



MARIST COLLEGE ASHGROVE INTERNATIONAL STUDENT ORIENTATION HANDBOOK



International Student Orientation Handbook Online

Important note:

This handbook will be updated regularly and parents should check the online version to ensure they are referring to the most up-to-date information.

The International Student Orientation Handbook can be found on the College website - www.marash.qld.edu.au
(Enrolments > International).

CONTENTS

WELCOME	4	MOBILE PHONES AND LAPTOPS	10
COLLEGE DIRECTORY	5	TELEPHONES	10
COLLEGE LEADERSHIP	5	MAKING PHONE CALLS WITHIN AUSTRALIA	10
CURRICULUM LEADERS	5	CALLING AUSTRALIA FROM OVERSEAS	10
GENERAL	6	MOBILE/CELL PHONES	10
DEPARTMENT OF HOME AFFAIRS	7	AUSTRALIA POST	11
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE	7	EMERGENCIES	11
OVERSEAS STUDENT OMBUDSMAN	7	POLICE	11
ONLINE COMPLAINT FORM	7	FIRE	11
CONDITIONS OF VISA	7	AMBULANCE	11
STUDYING AT MARIST COLLEGE ASHGROVE	7	EMERGENCY TRANSLATION	11
WELFARE & ACCOMMODATION REQUIREMENTS	7	SUN SAFETY	11
BOARDING	7	BEACH SAFETY	11
OVERSEAS STUDENT HOLIDAY ARRANGEMENTS	7	BUSH AND OUTBACK SAFETY	13
HOME INSPECTION VISITS	8	TRANSLATING & INTERPRETING SERVICES	13
DEPARTURE AT THE END OF TERM	8	KIDS HELP LINE	13
END OF TERM TRANSPORT FOR BOARDERS	8	AUSTRALIA – THE FACTS	13
UNIFORM	8	BRISBANE	13
STUDENT PROPERTY	8	CLIMATE	13
OVERSEAS STUDENT HEALTH COVER (OSHC)	8	BANKING	13
WHAT AM I COVERED FOR?	9	ACCREDITATION	14
HOW DO I USE MY OSHC CARD?	9	CRICOS REGISTRATION DETAILS:	14
DENTAL AND OPTICAL	9	ESOS FRAMEWORK	14
PERMISSION TO WORK	9	PROTECTING OVERSEAS STUDENTS	14
ATTENDANCE/ACADEMIC REQUIREMENTS	9	ARRANGING VISAS	14
ADEQUATE ARRANGEMENT FOR HEALTH INSURANCE ..	9	DEPARTMENT OF HOME AFFAIRS	15
FINANCIAL CAPACITY	9	DEPARTMENT OF FOREIGN AFFAIRS AND TRADE	15
APPROPRIATE WELFARE AND ACCOMMODATION ARRANGEMENTS	9	POLICIES	15
NOTIFYING ADDRESS, CHANGE OF ADDRESS	10		
GENERAL INFORMATION	10		
HOMESICKNESS	10		
LIVING IN BRISBANE	10		
SAFETY	10		
ELECTRICITY	10		

WELCOME FROM THE HEAD OF COLLEGE



Welcome to Marist College Ashgrove. We are a unique mix of day and boarding students from Years 5 to 12 who receive a Catholic education in the Marist tradition. MCA prides itself on providing an holistic education that develops the spiritual, academic, cultural, sporting and personal growth of each boy. Over many years international students have added a rich diversity to our vibrant College family.

The transition to a new school and a new country can become a confusing experience. This booklet aims to help you become familiar with our College quickly and easily.

Arrival in Australia and Orientation

On arrival at the College, you will be met by the Head of Boarding, the Boarding Residence Coordinator and the English as an Additional Language / Dialect (EAL/D) Teacher, who will:

- Organise a tour of the College Campus and boarding facilities, and explain the services available to you, e.g. Health Centre, Counsellors, Uniform Shop
- Introduce you to the Headmaster and other key members of staff
- Introduce you to your Head of House who will provide your timetable
- Assist to organise uniform requirements and the collection of the necessary textbooks
- Ensure that you know who to talk to if you have questions or concerns

You will meet other students in your year level that will help you settle into the boarding community and your classes. They will encourage you to build a network of friends and understand how to deal with adapting to new situations.

