

“My School provides opportunities for my future”

International Student Handbook



To be the best she can be



STUARTHOLME SCHOOL

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INTRODUCTION TO STUARTHOLME SCHOOL

Welcome to Stuartholme School. Stuartholme is a Catholic, independent, girls' day and boarding school situated five kilometres from Brisbane's CBD. Stuartholme was established in 1920 by the Religious of the Sacred Heart at the invitation of Archbishop James Duhig in 1914. At this time Reverend Mother Janet Stuart was Superior-General of the Society of the Sacred Heart. The property, for a time, was owned by her half-brother, Richard, who changed its name from 'Jolimont' to 'Stuartholme'. For much of its history, Stuartholme operated as a boarding school only, and the boarding house still forms a significant part of the life of the school, providing Catholic secondary education for many girls who would otherwise not have this opportunity.

Stuartholme is one of four schools in the Australian and New Zealand Network of Sacred Heart Schools, all of which share a common educational philosophy expressed in the Goals of Sacred Heart Education.

The motto of Stuartholme, which it shares with the other schools in the Network, is ***Cor Unum ('one heart')***. This motto emphasises the close bonds which unite the students, Alumnae, parents, teachers and all who are involved in the education which Stuartholme offers. It is the love of the Heart of Jesus, given to each, which is the bond of unity.

LIFE AS A STUARTHOLME GIRL

As a student of Stuartholme School, you are described as a 'child of the Sacred Heart'. This term reminds you that you are part of an international network of Schools linked to Sacred Heart students around the World.

Saint Madeleine Sophie Barat, Foundress of the Society of the Sacred Heart, once said, *"For the sake of a single child, I would have founded the Society."* In a true sense, you are that one.

During your years in a Sacred Heart school you will constantly be reminded of ways of living out the vision of Saint Madeleine Sophie. These are summed up in what is referred to as the Goals of Sacred Heart Education. They are:

- A personal and active faith in God;
- A deep respect for intellectual values;
- The building of community as a Christian value;
- A social awareness that impels to action;
- Personal growth in an atmosphere of wise freedom.

The school aims to:

- develop and promote the Stuartholme family in the Sacred Heart tradition as a contemporary Catholic learning community;
- develop and deliver a curriculum that responds effectively to the individual needs of students, while challenging them to strive to achieve their personal best;
- educate young women for critical discernment in heart and mind.

The graduate of Stuartholme is a woman of faith, integrity, wisdom, spirit, compassion, justice and hope. She is a woman who values her spiritual and intellectual journey, and her life-long connection to the Sacred Heart family.

Stuartholme School promotes positive peer relationships and endorses difference within the community. In the spirit of the Goals of the Sacred Heart Education, the School strives to build a community of mutual respect, freedom, optimism and responsibility. No form of harassment or bullying, whether it be physical, verbal, sexual or cyber based, is acceptable. For further information, please refer to the School's Peer Relations Policy (Appendix D).

EDUCATIONAL PHILOSOPHY

Stuartholme School is committed to providing and maintaining the highest professional standards in both the marketing and delivery of its education programme. This includes safeguarding the welfare and interests of all students, providing adequate facilities and resources and using appropriate and effective methods of instruction. These principles are embedded within the School's mission statement.

MISSION STATEMENT

Stuartholme School aims to develop the whole person based on the Goals of Sacred Heart Education.

We educate to:

- A personal and active faith in God;
- A deep respect for intellectual values;
- The building of community as a Christian Value;
- A social awareness that impels to action;
- Personal growth in an atmosphere of wise freedom.

For these goals to be achieved, there needs to be open communication and truthful co-operation between staff, parents and students, and the desire to build an environment in which there is a strong sense of purpose, openness, support and mutual respect. In such an environment of trust, strengths and limitations can be acknowledged and taken account of, needs recognised and addressed.

“Our education is not meant to turn the children out small and finished, but seriously begun on a wide basis”

Mother Janet Erskine Stuart

CODE OF PRACTICE

As a registered provider of courses for Overseas Students, Stuartholme School is bound by:

NC B St...	<i>The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)</i>	https://www.legislation.gov.au/Details/F2017L01182
ESOS Act 2000 s...	<i>Education Services for Overseas Students (ESOS) Act 2000 (subsection...)</i>	https://www.legislation.gov.au/Details/C2017C00292
ESOS Reg 2001	<i>Education Services for Overseas Students Regulation 2001</i>	https://www.legislation.gov.au/Details/F2016C00681
ESOS (Reg Charges) Act 1997	<i>Education Services for Overseas Students (Registration Charges) Act 1997 (the Charges Act)</i>	https://www.legislation.gov.au/Details/C2016C00773
ESOS (TPS Levies) Act 2012	<i>Education Services for Overseas Students (TPS Levies) Act 2012</i>	https://www.legislation.gov.au/Details/C2017C00301
LI –ESOS Act 2000 s46D(7) & s47E(4)	<i>Legislative Instrument: Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>	http://www.comlaw.gov.au/Details/F2014L00907

LI-ESOS Act 2000 s46B	Legislative Instrument: <i>Education Services for Overseas Students (Notifying provider default – requirements for a notice) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01387
LI-ESOS Act 2000 s46F	Legislative Instrument: <i>Education Services for Overseas Students (Provider default – discharge of obligations – requirements for a notice) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01388
LI-ESOS Act 2000 s47H	Legislative Instrument: <i>Education Services for Overseas Students (Student default – discharge of obligations – requirements for a notice) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01384
LI-ESOS Act 2000 s50D	Legislative Instrument: <i>Education Services for Overseas Students (TPS Director to notify Immigration Secretary of payment of refunds) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01386

PRIVACY OF PERSONAL INFORMATION

Stuartholme School will meet all requirements of the *Privacy Act 1988* in relation to the way it handles personal and sensitive information about students. (Appendix E)

ACCREDITATION

Stuartholme School is an approved school under the *Education (Accreditation of Non-State Schools) Act 2017* and the *Education (Overseas Students) Act 1996*. Stuartholme School is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS):

- The CRICOS Provider number is 00524E;
- The Principal Executive Officer (PEO) is the School Principal;
- The International Student Contact person is the School Registrar – enrolments@stuartholme.com

MARKETING INFORMATION AND PRACTICES

Stuartholme School markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry. Stuartholme School's marketing materials do not make false claims or provide misleading information about itself, its courses or course outcomes. The School's Legal Entity Name and CRICOS Number appear on all School written marketing and other required materials, including in electronic form, as required by the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

RECRUITMENT PROCESSES AND PRACTICES

Recruitment of students will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum. Stuartholme School will assess any enrolment enquiry from a student already enrolled with another registered provider according to the requirements of Standard 7 of the National Code of Practice. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the outcomes of the course based on the applicant's level of English and academic results.

EDUCATION AGENTS

Stuartholme School directly engages Education Agents for the recruitment of international students. Stuartholme School has both a Written Agreement and a Memorandum of Understanding with the Australian International Education Consortium (Global) www.aiecg.com

If the School policy with regard to use of education agents' changes in the future, the School is aware of its obligations under Standard 4 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, and will at that time implement appropriate policies, procedures and agreements as required under the *National Code 2018*. Please refer to the School website for the Agent Policy <https://www.stuartholme.com/aboutstuartholme/school-policies/>

ENROLMENT OF AN ONSHORE INTERNATIONAL STUDENT

Stuartholme School will only enrol a student who has already completed another course in Australia with a registered provider if we are satisfied that:

- the student has demonstrated a commitment to studies in that course;
- the student has a good attendance record for that course;
- the student has paid all fees for that course.

If an International student wishes to change education provider before completing the first six months of their principal course of study, she must contact, in writing, Stuartholme School, as the current education provider, for permission. The student will require a letter of offer from the new provider in order to apply for release from Stuartholme School, the original education provider. In most circumstances the new education provider will be restricted from enrolling students who have not completed six months of the principal course of study, for which their visa was issued, unless they have a letter confirming release. For further information, refer to the School's Overseas Student Transfer Policy (Appendix G).

TERM DATES

See Stuartholme School website for term dates via <https://stuartholme.com/parents/term-dates/>

USEFUL SCHOOL CONTACTS

Useful contacts can be located via <https://www.stuartholme.com/contact-us/>

A range of services catering for student needs is offered to support our students. These services may be accessed by telephoning the School and asking to speak to the Student Receptionist on telephone: +61 7 3369 5466.

Principal	Ms Kristen Sharpe
Dean of Boarding	Ms Andree Rice
Dean of Student Wellbeing	Mrs Deb Lonsdale-Walker
Deputy Principal	Mrs Deanne Johnston
Dean of Mission	Miss Sarah Daff
Commercial Director	Ms Laura Jones

School Counsellors	Mrs. Jodie Johnstone
Careers Advisor	Mrs Stacey Wallace
Leader of Learning - Diverse Learners	Ms Karyn Richardson
EAL/D Teacher	Mrs Jane Verity
Year 7 Leader of Student Wellbeing	Mr Graham Woodward
Year 8 Leader of Student Wellbeing	Mrs Jennie Warrick
Year 9 Leader of Student Wellbeing	Ms Sue Harris
Year 10 Leader of Student Wellbeing	Mrs Margaret Devlin
Year 11 Leader of Student Wellbeing	Mrs Marilyn Byron
Year 12 Leader of Student Wellbeing	Mrs Birgit Holley
International Student Coordinator	Mrs Jane Verity
Registrar	Mrs Natasha Pay
Library and Information Services Director	Mrs Deborah Gaggin
Chief Information Officer	Mr Anthony McOmish

COURSES

The CRICOS Courses available at Stuartholme School are:

Course Name	Junior Secondary Yrs 7-10 Girls Only
Course CRICOS Code	085803F

Course Name	Senior Secondary Yrs 11-12 Girls Only
Course CRICOS Code	085804E

Students will be provided with an education that offers a range of subject choices as described in the School Prospectus. They will participate fully in regular school and class programmes.

Regular assessment in subject areas will provide information to students on suitable pathways for senior secondary and further education.

The Queensland Curriculum and Assessment Authority issues senior education profiles to Queensland students upon completion of Year 12.

- All international students are eligible for a Statement of Results which is a transcript of the learning account for all students completing Year 12 at a Queensland School. The Senior Statement shows all studies and the results achieved that may contribute to the award of a QCE or Tertiary Entrance Statement.
- Eligible students will receive a Queensland Certificate of Education. The Queensland Certificate of Education (QCE) is Queensland's senior school qualification, which is awarded to eligible students, usually at the end of Year 12.

The Junior and Senior Curriculum Handbooks provide a selection of suitable subjects/courses. The Handbooks will be available to international students prior to accepting enrolment to assist them to make appropriate selections.

Additional assistance in English, if required, will be provided by our English as an Additional Language or Dialect (EAL/D) teacher either as part of class activities or in tutorial sessions.

