

The Corporation of the Synod of the Diocese of Brisbane  
trading as



# TACAPS

Toowoomba Anglican College and Preparatory School

## International Student Handbook

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## Welcome by the Head Of School



I am honoured and proud to be the Head of School at Toowoomba Anglican College and Preparatory School. Founded in 1911, the school is one of Australia's leading co-educational independent day and boarding schools for both Primary and Secondary aged students and is set in an idyllic location in beautiful Toowoomba, Queensland.

The aim of our school is to provide both day and boarding pupils with an exceptional education in all areas. The school aims to develop, in a disciplined and caring environment, the intellectual, cultural, spiritual, physical and social capacities of all its students, and to encourage and nurture their individual talents and abilities. It further aims to develop a responsibility to our community by demanding high personal standards and encouraging constructive citizenship and consideration for others.

Our school is large enough to offer a wide variety of teaching and learning opportunities, but small enough to offer manageable class sizes, individual support and opportunities for all students. Our boarding students live in a caring home-away-from-home environment and are blessed with outstanding facilities. We have separate boys' and girls' boarding houses and a purpose built house for our youngest students.

Life is co-educational and Toowoomba Anglican College and Preparatory School provides a naturally supportive environment for boys and girls to learn from one another. We believe that all children have different learning styles and do not group boys and girls into gender specific boxes. It is our experience that friendships develop in a very natural way in co-educational schools as there are so many activities, societies and clubs in the school in which girls and boys take part in a pleasant, well-supervised environment. This friendly atmosphere continues into the classroom allowing young people to express their views openly and assertively.

As an Anglican School, we base our distinctive pastoral care on Christian values and strong ethics. Reading through the website, you will begin to see how challenge, discovery and achievement are at the heart of the education we offer. Exploring a website is beneficial but to gain a real sense of our community, to observe the harmony in the boarding houses and to understand why our students love coming to school, only a personal visit can really do it justice. If you wish to organise a personal tour of the school please contact Mrs Brooke Cleary ([enrolments@tacaps.qld.edu.au](mailto:enrolments@tacaps.qld.edu.au)) our Registrar. I look forward to seeing you in the near future.

Mr. Simon Lees

**Head of School**

## Important Information and Emergency Contacts:

### TACAPS Contact Details:

2 Campbell Street  
TOOWOOMBA QLD 4350  
AUSTRALIA  
Tel: +61 7 4639 8111  
Fax: +61 7 4639 8100  
Email: [admin@tacaps.qld.edu.au](mailto:admin@tacaps.qld.edu.au)  
Web: [www.tacaps.qld.edu.au](http://www.tacaps.qld.edu.au)

### School Hours

Monday to Friday: 8:30am – 3:20pm

### Office Hours

Monday to Friday: 8:00am – 4:30pm

## Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

## Department of Immigration and Border Protection (DIBP)

### Street address

Ground Floor  
299 Adelaide Street  
Brisbane Qld 4000

### Postal address

GPO Box 9984  
Brisbane Qld 4001

### Counter hours

9 am to 4 pm Monday to Friday

Telephone: 131 881

## Introducing TACAPS



Toowoomba Anglican College and Preparatory School is situated in the most beautiful part of the city of Toowoomba. At 600 metres above sea level and on the edge of the mountains, we enjoy a spectacular panoramic position. With five hectares there is plenty of room for children to enjoy the semi-rural environment of our school. The leafy surrounds of our campus certainly create a unique atmosphere. By road, we are 90 minutes from Brisbane, the state capital of Queensland, and under two hours from the international airport.

### JH Fairfax Library

The JH Fairfax Library provides a beautiful, fresh and comfortable environment for the literacy and numeracy pursuits of our students. Research areas, reading corners and work stations are included in this wonderful facility that is utilised by all year groups on a very regular basis. As well as meeting teaching needs, the Library is well-used for recreational reading with the mezzanine level being a popular place for students to enjoy their favourite novel. Complementing the main reading area, there is the Ron Burling Multi-Media Room which is ideal for showing curriculum-related DVDs, lecture presentations, meetings and film nights. The JH Fairfax Library is completed with the Clive Berghofer Technology Centre that enables students to utilise electronic resources in order to complete projects and assignments that form part of their course work. This facility is open after school to enable students to undertake independent research.

### Technology Laboratories

Two main technology laboratories, which cater for whole class learning activities, are supported by several smaller technology laboratories strategically placed about the school. Across the year levels, there is a coordinated information and communication technologies program that ensures technological skills and processes are taught on a weekly basis to all students.

### **Science Laboratory**

This purpose-built laboratory is designed to provide the ideal medium in which students can engage in scientific enquiry. Here, they investigate, explore, experiment, record and report their work in a subject which they find fascinating.

It is no surprise then that the students refer to the work undertaken in this facility as 'real science'. The students have the assistance of qualified Science teachers to undertake specialist Science lessons each week, in the laboratory.