Boarding Residences

The Head of Boarding and Boarding Residence Coordinators are here ensure that the boarding community functions smoothly. You will get to know them very well as they are the people who will spend most time with you. These staff will:

- Help you settle in
- Set guidelines for all boarders to follow so that the boarding house is a safe and friendly community for all students

It is with great pleasure that I invite you to join us as a member of the Marist College Ashgrove family. With every best wish and in the care of Jesus, Mary and St Marcellin.

Mr Michael Newman
Head of College

COLLEGE DIRECTORY

MARIST COLLEGE ASHGROVE
142 Frasers Road, Ashgrove, QLD 4060

POSTAL ADDRESS
PO Box 82, Ashgrove West, QLD 4060

SENIOR SCHOOL RECEPTION
Phone: 07 3858 4555

PRIMARY SCHOOL RECEPTION
Phone: 07 3858 4551

COLLEGE WEBSITE
www.marash.qld.edu.au

COLLEGE EMAIL
marist@marash.qld.edu.au

STUDENT ABSENTEE LINE
Phone: 07 3858 4697

COLLEGE LEADERSHIP
HEAD OF COLLEGE
Michael Newman
marist@marash.qld.edu.au
Phone: 07 3858 4501

DEPUTY HEAD OF COLLEGE
Bruce McPhee
mcpheeb@marash.qld.edu.au
Phone: 07 3858 4535

HEAD OF MISSION
Luke McMahon
mcmahonl@marash.qld.edu.au
Phone: 07 3858 4581

DEPUTY HEAD OF TEACHING AND LEARNING
Jen Smeed
smeedj@marash.qld.edu.au
Phone: 07 3858 4515

ASSISTANT DEPUTY HEAD OF TEACHING AND LEARNING
Roxanne Rosenberg
rosenberg@marash.qld.edu.au
Phone: 07 3858 4574

HEAD OF STAFF SERVICES
Julie Ward
wardj@marash.qld.edu.au
Phone: 07 3858 4643

HEAD OF STUDENTS
Peter Serone
seronep@marash.qld.edu.au
Phone: 07 3858 4509

HEAD OF PRIMARY
Liam Beatty
beatty@marash.qld.edu.au
Phone: 07 3858 4549

HEAD OF BOARDING
Jim Noble
noblej@marash.qld.edu.au
Phone: 07 3858 4641

BUSINESS MANAGER
James Fox
foxj@marash.qld.edu.au
Phone: 07 3858 4639

CURRICULUM LEADERS
RELIGIOUS EDUCATION
Danielle Lynch
lynchd@marash.qld.edu.au
Phone: 07 3011 1234

