



ST STEPHEN'S SCHOOL

INTERNATIONAL STUDENT INFORMATION HANDBOOK



St Stephen's School
SERVE GOD SERVE ONE ANOTHER



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About the School

St Stephen's School is a young and progressive co-educational school of the Uniting Church situated on two campuses in the northern suburbs of Perth.

The School was established at the Duncraig campus in 1984 on the corner of the Mitchell Freeway and Hepburn Avenue. It is home to a Primary School for Years 3 to 6 and a Secondary School for Years 7 to 12. In 2011, an Early Learning Centre for Pre-Kindergarten to Year 2 opened in Padbury, across Hepburn Avenue; it's close proximity and access sees it considered part of the Duncraig campus. The Carramar campus was opened in 2001 on St Stephen's Crescent, off Joondalup Drive. It houses a Primary School for Pre-Kindergarten to Year 6, and a Secondary School for Years 7 to 12.

In line with our PK-12 education model, each campus is run by a Head of Campus, with deputies in both primary and secondary areas. The Principal oversees both campuses and reports to the School Council.

The School has more than 2000 students and approximately 350 staff.

Our motto to Serve God, Serve One Another is underpinned by five key values – faith, learning, service, care and community.

We believe our high-quality teaching staff are the best resource we have and invest in their development through the St Stephen's Institute which you can read more about later in this document.

Our Graduate teacher program sees graduate teachers individually mentored by experienced St Stephen's School teachers who pass on their experience and knowledge, which is just one reason the School is seen as an Employer of Choice with a high rate of staff engagement and retention.

Each campus has a range of facilities including contemporary libraries, digital learning hubs, gymnasiums, a theatre, dance and art studios, music rooms, sporting grounds, nature play spaces, 'chill-out' zones and more, creating a home away from home.

The School also owns a 115-acre Outdoor Education property at Dwellingup, adjacent to Lane Poole Reserve. Known as the Kaadadjan Centre, the property has extensive areas of native forest, more than 800m of Murray River frontage and neighbours the Bibbulmun Track and Munda Biddi Trail, making it a fantastic retreat for students and staff to learn from and connect with nature.

St Stephen's fosters education that is flexible, personalised and engaging. Students are connected via an intricate digital ICT structure that promotes learning anywhere, anytime. The School promotes a Many2One program, where students in Years 5-12 can choose which device best facilitates their learning.

The School has built a series of highly-regarded Service Learning programs which see staff and students regularly assisting those in need. This stems from simple actions such as passing on technological expertise to the elderly to building facilities and new structures for underprivileged communities in a number of countries around the world.

MOTTO

SERVE GOD, SERVE ONE ANOTHER

MISSION

INSPIRE LEARNING THAT TRANSFORMS AND EMPOWERS LIVES.

VALUES

FAITH | LEARNING | COMMUNITY | SERVICE | CARE



The School Crest

Incorporating the symbols of The Uniting Church in Australia, the School crest illustrates the commitment to witness the Church and provide a caring Christian community.

The Flames of the Pentecostal fire indicate the active presence of the Holy Spirit in the life of the Church and the School. The Dove speaks of peace and reconciliation with God. The Cross speaks of Christ's sacrifice and to the limitless love of God for each of us. The Bowl speaks of service to the world as part of the Church. The Thorns of St Stephen, the thorns of our Lord, are the thorns of martyrdom, mockery and derision.

Houses

Our House system creates a sense of belonging for staff and students from Pre-Kindergarten to Year 12. Students are assigned to a House upon enrolment and remain in the same House throughout their schooling. This aligns with the School's community approach within the Houses and provides a second home for students.

Each Secondary School House area is led by a Dean, Assistant Dean and student House leaders who encourage, counsel and assist our community. The students report to a homeroom in their House building, together with students from a range of age groups. The scope of ages and abilities in each area provides structured mentoring and leadership opportunities.

House names originate from the New Testament Greek.

CARRAMAR HOUSES



Meaning: Grace



Meaning: Happiness



Meaning: Boldness

DUNCRAIG HOUSES



Meaning: Truth



Meaning: Joy



Meaning: Honour

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Letter from the Principal

Hello,

Thank you for your interest in St Stephen's School. I hope we are able to work with, and get to know, your family throughout the Enrolment Process, with the hope one day you will join the St Stephen's School community.

We are so lucky to have such a vibrant and inclusive community. We welcome people from all faiths and backgrounds and regularly enjoy each other's company at school and community events.

As a mother, and grandmother, myself, I understand the combination of nerves and excitement that come with choosing a school for your child. My daughter graduated from St Stephen's School many years ago and has gone on to do wonderful things, so while I am always a bit biased as the Principal of our School, I can also see the value from a parent's perspective.