MODE OF STUDY

Students are required to attend *Stuartholme School's* course(s) face-to-face on the School premises. Depending on course components, a student's course may also include:

- *online learning in class time or after school hours*
- *approved excursions or field trips*
- *approved work experience program*
- *outdoor education activities*
- *approved studies that contribute to a student's enrolled course but are delivered by another approved provider.*

Student Suitability

To assist international students with the selection of suitable subjects and courses, the Deputy Principal, Director of Senior Studies and the Careers Advisor are available for consultation to help students by assessing their individual needs and matching those needs with the educational outcomes of the available subjects and courses.

Expected Outcomes

In the selection process and at the point of entry, every effort is made to ensure that international students will have a reasonable chance of success in the courses they are undertaking.

ENTRY CRITERIA AND ACADEMIC REQUIREMENTS

Stuartholme School will consider enrolment applications from students wishing to apply for a student visa, subject to compliance with minimum requirements and conditions set by the School and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

Applications for enrolment must be made on an International Application Form. The Application Form must be accompanied by the following documents:

- Copies of student report cards from the previous 3 years of study, including a copy of the latest student report;
- A reference from the student's current or most recent Principal;
- A completed subject choices form;
- Appropriate proof of identity and age;
- Written evidence of proficiency in English as a second language;
- Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
- If applicable, a letter of release if transferring from another school; and
- Evidence of payment of the Enrolment Application fee.

Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

The School is unable to process the applications until all the required information is provided.

Applications from international students are processed according to established procedures and are dealt with on their merits.

Assessment procedures include an evaluation of reports from previous schools and of English language proficiency.

Students may be required to undertake a language proficiency test set by the School. If the assessment indicates a student's proficiency in the use of the English language is insufficient, the School will assist in referring the student to additional English study options at a recognised ELICOS institution such as the [Griffith University English Language Institute](#).

A Letter of Offer and Confirmation of Enrolment (eCoE) required for the student's Visa application will only be issued to successful applicants on completion of all enrolment processes and payment. **The Principal of Stuartholme School is the signatory of the Letter of Offer and Under 18 Student CAAW Letter.**

Please advise Stuartholme School if you do not give permission for the school to conduct a Visa Entitlement Verification Online (VEVO) search to confirm the student's visa status prior to commencement. If you do not provide permission the School may require you to provide evidence of your visa status prior to commencement.

ACADEMIC REQUIREMENTS

Students must provide evidence of satisfactory academic performance appropriate to entry to the year levels requested on the International Application for Enrolment or offered as an alternative point of entry by the School in a Letter of Offer.

For Year 7-12 students:

- A pass level or 'C' grade or better for the majority of core subjects

Course Credit

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

Students may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework. If applying for course credit from work completed overseas, students can apply for a relaxation of core components of QCE through QCAA. Information regarding this process and link to the Application is available on the QCAA website - <https://www.qcaa.qld.edu.au/senior/certificates-qualifications/qce/qce-handbook>.

English Language Proficiency Requirements

Stuartholme School requires evidence of appropriate proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2.

The School can assess evidence of English language proficiency presented by a student at the time of application. Alternatively, Stuartholme School accepts results from the following test instruments:

Year level	General IELTS (Overall)	AEAS	ISLPR (4 skills at)	TOEFL ibt	NLLIA Bandscales (4 scores at)
7	4	46-52	1+	31	4
8	4	46-52	1+	31	4
9	4.5	46-52	1+	32	4+
10	5	53-60	2	35	5
11	5.5	61-65	2+	46	5+
12	6	70+	3	60	6

Students wishing to enter the school below Year 10 level are assessed on an individual basis, using relevant report cards, personal references and the results of a language proficiency test administered by the School.

ORIENTATION

An Orientation Programme to the Boarding House and life as an International student will be coordinated by the Dean of Boarding. The Orientation Programme for the school will be coordinated by the International Student Coordinator. A copy of this programme is in Appendix H.

STUDENT LEADERSHIP AND PARTICIPATION

Stuartholme endeavours to encourage every girl to exercise her leadership and to accept responsibility through service on one of the many committees or programmes and through the House system.

The House system is an integral part of school life at Stuartholme. It is where the girls learn from their peers the value and spirit of 'Cor Unum' – one heart. House Captains take a prominent leadership role in the school. It is the responsibility of the House Captains, together with House officials, to see the smooth running of the various activities. These include both sporting and cultural events that are calendared throughout the year. Each House has been named after a Religious of the Sacred Heart of Jesus (RSCJ), to remind us of some of the great educators of Stuartholme's past.

CO-CURRICULA PROGRAMME

The co-curricula programme plays an integral role in Stuartholme's holistic approach to girls' education. Striking a balance between academic studies, cultural and sporting commitments for our girls is a priority of the school, with students encouraged to be involved across the spectrum.

UNIFORM

Students are required to wear the school uniform to classes and designated school events. When returning to the Boarding House after school, the students usually dress informally. Students should have a few dresses, jeans or slacks with t-shirts or blouses, sneakers or 'running shoes', including one outfit that would be appropriate for Mass attendance and other formal occasions as required. Shorts are often worn during the summer months and sandals are the most common footwear. Please ensure that clothes are colourfast and have quality and fabric suitable to withstand machine washing and tumble drying. *(Please refer to the Boarding Community Handbook for more information).*

MONITORING ACADEMIC PERFORMANCE

Stuartholme School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

The course progress of all students will be assessed at the end of each study period/ semester of enrolment.

Students who have begun part way through a semester will be assessed after one full study period.

To demonstrate course progress, students will need to satisfy the requirements in any study period:

- Sound level of achievements in 3-4 subjects;
- Demonstrated improvement in the use of the English Language;
- Demonstrated academic improvement;
- Active involvement in class;
- Meeting of all assessment deadlines;
- Utilisation of support services provided by the School;

- Evidence of self-discipline.

If a student is believed to be at risk of unsatisfactory course progress in a study period, the Deputy Principal will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:

- After hours' tutorial support;
- Subject tutorial support in class time;
- Mentoring;
- Additional EAL/D support;
- Change of subject selection, or reducing course load (without affecting course duration);
- Counselling – time management;
- Counselling - academic skills;
- Counselling – personal;
- Other intervention strategies as deemed necessary.

Stuartholme School will implement an intervention strategy if a student is deemed not competent in 50% or more of the units in any one study period.

- a. A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- b. The student's individual strategy for academic improvement will be monitored over the following study period by the Deputy Principal and records of student response to the strategy will be kept.
- c. If the student does not sufficiently improve academically and achieve satisfactory course progress by the end of the next study period, Stuartholme School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that 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 Stuartholme School, she may contact the Overseas Student Ombudsman at no cost. Please see Stuartholme School's Complaints and Appeals Policy for further details.
- d. The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - the student does not access the complaints and appeals process within twenty (20) days; or
 - the student withdraws from the complaints and appeals process; or
 - the complaints and appeals process results in favour of the School.

Completion within expected duration of study

Stuartholme School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

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.

The School will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because of:

- compassionate or compelling circumstances;
- student participation in an intervention strategy;
- an approved deferment or suspension of study has been granted in accordance with Stuartholme School's Deferment, Suspension and Cancellation Policy.

Where Stuartholme School extends the duration of the student's study, the School will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

ATTENDANCE INFORMATION

Regular attendance and punctuality at school are required. Satisfactory course attendance is attendance of 80% of scheduled course contact hours.

Student attendance is:

- checked and recorded daily
- assessed regularly
- recorded and calculated over each study period.

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.

Any absences longer than [2] consecutive days without approval will be investigated.

Student attendance will be monitored by the Dean of Student Wellbeing over a study period to assess student attendance using the following method:

- Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.
- Attendance for any period of exclusion from class will be assessed under *Stuartholme School's* Deferment, Suspension and Cancellation Policy.

Parents of students at risk of breaching Stuartholme School's attendance requirements will be contacted by *email and/ or phone* and students will be counselled and offered any necessary support when they have absences totalling 20% in any study period.

If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, *Stuartholme School* will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process

The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

- the student does not access the complaints and appeals process within 20 days
- the student withdraws from the complaints and appeals process by notifying the *Principal of Stuartholme School* in writing,
- the complaints and appeals process results in a decision in favour of the school.

Students will not be reported for failing to meet the 80% attendance threshold for a study period where:

- 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
- The student's attendance has not fallen below 70% for the study period.

If a student is assessed as having nearly reached the threshold of 80% attendance for a study period, Stuartholme School will assess whether a suspension of studies is in the interests of the student as per Stuartholme School's Deferment, Suspension and Cancellation Policy.

If the student does not obtain a suspension of studies under the Stuartholme 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.

The purpose of this process is to offer appropriate support for students.

STUDENT COMPLAINTS AND APPEALS

Stuartholme School has a fair and transparent process for dealing with student complaints and appeals. For those which cannot be resolved internally, Stuartholme School will advise students of the appropriate bodies with whom they can seek further assistance. (Appendix A)

STUDENT SUPPORT SERVICES

Stuartholme School will ensure that students will be provided with:

- a copy of the International Student Handbook, including policies relating to International student enrolments;
- assistance and information about their academic progress;
- information regarding entry to further study;
- ongoing counselling as required in relation to health and family matters;
- a designated EAL/D Teacher who will assist the student to adjust to life and study at the School and to help resolve any problems that may arise for the student while enrolled at the School; and
- an Orientation Programme upon arrival.

ACCOMMODATION / WELFARE ARRANGEMENTS

Stuartholme School is responsible for the welfare and accommodation of all international students who have been issued with a visa. The School provides information about approved accommodation options to students in the form of a Welfare and Accommodation Policy. Stuartholme School does not operate a homestay programme during the school term.

ACCOMMODATION AND WELFARE POLICY

Care for younger students under 18 years

Stuartholme School is a CRICOS-registered provider which enrolls younger students under 18 years of age.

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

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

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

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

Accommodation and care options for overseas students under 18 years

Stuartholme School approves the following accommodation and care options for overseas students:

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

In this case:

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

Stuartholme School requires holders of Student Guardian Visas to:

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

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Immigration via PRISMS.

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

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

Accommodation options that may be approved by *Stuartholme School* for full fee paying 500 (formerly 571) visa students under 18 years of age include:

- i. Homestay Program operated by our approved third party homestay provider Homestay Network.
- ii. School Boarding House
- iii. Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

Stuartholme School will maintain approval of accommodation and care arrangements until:

- i. the student completes the course and departs Australia
- ii. the student turns 18 years
- iii. any appeals processes in relation to *Stuartholme School*'s intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- iv. the student has alternative welfare arrangements approved by another registered provider

- v. a parent or nominated relative approved by the Department of Immigration assumes care of the student
- vi. Stuartholme School has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by *Stuartholme School*, including arrangements provided by third parties.

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

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

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

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

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

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 2 days to assume care of the student until the situation has been resolved to the school's satisfaction.

