



# TAS

TRINITY ANGLICAN SCHOOL  
CAIRNS | AUSTRALIA

# Trinity Anglican School International Student Handbook

## 2017

Trinity Anglican School Ltd  
CRICOS REGISTRATION: 00770B

# WELCOME

Dear Students and Parents

Welcome to Trinity Anglican School (TAS).

TAS is located in the picturesque city of Cairns. The School was founded in 1983 and since then it has built a reputation for academic excellence, outdoor education programs, international relationships and leadership in Technology, the Arts and Sport.

The White Rock Campus has Primary School Studies from Preparatory to Year 6, Junior Secondary Years Seven to Ten and Senior Secondary Studies for Years Eleven and Twelve for boys and girls. The Kewarra Beach Campus also has Primary School Studies for Years Preparatory to Year Six for boys and girls.

For 34 years, the TAS international program has supported students from many countries around the world. The program has allowed the international students to enjoy their school life and support them in their path to achieve their academic goals and in the meantime develop friends for life and intercultural understanding.

The TAS Community welcomes international students with open arms and individually caters for the student's goals for the future.

We look forward to meeting you soon and introducing you into our exciting TAS International Program.

With best wishes

**Joyce Lester**  
**DIRECTOR OF INTERNATIONAL EDUCATION**



# IMPORTANT CONTACTS

## Trinity Anglican School

White Rock: Progress Road, White Rock  
Kewarra Beach: Poolwood Road, Kewarra Beach

### Postal Address

PO Box 110E  
Earlville, Cairns  
Qld 4870  
Australia

### Telephone

+61 7 4036 8111

### Fax

+61 7 4036 8222

### Email

tas@tas.qld.edu.au

### Principal:

Mr Paul Sjogren

### Deputy Principal

Mrs Margaret Kennedy

### Director of Admissions & Marketing

Ms Sue Wicks

### 24 hour emergency contact

Joyce Lester 0419 734 654

### Director of International Education:

Ms Joyce Lester 0419 734 654

### International Office Telephone

+61 7 4036 8116

### Fax

+61 7 4036 8222

### Email

international@tas.qld.edu.au

### Homestay Coordinator

Ms Joyce Lester

### Telephone

+61 7 4036 8111

### Police, Fire, Ambulance(telephone)

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*For information and support regarding policies and procedures that affect international students, you should first speak with the Director of International Education (DOIE) or the Director of Admissions & Marketing at TAS. The following sources of information can also be useful.*

TAS website

[www.tas.qld.edu.au](http://www.tas.qld.edu.au)

DEEWR (Department of Education,  
Employment and Workplace Relations)

[www.deewr.gov.au](http://www.deewr.gov.au)

ESOS rights and responsibilities

[www.studyinaustralia.gov.au/global/live-in-australia/support-services](http://www.studyinaustralia.gov.au/global/live-in-australia/support-services)

ESOS General Enquiries

[iehotline@education.gov.au](mailto:iehotline@education.gov.au) /1300 615 262

ESOS Helpline

Telephone: +61 2 6240 5069

DIBP (Department of Immigration & Border  
Protection)

Level 2 GHD Building 85 Spence St Cairns

[www.border.gov.au/](http://www.border.gov.au/)

Onshore support on Visa Matters

131 881 or the department office in your  
country

[www.internationaleducation.gov.au](http://www.internationaleducation.gov.au)

# TAS STAFF



**Mr Paul Sjogren**  
Principal



**Mrs Margaret Kennedy**  
Deputy Principal



**Ms Barbara La Coste**  
Head of Junior School - White Rock



**Maree Bowe**  
Head of Junior School - Kewarra Beach



**Mr Darren Osmond**  
Director Of Activities



**Mr Tim Manea**  
Director of Innovation,  
Teaching & Learning



**Ms Joyce Lester**  
Director International Education



**Mrs Kirsten O'Shea**  
Head of House - Kennedy



**Mr Doug Telford**  
Head of House - Leichhardt



**Mr Michael Haseldine**  
Head of House - Mulligan



**Kara Pylypiuk**  
Head of House - Dalrymple

# APPLICATION STEP-BY-STEP PROCESS MODEL

**STEP 1:**

Student enquiry and application (Via agent, exhibition, email, phone)

**STEP 2:**

TAS International Admissions reviews enrolment papers, phone/personal interview, and generates 'offer of place'

**STEP 3:**

Student acceptance  
Return signed forms and fees

**STEP 4:**

TAS International Admissions issues Confirmation of Enrolment (eCoE) and organises health insurance (OSHC) for length of study time,

**STEP 5:**

Student finalises visa conditions with Department of Immigration and Border Protection (DIBP)

**STEP 6:**

Student makes travel and/or accommodation arrangements and informs school of travel arrangements.

**STEP 7:**

Student organises subject selection and sends through to the school

**STEP 8:**

Student arrives in Australia  
(Greeted at airport by international student officer or homestay family)

**STEP 9:**

International student orientation including registration and issuing of ID Card

**STEP 10:**

Student sets up bank account, mobile phone, etc.

**STEP 11:**

Student orientation includes meeting with International Office, meeting with student buddy

**STEP 12:**

Classes begin!

## THINGS TO DO BEFORE LEAVING HOME CHECKLIST

- Apply for passport
- Arrange student visa
- Make contact with institution
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags and ensure to include contact details of institution representative and enough currency for taxis, buses, phone calls etc. in the event of an emergency
- Make sure you leave any originals or copies of documents safely with family in your home country in case of loss

## MAKE SURE YOU HAVE THE FOLLOWING DOCUMENTS WITH YOU

- THIS HANDBOOK!
- Passport
- Letter of offer
- eCoE
- Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, drivers licence, birth certificate (or copy)

## THINGS TO DO UPON ARRIVAL IN AUSTRALIA CHECKLIST

- Call home
- Settle into accommodation
- Contact institution
- Visit Book Shop and buy uniforms and books
- Contact the International Office
- School Orientation
- Get student ID card
- Organise Overseas Health Cover from the Director of Admissions & Marketing
- Attend specific orientation sessions
- Start classes
- Get involved in student life and associations (eg music, sporting and cultural clubs).
- Keep meeting with and stay in contact with the International Office staff and discuss any problems or issues you may have. They are there to help!

For assistance email: [international@tas.qld.edu.au](mailto:international@tas.qld.edu.au) or phone 61 7 4036 8116

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## WELCOME TO AUSTRALIA

### The Country

Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. Australia is the sixth largest country in the world and has the lowest population density per square kilometre. Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal. Much of Australia's exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is one second to none.

### Culture and Customs

The culture and customs consists of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dreamtime' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

### Language

In Australia over 200 different languages and dialects are spoken, including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese and Mandarin.

### States and Territories

Australia is made up of six States and two Territories:



## WELCOME TO CAIRNS

Cairns is the international gateway into the Tropical North Queensland, and the safest tropical city in the world. It is a diverse city, stretching from Miriwinni to Ellis Beach, a distance of over 95 kilometres. Many students come to study in Cairns, in our Junior Schools and Senior Schools, at James Cook University or at TAFE or in our English Language Schools.

The Cairns Regional Council website is a useful source of information [www.cairns.qld.gov.au](http://www.cairns.qld.gov.au)

Residents of the area are proud to be the custodians of two of the world's greatest natural treasures – the Great Barrier Reef and the Wet Tropics Rainforests.

These areas are World Heritage listed and there are very few places on Earth where two such treasures rest so closely side by side. Cairns International Airport is the nation's sixth busiest in terms of international and domestic passenger movements, and the city is also rated the third most popular tourist destination in the country after Sydney and Brisbane. The city is a vital, cosmopolitan centre and residents enjoy an enviable tropical lifestyle.

Some fabulous places to visit whilst you are here are:

**The Cairns Lagoon and Esplanade Foreshore:** Have fun in the sun at the Cairns Esplanade Lagoon! An amazing beach & pool, beach volleyball courts, BMX/skate park, public BBQs & exercise areas, spend a couple of hours or stay all day. Free community exercise programs are provided daily.

**Cairns City:** This tropical city offers a diverse array of experiences and facilities including public swimming pools, sports parks and playgrounds, parklands, BBQ and picnic facilities, markets, public transport, restaurants and cafes, arts and cultural facilities plus some of the country's best tourism experiences.

