

# International Student Handbook



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ST PATRICK'S COLLEGE TOWNVILLE

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# Welcome to St Patrick's College Townsville

St Patrick's is a Catholic day and boarding College in the Mercy tradition providing a secondary education for girls Years 7 to 12.

Established by the Sisters of Mercy in 1905, the modern face of St Patrick's College Townsville continues the Mercy tradition of educating young women of all cultures to become successful, compassionate custodians of our world and leaders of the future.

We have had the privilege of enrolling students from overseas for a significant number of years and we value the contribution of our overseas students in the life of our dynamic learning community.

If you have any questions concerning enrolment, please do not hesitate in contacting the College on +61 7 4753 0300 or [office@stpatscollege.qld.edu.au](mailto:office@stpatscollege.qld.edu.au)

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## Principal's Welcome Message

It is a pleasure to welcome you to our College. I hope that you find this handbook useful as you consider St Patrick's College Townsville for your secondary education.

When the Sisters of Mercy established St Patrick's College, they recognised the importance of providing education for young women that would enable them to assume their role in society with confidence and to be initiators of change in that society, within the spirit of the Mercy tradition.

Our vision of education at St Patrick's College Townsville is inspired by these values enshrined in the Gospels: love, service, and justice; and the Mercy tradition of striving for excellence within an environment of compassion and caring for students and their families.

At St Patrick's College Townsville, we offer our students a rigorous education enriched by Christian values and our Catholic heritage. As an all-girls' Catholic College, we provide a wonderful environment for our young women to grow with a strong sense of positive self-esteem and confidence.

With smaller class sizes, the highest standards in quality education and pastoral care, a warm, nurturing boarding environment and a rich, diverse co-curricular program, students at all levels benefit from more student-teacher interaction and achieve academic excellence and all-round success.

St Patrick's College Townsville acknowledges the role of parents/guardians. At all times, we seek to work together, knowing that positive relationships are essential for success.

We look forward to you joining us,



Amber Hauff | **Principal**

## IMPORTANT INFORMATION AND EMERGENCY CONTACT DETAILS

### College Administration Office:

Telephone Number +61 (07) 4753 0300

Fax Number +61 (07) 4753 0336

### Boarding Office:

Telephone Number +61 (07) 4753 0307

Fax Number +61 (07) 4753 0338

Email: [office@stpatscollege.qld.edu.au](mailto:office@stpatscollege.qld.edu.au)  
[boarding@stpatscollege.qld.edu.au](mailto:boarding@stpatscollege.qld.edu.au)

College Administration Office Hours: 8:00 am to 4:00 pm Monday to Friday

**Street Address:** 45 The Strand  
TOWNSVILLE QLD 4810  
Australia

**Postal Address:** PO Box 721  
TOWNSVILLE QLD 4810  
Australia

**Website:** [www.stpatscollege.qld.edu.au](http://www.stpatscollege.qld.edu.au)

## INTERNATIONAL STUDENT TEAM

Moira Grant  
Director of Finance & Facilities

Megan Christie  
Director of Boarding and 24-Hour emergency contact

Michelle Emanuel  
Executive Assistant - Principal  
International Student Officer

Joanna Pacey  
Enrolment Registrar

### **24 Hour Emergency Contact for all International Students:**

Ms Megan Christie (Director of Boarding)

Telephone:	+61 417 711 527	Mobile Phone
	+61 07 4753 0307	Boarding Office

### **Emergency Services Telephone Numbers – Police, Fire, Ambulance CALL 000**

(When the operator answers you will be required to state which service you require)

To call for emergency help from a mobile phone you should dial 112 (to override key locks)



## DEPARTMENT OF HOME AFFAIRS

Cairns Office street address:	Level 2 GHD Building 85 Spence Street CAIRNS QLD 4870
Cairns Office postal address:	PO Box 1269 CAIRNS QLD 4870
Cairns Office general fax number:	07 4051 0198
Brisbane Office street address:	Ground Floor 299 Adelaide Street BRISBANE QLD 4000
Brisbane Office postal address:	GPO Box 9984 BRISBANE QLD 4001
Brisbane Office courier access:	Level 2, 299 Adelaide Street BRISBANE QLD 4001
Brisbane Office general fax number:	3136 7473

TELEPHONE NUMBER FOR ALL DIBP OFFICES IN AUSTRALIA 131 881

This number cannot be accessed if you are calling from outside Australia.

The telephone number for the Department of Home Affairs offices in your home country can be obtained from <https://www.homeaffairs.gov.au/help-and-support/contact-us>

## LOCATION OF MEDICAL CENTRES

### Medical Centre used by the Boarding College:

#### Health and Wellbeing North Ward

Gregory Street  
NORTH WARD QLD 4810

Telephone: 07 4772 4144  
Email: [info@hwb.com.au](mailto:info@hwb.com.au)  
Website: [www.hwb.com.au](http://www.hwb.com.au)

#### Other medical centre:

Northtown Medical Centre  
280 Flinders Street  
TOWNSVILLE QLD 4810

Telephone: 07 4720 8100  
Email: [admin@northtownmedical.com.au](mailto:admin@northtownmedical.com.au)

## TRANSPORT (Timetables are available on websites)

### Townsville

Sunbus Townsville  
(services to most urban areas)  
Email:

Telephone: 07 4771 9800  
Fax: 07 4779 7057  
[Townsville@tagroup.net.au](mailto:Townsville@tagroup.net.au)  
Website: [www.sunbus.com.au](http://www.sunbus.com.au)

### Hermit Park Bus Service

Telephone: 07 4779 0537  
Email: [reception@hpbs.com.au](mailto:reception@hpbs.com.au)  
Website: [www.hpbs.com.au](http://www.hpbs.com.au)

### Townsville Taxis

**Taxi bookings: 132 227**  
Enquiries: 07 4778 9555  
Email: [enquiries@tsvtaxi.com.au](mailto:enquiries@tsvtaxi.com.au)  
Website: [www.tsvtaxi.com.au](http://www.tsvtaxi.com.au)

### Magnetic Island

Magnetic Island is 20 minutes by ferry from Townsville. The ferry terminal is situated a short distance from the College at the Breakwater Terminal, 14 Sir Leslie Thiess Drive.

**The Breakwater Terminal is also the arrival and departure point in Townsville for buses which travel to and from other cities in Queensland and across Australia.**

### Sealink Qld

Telephone: 07 4726 0800  
Website: [www.sunlinkqld.com.au](http://www.sunlinkqld.com.au)

Sunbus Magnetic Island  
44 Mandalay Ave  
MAGNETIC ISLAND QLD 4819

Telephone: 07 4778 5130  
Website: [www.sunbus.com.au](http://www.sunbus.com.au)  
Email: [magneticisland@tagroup.net.au](mailto:magneticisland@tagroup.net.au)

## LOCATION OF AUTOMATIC TELLER MACHINES (ATMS)

### At North Ward Shopping Centre, 39 Eyre Street, North Ward

Commonwealth Bank and Bank of Queensland

### Banks and ATM's in the CBD (within walking distance of the College)

Commonwealth Bank  
www.commbank.com.au

Sturt Street, Townsville website:

Bank of Queensland  
website: www.boq.com.au

Flinders Street, Townsville

Westpac Bank  
Website: www.westpac.com.au

Flinders Street, Townsville

ANZ Bank  
website: www.anz.com.au

Sturt Street, Townsville

National Australia Bank (NBA)  
website: www.nab.com.au

Flinders Street, Townsville

**CBD = Central Business District**

## POST OFFICES in the vicinity of the College

Australia Post  
Sturt Street  
Townsville (in the CBD within walking distance of the College)

Australia Post Agency (within walking distance of the College)  
Bundock Street  
North Ward

Australia Post Agency  
49 Bundock Street  
Belgian Gardens (a short trip by motor vehicle)

## LIBRARIES

### Townsville City Council Libraries are situated at:

Northtown (complex in the CBD)	280 Flinders Street, Townsville
Aitkenvale Library	4 Petunia Street, Aitkenvale
Thuringowa Library	86 Thuringowa Drive, Kirwan

For information about opening times for the public libraries, visit the Townsville City Council's website at: <https://www.townsville.qld.gov.au/facilities-and-recreation/libraries>

## MESSAGE FROM THE DIRECTOR OF BOARDING

Welcome to the boarding community of St Patrick's College Townsville. My hope is that you come to St Patrick's with a sense of excitement and energy and that you will come to feel a sense of belonging with us.

St Patrick's College boarding is a special place, where for over 100 years the Sisters of Mercy in Townsville dedicated their lives to caring for and educating young women from Queensland and the Pacific Region. St Patrick's College Townsville continues in the Mercy Tradition today.

Our boarding community is rich in culture and diversity. We provide a caring and supportive environment and we aim to encourage all young women to reach their full potential. St Patrick's boarding welcomes young women from many different areas. The students come from all around Australia and overseas and cultural differences are recognized and valued within the community.

Our facilities provide many opportunities, and those young women who come to join our boarding community, prepared to make the most of the opportunities provided, usually enjoy the experience and make long and lasting friendships.

I look forward to welcoming you into our boarding community at St Patrick's College Townsville.



Megan Christie | **Director of Boarding**

## THE BOARDING COLLEGE

St Patrick's College Townsville boarding provides an experience of secure, caring, "home like" accommodation.

The boarding college is the students' "home away from home" and while they are expected to comply with all of the College's rules regarding behaviour and conduct, it is not an extension of the College, but a residential community where girls are able to live together in a caring and respectful environment.

All staff members are committed to looking after the health and well-being of the students in their care. There is a strong emphasis on Pastoral Care for each student and frequent staff and parent contact is encouraged. As members of a Catholic community, all students participate in prayer, liturgical rituals, special events and Mass.

The boarding community encourages the development of a multicultural community. This includes young women from the Northern Territory, from the Western, Northern and Central areas of Queensland, including the Torres Strait Islands and Cape York and Palm Island Indigenous Communities.

We have had a strong connection with Papua New Guinea for many years. Some PNG families have had two or more generations attend the College and we are grateful for the contribution these families have made over many years.

**Accommodation Facilities:** The student boarding accommodation is a modern brick two storey facility set in tropical gardens overlooking the sparkling waters of Cleveland Bay. The buildings are airy and spacious, with common rooms and other small recreation spaces, and extensive verandahs. The main boarding building has two levels of dormitories and one dormitory above the College administration office with the capacity to accommodate a total of 134 students.

All of the dormitories have very recently been refurbished, and the boarding accommodation areas are now fully air conditioned, which makes sleeping in our humid summers a more pleasurable experience. Senior students are accommodated in single cubicles, while the younger students live in shared cubicles. All student cubicles are equipped with a bed, wardrobe and their own study desk.

The air-conditioned dining hall for the students provides all meals, with morning tea, afternoon tea and lunches. Fresh fruit and vegetables are important components of the menu. Low-fat and special dietary requirement meals are available upon request.

**Recreation:** The College is situated right on the beach front overlooking the waters of Cleveland Bay and the beautiful views from the boarding College verandahs are an experience to enjoy every day. The Pacific Ocean is at our "front door" and we have a "Water Park" almost opposite the College. Boarding students are permitted frequent access to the beautiful parkland which runs the extent of the bay and they have many opportunities to swim in the three protected seawater enclosures along The Strand, and also in the Tobruk Memorial Baths across the road from the College.

The College website provides an insight into what life is like as a boarding student.

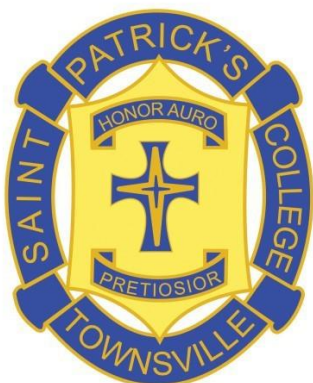
Students play many sports and enjoy regular weekend recreational activities, such as outings to the beach, fishing, shopping, football games, markets, movies, cultural activities etc. They visit other towns nearby and enjoy social activities with our “brother” boarding school, “Abergowrie” (St Teresa’s College). Many of our boarding students have brothers, or other family members or friends who attend St Teresa’s Abergowrie, so socials are an opportunity for them all to stay in contact with each other. The students from Abergowrie visit us or we travel to their school whose campus is situated amongst sugar cane farms outside the town of Ingham (about one hour’s drive, north).

Students are encouraged to participate in some form of exercise every day and most of them enjoy a daily walk along The Strand. A fully equipped gym is on site in the College and students are encouraged to make use of the facilities.

**Jobs:** All boarding students wishing to hold part time jobs should first consult the Director of Boarding to ascertain if this is considered possible in terms of arrangements for travel to and from employment.

**Vacation Accommodation:** Students are unable to reside in the Boarding College during school vacation times and all students return to their homes or go to parent/guardian approved relatives homes during these periods. (Refer to the College’s *International Student Accommodation and Welfare Policy* included in the enrolment information package).