St Stephen's School takes a holistic approach to education. We look at the student as a whole, with equal focus on academics and wellbeing. We also have a PK-12 approach that sees our students interacting with others in different year groups to mentor and learn from along their learning journey.

We place a strong focus on finding the right pathway for your child. While we pride ourselves on academic excellence, we know that, equally, not all students' vision of success is on the academic pathway. For many, they thrive in the practical space and we have a leading range of Vocational, Education and Training and workplace opportunities available for them to reach their goals.

Our focus on the student starts in the Early Years, with our littlest ones making sense of the world through inquiry programs including Bush School. Our Primary students are encouraged to question and find their voice through a range of in class and extracurricular opportunities as our Secondary students really discover their talents and passions, positioning themselves for the world beyond the School walls.

We boast a rich group of alumni with a range of success stories across industries and countries, who have benefitted from their own well-rounded St Stephen's School education, with many now bringing their own children to enjoy where it all started for them.

Our renowned Service Learning program sees students, staff and community members taking part in services to better the lives of those less fortunate. These opportunities, both locally and abroad, are often life-changing moments for those who foster a deep sense of compassion and a heart for service.

Finally, beyond our three sites, the St Stephen's School community is lucky to have access to The Kaadadjan Centre, the School's rural property in Dwellingup, which is a wonderful place for connection, reflection and education.

We stand by our five core values of faith, learning, service, care and community and take pride in our motto of 'Serve God, Serve One Another. Simply, a St Stephen's School education is Christ-centred, student-focused and community-based.

I wish you all the best for the years ahead.

Take care and God Bless,
Mrs Donella Beare.

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St Stephen's School is registered with the Commonwealth Government, CRICOS listing 03719C and offers the following courses:

- **Primary Education**
Pre-Primary – Year 6
- **Secondary Education**
Year 7 – Year 10
- **Secondary Education**
Years 11 and 12

As a provider of education and training services to overseas students, the School is required to comply with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Education Services for Overseas Students Act 2000 (ESOS Act).

What we offer as a School

Our international students will fully participate in the life of the School. There are many opportunities for international students to engage with both time-tabled and extra-curricular programs to develop socially, emotionally, spiritually and academically.

Our timetabled Positive Education programs are aimed at encouraging students to be equipped to fulfil their life purpose and develop personal capability as they learn to understand themselves and others, and manage their lives, study and learning more effectively.

Regular extra-curricular tutorials, clubs, team events, and competitions support engagement and growth in all aspects of a student's life.



Living in Perth

From soft-sand beaches to a thriving metropolis, Perth is an Australian city full of natural beauty, a buzzing culinary scene and wonderful cultural experiences.

Perth boasts a relaxed lifestyle with warm summers, mild winters and a wonderful outdoor lifestyle. Summer is from December to February and winter is from June to August. Perth's warm weather and clean air allows you to enjoy a year-round outdoor lifestyle.

Western Australia is in a similar time zone to most eastern Asian countries and Perth is a one-flight, non-stop journey to many Asian cities

For more detailed information on living and studying in Perth please refer to the following websites:

www.internationalstudent.com/study_australia/city_guide/perth
insiderguides.com.au

St Stephen's School is located in the northern suburbs of Duncraig and Carramar respectively, 19km and 33km from the CBD of Perth. Both campuses are situated close to Bus and Train routes and easy access to the beach. Transperth is the public transport organisation operating Perth's buses, trains and ferries. For information on timetables, routes and pricing see www.transperth.wa.gov.au

All International students will be set up with a smart rider, their public transport card that will allow them to travel with ease on our extensive public transport system.

St Stephen's School is not a boarding school. International students will be enrolled on the basis that they live in Perth with a parent, legal guardian and/or reputable homestay carer organised within Australian legal parameters and the cost of living will depend largely on the agreed rental or homestay weekly rate.

The Department of Home Affairs includes a list of the cost of living in Australia at www.numbeo.com/cost-of-living/in/Perth and <https://www.studyaustralia.gov.au/english/live/living-costs>

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Summary of Entry Procedures

1. Application – Apply for Enrolment

Complete and submit an international student application via the School's website.

- Completed application and application fee (\$100AUD)
- Submit evidence of English proficiency – copy of English Competency Test results (AEAS, or similar)
- Copy of student's birth certificate
- Copy of passport with name, photo identification, passport number and expiry date
- Copies of student's two most recent school reports (translated into English)
- Individual Student Statement
- Parent/Guardian Declaration and Personal Statement

2. Interview

Family (Student and parents/ guardian) invited to an interview with Campus Leadership. This can be in person or online.