**Red/Blue Arrow Walks:** See a range of rainforest vegetation, introduced bamboo, brush turkeys and other birds then enjoy views of Cairns city, ocean and mangroves on the 40 minute the Mt Whitfield's 'Red Arrow', part of the Yirrganydji Cultural and Historical Trail.

**The Great Barrier Reef:** Cairns is the closest gateway to the **Great Barrier Reef** - the world's largest, most spectacular coral reef system - where diving, snorkelling, sailing, cruising and island hopping are a part of everyday life.

Here you can discover a whole new underwater world and greet over 6,600 species of flora and fauna, including 1,500 species of fish, 4,000 species of molluscs and 400 types of coral. Over 50 **tours** depart for the Great Barrier Reef and islands daily from **Cairns, Port Douglas and Mission Beach** -the only hard part about getting to the Great Barrier reef is deciding which boat to go on! Great Barrier Reef **tours** and cruises offer a range of activities including **snorkelling**, introductory or certified **scuba diving**, and live aboard dive courses with multi lingual, professional tutorage. For those who prefer to stay dry, spacious pontoons, semi-submersible and glass bottom vessels provide popular introductions to the Great Barrier Reef, and helmet dives and motorised underwater scooters allow you to reach the ocean floor without getting your hair wet! They make fantastic holiday photos, too.

## INTRODUCTION TO TRINITY ANGLICAN SCHOOL

Trinity Anglican School is located in the modern and sophisticated tropical city of Cairns. Since its foundation in 1983, TAS has built a reputation for academic excellence, service to the community and leadership in Technology, the Arts and Sport. TAS White Rock caters for students from Kindergarten through to Year Twelve and TAS Kewarra Beach serves students from Preparatory to Year Six.

TAS students learn in classes with a high teacher to student ratio and consistently achieve outstanding results, regularly gaining admittance to courses of choice at leading universities. Students strive for excellence and are encouraged to fully participate in all areas of school life to unlock and realise their potential.

TAS is an exciting, friendly and caring school with excellent academic results and outstanding co-curricular programs. We welcome many overseas students to TAS who travel to us from many different parts of the world;

- to achieve to their academic potential in our high quality academic program
- to make new friends in a caring, safe and encouraging environment
- to improve English language skills
- to enjoy developing new skills and confidence in our co-curricular program
- to enjoy the unique, friendly tropical lifestyle and attractions of Cairns
- to learn about Australia and its culture

We live in one of the most beautiful areas of the world. TAS is located between lush tropical rainforest and the world famous Great Barrier Reef and visiting students select from a range of International Programs including;

- 'Short Stay Programs' or Study Abroad Programs bring students to TAS as individuals on tourist visas for anything from a day up to three months.
- 'Study Tour Programs' bring groups to TAS, ranging in size from fourteen to one hundred or more students, for visits lasting from half a day to two weeks.
- 'Overseas Student Programs' which bring boys and girls to TAS to enrol on a long term basis with a student visa, from just over three months to thirteen years (Preparatory to Year Twelve).

The ability to understand different cultures grows in importance as communication networks bring people around the world closer together. Our International Programs offer students the opportunity to engage with other ideas, customs and ways of thinking and to improve English language skills. In this way they build capacity to engage in the global economy; superior English language skills and the ability to communicate effectively in different cultural contexts. This gives our students an important advantage when it comes to employment in the workplace of the future.

## ARRANGING VISAS

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

In order to apply for a student visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by your education provider. You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

### 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.border.gov.au/Trav/Stud](http://www.border.gov.au/Trav/Stud)

### Department of Foreign Affairs and Trade (DFAT)

The Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world

- Visit [www.dfat.gov.au/embassies.html](http://www.dfat.gov.au/embassies.html)

### Migration Agents

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

### Education Agents

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

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

## Visa Conditions

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

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress and maintain at least 80% attendance
- 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 seven days.

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

## ARRANGING TRAVEL

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

You should fly into Cairns International Airport. [www.cairnsairport.com.au](http://www.cairnsairport.com.au)

The Cairns city centre is located seven kilometres from Cairns 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 Trinity Anglican School
- Confirmation of Enrolment (eCoE) issued by Trinity Anglican School
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.

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

## What to Bring

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) website [www.aqis.gov.au](http://www.aqis.gov.au):

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

## Baggage allowances

The amount of baggage you are permitted to carry when flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted one piece of checked luggage (20kg) and one piece of carry-on (7kg) for international flights, and only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination.

Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

## Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February. If you arrive in June or July, the coolest months of the year, you may need to bring light-weight winter clothing as the weather in Cairns rarely gets cold.

## Clothing

Around Cairns people usually dress informally. Jeans or shorts with t-shirts or shirts, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and open footwear is common. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

Primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package. A list of the minimum uniform requirements is listed on the TAS website.

## Other items you might need to include (most can also be purchased in Australia)

- alarm clock
- dictionary (bilingual)
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home

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

**Bringing your Computer**

Bringing a PC or laptop into Australia may be a little more complicated. Trinity Anglican School has its own computers which are included in the price of your fees and these are organised by the Computer Technicians.

**Mobile Phones & Laptops**

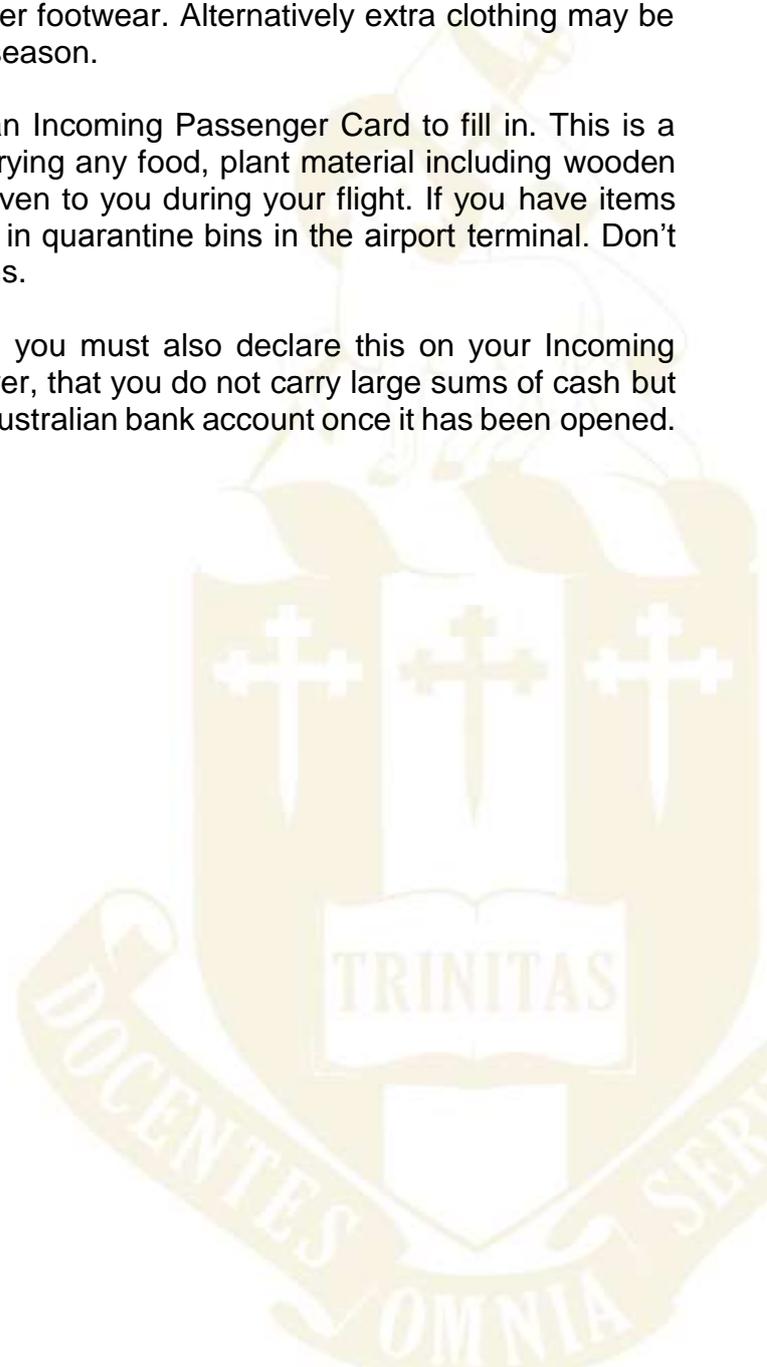
If you are considering bringing a mobile phone, laptop, or any communication device we suggest that you visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only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

**On your Flight**

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

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

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



## ENTRY INTO AUSTRALIA

### Australian Immigration

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

### Baggage Claim

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

### Detector Dogs

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

### Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives. Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU \$60,000 and risk ten years in prison. All international mail is also screened. Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

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

### Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Your homestay family or a representative from Trinity Anglican School will meet you at the Arrivals Hall at the airport. Please make sure that you travel with your homestay family information (the home address, phone number and mobile phone number.)