## COLLEGE LOGO



## HERITAGE AND TRADITION

The journey started by Catherine McAuley when she took vows in Baggott Street in Dublin, Ireland in 1831 as a Sister of Mercy, led some 47 years later to the founding of St Patrick's College on the Strand, Townsville. On November 13, 1878, St Patrick's College was born as a place of Mercy.

Four sisters with their leader, Sr M. Benigna Desmond and two lay teachers moved into a small cluster of basic buildings for shelter, worship and work on The Strand wilderness.

The sisters were pioneers of Christian education - St Patrick's College has a continuing story of good learning, underpinned by strong charitable and caring values. Its role in this environment extended as a uniquely cultural and civilized influence on the local community and also through its outstations, providing a network of assistance and opportunity to the families of the north and western Queensland.

Today, St Patrick's College Townsville stands impressively as a monument to all those who have contributed over the 132 years of its life. Although the buildings, methods and faces change, the staff at St Patrick's College remains committed to maintaining the essential character of our College - providing an educational environment of excellence where the Mercy tradition is exemplified at all levels of the College community. A series of booklets outlining the history of St Patrick's College were produced on the occasion of the College Centenary celebrations in 2005 and are available for purchase from the College office.



## COLLEGE VALUES

*An education in the Mercy tradition invites us to take up a challenge - one that encourages us to develop fully our own God-given talents. At the same time, it enkindles within us a desire to assist others, so that they too, 'may have life, and have it to the full'. John 10:10*

### Our Vision

St Patrick's College Townsville is a beacon of hope fostering ambition and compassion to create a better world.

### Our Mission

St Patrick's College Townsville is a Catholic independent educational community in the Mercy tradition. Our Mission is to promote fullness of life and nurture excellence in learning for all young women in a joyful environment.

### Our Values

Inspired by the practical example of Catherine McAuley, we strive to bring God's loving kindness in Christ to all whom we meet, and to all that we do.

**COMPASSION:** Those with compassion enter into another's experience and are moved to respond. In the spirit of Catherine McAuley, they engage with the poor, the vulnerable and the disadvantaged of our world.

**RESPECT:** Those with respect honour the integrity and diversity of creation. They recognise the unique dignity of every human being as created in the image and likeness of God. Empowered by the Spirit, they are called to be co-creators of the new creation.

**INTEGRITY:** Those with integrity are honest and trustworthy. They attend to their own journey into self-knowledge and right living, and they ensure that processes are just and decisions are made in light of the common good.

**JUSTICE:** Justice is concerned with right relationships. Those who live justly promote right relationships with God, self, neighbour and creation. They work to ensure the welfare of all especially those in need.

**HOPE:** Those with hope live the resurrection story trusting the transforming power of God, so they persevere through difficulties, act with integrity and serve with joy. They respond to challenges with optimism, searching for the will power and strength from God to live out the Gospel values in their daily lives.

**JOY:** Those with joy are filled with the spirit, engaging in laughter and happiness in their interactions. They take great delight in spreading God's love, and strive to live life to the full.



## COLLEGE PRAYER

Loving God, be present with us here as we gather as members of St Patrick's College Community. We thank you for the uniqueness and diversity of students, staff, parents and friends. Let us be a welcoming presence for one another and may we work and play this day in peace and harmony. Help us to grow together in love and understanding.

The compassion of Catherine McAuley and the tradition of Mercy continue to inspire us. Encourage us to reach out to those who are hurting or marginalised. Open our eyes, our ears and our hearts to respond in love to all we meet today.

We pray for wisdom to be receptive and accepting of new ideas, information and inspiration. Be with us as we strive to empower and support one another to reach our full potential. May our College be a safe haven for all.

Lord, give us the grace to share our gifts, respect and preserve our earth, and respond to the needs of all our brothers and sisters. May we do what we can to be good stewards of our planet and to promote peace and justice in our world.

God, we thank you for the abundant blessings you have bestowed on us. May you continually open our eyes to the goodness that is evident in our College Community and our world.

Amen

## COLLEGE SONG *"St Patrick's by the Sea"*

Where there are seagulls crying,  
Where there are blue waves flying,  
You'll find a spot that's endeared to me.  
With joy our voices singing,  
With love our hearts are winging  
True to St Patrick's, St Patrick's by the sea.

### **Chorus**

*Fair by the sea it stands, Fair by the shining sea,  
Symbol of truth and of boundless charity.  
Gold we shall never cherish, Honour 'twill never perish, While  
we're still faithful to St Patrick's by the sea.*

Though we are young in years, Not knowing doubt or fears, Loyal  
to our heritage we ever shall be.  
Proud of our Alma Mater, Our love we'll never barter, True  
to St Patrick's, St Patrick's by the sea.  
Through life these treasures prize,  
Where'er our pathway lies, Virtues of  
faith, hope, love and purity.  
Mother of Mercy guiding, In God our trust abiding, True  
to St Patrick's, St Patrick's by the sea.

## OVERVIEW OF THE COLLEGE

St Patrick's College Townsville is an Independent Catholic secondary College for girls, offering day and boarding for Years 7 to 12. Until December 2011, the College was owned by the Corporation of the Sisters of Mercy of the Diocese of Townsville.

At this time, the Sisters of Mercy, Townsville (the Corporation), in conjunction with the Sisters of Mercy Cairns, Rockhampton and Brisbane established Mercy Partners, a canonical and civil body which is the successor to the Mercy Congregations in Queensland for the governance of the previous Sisters of Mercy ministries. A new company was established as the operating company of the College - St Patrick's College Townsville Limited. The new trading name of the College is now St Patrick's College Townsville.

A Board of Directors was appointed by Mercy Partners to take responsibility for the governance of the College.

St Patrick's College Townsville is a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) Provider and this accreditation permits the College to enrol full-fee paying international students.

The school provides an extensive curricular and extracurricular program for students, and detailed information about these are located on the College website. The curriculum has a strong academic focus with provision also made for students who wish to pursue vocational studies in the senior years of schooling.

The College has a well-qualified teaching and ancillary staff who provide comprehensive support to students. Professional development is aligned with the strategic plan of the College.

## SOCIAL CLIMATE OF THE COLLEGE

We are blessed to have a group of young women from diverse backgrounds – we come together with respect, extending hospitality and love towards each other. The ability to think beyond our own culture sets the foundation for our girls to be global citizens, cosmopolitan in their outlook; recognising the powerful ties that connect people across religions, across cultures, and across nations. At its core, cosmopolitanism has a strong and inclusive ethic; it involves showing hospitality to strangers. It calls on us to understand how our actions impact the broader, even planetary, implications of these actions.

At St Patrick's College, we provide our students with many opportunities to develop transferable skills to flourish in an automated and global workplace to become women who will make the future rather than fit a future. Our commitment is to educate the mind and educate the heart, for as Aristotle once wrote, "Educating the mind without educating the heart is no education at all."

Learning to be internationally-minded and intelligent begins in the classroom. Mindful that people who are able to gather information, think deeply, analyse critically and develop multiple perspectives have a strong foundation from which to lead positive change in the world, St Patrick's College is unashamedly focused on building a learning environment where students strive to achieve strong academic results. Our Year 12 outcomes and NAPLAN results continue to demonstrate positive trends. While academic success looks different for each and every girl, we are proud of the results which show the improvements girls are making in their learning journey through hard work and through working with our team of expert teachers.

Our students are encouraged to develop an appetite for ongoing learning to become smart learners. In the future they will need to be agile and responsive to new technologies. Jobs requiring digital literacy skills will be up by 212% by 2030 making technologists – programmers and software engineers - the most likely career group to grow and persist into the future. Given this reality we are committed to harnessing digital disruption in the school environment, even when it makes us uncomfortable. Young people are already on their way to being digitally literate – if they know what’s trending, if they can recognise what makes one app great and another one clunky, if they run their own Instagram account or have promoted an event online, built a website or used excel to input data, they are developing a most highly sought after skill set.

Underpinning this futures-focused education is our team of educators and support staff. The staff at St Patrick’s College are amongst the best in this country. A tight knit, collaborative team, they strive to offer an innovative, engaging curriculum. They are experts in their field, many with key industry experience prior to entering teaching, and are committed to continuous learning. Our teachers are ably supported by a devoted auxiliary staff who go above and beyond to provide the right environment to allow teachers to teach and girls to learn.

Articulate women who can work effectively with others will be those who will lead their communities and take their place on the world stage. Empowering our girls to act with confidence is a priority at the College. Grateful to have a nurturing and intimate environment, all girls are expected to participate in a rich extracurricular program. Through sport, music, debating, choir, dance club, visual art and drama club, girls learn to work together, and they also learn to stand out from the crowd. They learn to take risks, overcome fear and find a whole range of other things that they are good at.

As a girls only school, we are strong advocates of women in sport. In every way, lessons learnt on the court are lessons that transfer to the classroom. This year, we celebrated sporting success at the Sportswomen’s Awards – applauding our girls for their competitive spirit, commitment to training and sportsmanship – through rowing, rugby, netball, soccer, basketball and touch they learnt to persevere and practice, develop stamina and grit.

Understanding that mentors and connections are vital in navigating the world of work and in career development, we engage our past pupils in playing an invaluable role in supporting our students through mentoring them in their career aspirations. The Career Women’s Network, launched in 2016, is continually growing and consists of College Alumni and community members from a range of industry fields. Members of the Network participate in College life through guest lectures, Assembly presentations and are vital to the success of our bi-annual Career Women’s Breakfast. The College is also well-supported by the P&F, a group of generous and positive parents who promote the College in our community. They build parent engagement and work tirelessly to ensure our girls are well-supported.

Our young women at St Patrick’s College truly live out the Mercy values of compassion, respect, integrity, justice, hope and joy in all that they do. They love their school, they care for one other and they strive to be their best. Building a culture of service is another key priority for the College. Drawing together the mercy charism and the call for community service, Mercy Girls in Action was launched in 2016 as part of the Year of Mercy. Meeting weekly, the group works on social justice projects for the local community and beyond. In December, the girls travelled to Vietnam as part of World Challenge community-based service learning, to help improve the lives of orphaned children, remote communities and desperately poor families. Furthering our commitment to service, this year the College once again hosted the only Sony Foundation Children’s Holiday Camp in Queensland. Working in conjunction with students from Ignatius Park College, members of Mercy Girls in Action facilitated a three-day holiday camp to care for children with special needs from the Townsville Community Learning Centre and Heatley State School. The program is life changing for all involved, and teaches our students the challenges and gifts of caring for a child with a disability, providing an important opportunity to demonstrate understanding and compassion.

## VALUE-ADDED

St Patrick's College Townsville offers a boutique school environment, with points of difference including boarding, the embedding of the Mercy values in the life of the College and a vision to empower young women to achieve in line with the College positioning statement, *Where Ambition Meets Compassion*.

St Patrick's College Townsville offers the following value-adding services and features to students:

- A strong foundation of the Mercy values in all aspects of the College culture;
- Small class sizes and low teacher/student ratios;
- A commitment to community service and opportunities for students to become involved in local, national and international programs;
- A highly dedicated and committed staff who engage in on-going professional learning and who are committed to improving student outcomes;
- A respectful relationship between students and teachers;
- Strong pastoral care and well-being personnel and programs;
- Extension and enrichment programs to complement in-class activities;
- A retreat program and leadership program to prepare girls for the senior years;
- A commitment to international mindedness through the sharing and experiencing of other cultures;
- Opportunities for parents to be involved and engaged in the life of the College; and
- Extensive participation in the school's extra-curricular program.

## FAITH AND MISSION

St Patrick's College Townsville is a Catholic educational community in the Mercy tradition. Our mission is to promote fullness of life and nurture holistic learning in a joyful environment.