3. Curriculum, Level of Entry, Course of study and Graduation

The curriculum is consistent with the Australian Curriculum and in line with the requirements of the Western Australian School Curriculum and Standard Authority www.scsa.wa.edu.au

Courses are linked together in Learning Areas:

- English and Languages
- Health and Physical Education
- Humanities (including Biblical Studies)
- Mathematics
- Science
- Design & Technologies
- The Arts (Music, Visual Art, Drama and Media Studies)

The student's level of entry (and course selection in Secondary School) will be determined in close consultation with the Head of Campus and Deputy. The student's age, English competency results and academic reports will form part of the decision process.

The School does not accept subject or course credits from other education providers, however every effort will be made to place a student into the most appropriate year group.

Students in Years 7 to 10 follow the Western Australian Curriculum and Assessment Outline, an adaptation of the Australian Curriculum, as prescribed by the Western Australian Schools Curriculum and Standards Authority. Students in these year groups also have the opportunity to choose from a diverse range of elective subjects. Students in Years 11 and 12 work towards the Western Australian Certificate of Education in either an ATAR (University Entry) pathway or a more vocationally-oriented General pathway, including a number of VET (Vocational Education and Training) options.

St Stephen's School offers students in Years 11 and 12 different pathways towards the Western Australian Certificate of Education (WACE) in either an ATAR (Direct Entry) or Certification/ General vocationally oriented pathway –

DIRECT ENTRY PATHWAY	CERTIFICATION ENTRY PATHWAY
1. Requires the completion of 4 or more ATAR subjects in Year 11 & 12 2. Students will need to generate an ATAR score of 70 or higher to gain direct university entrance. Due to the effect of moderation and scaling, this generally equates to raw school averages above 65% 3. There may be subject specific prerequisites set by the university for specific courses 4. External ATAR exams are compulsory, and are used to statistically moderate the student's final school score 5. With ATAR of 70 or above, student is able to apply for University courses across Australia, noting that a higher ATAR is a prerequisite for some courses	Requires the completion of WACE subjects which could include ATAR English and a Certificate IV in Year 11 & 12 and may include Certificate III's 2. Will not generate an ATAR score, however, will have displayed capacity for university entrance to some universities 3. Likely to use an alternate entry system to enter university, this may; • Allow access to some Bachelor's degrees • Allow entry to a University Enabling program 4. Will allow direct access to TAFE, which has pathways to University at the completion of a Diploma 5. Portfolio entry is possible for some Uni and TAFE courses

Students are expected to attain a C average across a semester and in Year 11 and 12 maintain achievement at a level that supports attainment of a WACE.

Students are given every opportunity to succeed in terms of St Stephen's School's academic programs and support structures both academic and pastoral, the School can however not make any guarantee in regard to a successful outcome.

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4. English Competency Assessment

The language of instruction at St Stephen’s School is English and prospective students need to have competence in the English language to achieve their educational objectives. SCSA also sets minimum literacy and numeracy standards that students need to meet to fulfil graduation requirements.

Assessment Prior to Entry

As part of the pre-enrolment process, if the student’s first language is not English, St Stephen’s School requires an Australian Education Assessment Services (AEAS) English competency test or equivalent. Visit the AEAS website for information about the test, practice exams and testing centres available in Australia and other countries.

www.aeas.com.au

The AEAS recommended ELICOS Program is set out below. This is a general guide only and St Stephen’s School reserves the right to vary these recommendations.

AEAS recommended ELICOS program

AEAS TEST SCORE	LEVEL	ELICOS RECOMMENDATION		
		Upper Secondary Years 10 - 12	Lower Secondary Years 7 – 9	Primary School Entry Up to Year 6
0-25	Beginners	40 – 48 weeks	30 – 40 weeks	12 – 20 weeks
26-35	Elementary	30 – 40 weeks	20 – 30 weeks	8 – 12 weeks
36-45	Pre-Intermediate	20 – 30 weeks	12 – 20 weeks	4 – 8 weeks
46-60	Intermediate	12 – 20 weeks	8 – 12 weeks	0 weeks
61-70	Upper Intermediate	8 – 12 weeks	4 – 8 weeks	0 weeks
71-80	Pre-Advanced	4 – 8 weeks	0 weeks	0 weeks
Above 80	Advanced	0 weeks	0 weeks	0 weeks

ESL level guideline for entering St Stephen’s School

PRIMARY SCHOOL PP- YEAR 4	PRIMARY SCHOOL		SECONDARY SCHOOL	
Younger students can demonstrate competency during an interview with the Deputy of Primary. Following the interview and review of student’s most recent school reports, acceptance of enrolment application is at the discretion of the Deputy of Primary.	Entry year	AEAS Test Score	Entry year	AEAS Test Score
	Year 5 - 6	40 - 50	Year 7 - 8	45 - 60
	Year 11 - 12		Year 9 – 10	60 - 75
			70+	

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ELICOS

If the student is required to complete an intensive English course prior to entry, the School refers students to Phoenix Academy or a reputable ELICOS centre. For further information, please refer to www.phoenixacademy.com.au or email info@phoenixacademy.com.au

Please note:

Towards the end of the ELICOS course and prior to entry into St Stephen's School, the student will be required to sit a follow-up AEAS assessment and an interview with Campus Leadership.