MATHEMATICS
Jacqui Klowss
klowssj@marash.qld.edu.au
Phone: 07 3858 4305

HUMANITIES
David O'Brien
obriend@marash.qld.edu.au
Phone: 07 3858 4518

ENGLISH
Stephen Littleton
littletons@marash.qld.edu.au
Phone: 07 3858 4523

SCIENCE
Andrew Fogarty
fogartya@marash.qld.edu.au
Phone: 07 3858 4519

HEALTH & PHYSICAL EDUCATION
Chris Ash
ashc@marash.qld.edu.au
Phone: 07 3858 4546

TECHNOLOGY AND DESIGN
Andrew Devoy
devoya@marash.qld.edu.au
Phone: 07 3858 4684

BUSINESS
Judy Jones
jonesj@marash.qld.edu.au
Phone: 07 3858 4590

MUSIC
Andrew Butt
butta@marash.qld.edu.au
Phone: 07 3858 4667

DRAMA
Rebecca Taylor
taylorr@marash.qld.edu.au
Phone: 07 3858 4351

VISUAL ART
Christine Larsen
larsenc@marash.qld.edu.au
Phone: 07 3858 4579

FILM & TV
Pierce Hardy
hardyp@marash.qld.edu.au
Phone: 07 3011 1344

RESOURCE CENTRE
Mary Stirling
stirlingm@marash.qld.edu.au
Phone: 07 3858 4574

LEARNING ENRICHMENT
Berny Byrne
byrneb@marash.qld.edu.au
Phone: 07 3858 4669

YEARS 5 & 6 PASTORAL LEADER
Michael Connolly
connollym@marash.qld.edu.au
Phone: 07 3858 4550

PRIMARY LEARNING LEADER
Jen Little
littlej@marash.qld.edu.au
Phone: 07 3858 6427

PRIMARY LIBRARY
Meaghan Round
roundm@marash.qld.edu.au
Phone: 07 3858 4553

COLLEGE DIRECTORY

GENERAL

FINANCE MANAGER

Toni Martin

martint@marash.qld.edu.au

Phone: 07 3858 4503

FINANCE DEPARTMENT (FEES)

fees@marash.qld.edu.au

Phone: 07 3858 4504

FINANCE DEPARTMENT (SUNDRY CHARGES)

sundrycharges@marash.qld.edu.au

Phone: 07 3858 4514

COLLEGE COUNSELLOR

Jorge Ruiz

ruizj@marash.qld.edu.au

Phone: 07 3858 4609

HEALTH CENTRE

healthcentre@marash.qld.edu.au

Phone: 07 3858 4618

TUCKSHOP

tuckshop@marash.qld.edu.au

Phone: 07 3858 4542

CAMPUS MINISTRY

Mena McLean

mcleanm@marash.qld.edu.au

Phone: 07 3858 4589

AFTER HOURS BOARDING RECEPTION

boarding@marash.qld.edu.au

Phone: 07 3858 4619

UNIFORM SHOP

mca@alinta.com.au

Phone: 0478 769 628

Online Shop

<https://shop.alintaapparel.com.au>

P&F ASSOCIATION

President

presidentpandf@marash.qld.edu.au

FOUNDATION

Foundation Department

mcafoundation@marash.qld.edu.au

Phone: 07 3858 4584



DEPARTMENT OF HOME AFFAIRS

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. For the latest information, see www.homeaffairs.gov.au/Trav

DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (DFAT)

As well as links from the Department of Home Affairs website, the Department of Foreign Affairs and Trade website <http://dfat.gov.au/> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

OVERSEAS STUDENT OMBUDSMAN

If it is not possible to resolve the grievance internally, via the College's Complaints and Appeals Process, the College will arrange for independent mediation to resolve the grievance. Independent Mediation is available through the Overseas Student Ombudsman:- www.oso.gov.au

ONLINE COMPLAINT FORM

Phone: 1300 362 072 (within Australia) Phone: +61 2 6276 0111 (outside Australia)
Enquiries 9am to 5pm Monday to Friday (AEDT)
Postal: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601.
www.forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form

CONDITIONS OF VISA

You must abide by your visa conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

Complete the course within the duration specified in the eCoE.

- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) whilst in Australia
- Remain with the principal education provider for six calendar months, unless issued a Letter of Release from the provider to attend another institution
- Notify your training provider of your home address and mobile numbers and any subsequent changes of address within seven days.

For a full list of mandatory and discretionary student visa conditions please visit www.homeaffairs.gov.au/trav/visa-1/500-?modal=/trav/stud/more/visa-conditions

IMPORTANT INFORMATION FOR YOU TO KNOW WHILST STUDYING AT MARIST COLLEGE ASHGROVE

All Overseas Visa Students enrolled at Marist College Ashgrove are required to reside in our boarding residences provided here on campus. Exceptions to this are at the discretion of the Headmaster. We do not operate a homestay program. The boarding program at our College provides accommodation and pastoral care with supervision of tuition and extracurricular activities. The boarding fee includes all meals, accommodation and laundry.