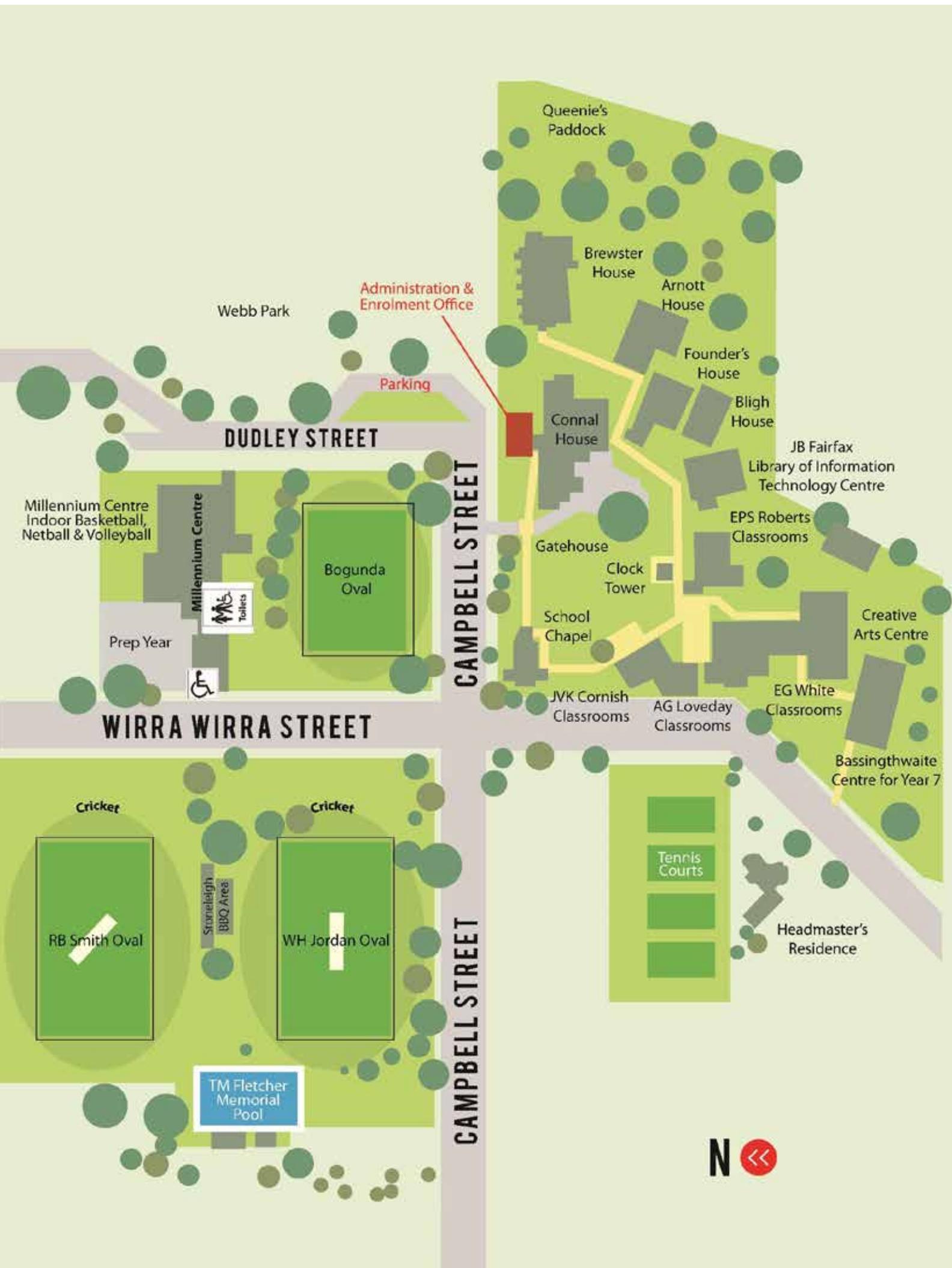
### **Creative Arts Centre**

TACAPS is fortunate to have a magnificently resourced Creative Arts Centre which is used by every student in the school. On one level, our Performing Arts Centre provides a main music rehearsal room which is the venue for practices by our bands, choirs and ensembles. In addition, there are six private tuition rooms where students may learn any of the 16 instruments on offer in the school's music program.

The other level of the Creative Arts Centre is comprised of a beautifully appointed art room and an excellent manual arts facility. Not only are these used for class lessons but they also provide the venue for after school clubs which are much enjoyed by the students.

### **Buildings and facilities:**

- Technology laboratories
- Science Laboratories
- Extensive Library with Multi-Media Room
- Four boarding houses
- School Chapel
- Dining Room
- 27 general learning classrooms
- Learning Enhancement Centre
- A multi-purpose sports hall for basketball, netball, assemblies and concerts
- Music facilities that include six private practice rooms
- Woodwork and Art rooms
- Three sports fields with cricket practice nets
- 25-metre heated swimming pool
- Four tennis and basketball courts
- Clothing shop and canteen



Webb Park

Administration & Enrolment Office

Parking

DUDLEY STREET

CAMPBELL STREET

Millennium Centre  
Indoor Basketball,  
Netball & Volleyball

Millennium Centre

M5  
Toilets

Prep Year



Bogunda  
Oval

WIRRA WIRRA STREET

Queenie's  
Paddock

Brewster  
House

Arnott  
House

Founder's  
House

Bligh  
House

Connal  
House

JB Fairfax  
Library of Information  
Technology Centre

EPS Roberts  
Classrooms

Gatehouse  
Clock  
Tower

School  
Chapel

Creative  
Arts Centre

JVK Cornish  
Classrooms

AG Loveday  
Classrooms

EG White  
Classrooms

Bassingthwaite  
Centre for Year 7

Cricket

Cricket

RB Smith Oval

Stoneleigh  
BBQ Area

WH Jordan Oval

TM Fletcher  
Memorial  
Pool

Tennis  
Courts

Headmaster's  
Residence

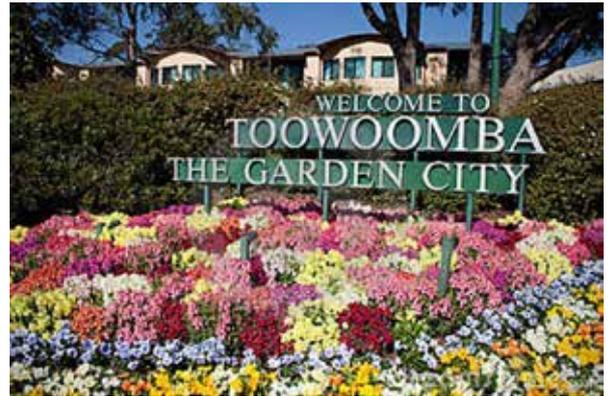
CAMPBELL STREET



## Introduction to Toowoomba & Darling Downs

A leisurely 1.5 hour drive from Brisbane, Toowoomba is one of Queensland's most breathtaking provincial cities and it doesn't take long to understand why. Situated adjacent to the fertile Lockyer Valley on the Great Dividing Range, Toowoomba & Darling Downs offers a rich cultural experience with lots to love!

The region is renowned for its magnificent parks and gardens, scenic views and provider to palate gourmet food and wine culture. It is a region of unparalleled beauty, offering the contrasts of the seasons; the colours and characters of the countryside; rich heritage and the release from big city pressures to enjoy country pleasures.



Toowoomba & Darling Downs provides the perfect setting to enjoy all the beauty and adventure of the great outdoors. Whether you are planning a weekend retreat, an extended getaway or visiting friends - from the moment you arrive your senses will be overwhelmed by the region's beauty, history and diversity.

The region's event calendar is overflowing with exciting new experiences rich in cultural and artistic diversity. From the annual Carnival of Flowers to a number of top class sporting events, hobby craft markets and displays through to musical and theatre productions, the region offers an eclectic range of adventure, entertainment and history to cater for the most varied of tastes.

Toowoomba & Darling Downs is the region where you will live, laugh, LOVE...

### 5 'must-sees'

- Experience hands-on history at Cobb+Co. Museum
- Marvel at the incredible view from Picnic Point lookout
- Visit the authentic Jondaryan Woolshed
- Stroll through the Japanese Garden
- Enjoy a show at the magnificently restored art deco style Empire Theatre

### 5 'must-dos'

- Enjoy a picnic in one of the region's beautiful parks
- Experience spring at its blooming best at the annual Toowoomba Carnival of Flowers
- Sample exquisite local food and wine produce (from provider to palate)
- Explore the region's scenic tourist drives
- Have a hearty meal at a true-blue country pub

## Application Step-by-Step Process Model:

- STEP 1: Student enquiry and application (email, phone or via agent)
- STEP 2: International enrolments – interview and ‘offer of place’
- STEP 3: Acceptance of offer – return signed forms and make payment of fees
- STEP 4: International enrolment requirements – Electronic Confirmation of Enrolment (eCoE) is issued by school, organise Health Insurance (OSHC)
- STEP 5: Student finalises visa conditions with Department of Immigration and Border Protection (DIBP)
- STEP 6: Student makes travel and/or accommodation requirements
- STEP 7: Student arrives at TACAPS Toowoomba
- STEP 8: International Student Orientation – school and boarding facilities (if applicable)
- STEP 9: Classes begin!

## Things to Do:

### Arranging Visas:

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

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

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

### Department of Immigration and Border Protection (DIBP)

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

### Visa Conditions:

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

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

For a full list of **mandatory** and **discretionary** student visa conditions please visit <http://www.immi.gov.au/Visas/Pages/571.aspx>

## Before Leaving Home:

- Apply for passport.....
- Arrange student visa.....
- Make contact with TACAPS .....
- Arrange for immunisations and medications from your doctor .....
- Make travel arrangements .....
- Arrange travel insurance .....
- Advise TACAPS of travel details .....
- Arrange transport from airport to TACAPS .....
- Pack bags being sure to include the following:
  - Name and contact details TACAPS .....
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency ....
  - Important documents:
    - THIS HANDBOOK! .....
    - Passport .....
    - Letter of offer .....
    - eCoE.....
    - Travel insurance policy .....
    - ID cards, birth certificate (or copy).....

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

## Upon Arrival in Australia:

- Call home .....
- Attend international student orientation .....
- Get student ID card .....
- Get textbooks .....
- Start classes .....
- Get involved in student life and associations .....   
(eg music, sporting and cultural clubs).

## Arranging Travel:

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 days before the start of your commencement at TACAPS to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag. You should fly into Brisbane International Airport which is the closest international airport to Toowoomba. Visit <http://www.bne.com.au>. Toowoomba is located 1.5-2 hours from Brisbane International Airport.