If there is any problem at all please ring Director of International Education: 0459 825 214.

## **Keeping in Contact**

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

Ensure that you contact Trinity Anglican School when you arrive to organise times to buy uniforms and books. You may also want to meet with the Director of International Education or the International Administration Officer by phoning 4036 8116 or 4036 8111.

## **Accessing Money**

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

## **How Much to Bring**

As you have already organised your homestay you will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$200 cash. Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

## **Currency Exchange**

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

## **Electronic Transfer**

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

## **ATMs**

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

## **Credit Cards**

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

## **Accommodation**

All accommodation should have been organised prior to departing. Trinity Anglican School should have your arrival times and information regarding your accommodation. If this is not the case, you will need to call the school immediately.

## SETTLING IN AT TRINITY ANGLICAN SCHOOL

### Living in Cairns

Weather and Seasons  
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Cairns Lifestyle

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Services

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Calling Emergency Services  
Public Telephones  
Making Phone Calls within Australia  
Calling Australia from Overseas  
Mobile/Cell Phones  
Computer & Internet Access

### Australia Post

### Getting Around

Public Transport  
Taxis  
Bicycles  
Driving

### Support Groups

### Shopping

Where to Shop  
Bargaining/Haggling  
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### Yellow Pages

Health  
Emergencies – Dial 000  
Police  
Fire  
Ambulance  
State Emergency Service  
Lifeline  
Poisons Information Line  
Emergency Translation

### Overseas Student Health Cover (OSHC)

How Do I Get OSHC?  
What Am I Covered For?  
How Do I Use My OSHC Card?  
How Do I Make a Claim?  
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Renewal of OSHC  
Types of Health Care in Australia  
Private System  
Attending an Australian Hospital  
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### Medical Services

What do I do if I'm sick?  
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Over-the-counter Medication  
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### Medical Facilities in Cairns

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Permission To Work  
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### Taxes

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Obedying the Law  
Legal Services and Advice  
Child Protection Laws

### Internet Safety & Security

Internet Access at School

### Personal Safety

Public Transport Safety  
Buses  
Taxis  
Driving  
International Drivers Permit

### Social Interaction

Making New Friends  
Social Activities  
What is Schoolies Week?

## LIVING IN CAIRNS

### Cairns Weather and Seasons

Cairns has a tropical climate and has really only two seasons - the 'Wet' and the 'Dry'. The 'Wet' runs from about November to May and the 'Dry' from June to October. Whatever the time of the year it is difficult to say that it gets cold in Cairns. In June and July it can get down to 10 degrees Celsius (66 Fahrenheit) at night and locals consider this cold.

In the 'Wet' the rain can be impressive and can cause flooding. In Cairns it all drains away in a few hours and it is back to business as usual. In the wet season tropical cyclones can influence the weather. These are the same as hurricanes in the Northern hemisphere. Whilst they can be quite destructive, cities like Cairns are built to withstand the strong winds.

For most of the year the climate in Cairns is simply perfect. Blue skies, warm but not too hot and gentle breezes to help make the palm trees sway.

	J	F	M	A	M	J	J	A	S	O	N	D
Max temp. °C	31	31	30	29	28	26	26	27	28	29	31	31
Min temp. °C	24	24	23	22	20	18	17	18	19	21	22	23
Rainfall (mm)	413	435	442	191	94	49	28	27	36	38	90	175
Rainy Days	18	19	20	17	14	10	9	8	8	8	10	13

### Time Zones and Differences

At 12:00pm (Noon) in Cairns the time around the world is: (Don't forget about Daylight Savings when Queensland is one hour behind Sydney and Melbourne)

CITY	TIME	CITY	TIME
Adelaide	11:30 am	Perth	10:00 am
Auckland	2:00 am	Port Moresby	12:00 pm
Bangkok	9:00 am	New York	Yesterday: 10:00 pm
Brisbane	12:00 pm	Southern California	Yesterday: 6:00 pm
Hobart	12:00 pm	Rome	4:00 am
Hong Kong	10:00 am	Seoul	11:00 am
Honolulu	Yesterday: 4:00 pm	Singapore	10:00 am
London	3:00 am	Sydney	12:00 pm
Manila	10:00 am	Taipei	10:00 am
Munich	3:00 am	Tokyo	11:00 am
Paris	3:00 am	Zurich	3:00 am

## CAIRNS LIFESTYLE

Cairns is a relaxed city and many tourists visit every year to enjoy the beauty and the surroundings.

**The Pier Marketplace:** A large entertainment centre on the Cairns waterfront, pictured above. It has a range of shops, including restaurants, cafes, a tour booking lounge and much more. The Pier Marketplace is open every day from 9:00am to 9:00pm.

**Cairns Central:** The largest shopping centre in Cairns. Located a few minutes' walk from the heart of the CBD it is a popular destination for people looking for a shopping experience. It also has a cinema complex in the centre with plenty of restaurants and larger grocery stores.

**Cairns Regional Gallery:** Located in the Cairns CBD, the Regional Gallery predominantly features the work of local artists which reflect the different cultures found in North Queensland. There are a number of other high quality photographic and art galleries in and around Cairns.

**Crystal Cascades:** Located at the end of the Redlynch Valley. The Cascades are popular with locals as a good place to cool off in the warmer summer months. There is a good walking track alongside the Cascades.

**The Esplanade:** Cairns main parkland and recreation area is a great place for joggers, bike riders, bird watchers, kite flyers and hosts a state of the art Skateboard Park, Water Park for children called 'Muddys' and Beach Volleyball Court. Don't forget the Lagoon, where many choose to cool off on the weekends.

**Rusty's Markets:** This market is open every Friday to Sunday in Grafton St; Rusty's Markets are much loved by the people of Cairns. It is a popular place to buy the weekly fruit and vegetables as well as a variety of other produce.

**Tjapukai Aboriginal Cultural Park:** Located at Smithfield this unique attraction highlights the culture and lifestyle of a local Aboriginal Tribe, the Tjapukai. There is a museum, live theatre, which has some stunning special effects, and an Aboriginal Camp set up to show visitors bush food and medicine, how to light fires, throw boomerangs and spears and play didgeridoos. There is no Park like this anywhere else in Australia.

**The Great Barrier Reef:** Easily the number one attraction in Cairns. There are a number of excellent operators that specialise in providing both day tours and overnight trips to the Great Barrier Reef, where you can swim, snorkel, dive or simply sit back and relax.

## ACCOMMODATION

All students should have arranged to stay in homestay with a TAS family or will be staying with a family member in Australia. Trinity Anglican School should already have your details. If you are unsure of any details please call Trinity Anglican School or the International Department.

## WHERE CAN I GET HELP?

As you are a student of Trinity Anglican School you will have 24 hour access to help through the International Department. Ring: 0459 825 214.

## TELEPHONES

### Calling Emergency Services DIAL 000

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

### Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance. Sundays are an excellent day to make interstate or international calls due to all day discount rates.

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

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

### Making Phone Calls within Australia

#### To make international phone calls:

Dial the 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. (See the example under Calling Australia from Overseas.)

#### 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 9999 3662

## Mobile/Cell Phones

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

[www.mobiles.com.au/mobile-phone-plans/](http://www.mobiles.com.au/mobile-phone-plans/)

## Computer & Internet Access

Many of the above companies will also provide you with internet access. Please check with your homestay family or the owner of your house regarding the use of internet in their house.

## AUSTRALIA POST

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

### Small Letters

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

A small letter has the following characteristics:

- No larger than 130mm x 240mm, no thicker than 5mm with a maximum weight 250g.

### Envelope Layout

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

## GETTING AROUND

### Public Transport

The Cairns Sunbus is the bus service in Cairns. You can find a timetable for the buses at the following website. Visit [www.sunbus.com.au/sit\\_timetable\\_cairns.htm](http://www.sunbus.com.au/sit_timetable_cairns.htm)

### Taxis

Taxis are available from the main taxi rank at City Place or along the Esplanade outside McDonalds or outside the Reef Casino.