WELFARE AND ACCOMMODATION REQUIREMENTS FOR STUDENTS UNDER THE AGE OF 18 YEARS

Students under the age of 18 years are required to maintain adequate Welfare and Accommodation requirements as a condition of their Student Visa.

Marist College Ashgrove undertakes welfare responsibility for Overseas Visa Students under 18 years of age, enrolled in one of our approved courses of study, by requiring them to live in the Boarding Facilities provided by the College.

Students who turn 18 while studying at the College are required to stay in the Boarding for the duration of their course.

BOARDING

Creating a 'home away from home' has been an important feature of Marist education since its inception by St Marcellin Champagnat in 1817. Marcellin's charism continues to shine today in our modern and vibrant boarding community. Marist College Ashgrove's boarding community is often described as the 'heart and soul' of the College.

Our students come to us from across Australia, the Pacific region and beyond. A dedicated staff including Brothers, teachers, nurses and counsellors ensure that those entrusted to us are well cared for.

The Boarding program at Marist College Ashgrove provides full accommodation and pastoral care with supervision of tuition and extra-curricular activities. Boarding includes meals, accommodation and laundry.

OVERSEAS STUDENT HOLIDAY ARRANGEMENTS

For mid-semester and end of semester holidays, you are encouraged to return home if your parent(s) / legal guardian(s) are not in Australia.

On occasions when this is not possible, arrangements are required to be made by your family for you to be placed with a suitable Carer (either family members or close family friends) in order that your protection, personal safety and social wellbeing are all appropriate.

This person caring for you during this period should be:

- Over 21 years of age
- An Australian citizen, permanent resident or hold a Visa permitting them to be in Australia
- Of good character (evidence may be required for this person to provide a Blue Card issued by the Commission for Children and Young People.

www.ccyipc.qld.gov.au/bluecard/index.html

Please see the International Students Vacation Leave Policy for further information.



THE CARER COULD EXPECT A HOME INSPECTION VISIT FROM A STAFF MEMBER OF THE COLLEGE AT ANY TIME.

For students under 18 years of age, the College has taken responsibility for approving arrangements for your care and welfare. Should the College not approve requests for changes to agreed arrangements, the College will advise you and your parent(s)/legal guardian(s) that this will be reported to the Department of Home Affairs and you may have your visa cancelled.

The Department of Home Affairs will contact you directly to ensure visa implications are understood.

DEPARTURE AT THE END OF TERM

Requests from boarding families for an early departure at the end of the term are discouraged as this can cause disruption to teaching and examinations.

If early departures are required, for very special circumstances, an application should be made in writing to the Head of Boarding well in advance.

However, permission to leave early will not be granted if your obligations in relation to submission of assignments and homework, sports and extra-curricular participation are not fulfilled correctly.

END OF TERM TRANSPORT FOR BOARDERS

Bookings, if done by parent(s) / legal guardian(s), need to be made early in the term especially for end of year travel. Overseas travel needs to be booked well in advance.

End of term transport to the airport will be arranged by the College where this is possible. It is much more difficult to collect boarders on their return because of different arrival times.

Please note that full attendance is part of a student's visa requirements. Unapproved leave or absences could result in a student not meeting his visa conditions and being reported to Department of Home Affairs. Please see the Course Progress and Attendance Policy for further information.

UNIFORM

Full formal school uniform is compulsory for daily attendance and for all functions in connection with the College.