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

3) For School vacation periods, students under 18 years of age for whom *Stuartholme School* has issued a CAAW will:

- i. return home to parents, or
- ii. continue to live in / is placed in Homestay arranged and approved by the school, or
- iii. apply for approval to spend the vacation with relatives or a friend's family, or
- iv. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

4) Accommodation options for students 18 years and older include:

- i. Homestay Program, including private arrangements requested by a parent (approved by school)
- ii. School Boarding House

5) For School vacation periods, the following accommodation options are available to students 18 years or older:

- i. Student returns home to parents
- ii. Student continues to live in / is placed in Homestay, details of which are recorded and approved by the School
- iii. Student may spend vacation with friend's family or relatives, provided details are given and is approved by the School

- iv. Student may attend a supervised excursion, camp, etc., provided details are given and is approved by the School

6) Homestay / private accommodation arrangements at *Stuartholme School*

The Homestay accommodation arrangements operated by *Stuartholme School* meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

These include

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

TRAVEL ARRANGEMENTS

Travel arrangements for international students should be made in line with term dates published in the school calendar. Bookings should be made early in order that seats can be booked for after school on the day school ends or on the following day. Advance notice of term dates can be found on the school website.

Early departure at the end of term and late arrival back at the beginning of term are unacceptable. Teaching commences at the beginning of each term and continues up to the last school day of each term. It should be noted that your daughter's assessment exams may be conducted at the end of term.

Stuartholme will arrange transport to the airport at the end and beginning of each term. This will be organised accordingly once staff receive the students' travel forms confirming flight details. As we are responsible for the welfare of the students until they arrive home, the students will be escorted by a staff member to the airport. All transport costs including the staff member's return trip to accompany the students, will be charged to your next Fee Statement.

Students must not arrive before the agreed date on the visa.

BOARDER LEAVE PROCESS

All leave from the Boarding House is granted on the basis of trust. If a Boarder contravenes the agreed leave contract, this will be seen as a severe breach of trust and a breach of visa conditions.

Overnight leave

All Boarders need to have their overnight leave submitted via Reach by 12pm on Thursdays. Parents must approve the online leave request via Reach (also to be received by 12pm Thursday). If a Boarder is staying with a host family, that host must provide their details via Reach or via email to assistantheadsofboarding@stuartholme.com and boardingreception@stuartholme.com.

Parents should ensure that they know or have had contact with the people with whom their daughter is visiting and that they are comfortable with the level of supervision their daughter will experience when in their care.

When giving permission for Boarders to go out or stay with friends or relatives, the Parents/Guardians take complete responsibility for the supervision and care of the student while she is away from the Boarding House.

Day leave

All day leave permission must be requested via day leave cards and approved by an Assistant Head of Boarding. Parents should also apply for leave via Reach if a host is taking their daughter off site.

At no time will Boarders be permitted to travel in cars driven by day students or drivers under the age of 21 years and/or on a provisional licence.

If Boarders are being transported by private car, the adult driver must sign the Boarders out at Boarding Reception.

Holiday leave

Boarders are not permitted to leave School before the date and time published in the School Calendar. Students are requested to complete the travel arrangements form available from the International Student Coordinator or Assistant Head of Boarding **at least four weeks** prior to the end of term. The Dean of Boarding will complete an assessment on the suitability of the accommodation during holiday periods and/or weekends before the request is approved. Stuartholme School prefers students to return home during the school holidays however if this is not possible, Stuartholme School can arrange a homestay through our partnership with Homestay Network.

If a student wishes to stay with a relative during the holidays, Stuartholme School will use the Department of Home Affairs definition of a suitable relative as a person who is a grandparent, brother, sister, aunt, uncle, niece, nephew, step-grandparent, step-brother, step-sister, step-aunt, step-uncle, step-niece or step-nephew who is aged at least 21 and is of good character, when completing the assessment.

They must be a resident of Queensland and be able to provide proof of their relationship to the student. They must own or rent a property that is suitable for the stay period of the overseas student – accommodation details will be scrutinised by the Dean of Boarding and, if the welfare of the student becomes a concern, the School may, in consultation with the student's parents, cancel the request for Holiday Leave with the nominated host.

The host must be able to communicate effectively with the School and with the student and have empathy with the student's culture and religion. They must also be able to give authority for emergency medical procedures, as well as consent for and payment for any medical treatment. This must be agreed between the student's parents and the host.

If it is determined it is not suitable for the student to stay with the requested host, the student may either return home or Stuartholme can assist in arranging a Homestay through our third party approved provider Homestay Network.

THE SHARON BEIRNE HEALTH AND WELLNESS CENTRE

The Sharon Beirne Health and Wellness Centre is situated in the Boarding House and has Registered Nurses staffed Monday to Friday 7.30 am – 9.00 pm and 6.00 pm – 9.00 pm Saturday and Sunday. The medical forms included at the end of this Handbook are essential documents for the care of our students at Stuartholme School. Please complete each section of the form and return them completed as soon as possible. The School's procedures for treatment are included in this Handbook (Appendix C).

We request a formal copy of your daughter's immunisation history to be kept on file in the Health and Wellness Centre. It is strongly encouraged that students have adequate immunisation as per the Australian Government Immunise Australia Programme. Please note however that the Brisbane City Council vaccinates all Year 8 students for HPV, Chicken Pox and Boostrix and Year 10 students for Tetanus, Diphtheria and Pertussis (whooping cough) with the Boostrix vaccine. This service is run independently of the Health and Wellness Centre. All enquiries should be forwarded to the Brisbane City Council.

Please provide action plans completed by a GP **PRIOR** to your daughter commencing at the School, for **Asthma, Allergies, Diabetes or Epilepsy**.

HEALTH COVER LEVY

The Overseas Student Health Cover (OSHC) Levy is required by the Commonwealth Government and is payable prior to commencement at the School. Students must maintain current OSHC for the period covered by their visa. The School can organise the private medical health insurance cover for students. Students **must** take out cover for the whole of their visa length.

OSHC will help pay toward the costs of most medical and hospital treatment you may require while studying in Australia. **Extras Cover is not included in OSHC but can be purchased separately at an additional cost.** Extras Cover provides benefits for some additional health services such as dental treatment, physiotherapy and optical appliances.

It is the responsibility of the student's family to seek refund from the medical insurance authority in the event the student leaves the School prior to the completion of her course or visa expiry.

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.

DEFERMENT, SUSPENSION AND CANCELLATION POLICY

Stuartholme School has fair, appropriate and objective measures in place for the cancellation and/or suspension of the enrolment of an International student. Refer to the School's Deferment, Suspension and Cancellation Policy (Appendix B).

CHANGE OF ADDRESS / PHONE NUMBER

It is a condition of your Student Visa to keep the **School informed of any change to your residential address and contact telephone numbers, including your email and mobile phone number.**

FINANCIAL ADMINISTRATION

Stuartholme School is subject to external auditing under the requirements of the *Financial Administration and Audit Act 1977*. The School will therefore keep all necessary records that would allow the auditor to be satisfied about the sources of all monies received for providing courses to international students and the ways in which the monies are spent.

SCHEDULE OF FEES AND PAYMENT

The School's fees are determined each year by the Stuartholme School Board detailing tuition, boarding and other costs. Fees are invoiced in equal instalments in advance over the four terms and are payable by the due date as indicated on each account. A discount for prompt settlement will apply per student if paid by the due date.

Tuition fees are set in advance and boarding fees are subject to an annual increase which is set by the School Board and confirmed in November of each year, and communicated to parents.

The School fees do not include uniforms, co-curricular activities, extra English tuition, private music tuition and other incidental expenses - the School fees are available on request from the Finance Office.

The tuition fees for international Students are higher than the fees for Australian students because Australian students receive both Federal and State Government per capita grants.

REFUND POLICY

Stuartholme School has a fair and clearly explained Refund Policy (Appendix F).

WITHDRAWAL

In the event of a student being withdrawn from the school, a full term's notice in writing is required. If a student is withdrawn from the school without a full term's notice in writing, one full term's fees are payable to recover costs.

Fees will be not refunded where a student is asked to leave the school due to unacceptable behaviour or non-compliance with visa conditions or the School's Enrolment Contract.

AUSTRALIAN GOVERNMENT REGULATIONS

The Department of Home Affairs sets the regulations governing international students' entry to Australia. All students should also seek prior approval from the Department of Home Affairs before commencing a new course or changing courses if they are already studying with another Australian education provider. Comprehensive information for international students wishing to study in Australia may be found at: www.homeaffairs.gov.au

Students attending Stuartholme School on student visas should familiarise themselves with the Department of Home Affairs requirements as outlined in the visa application information on their website. Some of these requirements are as follows:

- Students need to be aware of the need to advise Department of Human Affairs in the event of any change of their visa conditions. It should not be assumed that all changes would be granted;
- Students must advise the school within seven (7) days of any anticipated change of residential address or other contact details. If a student is under 18 and under the welfare of Stuartholme School, they can't change without the Principal's permission;
- International students should be aware of age and minimum year of entry limitations (applied) to applications for student visas. These vary according to the student's country of origin.

It is a condition of the student visa that international students have private health insurance for the duration of their stay in Australia. Stuartholme School can arrange visa-length cover for students accepted by the school. In the event of early withdrawal from the nominated course of study, the responsibility in seeking a refund from the Health Insurer lies with the student.

It should be noted by intending applicants that as a registered provider, Stuartholme School is obliged to provide specific non-compliance exception reports to Department of Home Affairs within (14) days of their occurrence. Examples of non-compliance reporting include:

- advisement of students who do not begin their course as expected (i.e. students for whom an electronic Confirmation of Enrolment (eCOE) has been created and not cancelled, who do not commence their course);
- termination of the student's studies before the course is completed (e.g. student ceases attending);
- changes to the identity or duration of the student's course (this does not mean subjects or units in a course);
- if a student is no longer able to achieve 80% attendance for the remainder of a semester reporting period without an acceptable reason to explain their absence;
- if a student has failed to achieve satisfactory academic results for the semester or course;
- permission from Department of Home Affairs if a student wishes to change her course provider within 12 months of commencing a course (A Letter of Release will be provided by Stuartholme School on request to a student who has commenced but, who did not complete a course at the school and who wishes to change course provider. This letter will address the student's commitment to studies, attendance record and payment of fees);

USEFUL WEBSITE RESOURCES

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (<i>National Code 2018</i>)	https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx
IDP – Guide for students	https://www.idp.com/australia/international-student-services/free-visa-help/
Overseas Student Health Cover (OSHC)	http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas%20Student%20Health%20Cover%20FAQ-1
QCAA links for visa students (QCE procedures)	https://www.qcaa.qld.edu.au/senior
Study Queensland Website	https://www.studyqueensland.qld.gov.au/
Tourism Australia	http://www.australia.com

THE ESOS FRAMEWORK

PROVIDING QUALITY EDUCATION AND PROTECTING YOUR RIGHTS

The Australian Government wants international students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for international students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students Act 2000 (ESOS Act 2000)* and the *2018 National Code*.