If the student has not reached the required level of English, the School will request that the student extend their ELICOS studies

St Stephen's School will not progress an enrolment application if it considers that a prospective student does not have or cannot meet the required level of English language proficiency.

Should a student require additional ELICOS to support their learning at St Stephen's School, parents will be required to cover the extra costs of an external tutor.

5. Offer of Enrolment

The School will issue a letter of offer once all submitted documents are reviewed, test results submitted and interview process finalised. If an ELICOS course is required prior to entry, the offer will be conditional upon the student reaching the required level of English language proficiency.

6. Confirmation of Enrolment (CoE) and Welfare Letter (CAAW)

The School will issue a Confirmation of Enrolment (CoE) and CAAW (Student Welfare Letter) upon receipt of the following:

Signed Offer of Enrolment (the written agreement between St Stephen's School and the family)

Advance payment of tuition fees of one semester.

If the enrolment does not proceed, a refund will occur in line with the School's Refund Policy

7. Student Visa application

Families are required to submit a Student Visa application to the nearest Australian Embassy or High Commission. Details and information are available on the Department of Home Affairs website. Both the CoE form and CAAW letter are required to make the visa application, along with proof of Overseas Health Cover.

St Stephen's school staff are not qualified to provide visa application advice and cannot influence or guarantee the outcome of a visa application. If the visa application is refused, the School's Refund Policy will apply.

Studying at St Stephen's School is only for Primary or Secondary Education studies and does not provide a pathway to Australian residency.

8. Overseas Health Cover

All international students studying on student visas must have Overseas Health Cover (OSHC). OSHC is insurance that provides cover for the costs of medical and hospital care which international students may need whilst living in Western Australia. It is a Government requirement that students pay their health insurance in advance for the entire duration of their studies.

9. Guardian

At the time of application, nomination of a suitable guardian will be required if the international student will not be living with their parents in Australia. The School requires students to be under guardianship throughout their period of enrolment meeting the requirements of the Department of Home Affairs.

The guardian will be required to act on behalf of the student's parent and be contacted by the School to give permission via Consent2Go for excursions or in the case of an emergency, telephoned and be willing to assist them with support and advice. Guardians would also be expected to attend parent/teacher meetings with staff, in person as required from time to time

10. Uniform

International students are required to wear the full St Stephen's School uniform. The Enrolments Team will assist to set up an appointment with the Uniform Shop Manager for a full fitting prior to commencement. The Uniform list and price can be viewed here www.ststephens.wa.edu.au/wp-content/uploads/2023/03/SSS-Uniform-Shop_Price-List-2023.pdf



11. Resources

Booklists and other subject resource requirements are made available at the end of Term 4 every year. Students are to purchase items for their confirmed subjects from the independent provider specified. Books may be ordered online and, within a specific timeframe be delivered to a Perth metropolitan address or the School free of delivery charges.

12. Orientation

Orientation morning is held for all new students entering the School. This provides new students with a chance to meet their peers, lockers and have their computer set up by our IT department.

If a student starts during the course of the year, the Enrolments Team and Dean of House will facilitate an orientation to ensure that the student, parents/ guardians all meet key personnel responsible for the student and their wellbeing.

Support and Pastoral Care

At St Stephen's School every effort is made to ensure our international students are welcomed and well supported both academically and pastorally during their transition to life in Perth. During their time as a student at St Stephen's School, our staff will ensure they achieve their learning goals and make satisfactory progress in their learning.

Support and Welfare Services

At St Stephen's School a commitment to the welfare of our students informs everything we do and is supported by dedicated members of staff. The Deputies and Deans have specific responsibilities in overseeing pastoral care, monitoring academic progress and student activities.

Counselling in career issues, subject selection, study skills and social and emotional problems are available through the Careers Coordinator and the School Psychologists. The School Nurse is available for counselling in health matters. These highly skilled members of staff provide a strong network of support for students and the structure enables the personal development of each student to be monitored.