STUDENT PROPERTY

Students should:

- Mark clearly all clothing, books and equipment

- Never leave valuables, including money, watches, expensive pens etc., in bags, classrooms or lying around
- Report missing items immediately

OVERSEAS STUDENT HEALTH COVER (OSHC)

The OSHC Levy is required by the Commonwealth Government and is payable prior to commencement at the College. Students must maintain current OSHC for the period covered by their visa. Bupa is the College's preferred provider of OSHC. The College will organise the OSHC for students.

www.bupa.com.au/health-insurance/oshc/-/media/OSHC/Files/understand-cover/Brochures/Overseas-Student-Health-Cover-Brochure.pdf

OSHC will help pay towards the costs of most medical and hospital treatment you may require while studying in Australia. (Optical items and ancillary services, such as dental or physiotherapy, whether provided in private practice or in a hospital are not covered under this policy). If you wish your son to be covered for these expenses, you should consider purchasing an additional 'extras' cover from Bupa.

For further details, please refer to OSHC Membership Guide which is available on the website.

www.bupa.com.au/staticfiles/HealthInsurance/Forms/ProductSheets/VC9_OverseasStudentCover_NATIONAL_20180401_000000.pdf

It is the responsibility of the student's family to seek refund from the Medical Insurance authority in the event the student leaves the College prior to completion of his course or visa expiry.

WHAT AM I COVERED FOR?

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

HOW DO I USE MY OSHC CARD?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government schedule fee component of that may be processed by the medical centre.

If the medical centre is not able to process the government schedule fee, pay the total amount, keep the receipt and you can claim the government schedule fee back from your OSHC provider. You can expect to pay some out of pocket expenses which your parents will be required to pay.

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'.

Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

DENTAL AND OPTICAL

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

INTERPRETER SERVICES

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to

see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For further information phone 131 450 or visit the website. www.tisnational.gov.au

CONDITIONS RELATING TO YOUR VISA

Visa labels are no longer affixed in passports – all visas are electronic. Instead of a visa label, visa holders will be issued with a visa grant notification that will explain the conditions of the visa including period of validity and entry requirements.

CONDITION 8105 – PERMISSION TO WORK

You cannot work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course). A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

You can work for more than 40 hours per fortnight during recognised vacation periods offered by your education provider.

You cannot start paid work until you have started your course in Australia.

CONDITION 8202 – SATISFACTORY ATTENDANCE/ ACADEMIC REQUIREMENTS

You must remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).

Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

CONDITION 8501 – ADEQUATE ARRANGEMENT FOR HEALTH INSURANCE

You must maintain adequate arrangements for health insurance during your stay in Australia.

Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

CONDITION 8516 – FINANCIAL CAPACITY

You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia. This may be done by your parent(s)/legal guardian(s).

CONDITION 8532 – APPROPRIATE WELFARE AND ACCOMMODATION ARRANGEMENTS

If you are younger than 18 years of age, you must have accommodation and support, and your general welfare must be maintained for the duration of your stay in Australia.

To maintain your welfare, you must stay in Australia with:

- Your parent or legal custodian
- A relative who has been nominated by your parents or custodians who is aged over 21 and is of good character
- Have accommodation, support and general welfare arrangements in place that have been approved by your education provider.

You must not change your arrangements without the written approval of your education provider.

If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements start.

CONDITION 8533 – NOTIFYING ADDRESS, CHANGE OF ADDRESS

You must tell your education provider:

- The address where you live in Australia within seven days of arriving in Australia
- If you change the address where you live within seven days of the change
- If you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.

GENERAL INFORMATION

HOMESICKNESS

It is perfectly normal for boys in new surroundings to feel a bit strange and wish to go home. This reflects a positive relationship with family and friends, and with a bit of understanding and time is usually overcome.

We do suggest that if you are homesick, you contact the residential staff and discuss the matter. The Boarding Staff can contact your parents and decide the best way to help you deal with your homesickness. It is our experience that continual and repeated contact between you and home only makes the matter worse, as every little problem becomes exaggerated. Your parents can set times for you to ring (no more than twice a week in the initial stages of the term) to enable you to adapt to your new surroundings a lot quicker and easier.

LIVING IN BRISBANE

Brisbane is a diverse city - a green city with a sub-tropical climate. It is a growing city with one of the fastest growing economies in Australia. It is a city of many small quirks from having our very own style of building (the 'Queenslander') to creating a swimming beach right in the middle of our CBD.