Protection for International Students

As an international student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which you study, meet the high standards necessary for international students. Please check carefully that the details of your course, including its location, match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare;
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement;
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers who offer education services to international students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia;
- Who the contact officer or officers is for international students;
- If you can apply for course credit;
- When your enrolment can be deferred, suspended or cancelled;
- What your provider's requirements are for satisfactory progress in the courses you study;
- What support is available if you are not progressing;
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand, you need your provider's permission.

If you are under 18 years, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

Your responsibilities

As an international student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your education provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- follow your provider's attendance policy if attendance is recorded for your course and
- maintain your approved accommodation, support and general welfare arrangements if you are under 18 years.

Important Contact details

WHO?	WHY?	HOW?
Stuartholme School	For policies and procedures that affect you	<ul style="list-style-type: none"> • Speaking with your School • Go to your School's website
Department of Education and Training (DET)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • Website: https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx • ESOS Enquiry Line: 1300 615 262 (in Australia) • Online Enquiry: https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx
Department of Home Affairs	For visa matters	<ul style="list-style-type: none"> • Website: https://www.homeaffairs.gov.au/ • Phone: 131 881 in Australia • Phone: +61 2 6196 0196 outside Australia

GENERAL INFORMATION – LIVING IN BRISBANE

About The Environment

Brisbane, Queensland is the third largest and fastest growing city in Australia. With its sub-tropical climate, gardens and parks, and its ever-changing contemporary architecture, Brisbane provides a relaxed, friendly environment for international students.

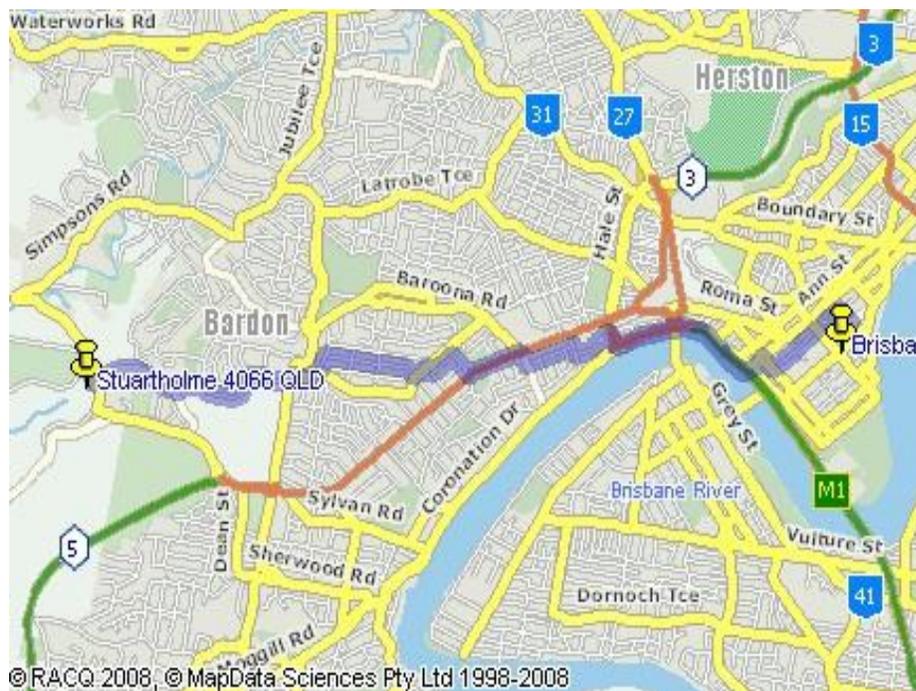
Climate

The region enjoys a subtropical climate and an average of 2800 hours of sunshine a year.

Spring	September – November	13 - 28°C
Summer	December – February	20 – 30°C
Autumn	March – May	13 - 28°C

FOR FURTHER INFORMATION ON BRISBANE AND THE LOCAL ENVIRONMENT, VISIT:

www.visitbrisbane.com.au



Useful Contact Information

Department of Home Affairs

299 Adelaide Street
BRISBANE QLD 4000
Ph: 131 881

Emergency Services

Police, Fire, Ambulance – 000 (landline) 112 (mobile)

Public Transport

Translink is your one stop for public transport information and coordinates and integrates public transport services in South East Queensland. www.translink.com.au

Services

Electricity



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

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Digital Devices

Before bringing any digital device you must check with Stuartholme School.

The School cannot guarantee that any electronic device you bring (such as mobile phones or laptops) will function within Australia or at Stuartholme School.

Stuartholme School introduced a Bring Your Own Device (BYOD) program in 2017. All new students enrolling at Stuartholme will automatically be in the BYOD Program, regardless of their year level.

Stuartholme has selected Datacom, a local IT service provider, to help manage our BYOD Program. After much research, we have selected a range of devices from which parents can choose. The devices will connect to the School's extensive secure wireless network, Learning Management System, printers, interactive LCD screens, data projectors and AV facilities. The School will provide all the software licenses, including specialist subject software and web based applications, including academic databases. We will also provide full IT Service Desk support.

Although these devices are available through retail outlets, we need to highlight the benefits of purchasing through Datacom Education. The devices come loaded with software your daughter will need including Microsoft Office, an antivirus program, email, One Drive and One Note settings. 'Bloatware' (unwanted software) that comes with most devices will be removed.

All devices come with three-year, onsite warranty repair and accidental breakage insurance. This will ensure any issues or damages to your daughter's device are resolved as quickly as possible.

Telephones

Even with the growing use of mobile phones, Australia does still have some public telephones available throughout the country. These telephones are easily recognised by the orange booths. Long distance call charges vary depending on time of day and distance. Stuartholme School's Boarding House also has phones available for students to call their parents.

Making Phone Calls within Australia

- **To make international phone calls:**

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

- **To make domestic phone calls:**

 Dial – the area code + phone number

Area Code	States	

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



Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia and for a list of country codes and area codes for international calls.

- **Calling Australia from Overseas**

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (**61**) followed by the area code without the first zero (for instance Brisbane would be 7 instead of 07), and then dial the required number.

Example: International access number +61 7 9999 3662

Australia Post

It is important to remember that certain items cannot be posted to Australia because of Customs Regulations.



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

Small Letters

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

Envelope Face Format - Allocation of Zones



A small letter has the following characteristics:

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

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** should not be used for general medical assistance. **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.

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 **nonemergency situation** you can contact a local police station.

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**. You can call an ambulance using the emergency triple zero number (000).

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, any day of the week from anywhere in 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.

Emergency Translation

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

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

Public System

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

Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be

covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Attending an Australian Hospital

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

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

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

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

General Practitioners (GPs)

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



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\$34.20 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 this will be organised through the Health and Wellness Centre. Payment of the **full** fee of this service is required.

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.tisnational.gov.au or phone **131 450**.

Working in Australia

Permission to Work

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

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 40 hours per fortnight during the term and unlimited hours when your course is **not in session**.
 - a. The Department of Home Affairs considers your course to be **'in session'**: for the duration of the advertised semesters (including periods when exams are being held);
 - b. If you are undertaking another course, during a break from your main course and the points will be credited to your main course.
3. Only Year 11 and 12 Boarders will be allowed to undertake part time work. Boarders are required to have written permission from parents or legal guardians to seek and undertake employment. The Dean of Boarding must confirm all transport arrangements and must be provided with the details of the workplace including the name and number of a contact person. In consultation with parents, the privilege to work will only continue if it does not interfere with academic studies and other school commitments.

Earning an Income

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, or phone 13 28 61, 8am to 6pm Monday to Friday. 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
- For a registered tax agent visit www.tpb.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 9.5% 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

You will need to provide the details of your superannuation fund.

Legal Issues

People are considered adults when they are 18 years old in Australia. Until this age, it is illegal to purchase alcohol, cigarettes or to enter casinos. It is also important to note that legally you must wear a bicycle helmet if you intend to use a bicycle. The wearing of seat belts in cars is compulsory for all occupants. Any illegal activity is a breach of your Student Visa. There is an Asian Specialist Support Unit within the Queensland Police Department and this unit can assist students with further queries.

Driving in Australia

If you wish to arrange to learn to drive in Australia, please discuss with the Dean of Boarding as there are strict rules regarding this.

APPENDIX A COMPLAINTS AND APPEALS POLICY

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

1. Purpose
 - a) The purpose of *Stuartholme School's* Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving *Stuartholme School*, or an education agent or third party engaged by *Stuartholme School* to deliver a service on behalf of *Stuartholme School*.
 - b) The internal complaints and appeals processes are conciliatory and non-legal.
2. Complaints against other students
 - a) Grievances brought by a student against another student will be dealt with under the School's Peer Relations Policy.
3. Informal Complaints Resolution
 - a) In the first instance, *Stuartholme School* requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the Teacher Mentor, Leader of Student Wellbeing or an Assistant Head of Boarding in the first instance to attempt mediation/informal resolution of the complaint.
 - c) If the matter cannot be resolved through mediation, the matter will be referred to the Dean of Student Wellbeing and, where necessary, to the Principal and *Stuartholme School's* internal formal complaints and appeals handling procedure will be followed. Boarding issues will be referred to the Dean of Boarding and academic issues will be referred to the Leaders of Learning and Deputy Principal.
4. Formal Internal Complaints Handling and Appeals Process
 - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b) The student must notify the school in writing of the nature and details of the complaint or appeal.
 - c) Written complaints or appeals are to be lodged with the 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 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 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 internal complaints and appeals process will commence within ten working days of lodgement of the complaint or appeal with the Principal and will be finalised within fourteen working days.
 - i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.

However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- k) If the complaints and appeals procedure finds in favour of the student, *Stuartholme School* will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.

- l) Where the outcome of a complaint or appeal is not in the student's favour, the School will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the School is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

5. External Appeals Processes

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

6. Other legal redress

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

7. Definitions

- a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time*
- b) Student – *a student enrolled at Stuartholme 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.*

APPENDIX B DEFERMENT, SUSPENSION AND CANCELLATION POLICY

1. Communicating with families about changes in enrolment status

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

STUDENT-INITIATED CHANGES IN ENROLMENT

2. Deferment of commencement of study requested by student

- a) *Stuartholme School* will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i) illness, where a medical certificate states that the student will be unable to attend classes
 - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii) major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
 - iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 5 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the *Principal*. Where a student's request to defer her commencement of studies is refused, the student has a right of appeal (see *Stuartholme School's* Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

3. Suspension of study requested by student

- a) Once the student has commenced the course, *Stuartholme School* will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies

- iii. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - iv. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
- b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e) The period of suspension will not be included in attendance calculations.
- f) Applications will be assessed on merit by the *Principal*
- g) Some examples of circumstances that are not considered compassionate and compelling at *Stuartholme School* include:
 - i. Requests for early departure or late return from vacation, including inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
- h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
- i) All applications for suspension will be considered within 5 working days.
- j) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see *Stuartholme School's* Complaints and Appeals policy).

