





**VICTORY COLLEGE**

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# WELCOME MESSAGE

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## PRINCIPAL - MR BRETT COSTIN

Welcome to Victory College! We are excited that you are considering partnering with us for this incredibly exciting chapter in your child's educational journey. We are honoured to offer international students the opportunity to study at our College here in Australia. This experience will ensure your child is immersed in Australian culture as well as being given the opportunity to further study and speak the English language.

Staff and students at Victory warmly welcome all international students and we value the cultural diversity that they contribute to the College.

Brett Costin



## ENROLMENTS CO-ORDINATOR - CAROL SIMON

International students receive a warm welcome at Victory College. We are confident that they will enjoy the friendly atmosphere of our College. The teachers and students are all here to make your child's study with us enjoyable and rewarding. You can contact me via [enrolments@victorycollege.com](mailto:enrolments@victorycollege.com) for further information on living and studying in Australia.

We look forward to welcoming your child to Victory College.

Carol Simon



# VICTORY COLLEGE MAP





# COMMUNICATION

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## COLLEGE TO HOME COMMUNICATION

Regular communication between the College and home is of great importance. The College will communicate with home by letters/notes, newsletters, email, SMS, Facebook page, the College website or the 'School Stream' app.

## HOME TO COLLEGE COMMUNICATION

- Parents are encouraged to contact the College for any information about their children.
- The first point of contact for parents is their child's teacher and then the Principal should further clarification be needed. Appointments to meet with the Principal should be made through the College Administration.
- Appointments for teachers can be made by emailing the teacher directly. The use of email for communication is encouraged as long as it is written in a respectful and considerate manner.
- Please advise the College of change of address, personal and medical details. This information is important, so parents can be contacted in the event of an accident and students receive appropriate medical care.
- Student absences must be reported and explained on the first day of absence by telephoning the Absentee line (5482 9732). A medical certificate is required if the student is away for 2 or more days.

# ACADEMICS

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## CURRICULUM

Victory College offers a balanced curriculum where we focus on developing the whole child – physically, spiritually, emotionally, academically and morally.

By encouraging curiosity, critical and creative thinking, we provide an engaging learning experience for all students using 21st century learning techniques. We also encourage innovation and research in both our staff and student learning experiences.

We follow the Australian Curriculum framework and our College ethos is based on a Christian world-view with our teachers guiding students educationally and spiritually.

## PREP

We believe children learn through a balance of hands-on activities, investigations and group sessions. All of our Prep students are given the opportunity to learn and explore the fundamentals of literacy and numeracy.

They are also introduced to Music, Science, History, Geography, Physical Education, Technology and Japanese. Students learn at their own pace, while being exposed to challenges that allow them to grow and expand. They are also exposed to iPads with the Mathletics and Reading Eggs program.

## PRIMARY COLLEGE

Our education program for primary is designed to nurture creativity, inspire curiosity and encourage a love of learning. Scholastic rigour is introduced with a strong focus on numeracy and literacy as well as teaching of the Australian Curriculum and the Queensland Essential Learnings Curriculum Framework. There is a strong Christian foundation to our values-based teaching and behaviour management is core to our approach as well. It's important that students learn to get along well with others as this will help them in life.

Core learning is covered in English, Maths, Science, History, Geography, Health & Physical Education, Music, Christian Studies and Japanese. Other subjects include the Arts (Dance, Drama, Media Arts & Art), Information Communication & Technology (ICT), Design & Technology, Civic & Citizenship (Years 3-6) and Economics & Business (Years 5-6).



Our primary curriculum is designed to help students extend their strengths and develop areas of weakness. We give students the capacity to strive for excellence in every area of their learning.

Computers are in all classrooms and students also have access to our modern computer labs.

## SECONDARY COLLEGE

Victory College caters both for students with a desire to continue their studies at a tertiary level, and for students who are interested in Vocational Education. Students can choose from a variety of pathways and subjects. Throughout their secondary years, students are helped to shape and evaluate their goals for the future.