If you need a taxi in Cairns you will need to ring Black and White Taxis on 131008.

### Bicycles

Bicycles can be hired by car rental agencies and the bicycle lanes are clearly marked. All bicycle riders are required to wear a helmet by law.

### Driving

Drivers must be 17 years of age and have an Australian Driver's Licence. Visit [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

## SUPPORT GROUPS

**Kids Helpline** - a free, confidential phone 24 - hour telephone and online counselling service for 5 to 25 year olds. Phone: 1800 551 800 [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

**Lifeline** - a free, confidential 24-hour phone counselling service open 24 hours a day. Any age. You can talk to them about any problem. Phone: 13 11 14 or visit [www.lifeline.org.au](http://www.lifeline.org.au)

### Embassies

Most Embassies are in Sydney. The following numbers are useful for general enquiries.

City	Dialling from Cairns	Dialling Internationally
Argentina	02 9251 3402	61 2 9251 3402
United Kingdom	07 3223 3200	61 7 3223 3200
Brazil	02 9267 4414	61 2 9267 4414
Canada	02 9364 3050	61 2 9364 3050
China	02 9698 7929	61 2 9698 7929
France	02 9261 5779	61 2 9261 5779
Germany	02 9328 7733	61 2 9328 7733
Italy	02 9392 7900	61 2 9392 7900
Indonesia	02 9344 9933	61 2 9344 9933
Japan	02 9231 3455	61 2 9231 3455
Malaysia	02 9327 7565	61 2 9327 7565
New Zealand	02 9247 1999	61 2 9247 1999
Papua New Guinea	02 9299 5151	61 2 9299 5151
Philippines	02 9299 6633	61 2 9299 6633
Portugal	02 9326 1844	61 2 9326 1844
Switzerland	02 9369 4244	61 2 9369 4244
Spain	02 9261 2433	61 2 9261 2433
USA	02 9373 9200	61 2 9373 9200

## CAIRNS SHOPPING

Shopping for presents and souvenirs for family and friends can be time consuming not to mention money consuming. Here you will find a range of places where you can buy anything from a didgeridoo to a beautiful opal, and it won't cost you the Earth.

- **Cairns City Shopping**
- **Cairns Shopping Centres**
- **Cairns Local Markets**

Shops in Cairns are open most days of the week because the town relies on tourist trade. The only time this may change is during public holidays.

### North Queensland Regional Markets

Apart from the souvenirs and duty-free stores regional markets can quite often turn up excellent gifts ideas and well as provide an insight into the community in which you are visiting. Bric-a-brac and local produce are the usual highlights of regional markets.

- Kuranda Markets
- Port Douglas Markets
- Yungaburra Markets
- Rusty's Markets in town
- Night Markets in town
- Esplanade Markets

### Bargaining/Haggling

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

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

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

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

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

### Purchasing an Item

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

## YELLOW PAGES

The Yellow Pages is a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. These books may be provided in rental properties, and are available at Post Offices around Australia. Visit [www.yellowpages.com.au](http://www.yellowpages.com.au)

### Emergencies – Dial 000

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

### Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly on: 4030 7000

### Fire

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

### Ambulance

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

### State Emergency Service

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

### Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

### Poisons Information Line

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

### Emergency Translation

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

## OVERSEAS STUDENT HEALTH COVER (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. Trinity Anglican School can organise OSHC for students for the duration of their study time in Australia. (It is now a prerequisite for student visas, that students have health cover for the entire time that they will study in Australia).OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

### How do I get OSHC?

You would have been asked for an OSHC payment in the education offer package you received from TAS. You lodge your OSHC form and payment at time of processing your enrolment to study in Australia. Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

### TAS chooses Medibank Private:

<http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx>

Some students may be exempt from enrolling in the OSHC such as students from countries where 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:

[www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumersoverseascover.htm](http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumersoverseascover.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. It is beneficial to double check the information you receive from the school about your health cover and what you are covered for. Existing medical conditions are usually not covered in some cases. Please check with the Health Insurance before leaving for Australia.

### How do I use my OSHC card?

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

### How do I make a claim?

The students will receive their medical bill at the doctors surgery after they have paid. The invoice/receipt should be taken to Medibank Private at Cairns Central Shopping Centre. Here they will receive a rebate for the bill. Some doctors will deal directly with Medibank Private.

## Renewal of OSHC

All students must be covered for the entire time that they will study in Australia. This must be organised before the CoE has been arranged. If you are extending this time then your OSHC will need to be extended as well. Please check with the Director of Admissions & Marketing at TAS or the International Department.

## Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role.

Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

### Public System

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

See also: Attending an Australian hospital.

### Private System

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

### Attending an Australian Hospital

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

There are extensive waiting times for elective surgeries at public hospitals, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system. Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference. Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

See also: Public hospital waiting times.

### General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. You must make an appointment to see a GP.

It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

## MEDICAL SERVICES

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

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

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

### Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to Trinity Anglican School. 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 three hours, and at some hospitals you could wait as long as five to six 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 \$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

### **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.

## **MEDICAL FACILITIES IN CAIRNS**

### **Hospitals**

Cairns has two major hospitals. One is a public facility called The Cairns Base Hospital and the other is a private facility called the Calvary Hospital. The Cairns Base Hospital has an emergency facility that is considered world class. There are also numerous surgeries and clinics located in the Cairns area. Many of these have staff who are bilingual. A number of the CBD clinics operate 24 hours per day and some doctors will visit hotels anytime day or night to call on sick tourists.

### **Medical Centres**

There is a 24 Hour Medical Centre on the Corner of Grafton and Florence Streets in the city. Phone number: 40521119.

### **X-ray**

X-rays can be done at the Cairns Base Hospital or at the 24 hour Medical Centre. Cairns Base Hospital Phone Number: 4050 6333.

### **Pathology**

#### **SULLIVAN NICOLAIDES PATHOLOGY**

The John Torpie Centre  
193-195 Abbott Street CAIRNS  
Telephone: 4051 5922.

### **Pharmacies**

There are pharmacies all over town but the 24 hour pharmacy is at the Medical Centre on the Corner of Grafton and Florence Streets in the city. Phone: 4052 1119.

### **General Health**

Maintaining good health is of vital importance when studying abroad. While living in another environment is a good way to change a daily routine. It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behaviour.

### **Mental Health**

If you require any support with issues such as: homesickness, grief, bullying, stress, anxiety, relationships, etc. you should contact the Deputy Principal, Head of House or the Director of International Education and they will help you to see a counsellor.

## Physical Health

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

- Exercise – do at least 30 mins of moderate exercise a day
- Sleep – get at least eight to nine hours of sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday

## Alternative Therapies

There are alternative therapies available in Cairns. Your homestay family can help you find the contact details if you need any of the following: acupuncture, aromatherapy, traditional Chinese medicine, chiropractic, homeopathy, massage, meditation, naturopathy, yoga etc.

## 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.border.gov.au](http://www.border.gov.au) or phone 131 450.

There are also migrant services in Cairns called Centacare. They can be found at:

22-34 Aplin St Street, Cairns P O Box 201, Cairns 4870

Phone: (07) 4044 0130 email: [client.intake@centacarecairns.org](mailto:client.intake@centacarecairns.org)



## MANAGING MY FINANCES

### Initial Expenses

This is an example of some of the expenses you will encounter when you first attend Trinity Anglican School:

### Compulsory Expense Overview

Uniform: allow up to \$800 per annum

Book Hire (Years Eight-Twelve): allow up to \$250 per annum

Senior Dinner and Formal (Year Twelve only): allow up to \$150 single payment

Senior Certificate (Year Eleven only): allow up to \$280 single payment

Term 3 Camp Electives (Yr 11 only): allow up to \$430 single payment

Canberra Study Tour (Year Six only): allow up to \$1500 single payment

### Voluntary Expense Overview

Swimming club lesson: allow for \$15 per lesson\*

Music Tuition: allow for \$35 per lesson\*

*The listed prices in the Expense Overviews are intended as guides only as they are subject to variation depending on student year level or choice of program.*

## SETTING UP A BANK ACCOUNT

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal. To compare accounts offered by banks in Australia you can visit [www.banks.com.au/personal/accounts](http://www.banks.com.au/personal/accounts).