## STUDENT PROTECTION STATEMENT

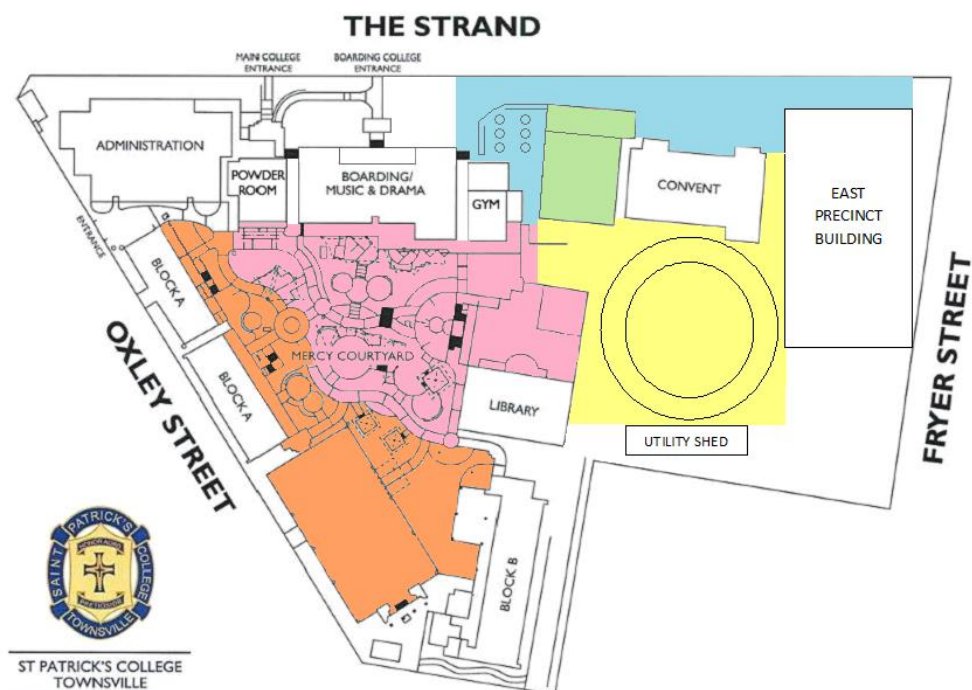
St Patrick's College Townsville Limited, trading as St Patrick's College Townsville, is committed to fostering a safe and caring environment at St Patrick's College Townsville, within which students experience a proper sense of their own dignity and the dignity of others, as well as security and support in addressing any situation in which they are at risk or suffer harm.

## COLLEGE STAFF ROLES and what issues they can help you with

ACADEMIC	
Principal	Decisions to defer from study, leave of absence during term time, cancellation of enrolment, transfer to another education provider. Reporting for breach of visa conditions. Complaints/appeals. Student Leadership duties, duty of care for students, discipline issues. Handling of any grievance towards a member of the College staff.
Deputy Principal	Oversees Technology resources and staff and students' assessment and personal data records. Workplace Health and Safety issues.
Deputy Principal - Academic	School Moderator. Monitoring of students' course progression. Academic auditing of students. Change of subject selection or reducing course load for senior students. Questions about the course of study as a whole, and academic regulations. Change of subjects or reducing course load for Junior and Middle School students. Requests for special consideration when assignments or exams cannot be completed by due date. Student Lesson Timetables
Director of Mission	Oversees Religious Education program, special liturgical celebration days.
Heads of Faculty	Questions regarding content of units, teaching procedures, assessment. Requests to change level of subject (e.g. Math and English) or to move to a new teacher's class for the same subject.
Director of Students	Difficulties with study, time management, bullying and behaviour management. Checking school reports for progress and achievement and developing strategies to assist students to develop their full potential.
Teaching Staff	Lessons, homework, assignments, exams. Lunchtime and after school tutorial assistance upon request from individual students.
Head of Learning Support	English as a second language support (ESL) and subject tutorial support in class time. Organisation of outside professional Diagnostic Testing.
Head of Faculty Careers / Vocational Education	Advice regarding Australian Tertiary Admission Rank (ATAR) eligible subjects required for Tertiary Entrance. Careers/Vocational Education and Training (VET). School-based Apprenticeships and Traineeships (SAT).
ADMINISTRATION	
International Student Officer/Enrolment Registrar	Enrolment, visa problems, passports, overseas health care enquiries. Contact point for parents/guardians. Advice on how to access help at College with academic and personal problems.
Office Staff	Change of address advice, copies of timetables, issue of textbooks and stationery, assist students with general enquiries and concerns. Maintaining attendance rolls/follow up of absent students. Reporting extended or frequent absences to Principal.

Accounts Office Staff	Payment of school fees, uniform and stationery accounts. Bus tickets to travel on the College's own buses.
<b>PERSONAL</b>	
Health Centre Officer	Care in College Health Centre
College Counsellor	Problems with relationships, home-sickness, depression, mental health issues. Access to professional advice/assistance outside the College.
Heads of House/Head of Year Levels	Available to students/parents for support/advice/assistance with relationship problems, bullying issues. Assist with students' personal problems and concerns, relationships with other students and staff.
Director of Boarding	Emergency Contact person for ALL International Students. For Boarding students – care of all boarding students. After hours tutorial support and study/homework program. Health and wellbeing of all boarding. Travel, weekend and other leave. After hours recreation and sport.
Homeroom Teachers	Assist with students' academic, social and spiritual welfare.
International Student Officer/Enrolment Registrar	Accommodation/welfare issues. Advice regarding compliance with visa conditions. Enrolment information and liaison with Department of Home Affairs.

## CAMPUS MAP



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## ESOS FRAMEWORK

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

Information about the ESOS framework can be found at:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Copies of the fact sheets "The ESOS framework - providing quality education and protecting your rights", "Easy Guide to ESOS" and "Refunds for International Students" are included in the enrolment information package provided to students who inquire about enrolment at St Patrick's College Townsville.

### **Relocation of Head Office of Governing Body of College or Campus Locations**

It is also a requirement under the ESOS Act 2000 and the National Code 2018 that the College must notify all students enrolled at the College of any intention to relocate premises, including the head office and campus locations, at least 20 working days before the relocation. Should either of these circumstances ever arise, the Principal or the International Student Officer will make these notifications in writing to all enrolled students within the required timeframe.

## STUDENT ORIENTATION

### **During Orientation**

It is a requirement of the ESOS Act that Australian education providers arrange orientation for international students before they commence classes.

Orientation for all students of St Patrick's College Townsville, both domestic and international, is carried out on the first day of school for the year. If a student is not present on that date such orientation is given upon their arrival at the College.

Our staff who organise and carry out the orientation work hard to make sure that you will be well prepared to achieve the very best results that you can in your studies. If you read through the pre-departure, arrival, and orientation information which St Patrick's College provides for you, you will see that there is a great deal for you to understand.



## What to Do First

Report to the College Administration Office where staff will be on hand to assist you with all of the things that you will need to do. If you arrive after the Administration Office has closed or a Saturday or on a Sunday, you will need to report to the Boarding Office, which is the building beside the Administration block.

If you arrive during a weekend the Boarding staff will help you to settle in at the boarding school and you will then be provided with orientation on the first day that you attend school.

International students will be given another copy of the **International Student Handbook** if they have not brought the copy provided to them in their enrolment information pack with them when they travelled from home. All students, both domestic and international, will be issued with a College Student Diary and the **Student Handbook**.

Although the handbooks and other information supplied will outline what you need to know, it is impossible to understand and remember everything. Once you are concentrating on your studies, you will feel less stressed if you have been able to settle in at the College and are comfortable with the staff and services.

## Orientation will give you the opportunity to meet the staff of the College and become familiar with your new environment:

- Principal and College Leadership Team
- International Student Coordinator
- Enrolment Registrar
- Teaching staff
- College Counsellor
- Day and Boarding College staff
- Find your way around the campus
- College Administration Office
- Health Centre
- Boarding Office, dormitories and dining hall (Café By The Sea)
- Classrooms
- Library and Lecture Theatre
- Recreation and eating areas
- The College Canteen
- Restrooms
- Meet other International students who may share your classes or your boarding facilities, to share your concerns or fears about being in Australia at a new and different type of school with lots of new things to learn.
- Meet some of the other students who will be more than happy to show you around the College. You will be assigned another student as a “buddy” to help you find your home room and classrooms and generally help you settle in.
- Work out how to use the public transport system to move around the city and find your way to and from your accommodation if you are a day student.

## **POLICIES AND PROCEDURES that appear in the Student Diary**

### **CODE OF ETHICS**

St Patrick's College Townsville strives to provide excellence in education in a caring, friendly environment, where each young woman, nurtured and shaped by the values of the Mercy Tradition, is given the opportunity to achieve her full potential and to develop a passion for life and for learning.

- We value the just treatment of all people as we accept the Mercy mandate to confront injustice.
- We value the sacredness, uniqueness and dignity of each person

We strive to develop a sense of belonging to a community which is inclusive of all its members, values diversity and is based on mutual respect, responsibility and loyalty.

### **COLLEGE UNIFORM**

<b>ACADEMIC</b>	<b>SPORTS</b>
<ul style="list-style-type: none"> <li>• College panama hat</li> <li>• Navy blue knee length College skirt</li> <li>• Blue and white striped College blouse</li> <li>• Black lace up leather school shoes</li> <li>• White ankle socks with turn down cuffs</li> <li>• College Jumper</li> <li>• College Tie Years 7-12</li> <li>• College blazer (optional)</li> <li>• White or navy hair accessories only</li> <li>• College School Bag</li> <li>• Navy/black tights</li> </ul>	<ul style="list-style-type: none"> <li>• College sports/house hat</li> <li>• Navy blue College shorts</li> <li>• College sports/house shirt</li> <li>• Sports shoes (no canvas shoes)</li> <li>• White ankle socks with turn down cuffs</li> <li>• One-piece swim suit</li> </ul>

## COLLEGE PROCEDURES

### UNIFORM EXPECTATIONS

The College Panama Hat must be worn to and from school, walking to and from class, during break times and when directed by College staff to do so. It is an expectation that during Physical Education practical lessons the College Sports Hat will be worn. Other sun-safe procedures should be observed at all times.

### HAIR AND JEWELLERY

- Hair must be of a natural colour tone and style (no bleach). The College reserves the right to decide whether styles and/or colours are unacceptable.
- Hair that is shoulder length or longer must be tied back
- Hair ribbons and other accessories must be navy blue, white or gold
- Small religious cross/medallion on a fine chain may be worn (*Not visible when worn*)
- A watch/fitness tracker may be worn
- Sunglasses may be worn to and from school and at break times
- One pair of small stud earrings or plain sleepers may be worn as a standard lobe piercing only
- Facial piercings are not permitted
- Inappropriate jewellery items may be confiscated by staff members and returned to students at the discretion of Heads of House

### MAKEUP

- No lipstick, obvious makeup (including mascara) or coloured nail polish is to be worn
- No artificial nails or tattoos

### DRESS CODE FOR EXCURSIONS, CAMP/RETREATS OR FREE DRESS DAYS

- Dress standards must be sun smart and non-offensive at all times
- Normal College rules apply to the wearing of hair, jewellery and makeup
- Footwear – Closed in footwear must be worn (unless otherwise instructed)
- Tops/Blouses/Shirts – Must be of a suitable length to have no midriff showing and must have sleeves (Slogans, logos etc. must be in fitting with the image of St Patrick's College Townsville)
- Shorts – Must be 'longer shorts' – i.e. no shorter than 5cm above the knee. No slashed or frayed jeans or shorts
- Skirts/Dresses – Must be of an appropriate length to maximise sitting comfortably

### TRAVEL EXPECTATIONS

All students have the right to enjoy a safe and comfortable bus journey, to be respected and treated fairly by other passengers and the bus driver. Students also have the responsibility to conduct themselves in a manner that ensures both their comfort and safety and the comfort and safety of others. All students who use the St Patrick's College Townsville Bus Service are expected to adhere to the College Code of Behaviour at all times. Any behaviour issues will be reported to the College by the bus driver and followed up with the students and their parent/caregiver.

### **Public Transport to and from the College**

Students who travel via public transport to and from school must adhere to the Code of Conduct by the Queensland Government. This affects all Queensland students attending primary or secondary school, who travel by public transport to and from school, or for any school-related activities. Guidelines and information can be access at:

<https://translink.com.au/travel-with-us/school-travel/getting-to-and-from-school/code-of-conduct>

### **Student Car Policy & Documentation**

Some senior students obtain their driver's licence during their last years at school. It is the parent/guardian's responsibility and decision to allow their daughter to drive to and from the College. A Student Driving to School Form (held in Student Reception) must be completed and submitted to the College along with a copy of their driver's licence.

Please note:

- Driving lessons and test must not be arranged during school hours
- Driving and/or being a passenger driven by another student to and/or from the College or to any College function must be authorized in writing (or email) by both sets of parents/caregivers. The names of the driver and passengers must be listed and given to the Deputy Principal.

### **LOCKER USE EXPECTATIONS**

Each Year 7 student in the College is allocated a locker and lock for the storage of books and materials. Students in all other year levels may request a locker by seeing their Head of House, but will be required to supply their own lock. The following guidelines are to be followed in relation to the use of lockers:

1. Lockers are provided with a College issued combination lock at enrolment and students must keep their locker secured at all times.
2. Students are not to swap lockers or allow access to their locker/lock to others.
3. Each student is personally responsible for the cleanliness and tidiness of her locker.
4. Students are encouraged not to bring valuables to school.
5. Students are reminded that theft or interference with another student's locker will be considered a serious offence and may involve a police investigation.
6. If there is a problem with a locker (e.g. jammed door or broken handle) students are to report the issue immediately to their Head of House.
7. Students are responsible for cleaning out lockers at the end of each term and removing their lock, books and equipment so lockers can be cleaned if necessary.