## Documents

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

- Valid passport with Student Visa
- Offer of a place / admission letter from TACAPS
- Confirmation of Enrolment (eCoE) issued by TACAPS
- Receipts of payments (e.g. tuition fees, OSHC etc.)
- Insurance policies
- Other personal identification documents, e.g. birth certificate, ID card
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.

## What to Bring

### Seasonal Considerations

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

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets.

### Clothing

You will be required to wear the TACAPS school uniform to classes and other school activities. As well as TACAPS uniform requirements you will also need to bring jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both boys and girls to wear shorts and t-shirts. This is common during the hotter months.

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

- scientific or graphics calculator
- camera
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home
- dictionary (bilingual)
- toiletries

## Electricity

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive. Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.



## Mobile Phones & Laptops

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

## Getting From the Airport:

### Public Buses

Greyhound Buses

<http://www.greyhound.com.au/Clients/GREYHOUNDNEW/Documents/Timetables/Brisbane-Toowoomba.pdf>

### Shuttle Buses

The Airport Flyer

<http://www.theairportflyer.com.au/home/>

## Keeping in Contact:

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

## To Begin:

### Arrive early

TACAPS will provide an Orientation before the commencement of classes. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation sections which we have provided for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the sections will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with TACAPS.

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

- See and talk to the most important people you will need to know at TACAPS.
  - Leadership staff and their roles
  - Head of Preparatory Years/Head of College Years
  - Learning Enhancement Teacher
  - Boarding Staff/House Parents
  - Class/Mentor Teacher
  
- Familiarise yourself with the campus
  - Library
  - Computer rooms and facilities
  - Recreation and eating areas
  - Classrooms
  - Boarding facilities
  
- Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
  
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

## Policies:

*Accommodation and Welfare Policy*

*Community Code of Conduct*

*Complaints and Appeals Policy*

*Course Credit Statement*

*Course Progress and Attendance Policy*

*Critical Incident Policy*

*Deferment, Suspension and Cancellation Policy*

*Entry Requirements Policy*

*Privacy Policy*

*Refund Policy*

*Transfer Policy*

## Accommodation and Welfare Policy

### Care for younger students under 18 years

Toowoomba Anglican College and Preparatory School is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations Toowoomba Anglican College and Preparatory School must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

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

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

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

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

Toowoomba Anglican College and Preparatory School approves the following accommodation and care options for overseas students:

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

In this case:

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

Toowoomba Anglican College and Preparatory School requires holders of Student Guardian Visas to:

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

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the School will provide

documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Immigration via PRISMS.

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

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

Accommodation options that may be approved by Toowoomba Anglican College and Preparatory School for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. School Boarding House
- ii. Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

Toowoomba Anglican College and Preparatory School will maintain approval of accommodation and care arrangements until:

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

Any accommodation, welfare and other support arrangements for the student must be approved by Toowoomba Anglican College and Preparatory School, including arrangements provided by third parties.

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

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

Any changes to approved arrangements must also be approved by the School. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

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

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

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

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

3. **For School vacation periods, students under 18 years of age for whom Toowoomba Anglican College and Preparatory School has issued a CAAW will:**
  - i. return home to parents, or
  - ii. continue to live in / is placed in Homestay arranged and approved by the school, or
  - iii. apply for approval to spend the vacation with relatives or a friend's family, or
  - iv. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.
4. **Accommodation options for students 18 years and older include:**
  - i. School Boarding House
  - ii. Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.
5. **School vacation periods, the following accommodation options are available to students 18 years or older:**
  - i. Student returns home to parents
  - ii. Student continues to live in / is placed in Homestay, details of which are recorded by the School
  - iii. Student may spend vacation with friend's family or relatives, provided details are given
  - iv. Student may attend a supervised excursion, camp, etc., provided details are given
6. **Homestay / private accommodation arrangements at Toowoomba Anglican College and Preparatory School:**

The Homestay / private accommodation arrangements approved by Toowoomba Anglican College and Preparatory School meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

These include

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

**THIS POLICY WAS LAST UPDATED BY BROOKE CLEARY ON 18/12/17**

# Community Code of Conduct

## Rationale

The Toowoomba Anglican College and Preparatory School Community Code of Conduct promotes the values and vision of the School and endeavours to ensure that relationships are conducted in a respectful and dignified manner. It is acknowledged that all members of the Toowoomba Anglican College and Preparatory School community share the responsibility to develop students' personal and social skills through the explicit teaching and modelling of appropriate behaviours and interactions.

All students, parents, volunteers, coaches and contractors have the right to be safe, and feel safe, within the Toowoomba Anglican College and Preparatory School community.

With this right comes the responsibility to be law-abiding citizens and to be accountable for actions and behaviours in all circumstances when interacting as part of Toowoomba Anglican College and Preparatory School – at school, in transit, within the cyber world, at any location where School- sponsored events or activities are occurring, or where the School community's interests are being represented.

## Scope

For the purpose of this Code of Conduct "School Community" comprises the School Council, parents, guardians, step-parents, relatives, friends, coaches, contractors, supporters, carers, volunteers and invitees of the School, who attend at the School, or elsewhere, for the purposes of visiting, viewing, participating, supporting or being present for any official, co-curricular or social activity held by or for the benefit of the School and or/its students.

## Background

The following are the principles which provide the framework for this Community Code of Conduct: All School Community members are asked to comply with the following expectations:

- Support the Head of School and School staff in the development of a Christ-centred learning community based upon an Anglican ethos;
- Treat one another with dignity and respect at all times, and especially when there is a disagreement;
- Respect differences in people, their ideas and opinions; irrespective of race, gender, religion, gender, sexual orientation, age or disability;
- Show proper care and regard for School property and the property of others;
- Take appropriate measures to help those in need;
- Support the School's policies;
- Work with the School teaching staff and Administration staff to deal promptly with areas of concern;
- Acknowledge and affirm success in individual and School achievement;
- Must not be in possession of, or under the influence of, or provide others with, alcohol or illegal drugs. The exception is when, in the normal course of events, the School is providing hospitality to members or guests of the School community and is in keeping with appropriate legal and hospitality regulations.
- Smoking on school grounds is strictly prohibited.
- Must not engage in or instigate behaviours towards other School Community members and/or their children which constitute bullying, harassment, intimidation, discrimination or physical aggression;
- Respect and comply with all applicable Commonwealth and State laws;
- Report concerns to appropriate staff members and to support the School's preferred methodology of conflict resolution through a restorative practices methodology.

## **The Role of the Parent**

Parents play an important role in the education of their children and have a responsibility to support the efforts of the School staff in maintaining a safe and respectful learning environment for all students. Parents fulfil this responsibility when they:

- Show an active interest in their daughter or son's school work and progress;
- Communicate regularly with the School;
- Help their daughter/son be neat, appropriately dressed and prepared for School;
- Ensure that their daughter/son attends School regularly and on time;
- Promptly report to the School their daughter or son's absence, late arrival or early departure;
- Become familiar with the Toowoomba Anglican College and Preparatory School Community Code of Conduct;
- Encourage and assist their daughter/son in following the Toowoomba Anglican College and Preparatory School policies, guidelines and expectations as set out in the Student Diary and on the School website;
- Work respectfully and restoratively with School staff in dealing with any disciplinary issues.
- Organise meetings with the class teacher to discuss their child's progress.