Study, live and work in Queensland Australia.

www.studyqueensland.qld.gov.au/getattachment/04267416-07b0-4e78-b89c-1b8ae3cf9dee

SAFETY

Queensland is a safe and secure place to live and study, but it always helps to know how to look after yourself. If you would like to get more information on how to stay safe in Queensland please refer to this student

safety guide produced by the Queensland Government.

www.studyqueensland.qld.gov.au/Live/Safety

ELECTRICITY

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

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



MOBILE PHONES AND LAPTOPS

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

TELEPHONES

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

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

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

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

MAKING PHONE CALLS WITHIN AUSTRALIA

To make international phone calls:

Dial – 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 3867 5555

MOBILE/CELL PHONES

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

AUSTRALIA POST

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

Small Letters

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

A small letter has the following characteristics:

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

www.auspost.com.au

Envelope Layout

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

Please see the Australia Post website for envelope addressing.

www.auspost.com.au/content/dam/auspost_corp/media/documents/addressing-an-envelope.pdf

EMERGENCIES

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance. 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. Generally, police are highly respected; you have nothing to fear from the police. Remember, the role of the police is to assist people and to prevent crime. The police can help you feel safe. In a non-emergency 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. Dial 000.

EMERGENCY TRANSLATION

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

SUN SAFETY

Queensland's climate is sunny and warm for most of the year. If you spend time outdoors you will need to look after your skin. Wear sunscreen, clothes and a broad-brimmed hat and try to stay out of the sun during the hottest hours of the day (10am – 3pm). The Cancer Council Queensland's website: <https://cancerqld.org.au/> provides more information about sun safety.

BEACH SAFETY

Queensland is world-renowned for its stunning beaches and hopefully you will enjoy some of them during your stay. Australia's surf

lifesavers are there to help you if you have any questions about beach safety, or if you get into trouble in the surf.

There's nothing better than slipping into a cool pool, river, lake or ocean on a sweltering Australian summer day. Stay safe by following these steps.

- Always swim between the red and yellow flags at the beach. Lifeguards patrol this area, making it the safest area for swimmers, where you will avoid dangers like rips, undercurrents, rocks, reefs, jellyfish and other hazards
- Always be careful of rip currents (also known as rips). These are strong currents of water running out to sea. If you get caught in a rip don't panic. Don't try and swim against the rip and if you are confident, swim parallel to the beach. If you feel you are unable to reach the beach at any time, raise your arm and call for assistance while floating to conserve your energy. Read more information on rips at www.ripcurrents.com.au
- Obey the instructions given by lifeguards on the beach. They know what they are doing, and your compliance with their requests makes you safer. After all, you might need their help if you get into trouble
- Don't swim at beaches that don't have lifeguards on duty
- If you're swimming in a river, creek or dam, always check the water depth first and check for submerged hazards like rocks or logs. NEVER dive into water without first checking the water depth. Better still, walk in carefully
- If you are on a boat, always wear a personal flotation device (PFD), even if you are not far from land
- Remember that water conditions change quickly. Just because a beach was safe to swim at in the morning does not mean that it will still be safe in the afternoon
- Do not enter any body of water (e.g. backyard swimming pools, the ocean, rivers, dams or other body of water) if you don't know how to swim. You can take lessons from a certified instructor at many local swimming pools. For a list of places near you visit the Austswim website. www.austswim.com.au.

Read more about a wide range of water safety issues including water safety and alcohol, safety in swimming pools, boating safety and more on the following websites.



www.royallifesaving.com.au
www.slsa.com.au
www.kidsalive.com.au

BUSH AND OUTBACK SAFETY

Queensland has many extraordinary and beautiful places to explore. Some tips to consider when venturing into the bush or Outback:

- Travel with other people
- Make sure someone knows where you are at all times
- Stay on the road or a walking track
- If you go for a swim in a river or a lake, never dive in – rather, enter the water yourself gradually
- Do not touch or feed wild animals – they are not used to close contact with humans and may hurt you
- The Queensland Government Environment and Resource Management website can provide you with more specific information about staying safe in the bush. www.ehp.qld.gov.au

TRANSLATING AND INTERPRETING SERVICES (TIS)

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) Phone: 131 450 to speak with someone in your own language.