4. Student-initiated cancellation of enrolment

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see *Stuartholme School's* Refund Policy for information regarding refunds and cancellation fees.
- b) A student will be deemed to have inactively notified *Stuartholme School* of cancellation of enrolment where:
 - i. the student has not yet finished her course/s of study with the school, and
 - ii. does not resume studies at the school within [14 days] after a holiday break, and
 - iii. the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to *Stuartholme School's* Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

5. School-initiated exclusion from class

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

6. School-initiated suspension of studies

- a) *Stuartholme School* may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in *Stuartholme School's* Peer Relations Policy.
- b) Students may also be suspended for failure to pay fees that she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where *Stuartholme School* intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access *Stuartholme School's* internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the *Principal*.
- e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations> .)
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

7. School-initiated cancellation of enrolment

- a) *Stuartholme School* will cancel the enrolment of a student under the following conditions:

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

8. Student to seek information from Department of Immigration

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

9. Definitions

- a) Day – any day including weekends and public holidays in or out of term time
- b) Extenuating circumstances - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Examples include:

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

APPENDIX C HEALTH PROCEDURES AT STUARTHOLME

SCHOOL PROCEDURES IN THE EVENT OF ACCIDENT OR ILLNESS

Ailments

- Students will report to the Sharon Beirne Health and Wellness Centre;
- The Registered Nurse on duty will assess, treat or refer the student to other health professionals if necessary or contact parents/guardians;
- All treatment will be documented.

Minor injuries

- First aid will be administered on site or students will report to the Sharon Beirne Health and Wellness Centre;
- Sharon Beirne Health and Wellness Centre visits will be documented in the School data system or file.

Serious ailments/injuries requiring doctor or hospital admission

- If possible parents/guardians will be contacted, according to the information on the medical forms;
- First Aid will be administered by the school nurse or other staff members immediately present;
- The school nurse will decide if the student should be taken to hospital immediately or a doctor called;
- In an emergency or on the advice of an attending doctor, a student will be transferred by ambulance to hospital. A School representative will stay with the patient until her relatives or the emergency contact provided on the health form arrives at the hospital.

MEDICATION PROCEDURE

- It is a requirement that Sharon Beirne Health and Wellness Centre Staff are alerted to all medications taken by students;
- Assistance will be given by the School Nurse in the administration of prescription medication when documentation is received from parents/guardians or as prescribed by the visiting doctor;
- Instructions of change to the original dose of long term or restricted medications must be in writing from the prescribing doctor;
- Short term prescription medication will only be administered if the container states, name, dose and is labelled in the original container;
- All medications, including natural/ complementary therapies must be kept in the Sharon Beirne Health and Wellness Centre. No medication of any description may be kept in the students' rooms;
- Complementary therapies ordered by parents/guardians for Boarders may be stored at the School Sharon Beirne Health and Wellness Centre. They will be dispensed on request according to the labelled instructions, students must not self-medicate;
- The School Nurse will arrange for filling of prescriptions for Boarders at a local pharmacy;
- All medications administered by the School Nurse or any other staff member will be recorded.

ANAPHYLAXIS/SEVERE ALLERGY PROCEDURE

A kit with a current action plan, plus adrenaline auto injector if necessary is kept in the Sharon Beirne Health and Wellness Centre during school terms. Parents/guardians are requested to communicate allergies of medical significance to Day School/Director of Boarding and Sharon Beirne Health and Wellness Centre. Parents/guardians need specifically to note this on camp and excursion forms also.

APPENDIX D PEER RELATIONS POLICY

INTRODUCTION

Stuartholme School aims to provide a safe and healthy learning environment for students entrusted to our care.

Stuartholme School promotes positive peer relationships and endorses difference within the community. In the spirit of the Goals of the Sacred Heart Education, the School strives to build a community of mutual respect, freedom, optimism and responsibility. No form of harassment or bullying, whether it be physical, verbal, sexual or cyber based is acceptable.

RATIONALE

- a) In line with our tradition, *'we learn from Jesus' attitudes and responses how, in all our relationships, to witness to the liberating power of His love. In faith and simplicity we meet the other as a unique person, having respect and affection for each, and a humility which enables us to be receptive.'* (Constitutions of the Society of the Sacred Heart s.15);
- b) Bullying, discrimination and sexual harassment (specific types of bullying) strike at the basis of the Five Goals and values and prevent students reaching for excellence in every dimension of life. Students are entitled to receive their education in an *atmosphere of wise freedom* that enhances positive peer relationships;
- c) Discrimination and bullying effect everyone, not just the **respondent** (the person displaying negative behaviours). It also effects the **complainant** (the person affected by the negative behaviours) and those other girls who may witness exclusion, intimidation and distress. It can damage the atmosphere and the climate of a school.

This policy seeks to raise consciousness about the negative outcomes of all forms of bullying and also seeks to be proactive in encouraging our young women to adopt a positive, respectful and caring attitude which is reflected in their relationships.

GUIDING DOCUMENTS

- The Anti-Discrimination Act 1991 (QLD);
- The Education (Accreditation of Non-State Schools) Act and Regulation 2001;
- The Education (General Provision Act 2006).

SCOPE

This policy applies to all forms of discriminatory or bullying behaviours and to all students at Stuartholme School including the Boarding House. This policy is to be read with other School policies including, the Student Protection Processes and Guidelines and the Student Responsible Use of Technology and Social Media Policy. Where there is any inconsistency, the Student Protection Policy will prevail.

POLICY STATEMENT

- (a) Stuartholme acknowledges its duty care of to its students under the Goals of Sacred Heart Education and the law. Discrimination and bullying have no place at the School or in the Boarding House;
- (b) All issues of bullying brought to the attention of the School or Boarding House will be addressed;
- (c) Restorative justice will be sought, but consequences will follow where a student has been found to be bullying;
- (d) All matters will be addressed in a timely manner and confidentiality will be respected;
- (e) The School or Boarding House will work with parents and state authorities as necessary in its efforts to address bullying;

- (f) Substantiated bullying will have School or Boarding House disciplinary consequences in addition to those applied at law.

PRINCIPLES

- (a) The best interest of the student or boarder is paramount;
- (b) The School and Boarding House adopt an holistic approach to address issues of bullying;
- (c) Partnership between staff, day and boarding students and parents is the basis of maintaining healthy relationships;
- (d) 'Due Process' will be followed when dealing with allegations of bullying within the school or Boarding House environment;
- (e) Problems related to bullying will be addressed;
- (f) Day and boarding students will be encouraged to develop connectedness, resilience, personal growth and positive self-esteem;
- (g) A supportive environment breaks down the code of secrecy re bullying behaviour;
- (h) Suitable counselling services will be provided for the respondent and the complainant;
- (i) The principles of Natural Justice and confidentiality will be respected in all issues.

THE LAW

DEFINITIONS

Discrimination, sexual harassment and bullying often involve the misuse of power, position and privilege.

Unlawful discrimination	Unfair or discriminatory treatment or practice based on attributes as described in the <i>Anti-Discrimination Act (1991)</i> .
Bullying	Repeated behaviour or treatment that is intimidating, degrading, humiliating or threatening, which a reasonable person would consider to be inappropriate and harmful behaviour.
Sexual harassment	Unwelcome behaviour of a sexual nature that offends, humiliates or degrades. Sexual harassment is a form of sexual discrimination and is unlawful under the <i>Anti-Discrimination Act (1991)</i> . The objective test is would a reasonable person in the circumstance agree the behaviour was offensive, degrading or humiliating. .
Harm	Harm caused to a student under 18 years, is any detrimental effect of a significant nature on the student's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by: a) physical, psychological or emotional abuse or neglect; or b) sexual abuse or exploitation.
School Protection Contact Officers	Delegated employees who have specific responsibilities under the policy in the areas of receiving and responding to protective concerns (Reg. 10 in Education Accreditation Non-State Schools) Regulation 2001

Unacceptable Risk	Risk that in the reasonable opinion of the Principal in consultation requires a person not to be in contact with children, during or outside school hours
Natural Justice	The legal requirement of allowing a person about whom a complaint or allegation has been made, to know the full particulars of the complaint and have the full opportunity to tell his/her side of the story. That person also has a right to be heard in an unbiased forum.
Confidentiality	In situations where a person's or the School's good name is at stake, every effort must be made to ensure information is shared only with delegated leadership and that where possible anyone with information signs a Confidentiality Declaration. Students must never be assured their disclosures will be kept secret but everybody can be assured that confidentiality and privacy is a high priority.

EXAMPLES OF UNACCEPTABLE BEHAVIOUR UNDER THIS POLICY

Physical

- Hitting, kicking, punching;
- Pushing, tripping, spitting;
- Throwing objects;
- Hiding/damaging or destroying property belonging to someone else;
- Making someone give money/food/property against their will;
- Making faces or rude gestures.

Non Physical

- Threatening any of the behaviours mentioned in physical;
- Name-calling, offensive language (verbal, written, cyber based, mobile phone or emailed);
- Teasing, ridiculing;
- Spreading rumours (verbal or written/note writing, cyber based, offensive email, graffiti);
- Deliberately excluding someone from a group;
- Racially/sexually harassing;
- Misuse of mobile phones;
- Misuse of technology.

NB The excuse "It was only a joke" or unintentional is unacceptable.

CYBER BULLYING

This behaviour falls under various areas of the Criminal Law Act.

Cyber bullying, or e-bullying, is a reasonably recent type of bullying which involves the use of information and communication technologies such as email, (mobile) phone and text messages, instant messaging (SMS), chat rooms and video internet sites eg YouTube. It can be particularly harmful because it can happen anywhere and at any time. Thus young people who are the victims of cyber bullying have no place where they feel safe. If the bullying is of a serious and

threatening nature then obviously it becomes a legal issue and students and parents should seek advice by reporting the matter to the police.

Cyber Bullying includes, but may not be contained to:

- texts, abusive, derogatory or threatening SMS messages on a mobile phone;
- sending abusive, derogatory or threatening emails to the person and/or a wider audience;
- creating a derogatory or threatening website, often using photographs possibly taken by mobile phone;
- spreading harmful rumours via email, SMS text or online chat;
- dissemination of harmful rumours, pornography, or other such harmful or illegal material via emails, SMS text or online chat;
- theft and/or misuse of passwords and logon IDs;
- use of alias screen names to disguise abusive behaviour, and to deliberately distort communication;
- defamatory websites or weblogs/blogs;
- hacking with intent to alter recorded information or cause disruption to services;
- posting of “hit lists” on websites, bulletin boards etc;
- use of chat rooms to abuse or exclude the person or
- other uses of technology to bully.

CYBER BULLYING CAN BE A CRIMINAL OFFENCE

How is cyber bullying the same as face-to-face bullying?

Cyber bullying is the same as face-to-face bullying because such actions:

- are reckless and take no care whether the person is hurt, threatened, intimidated or humiliated;
- involve an imbalance of power;
- are often repeated;
- leave the victim feeling defenceless and vulnerable.

How is cyber bullying different from face-to-face bullying?

Cyber bullying is different from face-to-face bullying because such actions:

- often reach a much wider audience;
- are written and so have a greater impact;
- can occur and be accessed 24 hours a day and 7 days a week;
- can be stored;
- can have their transmission point anywhere;
- can be anonymous;
- are less often detected by adults.