### **PERSONAL DEVICE GUIDELINES**

The College encourages students to display courtesy, consideration and respect for others when using a mobile phone or other personal device in accordance with the College's Student Code of Conduct and Respectful Relationships – Anti-Bullying Policy. Please refer to all appropriate policies on the College Website.

The College does not in any way accept responsibility for the safety or security of students' personal devices. Personal Devices are not required by students when attending Camps and Retreats as contact can be made home using College staff devices when needed.

#### **Personal Devices with inbuilt camera facility must never be used:**

- In the College change room, toilets or gym;
- To film people and their activities without their knowledge or permission; or
- To send harassing or threatening messages.

#### **Mobile phone use during lessons:**

Permission and use of mobile phones in class for various learning purposes is under the direction of the teacher at all times. If a student is found to be using a mobile phone during a lesson without teacher permission, it will be confiscated from the student. Arrangements for return of this phone will be at the discretion of the relevant Head of House or Director of Students.

**Mobile phone use outside of lesson times:**

Students are not permitted to use their mobile phone or headphones during break times. Communication with parents/caregivers and emergency contacts for organisational matters only should happen through Student Reception.

If a student is found to be using a mobile phone inappropriately, it will be confiscated by the staff member on duty. Arrangements for return of this phone will be at the discretion of the relevant Head of House or Director of Students.

**ABSENCES AND NOTES**

- A note from a parent/guardian must be presented if a student has been absent OR needs to leave the College grounds during normal school hours OR is unable to participate in Physical Education lessons OR is unable to wear correct uniform.

## PURPOSE OF THE COLLEGE DIARY

The College Diary is the primary means of communication between the staff and a student's parents/guardians and supervisors (for boarding students). Information recorded in the diary should encourage parents/guardians and students to discuss important information regarding College life.

The College Diary is an effective tool for students to organise their homework and study routines. Homework and assessment dates should be recorded in the daily pages.

### HOW TO USE THE DIARY

#### For the Student:

- Take the diary to each class to record homework, assignments, important dates and activities.
- The diary is to be used for school-related material ONLY. Graffiti, inappropriate writing and colouring in are not acceptable.
- If the diary is lost, damaged or defaced, the student will be required to purchase a new College Diary.
- On the nominated day, the student is to fill in subjects for the week and have her Homeroom teacher check and sign.

#### For the Teacher:

- Record relevant comments on student progress and behavior when appropriate.
- To check and sign weekly.
- To write in the diary when homework is incomplete or a green detention has been issued.

#### For Parents/Guardians/Supervisors:

- To check the diary and sign weekly.
- Record communication with subject teachers.
- To regularly discuss homework and assessment progress with the student.

## RESPECTFUL RELATIONSHIPS – ANTI BULLYING POLICY

St Patrick's College Townsville and its wider community has a zero tolerance approach to bullying. The College is committed to taking action to protect students from bullying and to respond appropriately when bullying does occur. Bullying behaviour seriously undermines the ethos of St Patrick's College Townsville, is not acceptable and will not be tolerated.

In order to prevent bullying from occurring, St Patrick's College Townsville will implement the following actions:

- Raise awareness of the College community's shared understanding of what bullying is, how it impacts on people and how bullying is responded to at the College.
- Develop and promote effective social skills and positive relationships amongst students.

In order to respond appropriately to any incidences of bullying, St Patrick's College Townsville has and will continue to:

- Develop an appropriate mechanism for students, staff and parents to report bullying.
- Educate students, staff and parents on how to recognise bullying and respond, in the first instance, to incidences of bullying, and how to then report all incidences of bullying.
- Investigate and act upon all reports of bullying.
- Take appropriate action, which might include support for victims of bullying and perpetrators and/or disciplinary measures.

St Patrick's College Townsville's Respectful Relationships – Anti-Bullying Policy, explains the bullying reporting mechanism for students, staff and parents, and how responses to reports will be managed. It is important to stress that all reports of bullying will be investigated and acted upon, with appropriate support and consequences implemented.

### College Response to Bullying

In order to respond appropriately to any incidences of bullying, St Patrick's College Townsville has and will continue to:

- Develop an appropriate mechanism for students, staff and parents/guardians to report bullying.
- Educate students, staff and parents/guardians on how to recognise bullying and respond, in the first instance, to incidences of bullying, and how to then report all incidences of bullying.
- Investigate and act upon all reports of bullying.
- Take appropriate action, which might include support for victims of bullying and perpetrators and/or disciplinary measures.

St Patrick's Colleges' Respectful Relationships – Anti-Bullying Policy, explains the bullying reporting mechanism for students, staff and parents/guardians, and how responses to reports will be managed. It is important to stress that all reports of bullying will be investigated and acted upon, with appropriate support and consequences implemented.

For the full policy visit the College website:

[https://os-data.s3-ap-southeast-2.amazonaws.com/stpatscollege-qld-edu-au/bundle15/respectful\\_relationships\\_antibullying\\_0718.pdf](https://os-data.s3-ap-southeast-2.amazonaws.com/stpatscollege-qld-edu-au/bundle15/respectful_relationships_antibullying_0718.pdf)

# ASSESSMENT POLICY

In the system of standards-referenced, school-based assessment conducted at St Patrick's College Townsville, teacher judgments are used to determine students' achievements. It is essential that these judgments are based on accurate and authentic assessment information. The ongoing challenge for teachers is to find ways of making judgments about student generated texts and examinations where there is access to electronic resources and collaborative text production. The issue is not that students use technologies or seek help from others, but how the resources are used and acknowledged, and the extent to which they affect the certainty of authorship.

## 1. CONDITIONS FOR EXAMINATIONS AND SUPERVISED ASSESSMENT

### 1.1 Equipment for Supervised Assessment and Examinations

All equipment taken into examinations or supervised assessment must be visible at all times throughout the examination. Guidelines on acceptable equipment will be given by the subject teacher.

### 1.2 Uniform

Students undertaking examination blocks are expected to be in full Academic College Uniform for all assessment. Those students undertaking practical Physical Education Assessment will be required to wear the full College Sports Uniform and will be advised by their classroom teacher when this is required.

### 1.3 Water Bottles

Water bottles can be taken into supervised assessment and examinations if they are transparent, with no labels, printing or writing on the bottle itself. Water bottles must be kept on the floor immediately beside the student's desk, in such a manner to not provide any tripping hazards for aisles and thoroughfares.

### 1.4 Mobile phones, Tablets and Electronic Devices

Students are not permitted to take mobile phones or smart watches into examinations or supervised assessment. When a situation exists, and the Principal has been advised, where a student must have a phone, tablet or electronic device on their person, the phone/device must be switched off and placed at the front of the room on the Teacher's Desk for the allocated assessment time.

### 1.5 Assisting students

It is expected that professional and ethical behaviour will be demonstrated by teachers regarding all aspects of examination administration. Any help with answering questions for a student that advantages them in any way will be considered cheating and will be dealt with as detailed in Section 6: Cheating & Plagiarism.

## 2. CONDITIONS FOR UNSUPERVISED ASSESSMENTS AND ASSIGNMENTS

### 2.1 Student Responsibilities

- Complete all drafts and assessment by the class lesson or the due dates outlined on the task sheet and the College Assessment Policy.
- Reference all non-original work and quotes correctly using the APA System of Referencing. More information on this can be found on page 118.
- Ensure that their assessment and/or draft is submitted via the [platform specified by the class teacher](#) to allow adequate time for a similarity report to be generated and for the student to make any necessary changes.

Save your work in more than one place as no extra time will be allowed for computer or printing malfunction.



### 3. CONDITIONS FOR LATE OR NON-SUBMISSION OF ASSESSMENT

The Queensland Curriculum and Assessment Authority (QCAA) makes it clear that student assessment can only be judged on the evidence submitted on or before the due date, unless there is a verified case for Special Provisions or in Year 11 and 12 – Approved Access Arrangements and Reasonable Adjustments (AARA).

#### 3.1 Submission of Drafts

The following procedure will take place if a student has not completed their draft or associated work and submitted via the [platform specified by the class teacher](#) by the class lesson on the due date:

1. The College will contact a parent/caregiver concerning their daughter's non-submission and breach of the College Assessment Policy.
2. The student will complete supervised lunchtime/afterschool sessions to work through the issues of non-submission with their teacher and to complete the draft, if not already done so. If the draft work is not completed satisfactorily, then the student will continue to attend supervised lunchtime/afterschool sessions until this is done.
3. Drafts might be used as evidence of student achievement in the case of illness or misadventure or non-submission for other reasons.
4. The assessment item will be dealt with as outlined in Section 4: Conditions for Applying for Special Provisions (Years 7 to 10) or Section 5: Conditions for Applying for Access Arrangements and Reasonable Adjustments (AARA) (Year 11 and 12)

#### 3.2 Final /Good Copy Submission (Years 7 to 10)

The following procedure will take place if a student has not completed their final assessment or good copy and submitted via the platform specified by the subject teacher by the due date:

1. The College will contact a parent/caregiver concerning their daughter's non-submission and breach of the College Assessment Policy.
2. The student will complete supervised lunchtime/after school sessions to work through the issues of non-submission with their teacher and to complete the assessment item, if not already done so. If the assessment is not completed satisfactorily, then the student will continue to attend supervised lunchtime/after school sessions until this is done.
3. The assessment item will be dealt with as outlined in Section 4: Conditions for Applying for Special Provisions (Years 7 to 10).

#### 3.3 Final /Good Copy Submission (Year 11 and 12)

Per the Queensland Curriculum and Assessment Authority (QCAA) QCE and QCIA Policy and Procedures Handbook, St Patrick's College Townsville is required to adhere to QCAA policies for gathering evidence of student assessment on or before the due date. Due dates and times for final responses will be published in the assessment calendar.

In cases where students are unable to meet a due date, they will:

- contact the Deputy Principal - Academic as soon as possible
- provide the school with relevant documentation, e.g. medical certificate
- adhere to alternative arrangements for submission of assessment, if applicable and approved, as decided by the College.

All final decisions are at the Principal's discretion.

All assessment evidence, including draft responses, will be submitted by their due date and where appropriate via the College's academic integrity software.

The following procedure will take place if a student has not completed their final assessment or good copy and submitted by the class lesson on the due date:

- The College will contact a parent/caregiver concerning their daughter's non-submission and breach of the College Assessment Policy.
- If a draft is not submitted by the draft date, and approved AARA is not in place, at the discretion of the Head of Faculty, the student may not be provided with feedback on the draft.

The assessment item will be dealt with as outlined in Section 5: Conditions for Applying for Access Arrangements and Reasonable Adjustments (AARA) (Year 11 and 12)

#### **4.CONDITIONS FOR APPLYING FOR SPECIAL PROVISIONS (YEARS 7 TO 10)**

Students will need to follow the conditions outlined below:

##### **4.1 Unsupervised Assessment, Assignments and Drafts**

Students who are unavoidably absent on the day when an assignment or draft is due (absence is explained and verified), must arrange for the assignment or draft to be submitted via the platform specified by the subject teacher by the specified due date and time. On their return to school, students must meet with the Deputy Principal - Academic to complete a Request for Special Provisions form with accompanying documentation; a medical certificate, statutory declaration or a written request for special provisions on compassionate grounds from a parent/caregiver.

The classroom teacher will allow students to submit the assessment item immediately upon their return to school (where possible and equitable); however, this assessment will not be included in the determination of the overall level of achievement until the Special Provisions request has been approved. Should the request for Special Provisions be denied or not applied for, the assessment item will be dealt with under Section 3: Conditions for Late or Non-Submission of Assessment.

##### **4.2 Examinations**

Students who are unavoidably absent on the day when an examination is scheduled, must notify the School Office by 8.15am on the examination day of their inability to attend. On their return to school, students must meet with the Deputy Principal - Academic to complete a Request for Special Provisions form.

This form must be accompanied by appropriate documentation; a medical certificate, statutory declaration or written request for special provisions on compassionate grounds from a parent/caregiver.

The classroom teacher will allow students to sit the missed examination immediately upon their return to school (where possible and equitable); however, this examination will not be included in the determination of the overall level of achievement until the Special Provisions request has been approved. Should the request for Special Provisions be denied or not applied for, the assessment item will be dealt with under Section 3: Conditions for Late or Non-Submission of Assessment. This policy will be strictly adhered to and students will be given no credit for late assessment without an official request for Special Provisions being granted.

#### **5. CONDITIONS FOR APPLYING FOR ACCESS ARRANGEMENTS AND REASONABLE ADJUSTMENTS (YEAR 11 AND 12)**

In alliance with the QCE and QCIA Policy and Procedures Handbook the College Principal manages all approval of AARA in consultation with the Deputy Principal - Academic. All AARA applications must be accompanied by the relevant supporting documentation and made as far in advance as possible to meet the QCAA published timelines.