## **Co-Curricular and Extra Curricular Activities**

The following are statements of principle with which the School Community members are expected to comply in relation to co-curricular activities:

- Remember, young people are involved in co-curricular activities principally for their enjoyment.
- Students should always be encouraged to play by the rules.
- Young people should be taught that honest effort is as important as victory, so the results of each game or competition are accepted without undue disappointment.
- Turn defeat into victory by helping young people work towards skill improvement, participation and good sportsmanship. Never ridicule or yell at any student for making a mistake, not gaining a place or losing a game.
- Remember that young people learn best by example. Applaud good participation by the individual, the School team or group and by members of opposition and/or other participants.
- Do not publicly question the referee, adjudicator or game official's judgement and never his/her honesty.
- Support all efforts to remove verbal and physical abuse from co-curricular activities.
- Recognise the value and importance of volunteer coaches, managers, facilitators and referees. They give of their time and resources to provide and assist in recreational activities for all students.
- Do not approach a referee or game official, adjudicator or judge at any stage during or immediately after a fixture or performance.

## **Breach of the Toowoomba Anglican College and Preparatory School Community Code of Conduct**

The Toowoomba Anglican College and Preparatory School Community Code of Conduct does not take precedence over the Criminal Code Act 1995 (Cth) in which applicable state laws prevail. A breach of this nature will result in police being notified immediately. The consequences to a member of the Toowoomba Anglican College and Preparatory School Community for breaching this Code of Conduct will be as determined at the Head of School, or delegate's absolute discretion.

These consequences may include any one or more of the following:

1. The School may ban any member of the School Community from attending any co-curricular activity or School-sponsored event.
2. The School may ban any member of the School Community from being on the School grounds in general.
3. The School may direct that any parent may only communicate with members of teaching staff through a nominated School representative.
4. In the case of extreme or prolonged breach of this Code of Conduct by a parent, the School may terminate the

enrolment of the child/children of that parent.

5. According to the nature of the breach, the School may take other steps determined to be appropriate, with reasonable discretion.

### **Right of Appeal**

The School's Complaints Policy will apply to any decision made by the Head of School (or delegate) under this Code of Conduct. This Policy is accessible from the School website or from School Administration.

### **Evaluation**

This Policy will be reviewed every two years.

## Complaints and Appeals Policy

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

- 1) Purpose
  - a) The purpose of Toowoomba Anglican College and Preparatory School's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Toowoomba Anglican College and Preparatory School, or an education agent or third party engaged by Toowoomba Anglican College and Preparatory School to deliver a service on behalf of Toowoomba Anglican College and Preparatory School.
  - b) The internal complaints and appeals processes are conciliatory and non-legal.
- 2) Complaints against other students
  - a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.
- 3) Informal Complaints Resolution
  - a) In the first instance, Toowoomba Anglican College and Preparatory School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should contact the Director of Boarding/Head of Preparatory Years/Head of College Years in the first instance to attempt mediation/informal resolution of the complaint.
  - c) If the matter cannot be resolved through mediation, the matter will be referred to the Head of School and Toowoomba Anglican College and Preparatory School's internal formal complaints and appeals handling procedure will be followed.
- 4) Formal Internal Complaints Handling and Appeals Process
  - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
  - b) The student must notify the school in writing of the nature and details of the complaint or appeal.
  - c) Written complaints or appeals are to be lodged with the Head of School.
  - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
  - e) Complaints and appeals processes are available to students at no cost.
  - f) Each complainant has the opportunity to present his/her case to the Head of School.
  - g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
  - h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Head of School/other and will be finalised as soon as practicable.
  - i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

However, if the Head of School deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and

appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

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

5) External Appeals Processes

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

6) Other legal redress

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

7) Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at Toowoomba Anglican College and Preparatory School or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) Support person – for example, a friend/teacher/relative not involved in the grievance.

**COMPLAINTS AND APPEALS POLICY WAS LAST UPDATED BY BROOKE CLEARY ON 18/12/17**

## Course Credit Statement

Toowoomba Anglican College and Preparatory School will assess all applications for course credit for students enrolling in Senior Secondary Studies.

The student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

Toowoomba Anglican College and Preparatory School assesses and records course credit, according to requirements of the [Queensland Curriculum and Assessment Authority](#) (QCAA).

***THE COURSE CREDIT STATEMENT WAS LAST UPDATED BY BROOKE CLEARY ON 18/12/2017***

## Course Progress and Attendance Policy

This policy is available to staff and to students.

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

### 1. Course Progress

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each semester of enrolment according to Toowoomba Anglican College and Preparatory School's course assessment requirements.
- c) Students who have begun part way through a semester will be assessed according to Toowoomba Anglican College and Preparatory School's course assessment requirements after completing one full semester.
- d) To demonstrate satisfactory course progress, students will need to
  - i. Complete learning tasks for each unit of work for all subject areas relevant to the year level
  - ii. Demonstrate an understanding of the content covered and ability in the skills required for the course
  - iii. Successfully complete assessment items relevant to each unit of work being studied
  - iv. Progress to the next level of work in a timely manner completing a full year level of the course in no more than twelve months
  - v. Engage with literacy or numeracy support or both (depending on area of need) if he/she is not making the expected academic progress
  - vi. Achieve at a sound level i.e. at a "C" level of competency for each subject completed in a semester.
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Head of Preparatory/College Years will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
  - i. After hours tutorial support
  - ii. Subject tutorial support in class time
  - iii. Mentoring
  - iv. Additional ESL support
  - v. Change of subject selection, or reducing course load (without affecting course duration)
  - vi. Counselling – time management
  - vii. Counselling -academic skills
  - viii. Counselling - personal
  - ix. other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the Head of Preparatory/College Years and records of student response to the strategy will be kept.

Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.

- h) If the student does not achieve satisfactory course progress by the end of the next study period, Toowoomba Anglican College and Preparatory School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Toowoomba Anglican College and Preparatory School, he/she may contact the Overseas Student Ombudsman at no cost. Please see Toowoomba Anglican College and Preparatory School's Complaints and Appeals Policy for further details.
- i) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the Head of Toowoomba Anglican College and Preparatory School in writing, or
  - ii. the complaints and appeals process results in a decision in favour of the school.

## **2. Completion within expected duration of study**

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- c) The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
  - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
  - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.
  - iii. an approved deferment or suspension of study has been granted in accordance with Toowoomba Anglican College and Preparatory School's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

## **3. Monitoring Course attendance**

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
  - i. checked and recorded daily
  - ii. assessed regularly
  - iii. recorded and calculated over each study period.

- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Head of School.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by Class/Mentor teacher each day, each day of the semester to assess student attendance using the following method:
  - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.]
  - ii. Attendance for any period of exclusion from class will be assessed under Toowoomba Anglican College and Preparatory School's Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching Toowoomba Anglican College and Preparatory School's attendance requirements will be contacted by [email and/or telephone and students will be counselled and offered any necessary support when they have absences totalling 15 % in any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Toowoomba Anglican College and Preparatory School will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- i) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days
  - ii. the student withdraws from the complaints and appeals process by notifying the Head of Toowoomba Anglican College and Preparatory School in writing,
  - iii. the complaints and appeals process results in a decision in favour of the school.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
  - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
  - ii. the student's attendance has not fallen below 70% for the study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%, or number of study days x number of days per week x 30%.
- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Head of Preparatory/College Years will assess whether a suspension of studies is in the interests of the student as per Toowoomba Anglican College and Preparatory School's Deferment, Suspension and Cancellation Policy.

- m) If the student does not obtain a suspension of studies under the Toowoomba Anglican College and Preparatory School's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

#### 4. Definitions

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

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

- b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) *School day* – any day for which the school has scheduled course contact hours.
- d) *Study period* - Toowoomba Anglican College and Preparatory School defines a "study period" for the purposes of monitoring course attendance and progress as a *semester*.