To open a bank account you will need:

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

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

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

## Banking Hours

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

## Bank & ATM Locations in Cairns

To find the address and locations of the ATM please check your bank's website (A sample list is provided below).

ANZ [www.anz.com.au](http://www.anz.com.au)

Commonwealth Bank [www.commbank.com.au](http://www.commbank.com.au)

Credit Union Australia [www.cua.com.au](http://www.cua.com.au)

Heritage Building Society [www.heritage.com.au](http://www.heritage.com.au)

National Australia Bank [www.nab.com.au](http://www.nab.com.au)

St George Bank [www.stgeorge.com.au](http://www.stgeorge.com.au)

Westpac Bank [www.westpac.com.au](http://www.westpac.com.au)

## Bank Fees

Bank fees are the price you pay for the products and services that banks offer. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. Some banks waive some fees if you are a full-time student and nominate a student account. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch. If you don't understand any fee which has been charged, contact your bank.

## Accessing Money from My Account

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

### ATMs (Automatic Telling Machines)

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

### Using an ATM

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

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

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

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

### **EFTPOS**

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store. When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

### **Telephone Banking**

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

### **Internet Banking**

Internet banking allows you to view and check your accounts, review recent transactions, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else. There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

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

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

## Account Statements

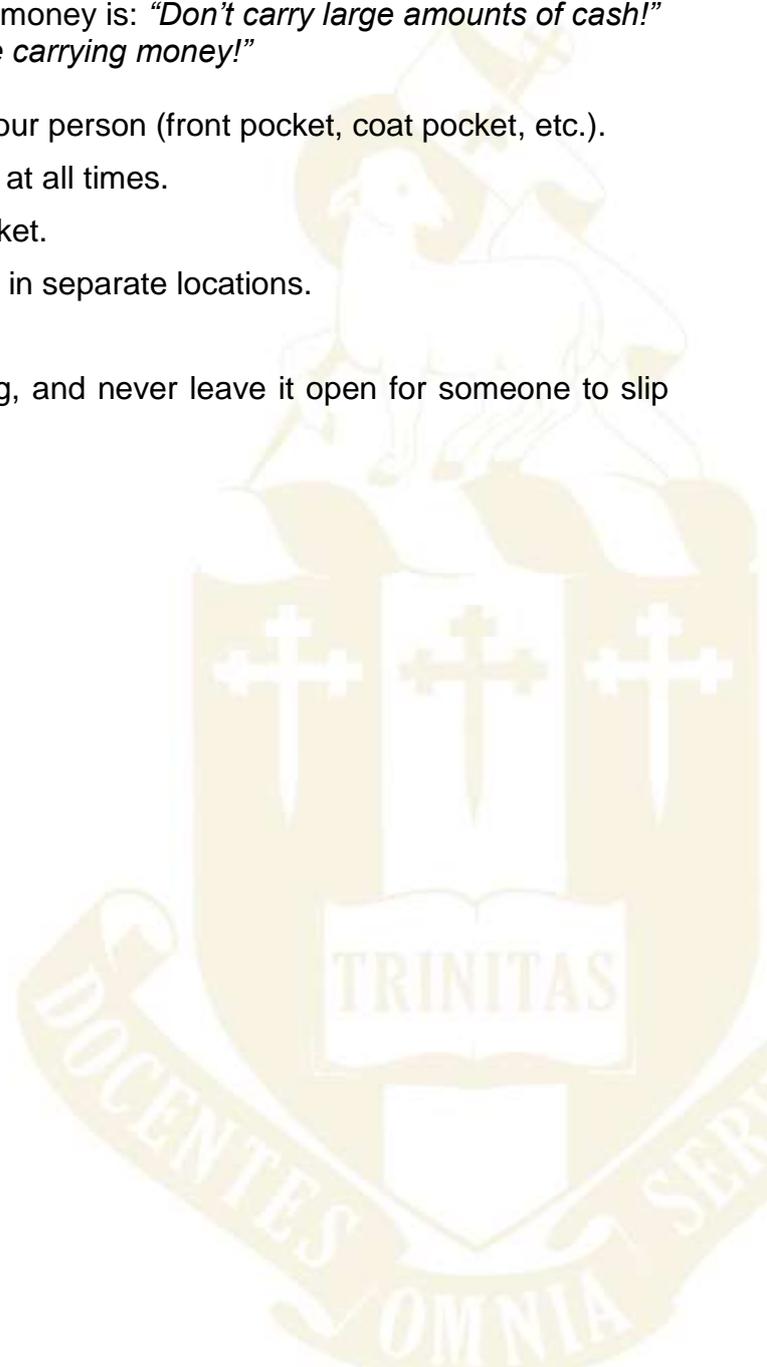
Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer ‘mini statements’ through their own ATMs. Check your statements regularly to make sure you’ve got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank’s ATMs instead of other banks’).

## Safety When Carrying Money

The first and fundamental rule of safety when carry money is: *“Don’t carry large amounts of cash!”*

The second is: *“Don’t advertise the fact that you are carrying money!”*

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



## WORKING IN AUSTRALIA

### Permission to Work

From 26 April 2008, applicants granted student visas automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australia until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do. It is important that you contact Trinity Anglican School regarding work as many International students are not permitted to work at night. (for safety and study reasons)

### Working While Studying

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.
3. The Department of Immigration and Border Protection (DIBP) considers your course to be 'in session':
  - for the duration of the advertised semesters (including periods when exams are being held)
  - if you have completed your studies and your Confirmation of Enrolment is still in effect
  - if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

*(Source: Department of Immigration and Border Protection)*

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

### Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search. There is no guarantee that employment companies will find work for you.

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

- Newspapers
- University Job Boards
- Online - try these online companies:
  - [www.seek.com.au](http://www.seek.com.au)
  - [www.careerone.com.au](http://www.careerone.com.au)
  - [www.getjobs.com.au](http://www.getjobs.com.au)

## TAXES

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

### Getting a Tax File Number

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

You can apply for your TFN online at [www.ato.gov.au](http://www.ato.gov.au) or phone 13 28 61, 8:00am to 6:00pm Monday to Friday or at school by collecting a form from Student Reception.

For the ATO translating and interpreter service phone: 13 14 50.

### Taxation Returns

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

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

### Superannuation

If your monthly wage is more than AU \$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed. To check your eligibility to claim your superannuation and to apply for your payment, visit: [www.ato.gov.au/departaustralia](http://www.ato.gov.au/departaustralia)

You will need to provide the details of your superannuation fund.  
(Source: Australian Taxation Office)

## LAWS AND SAFETY IN AUSTRALIA

### Obeying the Law

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

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

For more information about Australian law and the legal system at visit [www.australia.gov.au](http://www.australia.gov.au).

### Legal Services & Advice

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

## Child Protection Laws

Child Protection Laws vary from State-to-State.

Queensland (Department of Child Safety)

[http:// www.legislation.qld.gov.au/OQPChome.htm](http://www.legislation.qld.gov.au/OQPChome.htm)

### Principal Acts:

Child Protection Act 1999 (Qld)

Other relevant Acts:

Commission for Children and Young People and Child Guardian Act 2000 (Qld)

Education (General Provisions) Act 2006 (Qld)

Public Health Act 2005 (Qld)

Adoption of Children Act 1964 (Qld)

Family Law Act 1975 (Cth)

<https://www.communities.qld.gov.au/childsafety>

## INTERNET SAFETY AND SECURITY

Students will be able to use the internet at school. If you need internet at home you will need to talk to your homestay family regarding use of computers. Only secured sites should be accessed at home and school. If you are using your family's computer it is important to keep the usage to a minimum.

### Preparatory to Year Four

In the preparatory to Year 4 classes the students have access to a computer room four times a week. These computers feature a wide range of educational programs designed to expose our youngest students to learning opportunities afforded by the latest in Information Technology.

Each classroom also has an interactive Smart Board.

### Year Five to Twelve

Trinity Anglican School is acknowledged as one of the national leaders in the integration of modern technology across the curriculum. Through our highly successful notebook computer program, all students from Years Six to Twelve use their notebook computer as a portable, key learning tool. The notebook program is compulsory for all students from Year Six -Twelve Trinity Anglican School has a commitment to developing technology-aware students who will be living and competing in the emerging global community and consequently require technology tools to achieve their goals.