KIDS HELP LINE

Kids Helpline is Australia's only free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25. Calls made to 1800 55 1800 are FREE OF CHARGE and do not incur any costs from phone carriers (when made within Australia from home or mobile phone services). www.kidshelp.com.au

- Operational principles
- Callers are provided confidentiality and anonymity
- Callers are treated with respect
- Callers are free to choose the gender of the counsellor to whom they speak
- Callers are able to access the same counsellor if they wish to call back
- Callers are encouraged to give feedback about Kids Helpline and the service they receive

- Callers are referred to professional services if needed

AUSTRALIA – THE FACTS

The Commonwealth of Australia is a country located in the southern hemisphere, surrounded by the Indian, Pacific and Southern Oceans. Australia's neighbouring countries are Indonesia, East Timor and Papua New Guinea to the north; the Solomon Islands, Vanuatu and New Caledonia to the north-east; and New Zealand to the south-east.

Australia is the only country that is also a continent. In area, Australia ranks as the sixth largest country, and is the second driest continent in the world.

It has several kinds of climates, from tropical in the north, to cool and temperate in the south. The huge interior of Australia is mostly desert or dry grassland and has few towns and cities.

Australia has many areas with a pleasant climate and enough rainfall and fertile soil for agriculture.

OFFICIAL NAME

Commonwealth of Australia

HEAD OF STATE

Queen Elizabeth II, represented by the Governor-General

AREA

7,692,300 sq. km

POPULATION

Approx. 25 million people

FORM OF GOVERNMENT

Constitutional Monarchy

HEAD OF GOVERNMENT

Prime Minister

PARLIAMENT

Senate – 76 Senators

HOUSE OF REPRESENTATIVES

150 Members

CAPITAL CITY

Canberra, Australian Capital Territory (ACT)

OFFICIAL LANGUAGE

English

NATIONAL DAY

Australia Day, 26 January

CURRENCY

Australian Dollar of 100 cents (A\$)

TIMES ZONES

Three major time zones

BRISBANE

Brisbane is the capital and the largest city in Queensland, as well as the third largest city in Australia with a population of 2.4 million. It is set close to the Pacific Ocean, and is situated beside the Brisbane River on plains between Moreton Bay and the Great Dividing Range in south-eastern Queensland. The Brisbane River runs through the centre of Brisbane, including the riverside botanical gardens.

Brisbane is also considered one of the major business hubs in Australia with industries such as information technology, financial services, higher education and public sector administration concentrated in and around the central business district. There are also recently established office areas in the inner suburbs. Tourism is an important part of the Brisbane economy, both in its own right and as a gateway to other areas of Queensland.

CLIMATE

Brisbane has a subtropical climate with hot, humid summers and dry, mild winters.

From November to March, thunderstorms are common in Brisbane, as well as occasional hail storms and torrential rains

Average Temperatures

January	22-30 °C
February	21-29 °C
March	20-29 °C
April	18-27 °C
May	15-24 °C
June	12-21 °C
July	10-21 °C
August	11-22 °C
September	14-24 °C
October	16-26 °C
November	19-28 °C
December	21-29 °C

BANKING

Most banks are situated at the Ashgrove shops. The branches include:

1. Commonwealth Bank
2. National Australia Bank
3. Suncorp
4. Westpac
5. Bank of Queensland
6. St George Bank

To open a bank account, you will need your passport and confirmation of enrolment.

If you need further assistance with setting up a bank account, please contact your Boarding Coordinator.

ACCREDITATION

Marist College Ashgrove is an approved school under the Education (Accreditation of Non-State Schools) Act 2017 and the Education Services for Overseas Students (ESOS) Act 2000.

