly involved
- c) Additional Action (48 – 72 hours)
 - i) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - ii) Provide staff and students, parents / family members with factual information as appropriate
 - iii) Restore normal functioning and College delivery
- d) Follow-up – monitoring, support, evaluation
 - i) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - ii) Maintain contact with any injured/affected parties
 - iii) Provision of accurate information to staff and students where appropriate
 - iv) Evaluation of critical incident management
 - v) Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

5) Resources

- a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

6) Managing the Media

- a) Manage access of the media to the scene, and to staff, students and relatives
- b) The principal should normally handle all initial media calls
- c) Determine what the official College response will be
- d) All facts should be checked before speaking to the media
- e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- g) The principal may delegate media liaison to another member of staff

7) Evaluation and review of management plan

- a) After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

Example of a critical incident plan - injury to overseas student

1) Immediate Action (within 24 hours)

- a) *Identify the nature of the critical incident*
- b) *The person, who is initially notified of the incident, be that the College secretary or homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.*
 - i) *Where did the injury occur? On campus or off?*
 - ii) *How severe is the nature of the injury?*
 - iii) *Where is the student now?*
 - iv) *Is the student in hospital?*
 - v) *Has an ambulance been called?*
 - vi) *Is an interpreter required?*
- c) *The information should be documented for further reference.*
- d) *Notification of the critical incident committee/team leader*
- e) *The person who is initially notified of the incident should notify the critical incident team leader immediately.*
- f) *Assignment of duties to College staff*
 - i) *The critical incident team leader will identify the staff member responsible for any immediate action.*
 - ii) *The incident will then be referred to the identified staff member.*
 - iii) *The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.*
- g) *Implement the appropriate management plan or action strategy*
 - i) *If the student is on campus*
 - *Ensure appropriate intervention to minimise additional injury*
 - *Provide first aid where necessary*
 - *Ascertain seriousness of injury*
 - *Call ambulance if required*
 - *If ambulance is required, accompany student to hospital*
 - *Ascertain seriousness of injury from hospital staff*
 - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
 - ii) *If the student is off-campus*
 - *If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital*
 - *Otherwise go to location of student*

- *Provide first aid where necessary*
 - *Ascertain seriousness of injury*
 - *Call ambulance if required*
 - *If ambulance is required, accompany student to hospital*
 - *Ascertain seriousness of injury from hospital staff*
 - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
- iii) *If the student has already been taken to hospital*
- *Go to hospital*
 - *Ascertain seriousness of injury from hospital staff*
- h) *Dissemination of information to parents and family members*
- i) *When there are a number of people to contact such as when a student is in a homestay, the College should attempt to simultaneously contact all parties.*
 - ii) *Contact the parents/legal guardian of the student*
 - iii) *Contact the carer of the student e.g. they may be living with a relative*
 - iv) *Contact any emergency contacts provided by the student's family*
 - v) *Contact the homestay family of the student*
- i) *Completion of a critical incident report [see sample critical incident report]*
- j) *Media response if required*
- k) *Inform critical team leader of any relevant factual information to be conveyed to the media liaison.*
- l) *Assess the need for support and counselling for those directly and indirectly involved*
- m) *If the student is seriously injured or requires hospitalisation, the College should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.*
- n) *The College should assess whether other staff and students have been affected by the incident and provide support and counselling as required.*
- o) *The College should also contact Department of Immigration and inform them of the incident.*

2) Additional Action (48 – 72 hours)

- a) *Assess the need for support and counselling for those directly and indirectly involved (ongoing)*
- b) *Provide staff and students with factual information as appropriate*
 - i) *Depending on the nature of the incident, it may be appropriate for the principal to address the College and inform them of the facts of the incident and the condition of the student concerned.*
- c) *Restore normal functioning and school delivery*
 - i) *Where the incident occurred on College premises, there will be other procedures to follow in relation to any possible safety issues and the College's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.*

3) Follow-up – monitoring, support, evaluation

- a) *Identification of any other people who may be affected by critical incident and access of support services for affected community members*
 - i) *The effects of traumatic incidents can be delayed in some people; the College needs to be aware of any emerging need for support and/or counselling.*
- b) *Maintain contact with any injured/affected parties*
- c) *If the student is in hospital for some time, the College needs to maintain contact with the student and their family.*
 - i) *Support and assistance for the student and family*
 - ii) *Depending on the condition of the student, the College could provide school work for the student to enable them to remain in touch with school activities*
 - iii) *Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS*
- d) *Provision of accurate information to staff and students where appropriate*
 - i) *Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.*
- e) *Evaluation of critical incident management*
 - i) *The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.*
- f) *Be aware of any possible longer term effects on the College and student well-being e.g. inquests, legal proceedings*

Student progress, attendance and course duration policy

This policy is available to staff and to students.