The Enrolments Manager is available for specific questions and concerns of international students such as course progress, attendance requirements and accommodation issues.

Contact details for staff are available in the Handbooks. Students and parents/guardians will be introduced to the relevant staff members during the orientation process. These members of staff should be the first point of contact for any concerns about the student's general welfare and progress.

Facilities and Resources

The School provides Campus facilities for approximately 2000 students over 3 campuses.

The School has air conditioned well equipped classrooms, a theatre on Duncraig Campus and playing fields and sporting facilities across both secondary campuses. The School offers Technology & Enterprise Centres with specialist facilities for Foods, Woodwork, Metals, Fabrics, Technical Graphics and Computing. The Arts facilities include specialist rooms for Media Studies, Radio, Visual Art, Class Music, Music Tutorial rooms.

The Collinson Collaborative Learning Centre (Library) is open from 8.15 am each morning, at lunchtime, and until 4.15 pm each afternoon. St Stephen's School students have access to excellent information technology facilities, and each student has an email account. All classroom computers are regularly upgraded and the School licensing agreement gives the School access to the latest software. Students also participate in the Bring Your Own Device program.

Both Campuses have Canteen services for students.

Term dates

The School year normally runs from end of January to the beginning of December. The current term dates are available via the School's website www.ststephens.wa.edu.au/enrolments/enrolment-information/term-dates/

Enrolment deferment, suspension or cancellation

An international student's enrolment can be deferred, suspended or cancelled for different reasons. The student may initiate a deferment or suspension on the grounds of compassionate or compelling circumstances. The School may suspend or cancel an enrolment due to student misbehaviour, a failure to pay fees or a breach of course progress or attendance requirements. Any decision to defer, suspend or cancel an international student's enrolment must be made in accordance with the requirements of the National Code.

Deferring, suspending or cancelling of the student's enrolment may affect their student visa as the School is required to notify the Secretary of the Commonwealth Department of Education, under section 19 of the ESOS Act, via PRISMS. Under these circumstances, in accordance with National code standard 13, the School will also inform the student to contact the Department of Home Affairs.



Student suspension or expulsion

If the Principal suspends or cancels a student's enrolment due to a serious breach of the School's rules, the student will be reported to the Department of Home Affairs

Notice of withdrawal

Notice of withdrawal must be provided in writing to the Principal by the student's parents or legal guardian(s). Verbal notification is not considered due notice.

The process of withdrawal from the School includes the cancellation of the CoE on PRISMS on the eve of the student's agreed last day of attendance and where applicable the CAAW and Letter of release in liaison with the new education provider

Refund Policy

The aim of this policy is to ensure that parents are aware of fees and charges payable in the event their child is unable to commence at St Stephen's School, or withdraws from the School

Fees are payable one semester (6 months) in advance on or before the due date of the relevant invoice. All fees must be paid in Australian dollars.

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

Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country or agent, unless otherwise requested in writing.

Refunds will be paid to the International Student or their parent/legal guardian or agent, or other person specified in their written agreement.

Notification of Withdrawal and Applications for Refunds

All notification of withdrawal from a course must be made in writing, addressed to the Principal and submitted to the Enrolments Manager, one semester in advance (Please note that the written notice needs to be received before the start of the students' last full semester of enrolment.)

All applications for refunds must be made in writing, addressed to the Principal and submitted to the International Student Coordinator who will confer with the Principal and Director of Finance and Administration.

The School will refund, within 28 days, all course monies paid where the student's application for enrolment is refused by the School or the student produces evidence that the application made for a student visa has been rejected by the Australian immigration authorities.

Fees are not refundable where a student is requested to leave the School as a result of breach of visa conditions or of a serious breach of School regulations.

If for any reason the School is unable to offer a course or continue to offer a course after commencement, a full refund of tuition fees paid will be made within 14 days of notification of course cancellation. If the student chooses placement in an alternative course over a full refund, they (or their parent/guardian) have to sign a letter or form to that effect.

In the unlikely event St Stephen's School is unable to offer an alternative course or pay a refund, the Tuition Protection Service (TPS) can assist. <https://tps.gov.au>

St Stephen's School reserves the right to alter the refund terms on compassionate grounds.

Withdrawal Prior to Commencement

REASON	REFUND
Student's application for a visa unsuccessful before course commences	Full refund of tuition fees less AUD 250 for administrative expenses
Student with a visa withdraws between acceptance of offer and up to 14 days before course commences	Full refund of tuition fees less AUD 350 for administrative expenses
Student with a visa withdraws 14 days before course commences	40% of a semester's tuition fees less AUD 250 administrative expenses
School withdraws offer before the course commences	Full refund of tuition fees

Withdrawal After Commencement

REASON	REFUND
Student with a visa withdraws after course commences and during the first four weeks	30% of semester's tuition fees less administrative cost of AUD350
Student with a visa withdraws after the fourth week	No refund is given
Student's enrolment is cancelled due to a serious breach of international student visa conditions or St Stephen's School's rules	No refund is given

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Attendance and Course progress

The School expects 100% attendance from all students.