Students are not eligible for AARA on the following grounds:

- unfamiliarity with the English language
- teacher absence or other teacher-related issues
- matters that the student could have avoided
- matters of the student's or parent/caregiver's own choosing
- matters that the school could have avoided.

### **5.1 Unsupervised Assessment, Assignments and Drafts**

Students who are unavoidably absent on the day when an assignment or draft is due (absence is explained and verified), must arrange for the assignment or draft to be submitted via [the platform specified by the subject teacher](#) by the specified due date and time. If the absence is due to unforeseen illness, students and parents/caregivers must contact the Deputy Principal - Academic as soon as possible to submit the relevant supporting documentation.

In circumstances where students are enrolled in a subject but do not submit a final response to an assessment and where evidence of student work:

- provided by the student for the purposes of authentication during the assessment preparation period (drafting and check points) is available, teachers make judgments based on this;
- was not provided by the student on or before the due date as specified by the school and no other evidence is available, 'Not-Rated' (NR) will be awarded. In circumstances where a student response is judged as NR, the student will not meet the requirements for that subject.

### **5.2 Examinations**

If the absence is due to unforeseen illness, students and parents/caregivers must contact the Deputy Principal - Academic as soon as possible to submit the relevant supporting documentation to ensure AARA have been met. In the event that the student meets the AARA guidelines, the student will sit a comparable assessment task at a date set by the Deputy Principal - Academic.

## **6. CHEATING & PLAGIARISM (YEARS 7 TO 10)**

### **6.1 Cheating (Years 7 to 10)**

Cheating refers to the use of unfair methods to improve results. This can be using other people's assignments, taking notes into examinations, sharing answers in examination conditions or other means. Mobile phones and smart watches, because of social media, SMS and MMS messaging, could also be used to pass on information. Mobile phones and smart watches are therefore not allowed in examinations.

Ensuring student authorship of responses to assessment tasks is required by all syllabuses. Many subjects require students to work outside of the classroom on assignments and that may raise issues of authorship and ownership. Issues may also be raised concerning past examination papers. St Patrick's College Townsville will continually review and implement procedures that enable students to establish their authorship and ownership of responses that they submit for assessment.

### **6.2 Consequences for Cheating**

If the College is able to determine that a student has knowingly used methods to unfairly improve her work:

- The matter is to be reported to the Head of Faculty, where applicable, and to the Deputy Principal - Academic;
- The teacher will take possession or note of the method used for cheating (if on the student's person, the teacher will make note of what was seen);
- The student and parents/caregivers will be notified of the incident and the outcome;
- The matter will be referred to the Deputy Principal for consideration of consequences in consultation with the Principal;
- In some circumstances the Principal may, at their discretion, enforce further consequences;
- A written report of the incident should be filed in the student's work folio

### 6.3 Plagiarism (Years 7 to 10)

Plagiarism involves students submitting the work of others as their own, without appropriate acknowledgment or referencing of the original work. Where the plagiarism occurs under examination or supervised in-class conditions, the student will also be dealt with under Section 6.2: Consequences for Cheating.

### 6.4 Examples of Plagiarism

Some examples of plagiarism are detailed below. This is not an exhaustive or full list and all instances are not limited to these provided examples.

- Word-for-word copying of sentences or paragraphs from one or more sources which are the work or data of other persons (including books, articles, working papers, conference papers, websites or other students' assignments) without clearly identifying their origin by appropriate in-text referencing and listing;
- Closely paraphrasing sentences or paragraphs from one or more sources without appropriate acknowledgment in the form of an in-text reference to the original work or works;
- Using another person's ideas, work or research data without appropriate acknowledgment or in-text referencing;
- Copying computer files in whole or in part without indicating their origin;
- Submitting work which has been produced by someone else on the student's behalf as if it were the work of the student; and
- Producing work in conjunction with other people (other students, sibling, a tutor, parents) when it is purported to be work from the student's own independent research and development.

### 6.5 Declaration of Student Ownership Statement

All assessment items at St Patrick's College Townsville will have a Declaration of Student Ownership Statement on the task sheet. Students are required to sign and date this statement prior to submission of their assessment and to confirm that they are aware of the College Assessment Policy and the consequences for breaching this policy.

### 6.6 Questionable Authorship

In cases of questionable authorship or suspected plagiarism, the teacher could request further evidence of that achievement through the submission of additional work or questions. The student could be required to provide extra responses to tasks set by the teacher, under whatever conditions were considered necessary.

### 6.7 Consequences for Plagiarism

If the school is able to determine that a student has knowingly used work that is not her own and neglected to reference that work:

- The matter is to be reported to the Head of Faculty, where applicable, and to the Deputy Principal - Academic;
- The teacher will notionally highlight for deletion the plagiarised work from the piece of assessment and grade the task on the basis of student-authored work only. A copy of the sources used for the text will be attached as an appendix to the student's work. This should help to ensure that the grade awarded is fair and equitable, not only for the student in question, but for all students;
- The student and parents/caregivers will be notified of the incident and the outcome;
- The matter will be referred to the Deputy Principal for consideration of consequences in consultation with the Principal;
- In some circumstances the Principal may, at their discretion, enforce further consequences;
- A written report of the incident will be filed in the student's work folio.

## **7. ACADEMIC MISCONDUCT (YEARS 11 and 12)**

St Patrick's College Townsville is committed to supporting students to complete assessment and to submit work that is their own, and minimising opportunities for academic misconduct. There may be a situation when a student inappropriately and falsely demonstrates their learning. The following are some examples of academic misconduct along with the procedures for managing them:

### **7.1 Cheating while under supervised conditions**

This refers to circumstances where a student:

- begins to write during perusal time or continues to write after the instruction to stop writing is given,
- uses unauthorised equipment or materials,
- has any notation written on the body, clothing or any object brought into an assessment room,
- communicates with any person other than a supervisor during an examination, e.g. through speaking, signing, electronic device or other means such as passing notes, making gestures or sharing equipment with another student.

### **7.2 Establishing Authorship of Student Work**

When authorship of student work cannot be established or a response is not entirely a student's own work the College will provide an opportunity for the student to demonstrate that the submitted response is their own work. Results will be awarded using any evidence from the preparation of the response that is available that is verifiably the student's own work and was gathered in the conditions specified by the syllabus, on or before the due date.

### **7.3 Other Forms of Academic Misconduct**

Other forms of academic misconduct including collusion, contract cheating, copying work, disclosing or receiving information about an assessment, fabricating, impersonation, misconduct during an examination, plagiarism or lack of referencing, self-plagiarism or significant contribution of help will be dealt with on case-by-case basis and in accordance with the College Assessment Policy. For instances of academic misconduct during examinations students will be awarded a Not-Rated (NR).

## CODE OF BEHAVIOUR

The Code of Behaviour at St Patrick's School Townsville is based on the values of the Mercy Tradition, and promotes the fullness of life and nurtures excellence in learning for all young women in a joyful environment. In accordance with the Christian spirit and values, students are expected to demonstrate:

- Respect for themselves;
- A sensitivity to the needs of others and to treat others with dignity and respect; and
- Respect for the reputation of the School.

We work in partnership with each student's family in developing a Christian basis for social behaviour, and expect our families to support the Code of Behaviour and other policies. It is the responsibility of each student to behave in accordance with this Code.

We also set **specific guidelines** in a number of areas which affect College life:

1. All students are expected to take responsibility for their own learning and to work diligently, participate fully and prepare carefully for all classes. Irresponsible behaviour at the College or defiance of the authority of a staff member will not be tolerated.
2. Students must take pride in their appearance and to this end their uniforms are expected to be kept clean and in good repair. All students are required to wear correct College uniform to all College functions and for sporting fixtures. Hair is to be tied back when it reaches the collar and colour is to remain true to its natural tone. Jewellery is to be kept to a minimum as per the College Handbook. Students must be in full school uniform from home to home and may not wear the uniform with non-uniform items at any time.
3. Drugs, including tobacco and alcohol are not permitted at school. Alcohol should not be offered to young people, and parents are reminded that the purchase of alcohol is illegal for those under the age of eighteen (18).
4. Students will behave at all times in a manner which will not detract from the fine reputation enjoyed by that student being a member of this College. Offensive behaviour including the use of offensive language, smoking, drinking of alcohol, taking drugs, stealing or bullying will not be tolerated. A student committing such an offence may be asked to leave the College.
5. While the College encourages students' freedom of speech, students must be mindful of the way they publish their thoughts to ensure they are not offensive or hurtful to members of the School community. Student-published communication, in print or any electronic form, must value the dignity of each person and strengthen our College community.
6. Mistreatment of property reveals a lack of concern for the owner of that property, whether the owner is an individual, or the College, or the community and as such, this behaviour is strictly forbidden.
7. All students are strongly encouraged to participate in the broad range of extra-curricular pursuits provided at the College and to encourage the involvement of their peers. All are expected to attend, even if only as spectators, the major annual events of College life eg, Speech Night, Swimming and Athletic carnivals, and other functions held from time to time.
8. It is a requirement that students attend all weekly College assemblies and church services, including College Masses and Liturgies. Singing is an integral part of the cultural life at St Patrick's College, and students are expected to participate in the gathering of the College Community through the singing of the National Anthem, hymns and songs, and the College Song.
9. A student who accepts membership of a College team, club or society also accepts the commitments involved in that membership eg: attendance at training.
10. All must recognize that there are certain legal responsibilities involved in attendance at the College. In particular a student may not leave the grounds for any purpose during the school day without leave from a member of the College administration. The parent/guardian must sign out at the office on departure and sign in upon return. After an absence from College, a student must produce an

absence note signed by the parent or guardian. Except in the case of illness, a student must be in attendance on all days on which the College is open, unless special leave by the Principal has been granted.

11. As a condition of a student's enrolment at the College, parents/guardians agree to be bound by all College policies which include, but are not limited to, non-bullying and harassment of staff and other students. The College has an obligation to its staff and students to provide a safe and enjoyable working and learning environment. It takes this responsibility very seriously and will exercise its right to ensure these obligations are achieved.
12. There is an expectation that parents cooperate with teachers and administrators. There is also an expectation that parents require their children, to uphold the rules of the College. The College reserves the unconditional right to suspend or ask to leave any student whose conduct for any reason is deemed by the administration of the College to be unsatisfactory.

## SPORTING CODE OF BEHAVIOUR

In addition to adhering to our 'Student Code of Behaviour Guidelines' we expect a certain code of behaviour to be used when representing our College in sporting competitions.

### GUIDELINES FOR PLAYERS

- Players are expected to be modest in success and generous in defeat. Players are also expected to acknowledge, willingly and openly, good play by either team.
- Players should be whole hearted in their approach to games and should adhere strictly to the letter and the spirit of the rules or the laws. The referee or umpire's decision is, of course, final and the Captain of the team is the only one who may ask for clarification of a decision.
- Players shall never resort to verbal or physical abuse.
- Players should be punctual and well-presented in accordance with the specific sport uniform of their chosen activity.
- At the conclusion of the game, staff, referees, umpires and other officials (scorers, touch judges, etc.) should be thanked.

Players should not applaud the opposition's mistakes.

## STUDENT PROTECTION POLICY

St Patrick's College is committed to the safety and wellbeing of students enrolled at the school. In accordance with sections 171 and 172 of the *Working with Children (Risk Management and Screening) Act 2000* (Qld), St Patrick's College is dedicated to eliminating and minimising risks to child safety through this Strategy which includes and refers to various other policies and procedures to effectively ensure the safety and wellbeing of children in the school's care.

This Child Risk Management Strategy is evidence of St Patrick's College commitment to the safety and wellbeing of children and the protection of children from harm in fulfilment of the requirements of section 3(1)(a) of the *Working with Children (Risk Management and Screening) Regulation 2011* (Qld).

[https://os-data.s3-ap-southeast-2.amazonaws.com/stpatscollege-qld-edu-au/bundle15/child\\_protection\\_policy\\_24\\_june\\_2019\\_24012020.pdf](https://os-data.s3-ap-southeast-2.amazonaws.com/stpatscollege-qld-edu-au/bundle15/child_protection_policy_24_june_2019_24012020.pdf)

## BYOD COMPUTER POLICY

The College has a compulsory Bring Your Own Device (BYOD) program in order to further empower students to take control of how they use technology in their learning. These devices will be used in classrooms to support student learning. Students are required to sign an ICT Agreement that sets out how the device can be used at school. IT Support staff will be available to provide assistance so that students are able to connect to the College network and access the required free software for the device. However, the school does not manage, support, own or provide warranty for the device.