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.

1. Course Progress

- a) The College 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 according to *Columba Catholic College's* course assessment requirements.
- c) Students who have begun part way through a study period / semester will be assessed according to *Columba Catholic College's* course assessment requirements after completing *one full study period/semester*.
- d) To demonstrate satisfactory course progress:
 - Year 7-10 Students – end of Semester report cards must demonstrate:
 - Atleast a passing grade in all core subject areas
 - Must not fail more than 2 subjects in any semester.
 - Years 11-12 – Students must demonstrate progress which is consistent with requirements that allow them to achieve their Queensland Certificate of Education (QCE) by the end of Year 12. At Senior level students achievements in assessment items and exams is monitored by Curriculum Leaders and Pastoral Leaders with a view to the student's hoped for results in the QCE. Conferences are held with each student to identify any risk areas.
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the *Deputy Principal Pastoral & Residential* will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
 - i. *After hours tutorial support*
 - ii. *Subject tutorial support in class time*
 - iii. *Mentoring*
 - iv. *Additional ESL support*
 - v. *Change of subject selection, or reducing course load (without affecting course duration)*
 - vi. *Counselling – time management*
 - vii. *Counselling -academic skills*
 - viii. *Counselling - personal*
 - ix. *other intervention strategies as deemed necessary*
- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by Pastoral Leader and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- h) If the student does not achieve satisfactory course progress by the end of the next study period, *Columba Catholic 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 College's

internal complaints and appeals process. 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 *Columba Catholic College*, he/she may contact the Overseas Student Ombudsman at no cost. Please see *Columba Catholic College's Complaints and Appeals Policy* for further details.

- i) The College will notify the ESOS agency 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 the student withdraws from the complaints and appeals process by notifying the *Principal of Columba Catholic College* in writing, or
 - ii. the complaints and appeals process results in a decision in favour of the College.

2. Completion within expected duration of study

- a) As noted in 1.a., the College 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 studies within the expected duration of the course.
- c) The College 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:
- d)
 - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with *Columba Catholic College's* Deferment, Suspension and Cancellation Policy.
- e) Where the College decides to extend the duration of the student's study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

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/Deputy Principal Pastoral & Residential.
- e) Any absences longer than 5 consecutive days without approval will be investigated.

- f) Student attendance will be monitored by the Pastoral Leader every 14 days 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 study period 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. Alternatively, a school may choose to calculate attendance using a formula based on the number of days absent. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.]
 - ii. Attendance for any period of exclusion from class will be assessed under *Columba Catholic College's* Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching *Columba Catholic College's* attendance requirements will be contacted by email or phone and students will be counselled and offered any necessary support when they have absences totalling 10 % in any study period. [*Schools will need to judge at what point they think intervention and counseling is necessary*]
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, *Columba Catholic College* will assess the student against the provisions of Item 3.j. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.j. does not apply, the College will promptly 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 College's internal complaints and appeals process
- i) The College will notify the ESOS agency 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. the student withdraws from the complaints and appeals process by notifying the *Principal of Columba Catholic College* in writing,
 - iii. the complaints and appeals process results in a decision in favour of the College.
- j) Students will not be reported for failing to meet the 80% attendance threshold 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% for the study period.
- 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%, or number of study days x number of days per week x 30%.
- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, [insert position] will assess whether a suspension of studies is in the interests of the student as per Name of School's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the Name of School'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.

4. 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 College 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* - *Columba Catholic College* defines a "study period" for the purposes of monitoring course attendance and progress as a *semester*.

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[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](#)

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My Student Survival Page

EMERGENCY

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Government Department

Department of Immigration and Border Control
131 881 <https://www.homeaffairs.gov.au>

Health Cover

Medibank OSHC

(if covered through Medibank - most popular Provider)

Emergency Advice & Assistance

1800 234 601

Bupa OSHC

(if covered through Bupa)

Emergency Advice & Assistance

134 135 (within Australia)

+61 3 9487 6400 (outside Australia)

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My Important People & Places