However, as a visa condition, international students are required to achieve satisfactory course attendance which, at a minimum, must be 80% of the scheduled contact hours in each school term. Attendance from the first day to the last day of each school term is compulsory and any absenteeism will be documented as per school policy.

The School must also be notified of any change of address or living circumstances of the student, family and or guardian. Failure to do so may affect the viability of the student's on-going visa.

St Stephen's School is required, under Section 19 of the ESOS Act 2000, to advise the Department of Home Affairs about changes to the student's enrolment and breaches of student visa conditions relating to academic performance, satisfactory progress and attendance. Unsatisfactory academic progress may result in the student's enrolment being cancelled, which would be in breach of these visa conditions. Breaching this condition has serious implications for your visa and will affect the possibilities for future study in Australia.

In the event of a student being absent without prior notice, for illness or any other reason, the School should be advised by telephone or email immediately, addressed to the Principal.

Parents/Guardians are expected to ensure attendance of students throughout the school year.

Changing education provider

The National Code restricts students from being able to transfer to other providers prior to completing six months of their main course of study. Request for transfer should be made in writing to the Principal by the student's parents and /or legal guardian and outline the reasons for the request. A valid offer for enrolment from the new provider must also be submitted. If the Principal grants permission for the transfer the School will issue a release letter. The new provider is required to indicate their willingness to accept welfare responsibilities for students under the age of 18. St Stephen's School will act in accordance with Standard 7 of the National Code and in the best interests of the student when considering transfer requests

School complaints and appeals process

Should a complaint be received by the School, staff will make every effort to resolve the issue quickly and fairly.

When making a complaint, please supply:

- your name and contact details
- copies of any relevant correspondence or documents relating to the complaint
- nature of the complaint and
- what you consider may be required to resolve the complaint

Please refer to the School's Complaints Procedures. The outcome of all written complaints will be provided to you in writing. If you are dissatisfied with the School's attempts to resolve your complaint, you have the right to an appeal. In the event of an appeal, the student's enrolment will be fully maintained, pending the outcome. The appeal will be at no cost to the student. The outcome of the appeal will be provided to you in writing. If an international student is excluded from the School for any reason pertaining to a complaint or Visa issues, it will be with no disadvantage to the student whilst the appeal process is on-going.

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Overseas Students Ombudsman

If an international student studying, or planning to study, in Australia has a problem with a private education provider, they can contact the Ombudsman. Family or friends of an international student who are concerned about a problem a student is having can also contact the Ombudsman. The Overseas Student Ombudsman is independent and impartial. You can make a complaint in your own language. The Ombudsman will pay for the interpreter.

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: www.ombudsman.gov.au. A number of OSO publications, including newsletters, can be found on www.oso.gov.au

Legal Services (Fair Work Ombudsman)

International students have the same workplace rights as all other workers in Australia. Pay rates and workplace conditions are set by Australian Law. The Fair Work Ombudsman provides free advice and assistance to all workers to help them understand their rights, and translated information is available in multiple languages in the 'Language Help Section' of the website. If you need to talk to someone, you can speak to us in your own language. Call the Translating and Interpreting Service on 131 450. If you do wish to undertake part-time work whilst studying at St Stephen's School it is recommended that you seek guidance from your Dean or Deputy.

Emergency and Health Services

If a student is injured at home or outside of school, the parent/guardian (with whom the student is residing) should seek emergency assistance by attending a hospital emergency room, visiting their doctor or dialing 000 for an ambulance, depending on the severity and urgency of the medical emergency.

For a non-life-threatening emergency requiring police assistance call 131 444

For life-threatening emergencies, including medical, fire and other emergencies call 000

Lifeline

Contact details - 13 11 14

Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

Kids Helpline

Contact details - 1800 551 800

Service details - If you are between 5 and 25 and you are feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counseling support (anonymous if you prefer).

Youth Legal Service

Ph: 08 9202 1688 | Free call 1800 199 006

Monday-Friday 9:00am – 4:00pm Suite 3, 12

St Georges Terrace PERTH 6000 Website: www.youthlegalserviceinc.com.au

Email: yls@youthlegalserviceinc.com.au Provides free professional legal services to children and young people (under 25 years) residing in Western Australia.