For specifications please visit the College website:

<https://www.stpatscollege.qld.edu.au/parents-78nv68/stationery-byod/>



## ORIENTATION AND SCHOOL TOUR

### **Students will be introduced to:**

Principal  
Deputy Principal  
Deputy Principal - Academic  
Director of Mission  
Director of Boarding  
College Counsellor  
Heads of House/Year Level  
Enrolment Registrar  
International Student Officer  
Home Room Teacher  
College Administration Office staff  
Student Buddy

### **Students will be given advice about:**

Mobile phone  
Emergency contact number of staff member  
Accommodation contact number  
Emergency number for fire, police etc is 000 in Australia  
How to travel to and from school (if you are a day student)  
College uniform requirements  
How to seek assistance on and off campus  
How to set up a bank account

### **Students will receive information about:**

Overseas Student Health Cover  
Complaints and Appeals Processes  
Available student support services  
Legal services available to students  
Student visa conditions relating to course progress and attendance  
Grounds for suspension or cancellation of enrolment  
College Calendar  
College Rules and Code of Conduct

Policies for the Enrolment of International Students the following College policies:

- Entry Requirements for Registered Courses Policy
- Policy Statement on Course Credit
- International Student Written Refund Policy
- International Student Deferring, suspending or cancelling enrolment Policy
- International Student Transfer Policy
- International Student Complaints and Appeals Policy
- International Student Accommodation and Welfare Policy
- International Student Behaviour Management Policy
- International Student Critical Incident Policy
- International Student Course Progress and Attendance Policy

**Within 7 days of the commencement of their studies, all international students will be provided with a further copy of the College's Policies for the Enrolment of International Students booklet which includes a copy of the *International Student Complaints and Appeals Policy*.**

The policies are also provided with the *Written Agreement*. The *Written Agreement* is the contract between the student and the College which is signed by the student, or if the student is under 18 years of age, by her parent(s)/legal guardian(s).

## WHAT IS TOWNSVILLE LIKE?

**CLIMATE:** Townsville has a tropical climate, with only two main seasons - the wet season and the dry season. The wet season is from December to April. Daily maximum temperatures during the wet season are around 34 degrees Celsius, while during the night, the temperature cools to about 24 degrees. Although the weather is not as hot as in some other Australian cities there is high humidity, so air-conditioning is common and very popular. Ceiling fans are also provided in many types of accommodation.

The student accommodation in Boarding at St Patrick's College Townsville is fully air-conditioned. The classrooms in the College are also air-conditioned.

The dry season is pleasant and from April to November conditions are dry and mild. There is usually very little rain, and temperatures drop to about 14 degrees during the night. Daily maximum temperatures are usually around 25 degrees.

**Some information about the city:** Townsville is Australia's largest tropical city. It is situated in the "dry tropics" and is considered the 'Capital' of North Queensland. Townsville is on the coast of the Coral Sea in the north-eastern part of Queensland. It is 1359km north of Brisbane, which is the state capital. Brisbane is about 14 to 15 hours' drive south from Townsville while Cairns is 346 km north of us and is about 4 hours' drive.

Townsville is a "laid back" spread-out city. There is a good public transport system, but only buses are used for public transport around the city, there are no trains or trams. An extensive system of bikeways makes cycling a good way of getting around.

We have a wide choice of attractions and entertainment, including the Reef HQ, Billabong Sanctuary, and the beautiful Strand beach development which is right in front of the College. We are probably the only school in Australia with a Water Park just across the road! Magnetic Island is one of the region's major tourist attractions and is only a 20-minute ferry ride away. The ferry terminal is a very short distance from the College campus.

Townsville has a culturally diverse population of about 193,000. The excellent climate encourages an active lifestyle. The city is recognised as the sporting centre for North Queensland, with national sporting teams based in the twin cities.

Our boarding students are dedicated supporters of the *Cowboys* rugby league team which competes in the National Rugby League. Another national sporting team based in Townsville is *Townsville Fire* female basketball team. The people of North Queensland are very keen sports fans!

**Recreation, Cultural Events and Venues, Sporting Clubs etc:** For more information about Townsville visit the website of our local governing body, the Townsville City Council, at **Error! Hyperlink reference not valid.** this website is also an excellent source of information about

what sporting and cultural recreation facilities are available in the city. It lists what events have been planned, such as the Townsville 400 Festival (a major motor racing event), the Festival of Chamber Music, which attracts international musicians, Jazz Festivals, and many other cultural and sporting events.

**Townsville:**

See <https://www.cictownsville.com.au/new-residents-pack/> for information about settling in as a new resident of the city. This New Resident Information page provides many links to information about Council services, transport, sports, arts, education, employment and much more. It has interactive links to other organisations and government websites.

## TUITION AND ASSOCIATED FEES

### ENROLMENT FEES:

Payment of the \$AU500.00 Enrolment Fee is applicable to all international day and boarding students, and it must be received with the enrolment application form.

**Enrolment procedure will NOT commence until this fee is paid.**

If the student commences at St Patrick's College Townsville, this fee will be credited to her Semester Two account.

If the student is accepted and she does NOT take up the enrolment fee then the entire fee of \$AU500.00 will be forfeited.

### TUITION AND BOARDING FEES:

All Tuition and boarding fees are to be paid by semester in advance. There are two semesters per year. One Semester's fees must be pre-paid IN FULL before a new student may commence.

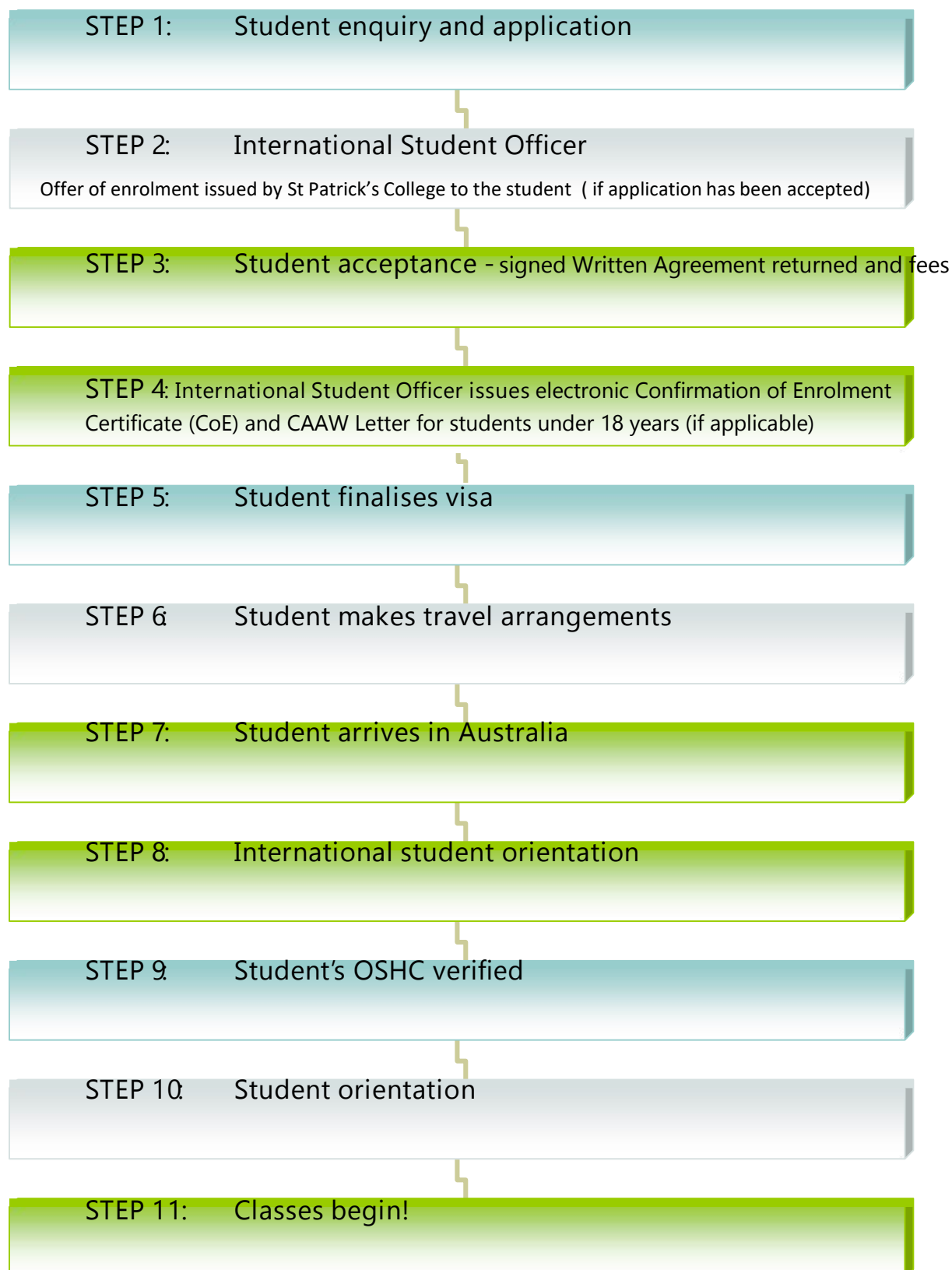
**There will be annual indexed increases in the tuition fees and boarding fees.** There may also be increases in the Building Fund, Parents and Friends' Association Levy, Boarding Students' Activities Fee, Consumable Levies, Levies on Compulsory Subjects and Levies on Subjects selected by students.

Please refer to the current *Full Fees Overseas Students Tuition and Residential Fees Schedule* included in the enrolment information package and also available on the College website at <https://www.stpatscollege.qld.edu.au/enrolments/fees/>

The Queensland Curriculum and Assessment Authority may also increase the fees it charges the Year 11 and 12 students and for the Year 12 Queensland Core Skills levy.

## WHAT ABOUT MY VISA?

### Application Step-by-Step Process:



## Arranging a Student Visa

The Australian Government's Department of Immigration and Border Protection (DIBP) provides comprehensive information about student visa requirements and what you have to do to obtain your visa. Visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder> for further information.

In order to apply for a student visa you will need a valid passport, an electronic Confirmation of Enrolment (CoE) 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 Confirmation of Appropriate Accommodation/Welfare (CAAW) form to ensure your accommodation and welfare is approved by your education provider. The College will issue a CoE and the accompanying CAAW form (if applicable) to you after you have accepted the offer of enrolment and returned the signed Written Agreement and necessary payment to the College. The Written Agreement is the contract between the student and the College.

The Department of Foreign Affairs and Trade (DFAT) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world. Their website is <https://www.dfat.gov.au/>

You must allow plenty of time for your visa application to be processed so you can start your course on time, as this can be a lengthy process.

One of the requirements which must be met for acceptance into a course is the successful completion of an English Test. The CoE will not be issued if you do not achieve a pass for this test. (Refer to the College's *Policy Statement on Entry Requirements for Registered Courses* which is included in your enrolment information package).

The COE will not be issued until the College has received payment in full of your first semester's tuition fees and associated fees, first semester boarding fees (if you will be living on campus), and your Overseas Student Health Cover premium (OSHC).

If you are from Norway or Sweden you do not have to take out OSHC as your government will provide your overseas health cover.

### Migration Agents

While a migration agent can help you to submit your visa application and communicate with DIBP on your behalf, you do not need to use a migration agent to lodge any kind of visa application.

## **Education Agents**

Education agents are not engaged to formally represent St Patrick's College Townsville. The College responds to all enrolment enquiries and to applications for enrolment according to established procedures. Individuals making enrolment enquiries or assisting students in any way with enrolment applications are not paid by the College for doing so.



## 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 specified in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for six 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 seven days

For a full list of mandatory and discretionary student visa conditions, please visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

### Current Address Details

You **MUST** maintain a current residential address on your student file **AT ALL TIMES**. Notification of a change in your address and/or contact details may be made by notifying the College Administration Office in writing, **WITHIN 7 DAYS OF ANY CHANGE OF ADDRESS**. Notification may be made by a letter **delivered by hand** to the office, by email or by fax.

### What if there is a delay with my visa application?

#### A delay of a few weeks

If a student visa application is taking longer than expected to process, missing up to four weeks of classes will be acceptable. Be sure to contact the College for advice if you think your arrival will be delayed.

The College teaching staff will assist you to catch up on the school work you will have missed.

#### Longer delays

Sometimes long delays make it impossible for a student to take up the studies in the semester offered. In this case, contact the College for advice. It is possible to arrange to commence studies in the following semester or following year.

## What do I need to know about Overseas Student Health Cover?

### What is Overseas Student Health Cover?

OSHC provides medical insurance to cover most basic medical requirements. However, you may need to pay extra for some services, depending on what these services are.

For further information about what your insurance will cover visit the Medibank Private website: <https://www.medibank.com.au/overseas-health-insurance/oshc/>

### Do I have to have OSHC?

**YES.** Immigration law obliges holders of a student visa to have medical insurance known as "Overseas Student Health Cover". The only exceptions are Swedish and Norwegian students, whose governments have a special agreement with the Australian Government.