Marist College Ashgrove is bound by the National Code of Practice for Providers of Education and Training to International Students 2018 (National Code) under its registration on the Commonwealth Register of Institutions and Course for Overseas Students (CRICOS).

The National Code is an integral part of the ESOS Act, providing nationally consistent standards for the conduct of registered providers and the registration of their course.

The National Code objectives are to:

- Support the effective administration of the ESOS framework
- Establish and safeguard Australia's international reputation as a provider of high quality education and training
- Protect the interests of overseas students
- Support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government

Evidence of Marist College Ashgrove's ability to meet these requirements is provided in:

- The school's Annual Report to Commonwealth and State governments, available on the College website

www.marash.qld.edu.au/about-mca/annual-report

- Non-State Schools Accreditation Board documentation – the school's Cyclical Review Report and NSSAB confirmation letter

Marist College Ashgrove recognises that if it should not meet the obligations of this code or support regulatory requirements it may have its registration as a provider withdrawn.

Marist College Ashgrove is subject to auditing under the requirements of the Financial Administration and Audit Act 1977. The College will therefore keep all necessary records that would allow the auditor to be satisfied about the resources of all monies received for providing courses to overseas

students and the ways in the monies are spent.

CRICOS REGISTRATION DETAILS:

Trustees of the Marist Brother T/A Marist College Ashgrove. CRICOS Provider No: 00670F

CRICOS Course Name:

- Primary Secondary Years 7-10. CRICOS Course No: 082463A
- Senior Secondary Certificate of Education Years 11-12. CRICOS Course No: 082464M

Period of CRICOS Registration: 01/01/1991 to 31/12/2018

Marist College Ashgrove is registered to enrol a maximum of 20 full fee paying 500 (formerly 571) visa subclass students.

The Principal Executive Officer (PEO) appearing on the CRICOS website www.cricos.education.gov.au in School Contact Details is Peter McLoughlin – Headmaster.

AUSTRALIAN GOVERNMENT – ESOS FRAMEWORK - PROVIDING QUALITY EDUCATION & PROTECTING YOUR RIGHTS

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to International Students 2018.

The Education Services for Overseas Students Act 2000 (the ESOS Act) and related laws set out the requirements for education institutions (providers) who deliver education services to international students on a student visa. These laws protect international students and also help ensure students meet student visa conditions for attending classes and making

satisfactory progress in their studies while in Australia.

ENSURING QUALITY AND PROTECTING OVERSEAS STUDENTS

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

There is a factsheet located at <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx> - scroll to "Information for Students" and click on "new fact sheet" to access the latest version. This contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

ARRANGING VISAS

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia.

In order to apply for a student visa you will need a valid passport, and electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 years and not living in Australia with a parent or guardian you must have a completed Confirmation of Appropriate Accommodation/Welfare (CAAW) arrangements form to ensure your accommodation and welfare is approved by your education provider. Students are advised not to travel outside the approved dates confirmed by the College.

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

DEPARTMENT OF HOME AFFAIRS

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

For the latest information visit the Department's website.

www.homeaffairs.gov.au/trav/stud/school-sector-students

From 15 October 2007, all applicants aged 18 years and over are required to sign a values statement when applying for selected visas. The statement requires applicants to confirm

that they will respect the Australian way of life and obey the laws of Australia before being granted a visa.

www.homeaffairs.gov.au/trav/life

DEPARTMENT OF FOREIGN AFFAIRS AND TRADE

As well as links from the Department of Home Affairs website, the Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

www.dfat.gov.au/about-us/foreign-embassies/Pages/foreign-embassies-and-consulates-in-australia.aspx

POLICIES

Please see the Policies for International Students booklet for all policies relating to International Students.





MARIST COLLEGE ASHGROVE

142 Frasers Road
Ashgrove QLD 4060

PO Box 82
Ashgrove West QLD 4060

07 3858 4555

www.marash.qld.edu.au