Personal information

In some instances, personal information may need to be shared between St Stephen's School and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

Accommodation and Welfare Arrangements

St Stephen's School requires international students to live in safe and friendly environments conducive to good study habits, regular school attendance, academic progress and optimum achievement.

The School requires all international students to have accommodation and support, and their general welfare must be maintained for the duration of their enrolment.

To maintain their welfare, they must stay in Australia with:

- Their parents or legal custodians, or
- A relative who has been nominated by their parents or legal custodians, who is over the age of 21, of good character and approved by the Department of Home Affairs (DHA,)
- A DHA approved homestay provider nominated by their parents or legal custodians either independently, or through a reputable agency
- This accommodation, support and general welfare arrangement must be approved by the School

In the absence of a suitable family member or friend to act as guardian, services can be arranged through the following providers:

talkabouttours.com

www.homestaynetwork.org

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If the carer/host does not act as a guardian, the parents will have to also nominate a guardian and must complete the relevant section of the enrolment contract.

- Short-term guardianship is available through Guardian Services as a temporary measure for students whose relative or family friend guardian is unavailable for an extended time.
- Payment arrangements for guardianship will be made between the parents and the guardian (for options i) and ii) above or between the parents and the guardianship company for option iii).

Where a student younger than 18 years of age is accommodated in a homestay situation where the homestay host is not a parent or close relative of the student the School must provide a Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter. This document is created at the same time as the student's Certificate of Enrolment (CoE), showing that the School will oversee the welfare of the student for the minimum period of enrolment plus seven days, stating the beginning and end dates for the welfare arrangements. The CAAW end date will be just after the student finishes the course or when the student turns 18, whichever happens first.

Though not an ESOS regulation, St Stephen's School requires students over 18 years of age to be in a reputable homestay whilst attending the School, as history proves this arrangement is more conducive to study and course achievement than independent living such as student house-sharing or flatting.

The Homestay Provider and/ or the guardian

- i) must be over the age of 21 years
 - ii) must live permanently in Perth
 - iii) must provide documentary evidence from the parent of the appointment as guardian
 - iv) must be of good character, with a Federal Police Clearance, covering the last 10 years. Evidence that the relative has a Working with Children card (for students under 18) and an Australian *Police Clearance (for students of all ages). These can be applied for online at www.nationalcrimecheck.com.au (Please select volunteering).
- * Please be aware that if the nominated relative is NOT a permanent resident or Australian citizen and has lived in different countries in the last 10 years, it will take some time to obtain a Police Clearance (which will have to be obtained through the Federal Police. For relatives who are Permanent Residents or Citizens, applications are lodged through Australian Post Offices and will take five to 10 working days to process. If you have any questions regarding Police Clearances, please ring the Information Release Centre's Police Clearance line on +61 8 9260 7777.



The homestay carer:

- i) is responsible for providing suitable student accommodation: full board with their own room and all meals supplied.
- ii) is available to be summoned in the case of emergencies
- iii) provides accommodation and utilities:
 - a clean furnished room (this includes items like a bed, desk, wardrobe, chair and a study lamp) with heating and cooling facilities
 - a supportive family environment and home to live in
 - meals as specified (usually breakfast and dinner during the week and breakfast, lunch and dinner on weekends and holidays)
 - Internet access

It is in the student's best interests that a homestay offers an environment conducive to study, provides sustaining meals, and is not too far from the School and/or suitable transport facilities.

The homestay carer and/or guardian:

- i) is required to sign all documents on behalf of the parent(s) of the student as the parents' legal representative
- ii) to oversee all aspects of the student's welfare while at St Stephen's School including:
 - meeting the student on arrival in Perth
 - regular ongoing contact with the student – weekly telephone contact and fortnightly face to face contact at the least
 - ensuring that all financial obligations for the students education are met
 - ensuring that significant medical needs of the student are met and that the School and parents are kept informed
 - liaising with the School on behalf of the student and their parents concerning any grievances and/or unresolved grievances
 - meeting with teachers at appropriate Parent/Teacher evenings (and other meetings which may be called from time to time) to discuss the academic progress of the student and reporting these comments back to the parents
 - acting as a contact person for the School and the parents
 - being familiar with homestay and School rules and policies and supporting the School in the application of these
 - liaising with the homestay host/s in regard to the student's accommodation and welfare.

As St Stephen's School Insurance is limited to school hours, it is important to check the Homestay company provides personal insurance cover for your student. If not, please organise cover.

Where a 'Non relative' is acting as Homestay and / or guardian parents of the student must indicate this in the relevant section/s of the Written Agreement, giving full carer's rights and guardianship to non-relative nominees.