The software is supported by the school's network - TASNET - allowing students and staff access to the internet and other resources on the campuses. There are currently in excess of 300 network nodes and a wireless network that provides coverage for students from Preparatory to Year Twelve to allow simultaneous access to TASNET, thus tapping into a vast array of resources and experiences.

International students pay for their laptop computer in their compulsory fees. (Note: It can be difficult and expensive to bring a computer overseas and change all of the systems to suit the school system).

Please read about the internet and Trinity Anglican School in your school diary.

## PERSONAL SAFETY

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

If you are going out at night remember:

- Think ahead – make sure your homestay family know where you are going and what time you will be home.
- Never hitch-hike.
- Make sure that you stay with your friends and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start – move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for money - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

*(Source: Australian Federal Police)*

### Public Transport Safety

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

## Buses

### Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the kerb 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.
- When you see the bus coming wave your arm to hail the bus.

### 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 valuables 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

## 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.
  1. 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 Black and White Taxi No. 436"
  2. Stay alert to your surroundings and limit your conversation to general topics
  3. 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:
  4. Ask the driver to stop. You may choose to make up an excuse to do so,
  5. Leave the taxi when it stops at a traffic sign or lights
  6. Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
  7. Read out the fleet number and advise the driver you will report him/her if they don't stop

(Source: Queensland Police Service)

## Driving

You will need to inform the school if you are eligible to drive in Australia.

### International Drivers Permit

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

## SOCIAL INTERACTION

### Making New Friends

There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. Be kind to yourself - remember that making friends takes time. If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home. However, when you meet people, remember to be careful. When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. With people you don't know well; always arrange to meet them in a public place, like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many international students spend time hanging out with other students and people from their own country and culture while they're in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, you need to be careful at first, until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, remain cautious until you feel you know them reasonably well and can trust them. If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with the Director of International Education.

### Social Activities

A list of school activities is listed on the calendar on the Trinity Anglican School website. [www.tas.qld.edu.au](http://www.tas.qld.edu.au)

### What is Schoolies Week?

If you are an international student attending high school in Australia you will hear a lot of talk about “Schoolies Week” which refers to the Australian tradition of high-school graduates (known as “Schoolies” or “Leavers”) having week-long holidays following the end of their final exams in late November and early December. Official schoolies events, which are drug and alcohol free, are held at many schoolies destinations, they include concerts, dances and parties. For all official events, attendees are required to be a registered schoolie and present schoolie ID on entry. This schoolies ID, which at some locations includes a photo, is given to schoolies upon registering, which requires the presentation of current school ID and incurs a small fee. At many destinations, the official events are held in fenced-off areas or in nightclubs to prevent the infiltration of outsiders and to maintain crowd control. Some events are free while others incur an entry fee.

If you are studying Year Twelve please ensure to talk to the Director of International Education before attending the Schoolies Week.

## STUDYING AT TRINITY ANGLICAN SCHOOL

### Commencing School at TAS

Arrive early  
International Student Orientation  
Course Orientation

### International Student 'Code of Conduct'

### Academic Policies & Procedures

### Complaints & Grievances

Complaints and Appeals Process  
Independent Mediation  
Other Legal Remedies  
If You Have Concerns about TAS

### International Student Visa Conditions

Academic Progress  
Attendance  
Current Address Details

### Student Administration Information

Paying Fees  
Enrolment  
ID Cards  
Refund & Cancellation Policy  
How & when to Apply for Refund  
Currency  
Student Visa Rejection/Change of

### Status

Refund timescales and amounts  
100% Cancellation Fee  
School Default  
Legal Rights  
Student Support Services

### Important Staff Contacts at TAS

Who to see if you have an issue  
Academic Assistance  
Administrative Assistance  
Personal Assistance

### Senior TAS Staff

### International Student Office Staff

### Ministry/Pastoral/Counselling Staff

### Academic Skills Assistance

### Student Services Staff

### Calendar of Events

Social Activities in the First Week  
Social Activities throughout the Year

### Subject Selection

### Timetables

### Academic Support & Expectations

### Teaching & Learning in Australia

Keys to Academic Success  
Study Skills  
Plagiarism  
Resources  
Tutoring  
English Language Support

### Assessment & Reports

### Library Services

### Computer Labs

### How to Access Internet on Arrival

### Health & Safety on Campus

## COMMENCING SCHOOL AT TAS

### Arrive Early

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

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

1. See and talk to the most important people you will need to know at the institution.
  - *Director of International Education*
  - *Deputy Principal*
  - *Director of Activities*
  - *Director of Innovation, Teaching & Learning*
  - *Head of House*
  - *ESL Teacher*
  - *Student Services staff*
  - *Accommodation/Homestay Coordinator*
2. Meet and get advice from your Director of Innovation, Teaching & Learning and the Director of International Education.
3. Meet representatives of Student Associations, Clubs, and Mentors
4. Find your way around the campus
  - *Library*
  - *Computer rooms and facilities*
  - *Recreation and eating areas*
  - *Clubs and Associations*
  - *Classrooms*
5. 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.*
6. Find your way around the public transport/ City/ to and from your accommodation.
7. Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

## International Student Orientation

Introduce yourself to the International Office Staff or welcome area for International Students. You will be taken through an orientation process and given a sheet of information and people to find. You will be given this sheet on your first day at school. If you don't know where the International Office is situated, go to the Administration office in the Senior School. They will direct you to the office.

If you would like to be more familiar with the Trinity Anglican School surroundings you can book a tour of the school before you arrive. Just ring the Main Office and they will organise a time for you. Alternatively, you will receive an Orientation Sheet on the first day of school. There are many other students starting on Orientation Day on the first day of school in January.

A TAS student will accompany you around the school during your first few weeks to ensure that you know the workings of the school.

## Course Orientation

You will need to discuss courses with the Director of Admissions & Marketing or the Director of International Education. The Director of Studies will also be available to discuss course selections. If you need to make any changes to your courses you will need to discuss this with the Director of Studies.

## INTERNATIONAL STUDENT 'CODE OF CONDUCT'

All students will receive a Trinity Anglican School Diary which outlines the aims of students who attend our school. International students should read the information in the diary that outlines school rules and student's behaviour. TAS aims to foster Educational Excellence and Christian Values and to inspire young people to reach their full potential as individuals and serving members of the wider community.

## ACADEMIC POLICIES AND PROCEDURES

All Policies and Procedures are listed on the TAS website. [www.tas.qld.edu.au](http://www.tas.qld.edu.au)

- TAS Accommodation and Welfare Policy
- TAS Complaints and Appeals Policy
- TAS Course Progress and Attendance Policy
- TAS Deferment, Suspension and Cancellation Policy
- TAS Discipline and Rules Policy
- TAS Drugs Policy
- TAS Refund Policy
- TAS Transfer Policy

More information can also be found in the TAS Student Diary.

## COMPLAINTS AND APPEALS POLICY

1. Purpose
  - a) The purpose of Trinity Anglican 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.
  - 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 Discipline Policy.

### 3. Informal Complaints Resolution

- a) In the first instance, Trinity Anglican School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact their teacher/Head of House or Deputy Principal or Head of Junior School in the first instance to attempt mediation or informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Trinity Anglican School's internal formal complaints and appeals handling procedure will be followed.

### 4. Formal Complaints Handling Procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal grievance process will commence within *10 working days* of the lodgement of the complaint or appeal with the Principal.
- i) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- j) If the grievance procedure finds in favour of the student, Trinity Anglican School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k) Trinity Anglican School undertakes to finalise all grievance procedures within 14 working days
- l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

### 5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost. Access to this external appeals process should start within 14 days.

If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Trinity Anglican School, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

- b) If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration

provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager  
International Quality (Schools) Unit  
LMB 527  
BRISBANE QLD 4001

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 Trinity Anglican 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.

## INTERNATIONAL STUDENT VISA CONDITIONS

For a full list of mandatory and discretionary student visa conditions please visit [www.border.gov.au/Trav/Stud/Visa](http://www.border.gov.au/Trav/Stud/Visa)

## COURSE PROGRESS AND ATTENDANCE POLICY

1. **Course Progress**
  - a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
  - b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment.
  - c) Students who have begun part way through a semester will be assessed after one full study period.
  - d) To demonstrate satisfactory course progress, students will need to achieve satisfactory progress in at least 50% of subjects in any study period, and improve sufficiently academically and achieve satisfactory course progress by the end of the next study period.
    - i) In the Junior School, a student's assessment of course progress will include improvements in English communication, improvements in English reading, positive attitudes towards learning and progression into the next year level.
    - ii) In Years 8, 9 and 10 in the Senior School, a student's assessment of course progress will include improvements in English communication and grammar, improvements in confidence using the English language, continued effort and involvement in class activities and a desire to improve their abilities.
    - iii) In Years 11 and 12 in the Senior School, a student's assessment of course progress will also be measured according to their progress towards their individual career/study goals.