PROACTIVE EDUCATION

- (a) All day and boarding students upon entry to the School will be alerted to the Peer Relations Policy;
- (b) Students will be taken through activities and discuss, during Teacher Mentor classes, the issue of discrimination and bullying;
- (c) Education for all other year levels will occur through the Wellbeing Program (where the psychology of the inappropriate behaviours are explored as well as the motivation for 'telling') and formal assemblies at appropriate times during the year;
- (d) Up to date information about the quality of peer relations will be maintained by Leaders of Student Wellbeing. Cyber bullying gleaned through reporting forms and student teacher and parents' information will be sought;
- (e) Attempts will be made to include parents in the education process re bullying and its likely consequences to both the respondent and the alleged 'victim';
- (f) All teaching and boarding staff will engage in professional learning with regard to discrimination and bullying and their reporting responsibilities.

RESPONSIBILITIES OF STAFF, STUDENT, PARENTS

As a school community, Stuartholme takes all forms of bullying very seriously. Staff, students and parents all have a role to play in preventing/dealing with incidents of known or suspected bullying.

a) Staff have the responsibility to:

- be positive role models in word and action at all times;
- take time to go over this Policy and discuss the implications of the policy with students;
- engage in professional learning in this area;
- be observant of signs of distress or suspected incidents of bullying;
- make efforts to minimise opportunities for bullying by active playground, bus duty and other supervision;
- arrive at class on time and move promptly between lessons;
- report suspected incidents to the appropriate staff member, Leader of Student Wellbeing, Counsellor, Student Protection Contact Officer, Deputy Principal Mission and Boarding/Director of Boarding or Boarding Supervisor;
- use Bullying Incident Form.

b) Students have the responsibility to:

- Students are encouraged and requested to report all incidents of discrimination, sexual harassment and bullying to a teacher, Leader of Student Wellbeing, Senior Boarding Supervisor or Student Protection Contact Officer;
- Students will be asked to record the events in writing using the Bullying Incident Form;
- The Respondent and the Complainant will be required to discuss the incidents separately. These interviews will not occur at the same time. A written record as to the substance of the alleged behaviours will be formulated;
- Day Students who are found to be discriminating, sexually harassing or bullying will be required to attend an interview with the Deputy Principal Student Wellbeing to discuss outcomes and consequences. Boarding students who are found to be discriminating, sexually harassing or bullying will be required to attend an

interview with the Deputy Principal Mission and Boarding/Director of Boarding to discuss outcomes and consequences;

- The parents of the students involved will be informed of the matter and the outcome;
- If further incidents of discrimination, sexual harassment or bullying by the same student occur, her parents will be required to attend an interview to discuss further assistance and consequences.

c) Parents have the responsibility to:

Parents of the students involved in bullying will be contacted by the School.

Under the Contract of Enrolment parents accept they are in partnership with the school to promote the best interests of students. As part of this commitment parents are requested to:

- watch for signs of distress: eg wanting to miss school, a pattern of headaches or stomach aches, becoming withdrawn (decline in motivation towards school), change in academic performance, nightmares, tension or unhappiness, bruising, disappearance of property damaged clothing, etc.;
- inform the School if bullying is suspected, asking for an interview with Teacher Mentor, Leader of Student Wellbeing, School Counsellor, Deputy Principal Student Wellbeing, Deputy Principal Mission and Boarding/Director of Boarding;
- keep a written record of any such incidents: Who, what, where and when to assist the School;
- suggest their daughter tell a staff member about the problem so that it can be addressed;
- follow this up with discussion at home regarding how the incident is being resolved;
- discourage retaliation – communicate to their daughter that together the problem can be resolved and that parental involvement at the school level is acceptable and necessary to deal with the situation;
- support their daughter, encourage development of friendships and work on improving self-esteem and confidence;
- support attempts by the School and Boarding House to address bullying;
- take an active interest in their child's social life;
- allow the School or Boarding House to enact the response to allegations so that objectivity is assured;
- seek assistance from the Counsellor, Leader of Student Wellbeing, Deputy Principal Student Wellbeing, Deputy Principal Mission and Boarding/Director of Boarding to devise strategies that will help their daughter.

APPENDIX E PRIVACY POLICY

This Privacy Policy sets out how Stuartholme School manages personal information provided to or collected by it. Stuartholme School is bound by the Australian Privacy Principles contained in the *Privacy Act 1988*. Stuartholme School may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to Stuartholme School's operations and practices and to make sure it remains appropriate to the changing school environment.

What kinds of personal information does the School collect and how does the School collect it?

The type of information Stuartholme School collects and holds includes (but is not limited to) personal information, including health and other sensitive information, about:

students and parents and/or guardians ('Parents') before, during and after the course of a student's enrolment at the School:

- name, contact details (including next of kin), date of birth, gender, language background, previous school and religion;
- parents' education, occupation and language background;
- medical information (e.g. details of disability and/or allergies, absence notes, medical reports and names of doctors);
- conduct and complaint records, or other behaviour notes, and school reports; information about referrals to government welfare agencies;
- counselling reports;
- health fund details and Medicare number;
- any court orders;
- volunteering information; and
- photos and videos at school events.

job applicants, staff members, volunteers and contractors:

- name, contact details (including next of kin), date of birth, and religion;
 - information on job application;
 - professional development history;
 - salary and payment information, including superannuation details;
 - medical information (e.g. details of disability and/or allergies, and medical certificates);
 - complaint records and investigation reports;
 - leave details;
 - photos and videos at school events;
 - workplace surveillance information;
 - work emails and private emails (when using work email address) and Internet browsing history
- **other people who come into contact with the School including name and contact details and any other information necessary for the particular contact with the school.**

Personal Information you provide:

Stuartholme School will generally collect personal information held about an individual by way of forms filled out by parents or students, face-to-face meetings and interviews, over the internet, via emails and telephone conversations. On occasions people other than parents and students provide personal information.

Personal Information provided by other people:

In some circumstances Stuartholme School may be provided with personal information about an individual from a third party, for example a report provided by a medical professional or a reference from another school.

How will the School use the personal information you provide?

Stuartholme will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected by you, or to which you have consented.

Students and Parents

In relation to personal information of students and parents, Stuartholme School's primary purpose of collection is to enable Stuartholme to provide schooling to students enrolled at the school, exercise its duty of care, and perform necessary associated administrative activities, which will enable students to take part in all the activities of the school. This includes satisfying the needs of parents, the needs of the students and the needs of Stuartholme School throughout the whole period the student is enrolled at the School.

The purposes for which Stuartholme School uses personal information of students and parents include:

- to keep parents informed about matters related to their child's schooling, through correspondence, newsletters and magazines
- day-to-day administration of Stuartholme School
- looking after student's educational, social and medical wellbeing
- seeking donations and marketing for Stuartholme
- to satisfy Stuartholme School's legal obligations and allow the school to discharge its duty of care.

In some cases where Stuartholme School requests personal information about a student or parent, if the information requested is not provided, Stuartholme may not be able to enrol or continue the enrolment of the student or permit the student to take part in a particular activity.

On occasions information such as academic and sporting achievements, student activities and similar news is published in School newsletters and magazines, on our intranet [and on our website]. This may include photographs and videos of student activities such as sporting events, school camps and school excursions. The School will obtain permissions from the student's parent or guardian (and from the student if appropriate) if we would like to include such photographs or videos [or other identifying material] in our promotional material or otherwise make this material available to the public such as on the internet.

Job applicants, Staff Members and Contractors

In relation to personal information of job applicants, staff members and contractors, Stuartholme School's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which Stuartholme uses personal information of job applicants, staff members and contractors include:

- in administering the individual's employment or contract, as the case may be
- for insurance purposes
- seeking donations and marketing for the School
- to satisfy the School's legal obligations, for example, in relation to child protection legislation.

Volunteers

The School also obtains personal information about volunteers who assist Stuartholme School in its functions or conduct associated activities, such as alumni associations, to enable Stuartholme and the volunteers to work together.

Marketing and Fundraising

Stuartholme School treats marketing and seeking donations for the future growth and development of the school as an important part of ensuring that Stuartholme continues to provide a quality learning environment in which both students and staff thrive. Personal information held by Stuartholme School may be disclosed to organisations that assist in the school's fundraising, for example, the Stuartholme School's Foundation or alumni organisation [or, on occasions, external fundraising organisations].

Parents, staff, contractors and other members of the wider school community may from time to time receive fundraising information. School publications, like newsletters and magazines, which include personal information, may be used for marketing purposes.

If you would like to opt-out of direct marketing, please contact the School Principal via email principal@stuartholme.com or by calling 07 3510 6414.

Who might the School disclose personal information to and store your information with?

Stuartholme may disclose personal information, including sensitive information, held about an individual for educational, legal, administrative, marketing and support purposes. This may include to:

- another school or staff at another school
- government departments (including for policy and funding purposes)
- medical practitioners
- people providing educational support and health services to the School, including specialist visiting teachers, sports and co-curricular coaches, volunteers, counsellors and providers of learning and assessment tools
- assessment and educational authorities, including the Australian Curriculum, Assessment and Reporting Authority (ACARA) and NAPLAN Test Administration Authorities (who will disclose it to the entity that manages the online platform for NAPLAN)
- people providing administrative and financial services to Stuartholme School
- recipients of School publications, such as newsletters and magazines
- students' parents or guardians
- anyone you authorise Stuartholme to disclose information to
- anyone to whom we are required or authorised to disclose the information to by law, including child protection laws.

Sending and Storing Information Overseas

Stuartholme School may disclose personal information about an individual to overseas recipients, for instance, to facilitate a school exchange. However, Stuartholme will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied)
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

Stuartholme may use online or 'cloud' service providers to store personal information and to provide services to Stuartholme School that involve the use of personal information, such as services relating to email, instant messaging and education and assessment applications. Some limited personal information may also be provided to these service providers to enable them to authenticate users that access their services. This personal information may be stored in the 'cloud' which means that it may reside on a cloud service provider's server which may be situated outside Australia.

Stuartholme School uses the cloud service provider Microsoft 365. Office 365 has been built to provide enterprise-grade security, privacy and compliance capabilities and as part of our transparency principles we publish the location of your core customer data at rest here. Our Office 365 Environment (Exchange, SharePoint/OneDrive) data is located in Australia and Asia Pacific. School personnel and its service providers may have the ability to access, monitor, use or disclose emails, communications (e.g. instant messaging), documents and associated administrative data for the purposes of administering the School systems and ensuring its proper use.

Sensitive Information

In referring to 'sensitive information', Stuartholme School means: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, philosophical beliefs, sexual orientation or practices or criminal record, that is also personal information; health information and biometric information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is required by law.

Management and Security of Personal Information

Stuartholme School's staff are required to respect the confidentiality of students' and parents' personal information and the privacy of individuals. Stuartholme has in place steps to protect the personal information Stuartholme holds from misuse, interference and loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password access rights to computerised records.