The 'non relative' must fulfil the requirements in # above, as well as undergo a pre-assessment interview (this can be with the student and guardian for the student's enrolment interview). If satisfied with the arrangement, St Stephen's School will issue a CAAW with the eCoE.

St Stephen's School must receive the completed and signed Appointment of Guardianship and/ or Homestay Carer forms within the Written Agreement prior to the issue of the Confirmation of Enrolment (eCoE) and (for students under age 18) the Confirmation of Appropriate Accommodation/Welfare letter (CAAW).

Please note: If a student changes their homestay host/guardian during their enrolment at St Stephen's School a new form must be completed and signed by their parent/guardian and submitted with documents for the new host/guardian attached as requested on the form.

Change of Address or Contact Details

The student is obliged to notify the School of any change of address or contact details within seven (7) days while enrolled at the School. This includes but is not limited to homestay address, parent and guardian contact details, OSHC and/or visa changes. Where the School has approved the student's accommodation, support and welfare arrangements, the student requires the School's approval for any changes to accommodation, support and welfare arrangements prior to that change

ESOS Framework Education Services for Overseas Students

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 overseas students. These laws are known as the ESOS framework, and include the Education Services for Overseas (ESOS) Act 2000 and the National Code

Students intending to enrol or seeking further information about students' rights and obligations under the ESOS Framework can access the information at:
www.dese.gov.au/esos-framework

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The ESOS Act 2000 and other related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program. The Australian government is committed to ensuring overseas students have a great educational experience in Australia.

St Stephen's School uses the Department of Education website interface PRISMS (Provider Registration and International Student Management System) to enter an enrolling student's details.

The details are accessed by the Department of Home Affairs (DHA) to determine whether or not a visa is issued for the student to enter Australia. Details regarding the student's living arrangements whilst in Australia are updated through this website along with any breach of conditions whilst they are studying in Australia. The DHA may also cancel a student's visa due to the information entered through PRISMS.

Students' Rights

The ESOS framework protects students' rights, including:

- Their right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from the provider and provider's agent. If students are under 18, to ensure their safety they will be granted a visa only if there are arrangements in place for their accommodation, support and welfare;
- Their right to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. Students should keep a copy of the Written Agreement;
- Their right to receive the education they paid for. The ESOS framework includes consumer protection that will allow them to receive a refund or to be placed in another course if the provider is unable to teach their course;
- The students' right to know:
 - how to use the provider's student support services
 - who the contact officer or officers are for overseas students
 - if students can apply for course credit when enrolment can be deferred, suspended or cancelled
 - what the provider's requirements are for satisfactory progress in the courses students study
 - if attendance will be monitored for those courses
 - what will happen if the student wishes to change providers; and
 - how to use the provider's complaints and appeals process.





Students' Responsibilities

As overseas students on student visas, students have responsibilities to:

- satisfy student visa conditions;
- maintain Overseas Student Health Cover (OSHC) for the period of their stay;
- meet the terms of the Written Agreement with the provider;
- inform the provider if the student changes address;
- maintain satisfactory course progress;
- if attendance is recorded for the course, follow the provider's attendance policy; and
- if the student is under 18, maintain approved accommodation, support and general welfare arrangements.

Other Important Information for International Students

- It is imperative that parents advise the International Student Coordinator of any change of address or contact details within seven (7) working days as the School is required to report this change on PRISMS. Failure to report such changes will be a breach of your child's visa conditions.
- You will need to finalise your child's travel arrangements. If he/she returns to their home country each holiday you will need to make bookings well in advance.
- To meet your child's student visa requirements, it is important that he/she does not leave school before the end of each term or return late after each new term has commenced.
- Permission for students to arrive after the term commences, or leave before the term ends, will only be granted by the Principal in exceptional circumstances, and written permission must be requested with at least 3 weeks' notice.
- International students may not drive or have access to any form of motor transport whilst a student at St Stephen's School.
- The possession, distribution or use of any form of illegal substance under Australian law or any type of offensive weapon or behaviour illegal under Australian law will lead to the immediate dismissal of the student from the School. International students are expected to participate fully in the academic, sporting, cultural and social life of the School. They are expected to speak English wherever possible and to observe Australian customs of social courtesy and behaviour. In return Australian students are expected to respect the different cultural backgrounds and experiences of their international colleagues. An unwillingness to be an active and committed member of the School community will lead to the enrolment of a student being reviewed by the Principal.

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St Stephen's School

SERVE GOD SERVE ONE ANOTHER

A CHRIST-CENTRED, STUDENT-FOCUSED AND COMMUNITY-BASED SCHOOL OF THE UNITING CHURCH

STSTEPHENS.WA.EDU.AU

international.students@StStephens.wa.edu.au

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