- e) If a student does not achieve satisfactory course progress in at least 50% of units studied in a semester, the Director of International will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. 6283 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 and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the Director of International Education and records of student response to the strategy will be kept.

If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Trinity Anglican 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 Trinity Anglican School, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 14 days. Please see *Trinity Anglican School's Complaints and Appeals Policy* for further details.

- h) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
- i) the student does not access the complaints and appeals process within 20 days, or
  - ii) withdraws from the complaints and appeals process, or
  - iii) the complaints and appeals process results in favour of the school

## 2. Completion within expected duration of study

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The school will only extend the duration of the student's study due to:
- i) compassionate or compelling circumstances (see Definitions below)
  - ii) student participation in an intervention strategy as outlined in 1.e.
  - iii) an approved deferment or suspension of study has been granted in accordance with Trinity Anglican 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.

### 3. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 70% of scheduled course contact hours.
- b) Student attendance is:
  - i) checked and recorded daily
  - ii) assessed regularly
  - iii) recorded and calculated over each term.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.
- e) Any absences longer than [5] consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the school receptionists daily and every 10 weeks within a study period to assess student attendance using the following method:
  - i) Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a term e.g. number of study days x contact hours x 30%. [For example, a ten week term with 5 contact hours a day would equal 250 contact hours. 30% of this is 75 hours.]
  - ii) Any period of exclusion from class will not be included in student attendance calculations. [See **School Deferment, Suspension and Cancellation Policy** points 5 and 6.]
- g) Parents of students at risk of breaching Trinity Anglican School's attendance requirements will be contacted by email or phoned and students will be counselled and offered any necessary support when they have absences totalling 55 hours of any term.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the term, Trinity Anglican School will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.
- i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - i) the student does not access the complaints and appeals process within 20 days
  - ii) withdraws from the complaints and appeals process
  - iii) the complaints and appeals process results in a decision for the school.
  - iv) Students will not be reported for failing to meet the 70% threshold where:
    - v) 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
    - vi) the student's attendance has not fallen below 70% attendance.
- j) 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%.
- k) If a student is assessed as having nearly reached the threshold for 70% attendance for a study period, the Principal will assess whether a suspension of studies is in the interests of the student as per Trinity Anglican School's Deferment, Suspension and Cancellation Polic

- l) If the student does not obtain a suspension of studies under the Trinity Anglican 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 a death 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.

- a) 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.
- b) School day – any day for which the school has scheduled course contact hours.
- c) Study period – a discrete period of study within a course which cannot exceed 24 weeks. Trinity Anglican School defines a “study period” for the purposes of monitoring course attendance and progress as a semester.

#### Current Address Details

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

#### Notification of Address Change

The student is obliged to notify the school within seven days of a change of address while enrolled at the school. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address. The school will contact you each six months to check on any changes of address or contact details

## STUDENT ADMINISTRATION INFORMATION

All students are required to complete a TAS Application form, a Medical Form and a Written Agreement.

### Paying Fees

School Fees are invoiced and sent at the beginning of the year and then again before Semester Two.

### Enrolment

When applying to enrol at TAS, students are required to pay a \$150 Enrolment Fee followed by a \$850 Confirmation Fee. These are only paid at the initial enrolment phase. A bond is also required to be paid and this amount is held in credit for the duration of the student's stay at TAS. The students should have all family information and medical information supplied to the school on enrolment also.

### ID Cards

Within the first month of school Student ID Cards will be organised by the school. Students will have their photo taken at school and their ID Cards will be issued at a later date.

### Refund & Cancellation Policy

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an 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 school's Fees Policy (attached).
  - b) An itemised list of school fees is provided in the school's written agreement.
  - 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 Business Manager.
6. Student default because of visa refusal:
  - a) If a student produces evidence of visa refusal and fails to start a course, or withdraws from the course on or before the agreed starting date, the school will refund within four weeks of receiving a written claim, any unspent pre-paid fees, minus the lesser of 5% of the amount of course fees received, or \$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 any unused tuition fees<sup>1</sup> received by

the school with respect to the student within the period of four weeks after the day of student default.

#### 7. Student default:

- a) Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
- b) Non-tuition fees will be refunded on a pro rata basis proportionate to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- c) If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date a maximum of ten weeks tuition fees will be retained from tuition fees received by the school and the remainder will be refunded.
- d) If up to two semesters' tuition fees have been prepaid 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 prepaid fees less the following amounts.
  - i. Application and Confirmation fees, if written notice is received up to ten weeks prior to the commencement of the course.
  - ii. Application and Confirmation fees, plus 50% of the tuition fee for one term if written notice is received less than ten weeks prior to commencement of the course, or departure from the course.
  - iii. No amount will be refunded if written notice is received more than six months after the commencement date of the student's course.
- e) If more than two semester's tuition fees have been prepaid in one amount, refund provisions under (d) will apply for tuition fees paid for the first two semesters, and any remaining unspent tuition fees after this will be refunded.
- f) No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
  - i. Failure to maintain satisfactory course progress (visa condition 8202). Please see Course Progress & Attendance Policy on website: [www.tas.qld.edu.au](http://www.tas.qld.edu.au) .
  - ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress & Attendance Policy on website: [www.tas.qld.edu.au](http://www.tas.qld.edu.au) .
  - iii. Failure to maintain approved welfare accommodation arrangements (visa condition 8532). Please see Accommodation & Welfare Policy on website: [www.tas.qld.edu.au](http://www.tas.qld.edu.au) .
  - iv. Failure to pay course fees.
  - v. Any behaviour identified as resulting in enrolment cancellation in Trinity Anglican School's Code of Conduct (as shown in the School Diary and on the website: [www.tas.qld.edu.au](http://www.tas.qld.edu.au) ).

#### 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 unspent pre-paid tuition fees paid to the school 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 unspent pre-paid tuition fees<sup>2</sup> paid to the school will be made within 14 days of the 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 Tuition Protection Service, please see

<https://tps.gov.au/StaticContent/Get/StudentInformation> .

This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

<sup>1</sup> 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*].

### **Textbooks**

The School Bookshop organises book hire for textbooks each year.

### **Student Support Services:**

Support staff and important phone numbers and addresses are recorded on Page 5 and 6 of this booklet.

Your 24 hour support service is available through the International Department.

Phone 0459 82521



## IMPORTANT STAFF CONTACTS AT TAS

### Who to see if you have an issue

For any issues at all please visit the International Office or the Deputy Principal. The following staff positions can also assist you.

#### Academic Assistance:

**Head of House:** Can assist with questions about content of units, teaching procedures, assessment.

**Deputy Principal or Director of Innovation, Teaching & Learning:** Can assist with questions about study programs as a whole, academic regulation, difficulties with study, decisions to defer from study, examinations and study adjustments.