Data Breaches

It will be deemed that an 'eligible data breach' has occurred if:

- there has been unauthorised access to, or unauthorised disclosure of, personal information about one or more individuals (**the affected individuals**)
- a reasonable person would conclude there is a likelihood of serious harm to any affected individuals as a result
- the information is lost in circumstances where:
 - unauthorised access to, or unauthorised disclosure of, the information is likely to occur
 - assuming unauthorised access to, or unauthorised disclosure of, the information was to occur, a reasonable person would conclude that it would be likely to result in serious harm to the affected individuals.

Serious harm may include serious physical, psychological, emotional, economic and financial harm, as well as serious harm to reputation.

What must the school do in the event of an 'eligible data breach'?

If Stuartholme School suspects that an eligible data breach has occurred, it will carry out a reasonable and expedient assessment/investigation within 30 days.

If such an assessment/investigation indicates there are reasonable grounds to believe an eligible data breach has occurred, then Stuartholme will be required to lodge a statement to the Privacy Commissioner (**Commissioner**). Where practical to do so, the school entity will also notify the affected individuals. If it is not practicable to notify the affected individuals, Stuartholme will publish a copy of the statement on its website, or publicise it in another manner.

Exception to notification obligation

An exception to the requirement to notify will exist if there is a data breach and immediate remedial action is taken, and as a result of that action:

- there is no authorised access to, or unauthorised disclosure of, the information
- there is no serious harm to affected individuals, and as a result of the remedial action, a reasonable person would conclude the breach is not likely to result in serious harm.

Access and Correction of Personal Information

Under the *Privacy Act*, an individual has the right to seek and obtain access to any personal information which Stuartholme holds about them and to advise Stuartholme of any perceived inaccuracy. There are some exceptions to this right set out in the Act. Students will generally be able to access and update their personal information through their parents, but older students may seek access and correction themselves.

To make a request to access or to update any personal information Stuartholme holds about you or your child, please contact the School Principal in writing to principal@stuartholme.com. Stuartholme may require you to verify your identity and specify what information you require. Stuartholme may charge a fee to cover the cost of verifying your application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, Stuartholme will advise the likely cost in advance. If we cannot provide you with access to that information, we will provide you with written notice explaining the reasons for refusal.

The School will take reasonable steps to ensure that any personal information is accurate, up to date, complete, relevant and not misleading.

Consent and Rights of Access to the Personal Information of Students

Stuartholme School respects every parent's right to make decisions concerning their child's education. Generally, Stuartholme will refer any requests for consent and notices in relation to the personal information of a student to the student's parents. Stuartholme will treat consent given by parents as consent given on behalf of the student, and notice to parents will act as notice given to the student.

As mentioned above, parents may seek access to personal information held by Stuartholme School about them or their child by contacting the School Principal. However, there will be occasions when access is denied. Such occasions would include where release of the information would have an unreasonable impact on the privacy of others, or where the release may result in a breach of the Stuartholme School 's duty of care to a student.

The School may, at its discretion, on the request of a student grant that student access to information held by Stuartholme School about them, or allow a student to give or withhold consent to the use of their personal information, independently of their parents. This would normally be done only when the maturity of the student and/or the student's personal circumstances warrant it.

Enquiries and Complaints

If you would like further information about the way Stuartholme School manages the personal information it holds, or wish to make a complaint about Stuartholme 's breach of the Australian Privacy Principles please contact the School Principal at principal@stuartholme.com or call 07 3510 6414. Stuartholme will investigate any complaint and will notify you of the making of a decision in relation to your complaint as soon as is practicable after it has been made.

APPENDIX F REFUND POLICY

INTRODUCTION

This policy outlines refunds applicable to course fees paid to Stuartholme School including any course fees paid to an education agent to be remitted to the School. 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. If the student changes visa status (e.g. becomes a temporary or permanent resident) she will continue to pay full overseas student's fees for the duration of the relevant year.

POLICY STATEMENT & PROCEDURES

The Refund Policy is provided to students on the Stuartholme website, Student Handbook and Written Agreement. This policy is provided to a student at a reasonable time prior to signing the Written Agreement. 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. If the student changes visa status (e.g. becomes a temporary or permanent resident) she will continue to pay full overseas student's fees for the duration of the relevant year.

Enrolment at Stuartholme School is actioned with payment of an application fee which is non-refundable and an enrolment bond of which 50% is refundable. When a visa is refused by the Department of Immigration, the enrolment bond will be refunded in accordance with the School's Refund Policy.

Payment of Course Fees and Refunds

- a. Fees are payable according to Stuartholme School's Fees Policy and the International Student Fees Schedule;
- b. An itemised list of 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.

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.

Student default because of visa refusal

If a student produces evidence of visa refusal (or provides permission for the School to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of

- 5% of the amount of course fees received, or
- AUD \$500.

If a student whose visa has been refused withdraws from the course after it has commenced, Stuartholme 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* received by the school with respect to the student within the period of four weeks after the day of student default.

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

Student default

Any amount owing under this section will be paid within four weeks of receiving a written claim from the student.

Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.

If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, 100% of tuition fees will be retained by Stuartholme School.

If tuition fees for up to two study periods have been received in advance by the School and the School receives written notification of withdrawal by the student, the School will:

- a. Retain an administration fee of \$500 AUD and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course;
- b. *Refund 25%* of the tuition fees received if written notice is received less than four weeks prior to commencement of the course;
- c. *Refund 50%* of one (1) study period of any tuition fees received, if written notice is received before one (1) study period of the payment period has passed;
- d. *Refund 0%* if written notice is received after one (1) study period of the payment period has passed.

If tuition fees have been received for more than two (2) study periods, refund provisions under the above will apply for the first two (2) study periods and any balance of unused tuition fees after this will be refunded.

No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:

- a. Failure to maintain satisfactory course progress (visa condition 8202). Please refer to the Course Progress and Attendance Policy;
- b. Failure to maintain satisfactory attendance (visa condition 8202). Please refer to the Course Progress and Attendance Policy;
- c. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please refer to the Welfare and Accommodation Policy;
- d. Failure to pay course fees;
- e. Any identified behaviour which results in enrolment cancellation.

Provider default

If for any reason Stuartholme School is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unused tuition fees* received by the School with respect to the student will be made within 14 days of the agreed course starting day.

If for any reason Stuartholme School is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unused tuition fees* received by the School with respect to the student will be made within 14 days of the School's default day.

In the event that Stuartholme School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

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

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.

DEFINITIONS OF TERMS

- a. Student – a student enrolled at Stuartholme School or the parent(s)/legal guardian of a student where that student is under 18 years of age;
- b. Tuition fees – fees directly related to the provision of the student's course. Refer to the International Student Fees Schedule;
- c. Non-tuition fees – fees not directly related to provision of the student's course. Refer to the International Student Fees Schedule;
- d. Course fees – the sum of tuition fees and non-tuition fees received by the School in respect of the student in order for the student to undertake the course;
- e. Study period – one calendared semester of study at Stuartholme School.

APPENDIX G OVERSEAS STUDENT TRANSFER POLICY

Stuartholme School's Overseas Student Transfer Policy and processes apply to:

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

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

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

- d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from *Deputy Principal or Registrar*.
 - b) Give this completed application form and a valid offer of enrolment from another provider to *the Principal* for assessment.
 - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from *Stuartholme School*, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. *Stuartholme School* will assess the student's transfer request application and notify the student of a decision within five working days.
8. If *Stuartholme School* grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
9. If *Stuartholme School* intends to refuse the student's transfer application request, *Stuartholme School* will provide the student with reasons for refusal in writing and include a copy of *Stuartholme School's* complaints and appeals policy (available at: <https://stuartholme.com/discover/school-policies/>). The student has the right to access *Stuartholme School's* complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- a) the student confirms in writing they choose not to access *Stuartholme School's* complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) the appeals process is completed and a decision has been made in favour of the student or *Stuartholme School*.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is: 299 Adelaide Street, Brisbane City QLD 4000 and telephone number for the Department of Immigration is 13 18 81. See <http://www.border.gov.au/about/contact/offices-locations/australia> for street addresses of Department of Immigration Offices in Brisbane and regional centres. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

Student who are no longer subject to the transfer restriction but where Stuartholme School holds welfare responsibility via a CAAW.

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

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

13. *Stuartholme School* will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 5 working days.
14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

APPENDIX H OVERSEAS STUDENT ORIENTATION CHECKLIST

Student Name:

Grade:

Arrival Date:

Week 1 checklist

Orientation and School Tour Week 1, Day 1

Student has been introduced to:

- Kristen Sharpe – Principal
- Andree Rice – Dean of Boarding
- Deanne Johnston – Deputy Principal
- Deb Lonsdale-Walker – Dean of Student Wellbeing
- Sarah Daff – Dean of Mission
- Natalie Morgan & Jodie Johnstone - Student Counsellors

- Jane Verity - *EAL/D Teacher/ International Student Coordinator*
- Leader of Student Wellbeing [insert name according to year level]
- Senior Boarding Staff
- Teacher Mentor [insert name accordingly]

Staff member:

Date:

Student has / understands:

- Mobile phone or how to use pay phone
- Emergency contact number of staff member
- Accommodation contact number
- Emergency number for fire, police etc is 000 in Australia or 112 from a mobile 'phone
- How to travel to and from school
- All school uniform requirements

How to seek assistance on and off campus

Bank account (if appropriate)

Staff member:

Date:

Student has received information about:

Personal security and safety, both at school and while living in Australia

How to seek assistance and report significant incidents that affect well-being, including critical incidents

OSHC

Complaints and Appeals Processes

Available student support services

English language and study assistance programs

Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman or Department of Immigration

Legal services available to students

Student visa conditions relating to course progress and attendance

Grounds for suspension or cancellation of enrolment

Student Transfer Assessment Policy

School Calendar

School Rules and Code of Conduct

Subject selection, textbooks, etc

Assessment policies and requirements

Extra-curricular activities, clubs, etc

Staff member:

Date:

Other Information/Activities:

- Information about Cultural Awareness/Culture Shock/Adjusting to life in a new environment
- Orientation to local area – shops, recreational areas, etc

Staff member:

Date:

Student interviews to check adjustment:

- End of Week 2

Staff member:

Date:

- End of Week 4

Staff member:

Date:

- End of Week 6

Staff member:

Date:

- End of Week 8

Staff member:

Date:

- End of Week 12

Staff member:

Date:

APPENDIX I CHECKLIST AND PAPERWORK TO RETURN TO STUARTHOLME

Please return the following paperwork to the Registrar of Stuartholme School prior to commencement:

- Signed Written Agreement
- Signed Enrolment Contract
- Copy of their OSHC information
- Completed Learning Profile & Additional Consents
- Completed Health/Medical Information forms, including copy of immunisation history
- Acknowledgement of receipt of International Student Handbook, including all policies relating to International student enrolment.

CONSENTS

The School's primary form of communication is email.