THE POLICY FOR MONITORING COURSE DURATION, PROGRESS AND ATTENDANCE WAS LAST UPDATED BY BROOKE CLEARY ON 18/12/17

## Critical Incident Policy

- 1) Toowoomba Anglican College and Preparatory School recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
- 2) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury that may affect the student's ability to undertake or complete their course. This may include but is not limited to:
  - a) Serious injury, illness or death of a student or staff
  - b) Students or staff lost or injured on an excursion
  - c) A missing student
  - d) Severe verbal or psychological aggression
  - e) Physical assault
  - f) Student or staff witnessing a serious accident or incident of violence
  - g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
  - h) Fire, bomb threat, explosion, gas or chemical hazard
  - i) Social issues e.g. drug use, sexual assault
- 3) **Critical Incident Committee**
  - a) Toowoomba Anglican College and Preparatory School has a Critical Incident Committee to assist the Head of School in the prevention and management of critical incidents at the school, or off campus in the case of an overseas student for whom the school has undertaken care responsibilities.
  - b) The Head of School is the critical incident team leader.
  - c) The Critical Incident Committee also includes:
    - i) Deputy Head of School
    - ii) Business Manager
    - iii) Chair of School Council
    - iv) Head of the College Years
    - v) Head of Preparatory Years
    - vi) Director of Boarding
    - vii) Outside counsellor/s as drafted by the Committee
    - viii) The Assistant to Head of School who coordinated the Administration
  - d) The responsibilities of the committee include:
    - i) risk assessment of hazards and situations which may require emergency action
    - ii) analysis of requirements to address these hazards
    - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
    - iv) 24 hour access to contact details for all students and their families and emergency contacts provided by the student's family (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
    - v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, welfare officer, legal services, school security
    - vi) development of a critical incident plan for each critical incident identified, including arranging

- emergency or alternative accommodation arrangements if necessary
- vii) dissemination of planned procedures
- viii) organisation of practice drills
- ix) regular review of the critical incident plan
- x) assisting with implementation of the critical incident plan
- xi) arranging appropriate staff development
- xii) budget allocation for emergencies
- xiii) ensuring written records of any critical incident and remedial action taken by Toowoomba Anglican College and Preparatory School are kept on file for at least two years after the student ceases to be enrolled.

#### 4) Critical Incident Plans

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

#### 5) Resources

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

## 6) Managing the Media

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

## 7) Evaluation and review of management plan

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

### *Example of a critical incident plan - injury to overseas student*

#### *i. Immediate Action (within 24 hours)*

- a. *Identify the nature of the critical incident*
- b. *The person, who is initially notified of the incident, be that the school secretary or homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.*
  - i. *Where did the injury occur? On campus or off?*
  - ii. *How severe is the nature of the injury?*
  - iii. *Where is the student now?*
  - iv. *Is the student in hospital?*
  - v. *Has an ambulance been called?*
  - vi. *Is an interpreter required?*
- c. *The information should be documented for further reference.*
- d. *Notification of the critical incident committee/team leader*
- e. *The person who is initially notified of the incident should notify the critical incident team leader immediately.*
- f. *Assignment of duties to school staff*
  - i. *The critical incident team leader will identify the staff member responsible for any immediate action.*
  - ii. *The incident will then be referred to the identified staff member.*
  - iii. *The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.*
- g. *Implement the appropriate management plan or action strategy*
  - i. *If the student is on campus*

- Ensure appropriate intervention to minimise additional injury
- Provide first aid where necessary
- Ascertain seriousness of injury
- Call ambulance if required
- If ambulance is required, accompany student to hospital
- Ascertain seriousness of injury from hospital staff
- If ambulance is not required accompany student to relevant medical service e.g. doctor

ii. *If the student is off-campus*

- If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital
- Otherwise go to location of student
- Provide first aid where necessary
- Ascertain seriousness of injury
- Call ambulance if required
- If ambulance is required, accompany student to hospital
- Ascertain seriousness of injury from hospital staff
- If ambulance is not required accompany student to relevant medical service e.g. doctor

iii. *If the student has already been taken to hospital*

1. Go to hospital
2. Ascertain seriousness of injury from hospital staff

h. *Dissemination of information to parents and family members*

- i. *When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.*
- ii. *Contact the parents/legal guardian of the student*
- iii. *Contact the carer of the student e.g. they may be living with a relative*
- iv. *Contact any emergency contacts provided by the student's family*
- v. *Contact the homestay family of the student*

i. *Completion of a critical incident report [see sample critical incident report]*

j. *Media response if required*

k. *Inform critical team leader of any relevant factual information to be conveyed to the media liaison.*

l. *Assess the need for support and counselling for those directly and indirectly involved*

m. *If the student is seriously injured or requires hospitalisation, the school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.*

n. *The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.*

o. *The school should also contact Department of Immigration and inform them of the incident.*

i. ***Additional Action (48 – 72 hours)***

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

**ii. *Follow-up – monitoring, support, evaluation***

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

**THE CRITICAL POLICY WAS LAST UPDATED BY BROOKE CLEARY ON 18/12/17**

## Deferment, Suspension and Cancellation Policy

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

- a) All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.
- b) Parents must therefore keep Toowoomba Anglican College and Preparatory School informed of their current contact details, as per the conditions of the student visa.
- c) Where relevant and where approved by the parents, the school may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

### STUDENT-INITIATED CHANGES IN ENROLMENT

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

- a) Toowoomba Anglican College and Preparatory School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - i. illness, where a medical certificate states that the student will be unable to attend classes
  - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - iii. major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
  - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
  - v. after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 10 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Head of School. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see Toowoomba Anglican College and Preparatory School's Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

### 3. Suspension of study requested by student

- a) Once the student has commenced the course, *Toowoomba Anglican College and Preparatory School* will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
  - i. illness, where a medical certificate states that the student was unable to attend classes bereavement of

- close family members such as parents or grandparents (where possible a death certificate should be provided)
  - ii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
  - iii. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
  - iv. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
- b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e) The period of suspension will not be included in attendance calculations.
- f) Applications will be assessed on merit by [insert position].
- g) Some examples of circumstances that are not considered compassionate and compelling at Toowoomba Anglican College and Preparatory School include:
- i. Requests for early departure or late return from vacation, including inability to secure cheap flights
  - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
  - iii. Returning home to attend family gatherings that occur during term time.
- h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
- i) All applications for suspension will be considered within 10 working days.
- j) The final decision for assessing and granting a suspension of studies lies with the Head of School. Where a student's request to suspend studies is refused, the student has a right of appeal (see *Toowoomba Anglican College and Preparatory School's* Complaints and Appeals policy).

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

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to Head of School. Please see Toowoomba Anglican College and Preparatory School's Refund and Cancellation Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified Toowoomba Anglican College and Preparatory School of cancellation of enrolment where:
- i. the student has not yet finished his/her course/s of study with the school, and
  - ii. does not resume studies at the school within 14 days] after a holiday break, and

- iii. the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including “inactive” cancellation of enrolment in 4.b), above, is not subject to *Toowoomba Anglican College and Preparatory School's* Complaints and Appeals Policy.

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

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

- a) Toowoomba Anglican College and Preparatory School may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Toowoomba Anglican College and Preparatory School's Behaviour Policy/Code of Conduct.
- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where Toowoomba Anglican College and Preparatory School intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Toowoomba Anglican College and Preparatory School 's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.
- d) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Head of School.
- e) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

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

- a) Toowoomba Anglican College and Preparatory School may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Toowoomba Anglican College and Preparatory School's Behaviour Policy/Code of Conduct.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where Toowoomba Anglican College and Preparatory School intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access Toowoomba Anglican College and Preparatory School's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Head of School.