**ESL Teacher or Subject teacher:** Can assist with reading, writing, note taking, preparation for exams & assignments.

#### Administrative Assistance

**Director of International Education** Can assist with visa problems, financial problems, enrolment and short term accommodation

**Director of Admissions and Marketing:** Can assist with health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.

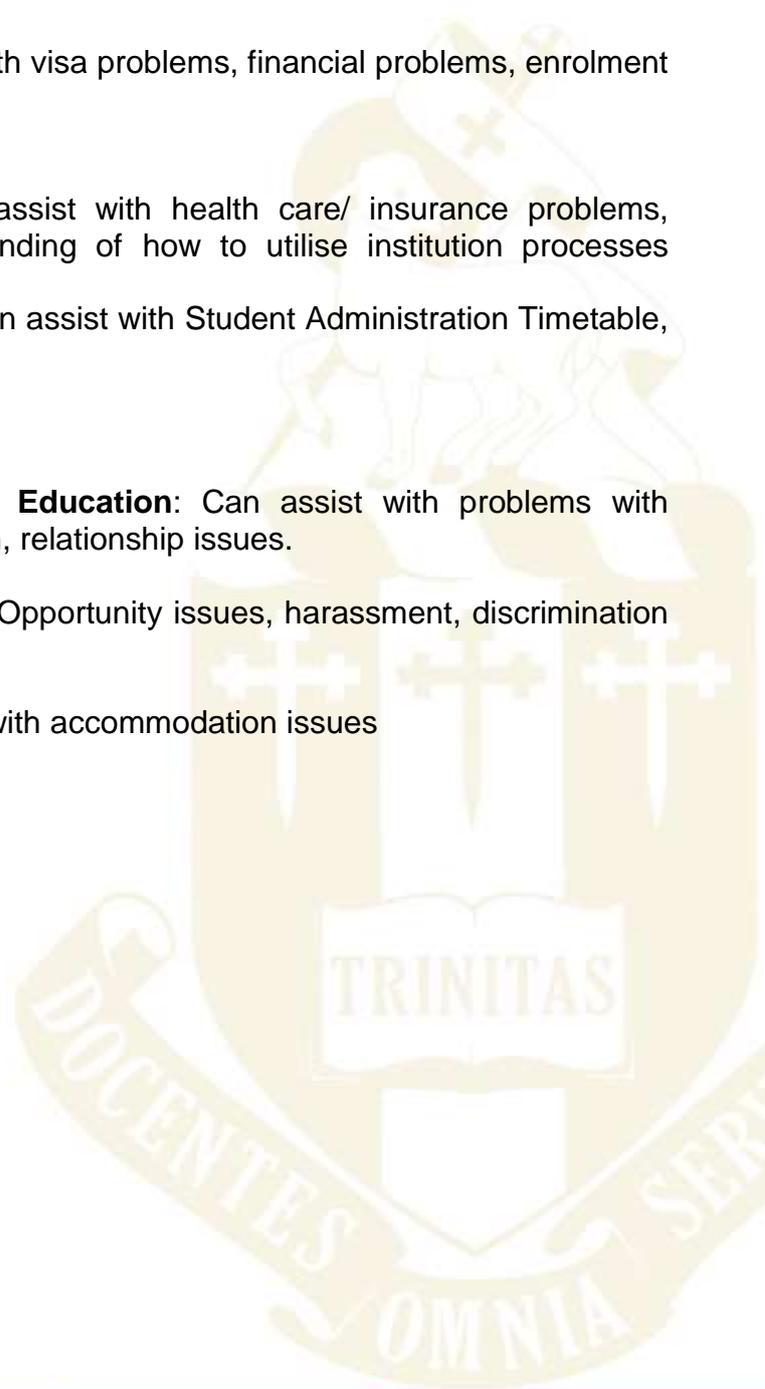
**Director of Innovation, Teaching & Learning:** Can assist with Student Administration Timetable, registration in subject units, changes of address.

#### Personal Assistance

**Deputy Principal, or Director of International Education:** Can assist with problems with relationships, home-sickness, gambling, depression, relationship issues.

**Deputy Principal:** Can assist with Equity & Equal Opportunity issues, harassment, discrimination issues.

**International Administration Officer:** Can assist with accommodation issues



## TEACHING & LEARNING IN AUSTRALIA

### Keys to Academic Success

The success to learning in Australia is to be motivated to study and to become involved in the school community.

### Study Skills

Homework and study is a vital part of any student's study program. It will be set regularly in most subject areas, so students must quickly settle into an organised program at the start of each term. Ideally, homework should be done at a table away from noise and distracting influences.

Suggested minimum homework study periods per school day:

Years Preparatory to Year 2: As suggested by the teacher	Year Seven : 10 minutes per subject per night
Years Three to Six: 30 minutes	Years Eight to Ten; 1.5 to 2 hours
	Years Eleven to Twelve: 3 hours

On occasions when homework is not specifically set, students are expected to revise work already covered, read English novels or extend themselves academically in other areas. All students should keep a systematic record of homework and study in their school diary.

### Plagiarism

One of our tasks in schools is to encourage students to make use of the words and ideas of others. We each build our own knowledge base by making use of the combined intellectual experiences of the members of society of which we are part. An important part of the writing skills we wish our students to acquire is to make clear the dependence on the work of others.

To avoid plagiarism, a student must give clear credit whenever the student uses:

- Another person's ideas or opinions
- Facts or statistics that are not common knowledge
- Full quotations of the words of another person
- A paraphrase of the words of another person

It is plagiarism to submit another person's work as our own. It is the responsibility of each person to take reasonable steps to prevent others from using our words and ideas as their own.

Penalties will be imposed in all cases of substantiated plagiarism. Penalties may also be imposed where a student has not taken reasonable steps to prevent others from plagiarising their work. The extent of the penalty imposed will depend on the extent of the plagiarism and other circumstances. An accusation of cheating or dishonesty is a very serious matter and requires a sensitive response. To read about the Plagiarism Policy at TAS please check the website:

**<http://www.tas.qld.edu.au/images/stories/international/tascourseprogressandattendancepolicy.pdf>**

### Resources

Please visit the school library for information. Access to teachers is also available by email. Contact the Director of International Education for more information at: **international@tas.qld.edu.au**

### Tutoring

Tutoring is available out of school hours. If you are interested in extra study please contact the Director of International Education or the ESL teacher.

## English Language Support (ESL)

To make satisfactory course progress a student must meet all the requirements of the Assessment Plan for the year group in which they are enrolled. Assessment Plans are issued to students at the start of each of the four terms in an academic year. They detail requirements in terms of the form of assessment due for each subject studied that term and the date on which assessment items are due. Assessment of satisfactory course progress is made at the end of each term, at the conclusion of the Assessment Plan, and includes an assessment as to whether a student's progress is such that they are expected to complete a course within its expected duration. *Academic Counselling and Support* Students in need of additional provision to develop competency are required to access academic counselling and support or ESL support depending on their needs. Academic competency is defined as a pass mark, or 'C' grade or above in at least 50% of the units studied in an Assessment Period. ESL intervention entry points are indicated below.

NLLIA Bandscale Sector	Year Group	Bandscale at Which Intervention Required
Junior Primary	Years Preparatory to Year Three	5 and Under
Middle/Upper Primary	Years Four to Six - 6	5 and Under
Junior Secondary	Years Seven to Ten	5 and Under
Senior Secondary	Years Eleven to Twelve	6 and Under

If a student does not achieve competency in at least 50% of the units studied in an Assessment Period, this being determined at the end of the preceding term, or presents with an ESL NLLIA Bandscale that necessitates support (see table above) strategies are developed to support academic improvement. The individual needs of each student are carefully taken into account at this stage and interventions are developed on a case by case basis. Strategies at TAS for International Students include, but are not limited to;

- Additional ESL provision
- Additional supervised study periods
- Peer based tutorial assistance
- Staff based tutorial assistance
- Organisational support and scaffolding

## Assessment & Reports

Two interim reports are provided at the end of Terms One and Three. Two other reports are sent to the parents of students at the end of Semester One and Semester Two.

The assessment times for senior school students can be found on the school calendar on the school website.

## Library Services

The *Stuart Library* is located at TAS White Rock and the *Tung Yep Library* is located at TAS Kewarra beach. Both Libraries provide welcoming and stimulating environment for learning and research. Staff and students have access to a large collection of print and online resources. The library staff will assist you with any information you require on book location or internet searches. The library can be accessed from 8:30am until 5:00pm every day.

## Computers / Internet

All students from Year Five and above should have their own laptop computer. TAS Information Technology Officers are available if you need any information or help with your computer. Internet is available throughout the school. If you are experiencing problems with your internet or computer you are encouraged to visit the IT Staff.

## HEALTH & SAFETY ON CAMPUS

Students are required to adhere to the school rules. These rules have been developed to ensure the safety of students.

The school rules and related policies can be found at the front of the school diary.

For any other related information please check the TAS website: [www.tas.qld.edu.au](http://www.tas.qld.edu.au)

### Remember these emergency numbers:

EMERGENCY: 000 or 112 from my mobile (to override key locks)

Government Departments

DIBP – Department of Immigration & Border Protection 131 881 [www.border.gov.au](http://www.border.gov.au)

ATP – Australian Taxation Office Tax File Number: 132 861 [www.ato.gov.au](http://www.ato.gov.au)

Health Cover: Medibank Private: Office at Cairns Central Shopping Centre

Trinity Anglican School 24hr Emergency: 0459 825 214