### I am already covered by my own or my parents' medical insurance so do I have to have OSHC?

**YES.** All holders of a student visa must have OSHC with an insurer approved by the Australian Government, such as Medibank Private. If your current insurance is comprehensive, it may provide cover for "gaps" in the OSHC, such as dentistry and travel to and from Australia. Check with your insurance company for full details.

St Patrick's College Townsville has a preferred provider agreement with Medibank Private and the College will arrange OSHC with Medibank Private on your behalf. Payment of the premium will be requested with your first semester's fees. The College will lodge your OSHC application and payment at the time your application for enrolment is being processed.

While you are enrolled at St Patrick's College Townsville we ask that you are a member of Medibank Private. You are able to choose to change your health provider at any time, but you will need to abide by the conditions of change of the health fund provider you are leaving.

The other health funds which are registered OSHC providers are: OSHC

Worldcare: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)  
 BUPA OSHC: [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)  
 Australian Health Management: [www.ahm.com.au](http://www.ahm.com.au)

### How much does it cost?

Students who apply for a student visa after 1 July 2010 will be required to take out OSHC for the **full length of their visa**. For members of Medibank Private this will ensure that international students are protected from any subsequent increase in rates during that time.

St Patrick's College Townsville has two courses registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). These are the Secondary Junior Years 7 to 10 Course which is of four years duration and the Secondary Senior Course Years 11 to 12 which is of two years duration.

Membership rates for Medibank Private change from time to time. Updated charges will be detailed in the Written Agreement. Current charges can be found at: <http://www.medibank.com.au/oshc/>

**However, please be aware that if your student visa is granted to expire after the completion date of your course you must now pay for OSHC cover for the additional period.**

For example, many student visas are issued to expire on 15 March of the year following the completion of the course the student is enrolled in. If your course will finish in November then your student visa may not expire until the following March and you will be required to purchase extra health cover for that 3-month period.

Further information about OSHC will be provided as part of the orientation program at the beginning of the academic year.

When the College arranges your membership of Medibank Private your postal address will be advised to them as being care of the College if you have enrolled as a boarding student. In most cases your membership card will have been issued after your arrival in Australia.

### **What medical services are covered by OSHC?**

- Medical care in hospital
- Private general practice and medical centres
- Specialist practitioners
- Emergency ambulance services and more

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

Please note that most services require payment at the time you are receiving treatment, with refunds made upon application.

Medication prescribed by your doctor in Australia is not free. You must pay the pharmacy which will dispense your prescription.

### **What medical services are NOT covered by OSHC?**

Some of the services not covered may include:

- Dentistry
- Ophthalmology

- Physiotherapy
- Medical treatment required while travelling to and from Australia
- Medical evacuation.

## **WHAT HAPPENS IF I HAVE A MEDICAL CONDITION WHICH EXISTED BEFORE I ARRIVED IN AUSTRALIA?**

You will have to meet all expenses associated with the pre-existing condition.

### **When does the OSHC insurance commence?**

When the student enters Australia on a student visa, the date stamped in their passport will be the commencement date. If you arrive in Australia on a date other than your expected date Medibank Private can change their records to reflect the appropriate commencement date. To make this change you will need to visit a Medibank Store. You will need to take your membership card (if it has already been issued) and your passport with you.

### **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 fee may be processed by the medical centre. If the medical centre is not able to process the government fee, you will have to pay the total amount and keep the receipt so you can claim the government fee back from your OSHC Provider.

### **How do I make a claim?**

You may make a claim online. You will need to ensure you have a copy of the receipt and your Medibank Private Membership card. Please see the office for assistance in processing the claim.

Claims may also be posted to: Member Services, Medibank Private, GPO Box 9999, Brisbane, QLD 4001.

### **How do I renew my membership?**

While you are a student at St Patrick's College Townsville the International Student Officer will renew your cover on your behalf.

For information on how to renew your cover if you wish to complete tertiary or further study in Australia after you have completed Year 12, refer to the Medibank Private website.

### **Further Information about OSHC**

More information is available on the Medibank website:

<https://www.medibank.com.au/overseas-health-insurance/>

## ARRANGING TRAVEL

You will need to make your own travel arrangements to Australia. Please try to arrive in Townsville in time to start school on the commencement date noted on your CoE Certificate (Confirmation of Enrolment).

**Students under 18 years of age for whom St Patrick's College Townsville has issued a CAAW letter must not arrive in Australia before the date stated on the letter as being the start date of the Nominated Welfare Period.** The start date of the Nominated Welfare Period will be noted as between 1 and 5 days before the expected commencement date of the student's course.

All boarding students accepted by the College will be issued a CAAW letter if they are under 18 years of age. (Refer to the College's *Welfare and Accommodation Policy* <https://www.stpatscollege.qld.edu.au/enrolments/international-enrolment-checklist/international-student-enrolment-policies/> ).

The closest International Airport to Townsville is in Cairns which is approximately 346 kms north of Townsville. Visit [www.cairnsairport.com](http://www.cairnsairport.com)



If you intend travelling to Townsville by plane you will need to proceed to the domestic terminal of whichever Australian city you first arrive in so you can connect with your domestic flight.

Domestic airlines which have services to Townsville are:

QANTAS	<a href="http://www.qantas.com.au">www.qantas.com.au</a>
VIRGIN BLUE	<a href="http://www.virgin.com.au">www.virgin.com.au</a>
JETSTAR	<a href="http://www.jetstar.com.au">www.jetstar.com.au</a>

### Getting from the Townsville Airport to the College

The College may transport students to or from the airport or other public transport terminals.

The contact details for Boarding are:

Boarding Office Telephone:	07 4753 0307
Mobile phone for Director of Boarding:	0417 711 527
Fax for Boarding Office:	07 4753 0338
Email:	<a href="mailto:boardingschool@stpatscollege.qld.edu.au">boardingschool@stpatscollege.qld.edu.au</a>

Townsville does not have a public train or tram transport service.

For public buses and taxi services see the contact details on page 5 of this handbook.

Airport Shuttle Buses: BOOKINGS ESSENTIAL as some services may only run if they are required. The following link details services available:

<https://www.townsvilleairport.com.au/parking-transport/local-transport>

### Keeping in Contact

Before you leave home, you should provide your family and friends, **and your education provider in Australia** (St Patrick's College Townsville), with the 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 very important that you **ALWAYS** let someone know where you are and how to contact you by telephone or by post.

You should contact St Patrick's College Townsville upon your arrival in Australia and again when you arrive in Townsville. See the contact details for the College on page 3 of this handbook.

## OFFICIAL DOCUMENTS

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

- Valid passport with Student Visa
- The letter from Department of Home Affairs (Student Visa Grant) if a visa label has not been inserted into your passport
- Offer of Enrolment letter from the College
- Confirmation of Enrolment (CoE) issued by the College
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card
- Your driver's licence (if applicable)
- Insurance policies (if applicable)
- Medical records and any prescriptions you may have for medication

**Keep all of these documents in your carry-on luggage.** In case you lose the originals, make copies that can be left behind with your family and sent to you. If you have a laptop computer and will be bringing it to the College with you, it would also be a good idea to scan all of these documents onto the computer and perhaps then copy the file to a "memory stick".

## BRINGING YOUR COMPUTER

Bringing a PC or laptop into Australia may be complicated to do.

Items owned and used for more than 12 prior to your arrival in Australia are allowed into the country tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AU\$400.00 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer after you have finished your course.

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

## Mobile phones and Laptops

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

## WHAT TO BRING

### What sort of clothing and other items should I bring?

#### Clothing

Baggage allowances when 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 number of things you can bring, especially if you will be connecting with a domestic flight to the College.

People in North Queensland generally prefer to dress in comfortable casual clothing. For most of the year light clothing is appropriate, although in June, July and August a few items of moderately warmer clothing should be added for cooler evenings. If you intend travelling during holidays in other parts of Australia you will need to pack some different clothing as the weather varies considerably across Australia.

Winter (June, July, August) 10 to 25 degrees Celsius

Summer (December, January, and February) 20 to 40 degrees Celsius

You will wear the College academic uniform to attend classes so you do not need to bring clothes to wear to classes. Uniforms are available for purchase only through the Uniform Shop.  
<https://www.stpatscollege.qld.edu.au/parents-78nv68/uniforms-stationery/>

#### Towels and bedding

These items are not expensive to buy in Australia so you may prefer to save space and weight in your luggage by buying them in Australia.

Students usually bring a lot more than necessary. Because you must wear a uniform to school you will not need a lot of clothes. Try to travel light – lay out everything you think you wish to pack and then try to discard as much as half of the items before you commence packing.

## WHAT NOT TO BRING

### Are there any items that I should NOT bring with me?

**YES.** Australia's quarantine laws are very strict and many foodstuffs, plants, animal products and some medicines, especially traditional and herbal medicines, may not be brought into Australia. You can avoid problems if you do not include these items when you are packing to come to Australia. These restrictions also apply to items being mailed to Australia, so while staying in Australia you should let your friends and family overseas know about declarable and prohibited goods.



**Where can I obtain detailed information about goods I wish to bring and the Australian quarantine laws that may affect me?**

Visit the website of the Australian Quarantine and Inspection Service (AQIS)

<https://www.agriculture.gov.au/biosecurity>

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.

- Read **“What can I bring to Australia through the airport and what do I need to declare?”**

And also let your family and friends know **“What can't be mailed to Australia?”**

## WELFARE ARRANGEMENTS FOR STUDENTS UNDER 18

Students under 18 years of age must maintain adequate arrangements for their accommodation, support and general welfare for the duration of their stay in Australia (Visa Condition 8532).

To maintain adequate arrangements for welfare you must stay in Australia with:

- (a) Your parent or legal guardian

**OR**

- (b) A relative who has been nominated by your parents

**OR**

- (c) Custodians who are aged over 21 and are of good character

**OR**

- (d) Your accommodation, support and general welfare arrangements must have been approved by your education provider. **You must not change those arrangements without the written approval of your education provider.**

If the College has taken responsibility for approving the arrangements for your care and welfare, should the College not approve requests from you for changes to the agreed arrangements, and you refuse to maintain the approved and agreed arrangements, then the College will advise you that this will be reported to the Australian Department of Home Affairs and your visa may be cancelled. Department of Home Affairs would contact you directly to ensure visa implications are understood.

**The above arrangements include any requests by students under 18 years of age to attend “Schoolies Week” on their completion of Year 12.**

If the College has taken responsibility for approving the arrangements for your care and welfare and you are under 18 years of age with a visa that covers multiple courses, and are *currently enrolled* with St Patrick’s College Townsville, then the College will be responsible for approving the arrangements for your accommodation, support and general welfare during that nominated period.

**Students under 18 years of age for whom St Patrick’s College Townsville has approved accommodation and welfare arrangements must NOT arrive in Australia before the date stated as being the start date of their Nominated Welfare Period.** The start date of the Nominated Welfare Period will be noted as between 1 and 5 days before the expected commencement date of the student’s course.

The minimum length of the Nominated Welfare Period will be for the duration of the course, as shown on the Confirmation of Enrolment (CoE), plus 7 days at the end of the course.

## **APPROVED ACCOMMODATION FOR STUDENTS UNDER 18 YEARS OF AGE**

Accommodation options for full fee-paying international students under 18 years of age who are enrolled at St Patrick's College Townsville are:

1. Boarding at the College. The College will approve their accommodation and welfare arrangements by issuing the appropriate documentation.
2. Private accommodation arrangements pre-approved by the College which meet all requirements under relevant state and commonwealth legislation.

**For school vacation periods, the following accommodation options are available to full fee-paying international students under 18 years of age:**

1. Student returns home to parents.
2. Student may spend vacation with a relative with parent/guardian permission, provided all requirements are met in order to attain College approval.

All students, including students 18 years and older, are required to notify the College of a change of address while enrolled in the course, and all students who live in school approved accommodation must not change agreed arrangements without prior approval of the College.

## **Welfare arrangements for students who may have their enrolment suspended or cancelled by the College**

Should the College suspend or cancel the enrolment of a student under 18 for whom it has taken responsibility for approving the arrangements for their care and welfare, the College must continue to check the suitability of arrangements for the student until:

- a. the student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
- b. the student leaves Australia;
- c. other suitable arrangements are made that satisfy the Migration Regulations, or
- d. The College reports to Department of Home Affairs that it can no longer approve of the arrangements for the student.

## WHAT SHOULD I DO ABOUT ACCOMMODATION?

**St Patrick's College Townsville** prefers that all overseas students enrolled at the College, including those 18 years and older, live on campus in boarding.

Should you wish to live off campus there are certain conditions which you **MUST** agree to before the College will accept your application for enrolment as a day student.