- e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>.)
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

## 7. School-initiated cancellation of enrolment

- a) Toowoomba Anglican College and Preparatory School will cancel the enrolment of a student under the following conditions:
  - i. Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
  - ii. Failure to pay course fees
  - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
  - iv. Any behaviour identified as resulting in cancellation in Toowoomba Anglican College and Preparatory School's Behaviour Policy/Code of Conduct
- b) Where Toowoomba Anglican College and Preparatory School intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Toowoomba Anglican College and Preparatory School's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) Toowoomba Anglican College and Preparatory School is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at Toowoomba Anglican College and Preparatory School will be cancelled and this may impact on the student's visa. Further information can be found in Toowoomba Anglican College and Preparatory School's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, Toowoomba Anglican College and Preparatory School will maintain the student's enrolment and the student will attend classes as normal. The Head of School will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If a student decides to access Toowoomba Anglican College and Preparatory School's complaints and appeals process because they have been notified of a school initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Toowoomba Anglican College and Preparatory School need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- g) The use of extenuating circumstances by Toowoomba Anglican College and Preparatory School to suspend or

cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

h) The final decision for evaluating extenuating circumstances lies with the Head of School.

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

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

#### **9. Definitions**

a) Day – any day including weekends and public holidays in or out of term time

b) Extenuating circumstances - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Examples include:

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

**POLICY FOR DEFERRING, SUSPENDING OR CANCELLING ENROLMENT WAS LAST UPDATED BY BROOKE CLEARY ON 18/12/17**

## Entry Requirements Policy

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

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

Minimum academic and English language requirements are as follows:

### Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Admission form or offered as an alternative point of entry by the school in a Letter of Offer.
  - a) For Primary School:
    - i) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum
  - b) For Year 7 – 12 students:
    - i) A pass level or “C” Year Level or better for the majority of core subjects

### English Language Proficiency Requirements

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

Acceptable Test	Minimum Test Result	For Entry to
AEAS	Determined by the School in conjunction with the AEAS recommendations.	7-10
AEAS/IELTS	Determined by the School in conjunction with the AEAS recommendations or an IELTS score of 5.5 with a minimum of 5 in writing.	11
AEAS/IELTS	Determined by the School in conjunction with the AEAS recommendations or an IELTS score of 6 with no score lower than 5.	12
EIKEN	EIKEN Pre 2	7-10
EIKEN	EIKEN 2	11

4. Students wishing to enter school below Year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.
5. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
6. If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

**POLICY ON ENTRY REQUIREMENTS WAS LAST UPDATED BY BROOKE CLEARY ON 18/12/17**

## Privacy Policy

Toowoomba Anglican College and Preparatory School (the School), as part of the Anglican Church Southern Queensland, is committed to protecting the privacy of its employees, students and parents.

The School is bound by the Australian Privacy Principles (APPs) and the *Privacy Act 1988* (Cth) (the Act).

### 1. Scope

This policy applies to students, parents, Council members, employees and volunteers. This policy outlines how the School collects, uses and discloses personal information.

### 2. Definitions

**Employee** means all employees employed by the School, including applicants and prospective Employees.

**Employee Record** means a record as defined in the Act.

**Parent** is the parent / guardian / carer of a Student.

**Student** means prospective, current or past student of the School.

**Personal information** is information or an opinion, whether true or not, and whether recorded in material form or not, about an identified individual or an individual whose identity is reasonably apparent, or can be determined, from the relevant information or opinion.

**Sensitive information** is a type of personal information. It includes information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preference or practice, or criminal record. Sensitive information also includes biometric information that is used for the purpose of automated biometric verification, biometric identification or biometric templates.

**Health information** is a subset of sensitive information. It is information or an opinion about the health or disability of an individual and information collected to provide, or in providing a health service.

**Health service** includes an activity performed to assess, record, maintain or improve an individual's health, to diagnose an illness or disability, to treat an individual, or the dispensing on prescription of a drug or medicinal preparation by a pharmacist.

### 3. Purpose

The School collects, holds, uses and discloses personal information so that it can exercise its function and activities and fulfil relevant duties and obligations.

That may include (but is not limited to):

- a) informing Parents about the Student's education;
- b) School administrative purposes, including for the provision of such services to the School;
- c) supporting a Student's educational, social and medical wellbeing;
- d) seeking donations and/or marketing for the School; and
- e) satisfying the legal obligations of the School.

The School collects and holds personal information, sensitive information and health information about Students, Parents and Employees.

The School generally deals with personal and sensitive information regarding:

- f) Students and Parents relating to the enrolment of the Student at the School;
- g) job applicants, staff members, volunteers and contractors; and
- h) persons who are involved with the School.

The School collects personal information about individuals to satisfy legal obligations and to fulfil its educational purpose. If the School requests information to be provided and the request is not complied with, the School may be unable to enrol a prospective Student or continue enrolment of a current Student.

## **4. Collection**

### **4.1 Personal Information**

The School collects personal information about an individual by way of forms, face-to-face meetings, interviews and telephone calls. Other individuals may provide personal information about a person in dealings with the School.

The School may collect personal information about an individual from a third party, for example, a medical practitioner providing a report.

Collection of personal information from a third party will be undertaken where it is reasonably necessary to do so. Any personal information that is unsolicited will be dealt with in accordance with the APPs.

### **4.2 Sensitive Information**

Sensitive information will be collected by the School where it is reasonably necessary for one or more of the School's functions or activities. It will only be collected with consent, unless one of the exceptions under the APPs applies.

### **4.3 Employee Records**

Under the Act, the APPs do not apply to Employee records. This means that the Act does not apply to how the school deals with an Employee record that concerns current and former Employees of the school.

## **5. Use and Disclosure**

The School will only use and disclose personal information for the primary purpose of collection or as otherwise specified in this Privacy Policy.

The School may disclose personal information to the Corporation of Synod of the Diocese of Brisbane for administrative and management purposes including insurance, child protection and professional standards.

Personal information will only be used for a secondary purpose if consent has been obtained, where it is reasonably expected or if such use or disclosure falls within a permitted exception.

Sensitive information will be used and disclosed for the primary purpose of collection, unless the School is advised otherwise, or the use or disclosure is required / permitted by law.

## **6. Quality of Information and Security**

The School endeavours to ensure that the personal information it holds is accurate, complete and up to date.

The School will take all reasonable steps to:

- a) protect personal information from misuse, interference, loss, unauthorised access, modification or unauthorised disclosure; and
- b) destroy or de-identify information that is no longer needed.

## **7. Access to Personal Information**

Access to records of personal information that the School holds or concerns about the accuracy of information held by the School should be directed to the School Receptionist.

Under the Act, an individual has the right to obtain access to personal information which the School holds about them; there are exceptions to this, for example, where access may impact the privacy of others or pose as a threat to the individual.

To make a request to access personal information the School requires a request in writing. The School will respond to this request within a reasonable period of time. Where it is reasonable, the School will provide access in the manner requested. The School may charge a fee to provide access to the personal information, however, will not charge for the request for access.

If a request for access is refused the School will provide written reasons on why the request was refused; details on how to make a complaint will also be included in this response.

#### **8. Marketing and Fundraising**

The School engages in marketing and fundraising as a means to promote future growth and sustain and improve the educational environment for Students.

Personal information collected may be used to make a marketing or fundraising appeal. The School will abide by any direction from an individual not to disclose personal information to third parties for marketing purposes.

The School also allows individuals to "opt out" through selection on the Standard Collection Notice.

#### **9. Complaints**

If an individual believes that the School has breached the APPs a complaint can be made to the School.

All complaints should be in writing and directed to the School Receptionist. The School will investigate complaints in a timely manner and respond in writing.

If an individual is not satisfied with the School's response, a complaint can be lodged with the Office of the Australian Information Commissioner on the following website <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.