Each fortnight, you will receive a newsletter to keep you updated with the latest news, events and vital information from the School. All publications including the newsletter are located on the School's website.

Photos of students are used to enhance our newsletter, Cor Unum Magazine and annual Yearbook. In signing the Stuartholme School Enrolment Contract, you have agreed to the use of your daughter's image/name in these ways (clause 19 and 20 of the Enrolment Contract).

If the School wishes to use a photograph of your daughter or your daughter's name for the school's publicity or marketing purposes, you will be asked to provide specific consent for this activity.

School social media

Stuartholme's primary social media platform is facebook. We also use Twitter and Instagram from time to time. We use these tools to communicate to our school community about student achievements and school activities. Please note that only first names of students are used.

The School seeks permission of parents and students to publish photos taken at school events on the Stuartholme social media pages.

Student's Name _____

I/We consent to our daughter's image and first name being used on Stuartholme School's social media pages.

Yes No

Note that if you tick 'no', we ask that you inform your daughter so that she can request to be excused from all photos.

Coaches and Tutors

Many co-curricular activities are run in conjunction with coaches and tutors contracted to the school. In accordance with the Privacy Act 1988, we are unable to provide them with contact information without your consent.

I/We agree that contact details for my/our daughter together with my/our details can be provided to relevant co-curricular coaches/tutors.

Yes No

I/We acknowledge that personal information will be maintained in accordance with Stuartholme School's privacy policy.

Mother/Guardian Signature _____ Date _____

Father/Guardian Signature _____ Date _____

Curriculum

All students in years 10, 11 and 12 are issued with a Learner Unique Identifier (LUI) which is used by the Queensland Curriculum and Assessment Authority (QCAA). It includes information about your daughter's studies during her enrolment at Stuartholme School.

Students who study a Vocational Education course or module are issued with a Unique Student Identifier (USI) which can provide access to your daughter's training records.

I/We agree to Stuartholme School storing the Learner Unique Identifier (LUI) and the Unique Student Identifier (USI) on behalf of my/our daughter. I/We also agree that the LUI and USI numbers can be provided to any study related organization associated with my daughter's studies during her enrolment at Stuartholme School.

Mother/Guardian Signature _____ Date _____

Father/Guardian Signature _____ Date _____

Student Signature _____ Date _____

SHARON BEIRNE HEALTH AND WELLNESS CENTRE FORMS

Dear Parents / Guardians

The attached medical forms are essential documents for the care of our students at Stuartholme School. Please complete each section of the form and return them completed as soon as possible. **It is imperative that changes to this information be updated as they occur for your daughter's wellness.**

We request a formal copy of your daughter's immunisation history to be kept on file in the Health and Wellness Centre. This is necessary for both **boarding and day students** and will be used as a reference point in the event of an outbreak of a notifiable illness such as measles, where we may have to provide details to Public Health. **Please attach the original fully documented photocopy of your daughter's immunisation history to date.** For a true reflection of this you can access both the Australian Childhood Immunisation Register for 0-7 years and Brisbane City Council for other immunisations your daughter may have had including records your GP may hold.

It is strongly encouraged that students have adequate immunisation as per the Australian Government Immunise Australia Programme. Please note however that the Brisbane City Council vaccinates all Year 8 students for HPV, Chicken Pox and Boostrix (Tetanus, Diphtheria and Pertussis {whooping cough}). This service is run independently of the Health and Wellness Centre. All enquiries should be forwarded to the Brisbane City Council.

Please provide action plans completed by a GP **PRIOR** to your daughter commencing at the School, for **Asthma, Allergies, Diabetes or Epilepsy** with yearly updates of same.

Any other queries regarding medical services can be directed to the Health and Wellness Centre staff during office hours.

Yours sincerely

Sharon Beirne Health and Wellness Centre Staff

Kylee Brain
Manager Sharon Beirne Health and Wellness Centre
Email: healthandwellnesscentre@stuartholme.com

Health Information

Private Medical Fund Name: _____

Private Medical Fund Number: _____

Hospital treatment desired: **PRIVATE / PUBLIC** (Please circle)

The Wesley Hospital requires payment upon admission to emergency. Do you consent to pay on admission? **YES / NO** (Please Circle)

In case of emergency (if parent/guardian in unavailable):

Contact (1):

Name: _____

Address: _____

Phone No: _____ Relationship: _____

Contact (2):

Name: _____

Address: _____

Phone No: _____ Relationship: _____

Every reasonable effort is always made to contact a Parent/Guardian in the case of major illness or injury. However, advance permission is required to facilitate treatment of both major and minor conditions, in the event of a parent/guardian being out of contact.

PERMISSION TO ARRANGE TREATMENT / MEDICAL CONSENT:

I, being the parent/guardian of

(Student's Full Name)

do hereby authorise and request the Principal of Stuartholme School, Queensland, or her nominee, to allow any duly qualified medical practitioner registered within Australia, to give medical/surgical treatment, including general anaesthesia where necessary. We provide the information contained in this form and consent to the procedure set out following an event, injury or illness. If in the event of an emergency arising in which it is not practical or possible to contact the parent or guardian of your daughter, the nursing or other staff of the school may act as they deem appropriate in the circumstances. Neither the school nor any of its staff may be held liable for any error which may occur or for any damage which might be caused as a result of their reliance upon this information.

I undertake to inform you of any changes to the information in this form as they occur, as necessary.

Names of Parents/Guardians (Please Print):

Signature of Mother/Guardian: _____

Date: _____

Signature of Father/Guardian: _____

Date: _____

Signature of Witness: _____

Date: _____

It is the responsibility of parents/guardians to provide the School with updated information as it occurs. We can only do our best with the information that we have been provided, in the case of an emergency – and they do happen. We need to have current information for your daughter's/guardian's sake. Please forward any changes as they occur to:

healthandwellnesscentre@stuartholme.com

Stuartholme Health and Wellness Centre stocks non-prescription and over-the-counter medicines and medical supplies to be used in the treatment of sick or injured staff or students on or off-school grounds. Do you give permission for your daughter to have or receive these medicines as per labelled instructions, under the direction and supervision of the school nurse?

Yes

No

Please list any non-prescription or over-the-counter medicine that you **do not** want your daughter to receive.

Name of medicine:

Reason:

Please note: Students are **not** permitted to have medication on their person (exception: asthma, diabetes and severe allergy medications). It is requested that students leave their medications at the Health and Wellness Centre with written instructions from their medical practitioner.

Surgical History

Please provide details on your daughter's surgical history:

Please provide details of additional medical history of your daughter if not already noted:

Has your daughter had or is suffering from any of the following disorders:

	Y	N	If Yes, what is the current treatment
Glandular Fever			
Epistaxis (Nosebleed)			
Period Pain			
Diabetes *			
Chronic Fatigue			
Eczema			
Travel Sickness			
Allergic Reactions*			
Enuresis (Bed Wetting)			
Hay Fever			
Hepatitis			
Mumps			
Chicken Pox			
Haemophilia			
Heart Condition			
Measles			
Rubella			
Nephritis (Urinary Infections)			
Skin Complaints			
Ear Infections			
Rheumatic Fever			
Whooping Cough			
Hearing Problems			
Sight Problems			
Speech Problems			
Emotional Problems			
Dietary Limitations			
Asthma Respiratory			
Allergies*			
Epilepsy*			
Migraines			
Fracture Musculo Skeletal			
Other			

*Action plans **MUST** be provided by a general practitioner.

Immunisation Status of your daughter

Please attach the original fully documented photocopy of your daughter's Immunisation history to date.

Vaccinated √ X	Against	Date of Vaccination	Last	Vaccinated √ X	Against	Date of Vaccination	Last
	Triple Antigen				Hepatitis A		
	ADT				Hepatitis B		
	Diphtheria				HIB		
	Tetanus				Influenza		
	Whooping Cough				Poliomyelitis		
	MMR				Meningococcal C		
	Measles				Chicken Pox		
	Mumps				Tuberculosis		
	Rubella				Cholera		
	Typhoid				Meningitis		
	Japanese Encephalitis				Pneumococcal		
	Yellow Fever				HPV		

BOARDING STUDENTS ONLY

The School has the services of a physiotherapist available to the boarding students. 'Brisbane 7 Day Physiotherapy' conducts a clinic on-site, generally on Tuesday and Thursday afternoons. Direct contact will be made with you from Brisbane 7 Day Physiotherapy for consent, to advise the treatment and to organize the account. The Nursing Staff will be responsible for making appointments for the students.

The medical provider for the School Health and Wellness Centre is Dr Amber Kimmins from Ashgrove Family Practice. Clinics are generally Wednesday mornings in the Health and Wellness Centre. Appointments are available at the Walton Bridge Medical Centre at other times. These services are currently bulk-billed.

Specialist medical services are not bulk-billed, however, are subject to significant Medicare rebate.

Dental services are subject to private health fund rebate for families having such insurance.

Annual flu vaccinations are available each year around April. Consents will be emailed.

Sometimes it may be necessary for your daughter to stay overnight in the Health and Wellness Centre. This will be discussed with you during our update phone calls or emails.

It is important any changes you have to your contact details are kept up to date, emails phone numbers, Medicare expiry dates etc.

Any parent/guardian initiated medication for boarding students Years 7-12 is kept in the Health and Wellness Centre rather than in their boarding residence. This enables us to be aware of what your daughter/guardian is taking, whilst limiting her exposure to large amounts of pharmaceuticals in her boarding residence. In certain circumstances some boarding students may keep medications in the dormitory with them. This would be on an individual basis after discussion with the students and parents. Written consent will be required.

All students must have this page completed by a registered medical practitioner prior to commencement at Stuartholme School.

PHYSICAL EXAMINATION

Height		Pulse		BP	
Weight		Urine			

N	Abn		Comment
		General Appearance	
		ENT	
		Neck	
		Respiratory	
		Heart	
		Liver/Spleen	
		Abdo	
		Muscular Skeletal	
		Skin	
		Joints	
		Gait	
		Hearing	
		Vision	
		Neuro	
		Hernia	
General Comments			
Recommendations regarding participation in contact sports:			

Doctor's Signature: _____ Date: ____/____/____

Doctor's Name: _____

ACKNOWLEDGEMENT OF RECEIPT OF INTERNATIONAL STUDENT HANDBOOK

**Please complete this acknowledgement slip and return to the Registrar of
Stuartholme School prior to commencement.**

I/We, the parents/guardians of: _____
STUDENT'S NAME (PLEASE PRINT)

Acknowledge that I/we have received a copy of the Stuartholme School International Student Handbook and understand/have had explained, the contents of same to us. I/we give permission for Stuartholme School to conduct a Visa Entitlement Verification Online (VEVO) search to confirm the applicant's visa status prior to commencement and for the duration of the enrolment.

Signature of Parents/Guardians _____
(Parent/Guardian 1)

(Print Name)

Signature of Parents/Guardians _____
(Parent/Guardian 2)

(Print Name)

Signature of Student _____

(Print Name)

Date: _____



STUARTHOLME SCHOOL
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