**Please make sure that you carefully read the College's *Welfare and Accommodation Policy*:**

[https://os-data.s3-ap-southeast-2.amazonaws.com/stpatscollege-qld-edu-au/bundle134/accommodation\\_welfare\\_policy\\_v3\\_0420.pdf](https://os-data.s3-ap-southeast-2.amazonaws.com/stpatscollege-qld-edu-au/bundle134/accommodation_welfare_policy_v3_0420.pdf)

## WHAT SHOULD I DO ABOUT BANKING?

### Banking in Australia

#### Can I operate my home country bank account while in Australia?

**YES.** Before leaving your home country ask your home bank for full details of their international services and find out the correct procedures to follow. However, you should not rely on ATM or Internet access to your home country bank as your only source of money.

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.

#### Why should I open a bank account in Australia?

You may not be able to access your accounts in your own country sometimes because of political events, natural disasters, computer failure, and internet problems.

Plastic cards can also be lost, destroyed or damaged. If that happens you may not be able to access your money again for a number of days. Having a small amount of money in a local bank for emergencies is a good idea. It is also possible to have money transferred from overseas to your local bank account.

#### 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.

#### How do I open a bank account in Australia?

It can only be done in person, so as soon as you settle in Townsville, you should go to the bank of your choice with the following documentation:

- Passport for identification
- Proof that you are a student at St Patrick's College Townsville
- Proof of your residential address in Australia (e.g. a copy of your electricity or telephone account if you are over 18 and living off campus).

If necessary to do so, boarding students will be able to provide proof of their residential address by obtaining a letter from the College office to confirm that they live on campus.

#### What is the most convenient banking facility for students St Patrick's College Townsville?

There are branches of all the major banks in the CBD and ATMs in shopping centres nearby.

## ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account (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** for 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.

## Where can I find more information about banking services?

Go direct to the websites of the major banks.

<https://www.thinkingaustralia.com/finance/australian-banks/>

# WORKING IN AUSTRALIA

## Permission to work

From 26 April 2008, applicants granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australia until the first official day of classes.

## Working While Studying

1. You are not permitted to start work until you have commenced your course of study.
2. You can work a maximum of 20 hours per week.

## Do I need a visa label to show my employer my work entitlements?

No. Your visa information is held electronically and you can access it at any time using the Visa Entitlement Verification Online (VEVO) system. Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so. For information on how to access VEVO go to:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

VEVO is a free, online facility available for visa holders to check their current visa details. VEVO enables visa holders to confirm their visa details without a visa label being placed in their passport.

*(Source: Department of Immigration and Citizenship)*

For a full list of **mandatory** and **discretionary** student visa conditions please visit <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

## FINDING WORK

As employment may be difficult to find in Australia you should not rely on income from employment when budgeting to pay for living expenses. Try looking at “Situations Vacant” in newspapers and at online employment sites such as [www.seek.com.au](http://www.seek.com.au) and [www.careerone.com.au](http://www.careerone.com.au)

International students studying on student visas only permitted to work 20 hours during the periods when their course is considered to be “**in session**”. For a full list of visa conditions relating to employment refer to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#>

## EARNING AN INCOME

### Taxes

Taxes in Australia are managed through the Australian Taxation Office (ATO). How much tax you pay will depend on how much money you earn.

### Getting a Tax File Number

You must obtain a Tax File Number (TFN) to be permitted to work in Australia. A tax file number is your unique reference to our tax system. Your employer will request you to complete a tax file number declaration form when you first start work. If you do not tell them the TFN you will be taxed at the highest personal income tax rate.

**You can apply for your TFN online at** <https://www.ato.gov.au/> an interpreter service can be accessed by telephoning 13 14 50.

## TAXATION RETURNS

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

- Lodge online using e-tax at <https://www.ato.gov.au/>
- To find a registered tax agent visit [https://www.tpb.gov.au/registrations\\_search](https://www.tpb.gov.au/registrations_search)
- Tax returns are lodged at the end of the Australian tax year- 1 July to 30 June

## SUPERANNUATION

If your monthly wage is more than AU\$450.00, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you will be able to access your contributions when you leave Australia permanently, although the contributions will be taxed.

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

(Source: Australian Taxation Office)

## WORKING WITH CHILDREN

All requirements of the Child Protection Laws must be met.

For further information see [www.legislation.qld.gov.au/OQPChome.htm](http://www.legislation.qld.gov.au/OQPChome.htm)

The government department responsible for child safety in Queensland is the Department of Communities (Child Safety Services). [www.childsafety.qld.gov.au](http://www.childsafety.qld.gov.au)

It is very important that you understand the requirement of “Blue Card” if you will be working, living, volunteering etc with children. In Queensland, you must hold a *Positive Notice blue card for Child Related Employment* which is issued by the Department of Justice and Attorney General, Blue Card Services.

For information about what a blue card is and how to apply for a card, access the website at <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card-services>

St Patrick’s College Townsville students may also request assistance from the Director of Boarding or International Student Officer to submit their application for a Tax File Number or for a Positive Notice blue card.

## LAWS IN AUSTRALIA

If you are over 18 years of age, as a condition of being granted a visa to study in Australia, you must sign a document (*Australian Values Statement Temporary*) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. See information on:

[https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/lia\\_english\\_full.pdf](https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/lia_english_full.pdf)  
even if you are under 18 you are still obliged to obey all Australian laws and regulations.

Failure to comply with the laws of Australia (including State and Territory laws) could result in you receiving a fine or possibly having your visa cancelled and being deported back to your home country. If you are convicted of a serious crime, you could be sent to prison. For a comprehensive outline of Australian law and the legal system visit [www.australia.gov.au](http://www.australia.gov.au)



## LEGAL SERVICES AND ADVICE

If you do break the law and are arrested and required to attend a court appearance you will need a solicitor (lawyer) to assist you. For access to legal advice contact Legal Aid Queensland on telephone 1300 65 1188 or see [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au) The staff will tell you if you are eligible for this service, or if you are not eligible, where to seek legal further advice and assistance. The Legal Aid Queensland office in Townsville is situated at 12 Wills Street, Townsville. Wills Street is on the edge of the CBD which is a reasonable distance from the College. Telephone number is 1300 65 1188.

For Townsville solicitors (lawyers) visit: [www.australianlawyersdirectory.com.au](http://www.australianlawyersdirectory.com.au)

**If it seems that you will need legal advice or assistance you must tell the College Principal. If you are not able to speak with the Principal then you should contact the Director of Boarding. See all College telephone numbers listed in this handbook.**

## SERVICES:

### Telephones

#### Calling Emergency Services DIAL 000

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

#### PUBLIC TELEPHONES

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

Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day. Pre-Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.




## Making Phone Calls within Australia

### To make international phone calls:

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

### To make domestic phone calls:

☐ Dial – the area code + phone number

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

Visit [www.whitepages.com.au](http://www.whitepages.com.au) and **Error! Hyperlink reference not valid.** 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

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

For a comparison of mobile phone plans in Australia see:

<http://www.mobiles.com.au/mobile-phone-plans/>

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

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

**Error! Hyperlink reference not valid.** [www.vodafone.com.au](http://www.vodafone.com.au)

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

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

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

(Source: on-line search)

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

*(Source for “Services”: ISANA International Student handbook template document)*

## COMPUTER AND INTERNET ACCESS AT SCHOOL

Day and boarding facilities have WIFI available to all Students.

Please refer to the College’s Acceptable Use of ICT Services Policy and Acceptable Use of Personal Electronic Devices Policy on the College website: [https://os-data.s3-ap-southeast-2.amazonaws.com/stpatscollege-qld-edu-au/bundle15/acceptable\\_use\\_of\\_ict\\_services\\_policy.pdf](https://os-data.s3-ap-southeast-2.amazonaws.com/stpatscollege-qld-edu-au/bundle15/acceptable_use_of_ict_services_policy.pdf)

[https://os-data.s3-ap-southeast-2.amazonaws.com/stpatscollege-qld-edu-au/bundle15/acceptable\\_use\\_of\\_personal\\_devices\\_policy\\_1042020.pdf](https://os-data.s3-ap-southeast-2.amazonaws.com/stpatscollege-qld-edu-au/bundle15/acceptable_use_of_personal_devices_policy_1042020.pdf)

A network account and an email address will be set up for students upon their arrival at school.

**If you will be bringing a laptop from your own home country please refer to the advice given in this handbook** under the headings “Bringing your computer” and “Mobile phones and laptops”.

## ACCESS TO LIBRARIES

The College has its own Library and all students are welcome to access this facility after school, as well as during class times. The Library has a good range of written research material and computers are available for the students' use.

Students are also able to borrow books for recreational reading from the College library.

There are three Public Libraries in Townsville and details of where to find these are given on page 6 of this handbook. Please note however that the libraries in Aitkenvale and Kirwan are a long way from the College and you would need to use public transport to get there. The nearest public library to the College is in the Northtown complex in the CBD and this is within walking distance.



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

### Small Letters

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

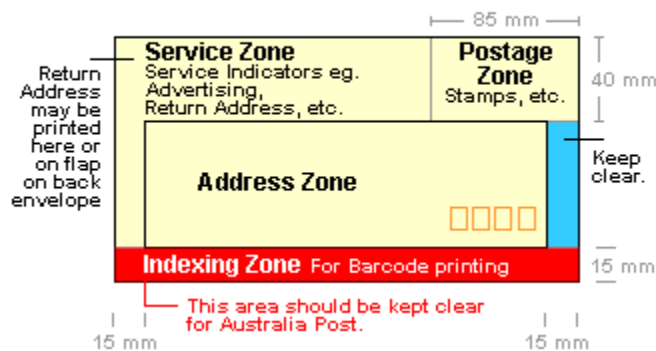
A small letter has the following characteristics:

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

### Envelope Layout

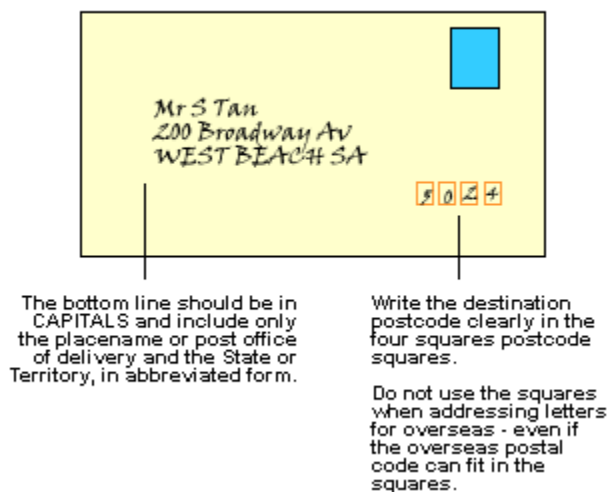
Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information below demonstrates how.

#### Envelope Face Format - Allocation of Zones

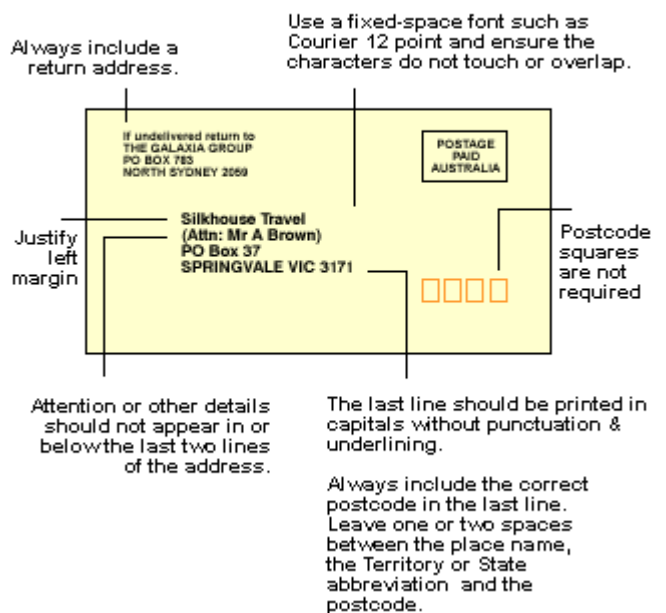


(Source for "Australia Post": ISANA)

#### Typical Hand Addressed Envelope



#### Typical Machine Addressed Envelope



## EMERGENCIES:



### Emergencies – Dial 000

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations** only.

Emergency 000 lines should not be used for general medical assistance.

### Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation**, you can contact the Townsville Police Station, which is the police station closest to the College, directly on 07 4759 9777.

### Fire

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

### Ambulance

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

### State Emergency Service

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

### Lifeline

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

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

### **Poisons Information Line**

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

### **Emergency Translation**

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

## **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**

Try to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

### **Try to maintain a sense of perspective**

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.



### **Maintain some of the routines and rituals you may have had in your home country.**

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

### **Keep lines of communication open with those at home.**

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

### **Sense of humour**

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

### **Ask for help**

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

### ***FINALLY, RELAX AND ENJOY THE JOURNEY!***

## **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.