#### **10. Contact Details**

School Reception  
Toowoomba Anglican College and Preparatory School  
2 Campbell Street  
TOOWOOMBA QLD 4350  
Phone: 07 4639 8111  
Facsimile: 07 4639 8100  
Email: [admin@tacaps.qld.edu.au](mailto:admin@tacaps.qld.edu.au)

## Refund Policy

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed as well as comprising part of student's written agreement.

- 1) This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school.
- 2) Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
- 3) The enrolment application fee is non-refundable.
- 4) Payment of Course Fees and Refunds
  - a) Fees are payable according to the Schedule of Fees, Written Agreement and invoice.
  - b) An itemised list of school fees is provided in the school's written agreement [as per NC Standard 3.3.4]
  - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
  - d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
- 5) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Head of School.
- 6) Student default because of visa refusal
  - a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of  
5% of the amount of course fees received, or  
AUD 500.
  - b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees\* received by the school with respect to the student within the period of four weeks after the day of student default.

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

- 7) Student default  
Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
  - (a) Non-tuition fees:  
Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
  - (b) Non-commencement with no notification of withdrawal:  
If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 50% tuition fees will be retained from tuition fees received by the school.

(c) Non-Commencement with notification of withdrawal:

- i. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee of \$500.
- ii. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 50% of the tuition fee.

(d) Refunds after commencement of a course:

- i. *If tuition fees for up to 1 semester have been received in advance:* Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the semester, no tuition fees will be refunded.
- ii. *If tuition fees for more than 1 semester have been received in advance:* If fees for more than one semester have been received in advance, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less \$500, provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less one term's fees.

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

1. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
  - Failure to maintain satisfactory course progress (visa condition 8202). Please see Course Progress and Attendance Policy.
  - Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress and Attendance Policy.
  - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see Accommodation and Welfare Policy.
  - Failure to pay course fees.
  - Any behaviour identified as resulting in enrolment cancellation in Toowoomba Anglican College and Preparatory School's Community Code of Conduct. This would include smoking, drinking of alcohol and illicit drug use or possession.
2. Any refund in the case of cancellation of a student's enrolment for failure to maintain Toowoomba Anglican College and Preparatory School's agreed conditions of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, will be at the discretion of the school.

8) Provider default

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

- a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees\* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees\* received by the school with respect to the student will be made within 14 days of the school's default day.
- c) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see:  
<https://tps.gov.au/StaticContent/Get/StudentInformation>.

\*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). <http://www.comlaw.gov.au/Details/F2014L00907>.

- 9) This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Definitions

- a) **Non-tuition fees** – fees not directly related to provision of the student’s course, including boarding fees, book and stationery supplies, uniforms, Overseas Student Health Cover, Queensland Curriculum and Assessment Authority (QCAA) fees, extra learning support/tuition, year level camps, excursions, extra -curricular activities, social events.
- b) **Tuition fees** – fees directly related to the provision of the student’s course, including tuition fees, confirmation of enrolment fee, laptop levy, digital levy.
- c) **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- d) **Term** - half of one semester (approximately 10 weeks).
- e) **Semester - two terms (approximately 20 weeks)**. There are two semesters in a year.

If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student’s fees for the duration of that semester.

THE REFUND POLICY WAS LAST UPDATED BY BROOKE CLEARY ON 18/12/17

## Transfer Request Policy

Toowoomba Anglican College and Preparatory School's Overseas student transfer policy and processes apply to:

- overseas students requesting to transfer prior to completing the first six months of their first registered school sector course or
- where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

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

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
  - a) If the student's course or school becomes unregistered
  - b) The school has a government sanction imposed on its registration
  - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
  - d) If the student is granted a release in PRISMS.
2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
3. Toowoomba Anglican College and Preparatory School will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
  - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
  - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Toowoomba Anglican College and Preparatory School 's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
  - c) The student provides evidence of compassionate or compelling circumstances.
  - d) Toowoomba Anglican College and Preparatory School fails to deliver the course as outlined in the written agreement.
  - e) The student provides evidence that their reasonable expectations about their current course are not being met.
  - f) The student provides evidence that he / she was misled by Toowoomba Anglican College and Preparatory School or an education or migration agent regarding Toowoomba Anglican College and Preparatory School or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
  - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
4. Students under 18 years of age MUST also have:
  - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
5. Toowoomba Anglican College and Preparatory School will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
  - a) The student's progress is likely to be academically disadvantaged
  - b) Toowoomba Anglican College and Preparatory School is concerned that the student's application to transfer is a consequence of the adverse influence of another party
  - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer

- d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
  - e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the Registrar.
  - b) Give this completed application form and a valid offer of enrolment from another provider to the Registrar or assessment.
  - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.  
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Toowoomba Anglican College and Preparatory School, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. Toowoomba Anglican College and Preparatory School will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If Toowoomba Anglican College and Preparatory School grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
9. If Toowoomba Anglican College and Preparatory School intends to refuse the student's transfer application request, Toowoomba Anglican College and Preparatory School will provide the student with reasons for refusal in writing and include a copy of Toowoomba Anglican College and Preparatory School 's complaints and appeals policy (available at: <http://www.tacaps.qld.edu.au/admissions/overseas-students/>). The student has the right to access Toowoomba Anglican College and Preparatory School 's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- a) the student confirms in writing they choose not to access Toowoomba Anglican College and Preparatory School 's complaints and appeals process, or
  - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
  - c) the appeals process is completed and a decision has been made in favour of the student or Toowoomba Anglican College and Preparatory School.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is:
- Street address: Ground Floor, 299 Adelaide Street, Brisbane Qld 4000  
Postal address: GPO Box 9984, Brisbane Qld 4001  
Opening Hours: 9am to 4pm Monday to Friday  
Tel: 131 881
- Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

Student who are no longer subject to the transfer restriction but where Toowoomba Anglican College and Preparatory School holds welfare responsibility via a CAAW.

11. Students under 18 years of age MUST have:
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the Registrar.
  - b) Give this completed application form and a valid offer of enrolment from another provider to the Registrar for assessment and response within 10 working days.

- c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.

In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Toowoomba Anglican College and Preparatory School in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

13. Toowoomba Anglican College and Preparatory School will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.

14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form:

<https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

**THE TRANSFER POLICY WAS LAST UPDATED BY BROOKE CLEARY ON 18/12/17**

## International Student Visa Conditions

For a full list of **mandatory** and **discretionary** student visa conditions please visit <http://www.immi.gov.au/Visas/Pages/571.aspx>

### Current Address Details

TACAPS will need to confirm each student's residential and mailing address as well as email and telephone contacts every six months.

### Fees

Fees are payable on the first day of each Semester and can be made by direct deposit, Bpay or credit card facilities.

### Textbooks

A list of textbooks and stationery requirements will be given to you on acceptance of your offer along with other information you will need to start studying at TACAPS.

### What to Do First

Advise the Registrar when you will be arriving. If you are a boarding student you will be able to unpack and settle into your room and the boarding house. We will then commence an orientation with you and a tour of the school and facilities in readiness for your first day at school.

For students living with family a tour of the school facilities and your classroom will be given on your arrival.

### Calendar of Events:

A calendar of events is listed on the school portal, Galileo

### Subject Selection:

This is organised by Head of College for Secondary students

### Timetables:

Student timetables can be found on the school portal, Galileo.

### English Language Support

ESL support is available at TACAPS. Students will be monitored by the Learning Enhancement Coordinator and allocated assistance where necessary.

## Quick Guide to Key Personnel:

### WHO TO SEE

### ISSUES

#### ACADEMIC

Class Teacher/Mentor

Questions about content of units, teaching procedures, assessment.

Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study

Help with reading, writing, note taking, preparation for exams & assignments

#### ADMINISTRATIVE

Registrar

Visa problems, financial problems, enrolment and short term accommodation

Registrar

Health care/ insurance problems, academic progression, accommodation.

Class Teacher/Mentor

Timetable, subject choices

Registrar

Change of address.

#### PERSONAL

Boarding House Parent/Deputy Head/Chaplain

Problems with home-sickness, depression, settling in, personal problems.

Head of Preparatory Years/College Years

Harassment, discrimination issues.

Class Teacher/Mentor

Examination / study adjustments.

Director of Boarding

Boarding issues

The following staff members undertake the following roles and responsibilities in relation to overseas students:		NC B St 6
Staff Member in this Role	Area of Responsibility for Overseas Students	Method to Contact / make Appointment
Head of School	Ensuring the school is compliant in meeting the Commonwealth and state legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates. (NC B St 5.1)	Email/phone
Boarding House Parents	Ensuring students under 18 years of age are given age-and culturally-appropriate information on who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider. (NC B St 5.2.1)	Email/phone
Head of School	Responding to an emergency when contacted by a student or service provider. (NC B St 5.2.1)	Email/phone
Boarding House Parents Head of Preparatory Years Head of College Years	Ensuring students under 18 years of age are given age-and culturally-appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse. (NC B St 5.2.2)	Email/phone
Head of School	If unable to contact a student there are concerns for the student's welfare, make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable. (NC B 5.5)	Email/phone
Head of School	Taking all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety (NC B 6.9.1)	Email/phone
Boarding House Parents Head of Preparatory Years Head of College Years	Providing information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents (NC B 6.9.2)	Email/phone
Registrar	Providing overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia. (NC B 6.9.3)	Email/phone

Registrar Head of Preparatory Years Head of College Years Boarding House Parents	Orientation on arrival	Email/phone
Learning Enhancement Centre Co-ordinator	ESL Support	Email/phone
Learning Enhancement Centre Co-ordinator	Other tutorial support	Email/phone
Dean of Senior Studies	Academic and Careers Counselling	Email/phone
Deputy Head of School Head of College Years Head of Preparatory Years School Chaplain	Personal Counselling	Email/phone
Director of Boarding	Monitoring of homestay / accommodation / care arrangements	Email/phone
Head of School	Complaints and appeals	Email/phone
Registrar	Visa / Passport issues	Email/phone
Registrar	OSHC	Email/phone

## Assessment & Reports

There are no public school examinations in Queensland. State-wide moderation of student results ensures state-wide educational standards are maintained. Assessment for students is formative as well as summative. In Years Foundation – 10 assessment is criterion-based within School programs. In Years 11 and 12, assessment is also criterion-based, but within State-based guidelines. Years 11 and 12 study leads to an OP and a Queensland Certificate of Education (QCE) at the end of Year 12. The Queensland Certificate of Education (<http://www.qsa.qld.edu.au/589.html>) (QCE) is Queensland's senior school qualification. It is awarded to eligible students (usually at the end of Year 12) by the Queensland Curriculum and Assessment Authority.

The QCE offers flexibility in what is learnt, as well as where and when learning occurs. A QCE can help graduates improve their job prospects.

The requirements for a QCE are different to those for tertiary entrance. A QCE does not give you an Overall Position (OP). An OP is a statewide rank that is used for tertiary entrance. This is determined following a number of examinations held over two days and is separate to the QCE.

Assessments are held mid semester and the end of each semester. Reports are issued three times per year:

- End of Term 1 (March/April)
- End of Term 2 (June/July)
- End of Term 4 (December)

# Minimum Academic and English Language Requirements:

## Academic Requirements

Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Admission Form or offered as an alternative point of entry by the school in a Letter of Offer.

- a) For Primary School:
  - i) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum
- b) For Year 7 – 12 students:
  - i) A pass level or "C" Year Level or better for the majority of core subjects

## English Language Proficiency Requirements

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

Acceptable Test	Minimum Test Result	For Entry to
AEAS	Determined by the School in conjunction with the AEAS recommendations.	7-10
AEAS/IELTS	Determined by the School in conjunction with the AEAS recommendations or an IELTS score of 5.5 with a minimum of 5 in writing.	11
AEAS/IELTS	Determined by the School in conjunction with the AEAS recommendations or an IELTS score of 6 with no score lower than 5.	12
EIKEN	EIKEN Pre 2	7-10
EIKEN	EIKEN 2	11

4. Students wishing to enter school below Year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.
5. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.

6. If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

## Services:

### Calling Emergency Services

DIAL

000

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

### Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. Most phones accept coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

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

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

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

### Making Phone Calls within Australia

To make international phone calls:

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

To make domestic phone calls:

**☎ Dial – the area code + phone number**

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



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

## Calling Australia from Overseas

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

Example: International access number +61 2 XXXX XXXX



## 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.

### 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 advise 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**

## Mobile/Cell Phones

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

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



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



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



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



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



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



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



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



## Overseas Student Health Cover (OSHC)

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

### How do I get OSHC?

You may choose to organise your own health cover or TACAPS will be able to assist you with this. You may need to complete an Application for OSHC which is available from registered OSHC providers.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. TACAPS uses Medibank Private as the preferred OSHC provider. However you are free to choose your own institution and apply through them as you are required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers	
Medibank Private:	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
OSHC Worldcare:	<a href="http://www.oshcworldcare.com.au">www.oshcworldcare.com.au</a>
BUPA OSHC:	<a href="http://www.overseasstudenthealth.com">www.overseasstudenthealth.com</a>
Australian Health Management:	<a href="http://www.ahm.com.au">www.ahm.com.au</a>

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

Further information on OSHC can be found at: <http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm>

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

### What am I covered for?

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

## How do I use my OSHC card?

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

## Types of Health Care in Australia

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

### Public System

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

See also: Attending an Australian hospital.



### Private System

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

### Attending an Australian Hospital

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

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

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

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

See also: Public hospital waiting times.

### General Practitioners (GPs)

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



## Medical Services

### What do I do if I am sick?

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

### Seeing a Doctor

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

## Public Hospital Waiting Times



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

## Pharmacies

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

## Prescription Medication

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

## Over-the-Counter Medication

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

## Dental and Optical

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

## Interpreter Services

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

\*2015 Applicable limit – confirm with your OSHC provider

# Public Transport Safety

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

## Buses

Waiting for a bus:

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



Riding on the bus:

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



## Trains

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

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



## Taxis

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

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



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

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

(Source: Queensland Police Service)

### Smoking

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

### Alcohol

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

## Hitchhiking

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

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

Our advice to you is: **DO NOT HITCHHIKE!** It simply is not worth the risk.

## Schoolies Week

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

- i. Any accommodation, welfare and other support arrangements for the student must be approved by the School, including arrangements provided by third parties
- ii. Any changes to approved arrangements must also be approved by the School. **This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12**
- iii. If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx>.)

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

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

Celebrate but watch your friends:

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

- Stay clear of a driver who has been drinking or using drugs.
- Ask an official volunteer to walk you home if you are alone — don't walk home at night alone.

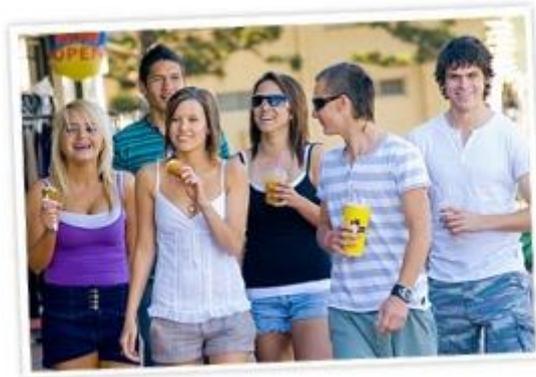
**Stay with your friends and don't take chances.**

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

**Look out for them**

**if you require assistance.**

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



(Source: Queensland Government Schoolies Week)