Compulsory subjects for all students in Year 7 to 10:

- Mathematics
- English
- Science
- History
- Health & Physical Education
- Christian Studies

Additional compulsory subjects for students in Year 7 and 8:

- Economics and Business
- Humanities (History and Geography)
- Civics and Citizenship
- Digital Technology

In Year 7 and 8, students are on rotational trimester electives that include:

- Art
- Agriculture and Equine Studies
- Civics and Citizenship
- Design and Technology
- Food Technology
- Japanese
- Music
- Performing Arts (Drama and Dance)
- STEM

In Year 9 and 10, students can choose 3 electives from the following:

- Art
- Agricultural Practices
- Business Studies
- Design and Technology
- Equine Studies
- Food Technology
- Geography
- Hospitality (Year 10 only)
- Japanese
- Music
- Performing Arts (Dance and Drama)
- STEM

In Year 10 students also have the opportunity to do work experience.

All Year 11 and 12 students are required to select at least one Mathematics and one English subject as part of their core course of study.

## AUTHORITY SUBJECTS

Students must study at least 5 Authority subjects to be eligible for an OP. These subjects contribute to a student's Queensland Certificate of Education (QCE) and Overall Position (OP). The subjects on offer are:

- English
- Mathematics A
- Mathematics B
- Mathematics C
- Physics
- Chemistry
- Modern History
- Biology
- Science 21
- Home Economics
- Technology Studies
- Visual Art
- Health and Physical Education
- Music
- Film & Television
- Business Communication & Technology (BCT)

## AUTHORITY - REGISTERED SUBJECTS

These subjects contribute to a student's QCE. These subjects are aimed at students interested in entering the workforce after Year 12.

The subjects on offer are:

- Visual Art in Practice
- Pre-vocational Mathematics
- English Communications
- Recreation
- Industrial Technology Skills
- Agricultural Practices

## VOCATIONAL EDUCATION AND TRAINING (VET) COURSES

Students at Victory are able to undertake VET courses in partnership with outside RTOs such as TAFE. Students currently access these courses through the TAFE at Schools Program. International students may only engage in studies with organisations that are CRICOS registered training providers. More information can be obtained from each accredited training provider on inquiry. Additional cost are associated with these courses and are available from the training provider

## SCHOOL - BASED APPRENTICESHIPS AND TRAINEESHIPS (SATS)

SATs allow students to work for an employer and train towards a recognised qualification under contract of training while completing their school studies. Students whose SAT is not completed by the time they finish Year 12 may convert to a full-time or part-time apprenticeship or traineeships. Visa requirements may enable or restrict the availability of school based apprenticeships for international students.

## OTHER OPTIONS

Students at Victory College have the possibility to acquire an even wider range of skills and knowledge through alternative options: some students might be interested in enrolling at entry-level courses at our partnering universities; other students might want to enroll in subjects via distance education. Whatever our students' special interests are, if it is in the best interest of the student, we are very happy to assist in making it happen. International students may only engage in studies with organisations and providers who are registered CRICOS providers.

Students also participate in extra-curricular experiences such as sport, chapel, camps, academic competitions, music programs as well as applying to be part of the Student Representative Council or College leadership program

- Prep 5-10 mins (non-compulsory in Semester 1)

### **HOMEWORK**

- Years 1-2 10-15 mins
- Years 3-4 15-20 mins
- Years 5-6 20-30 mins
- Years 7-9 30-45 mins
- Year 10 1 hour
- Years 11-12 OP ½ hour per subject
- Years 11-12 Voc Ed ¼ hour per subject

### **CAMPS**

Outdoor education and year level camps are a core part of the Victory College curriculum from Years 1 to 12.

The main focus of this program is to develop emotional resilience, team skills and leadership qualities in students.

Students participate as follows:

- Year 1-2: One-night supervised camp-over at the College
- Year 3-4: One-night residential camp to various outdoor education camp sites
- Year 5: Two-night camp

- Year 6: Four-night trip to Canberra
- Year 7-11: Annual two-night outdoor education camps with challenging teamwork and leadership development activities
- Year 12: Two-day retreat to prepare for transition into life after school

## **BOOK LISTS**

The book lists are outsourced to OfficeMax Schools. Orders can be made through their website <http://www.officemaxschools.com.au>

The book list for your child's year can be downloaded from the college website (<http://www.victorycollege.com.au/parents/book-lists>).

## **BYOD (BRING YOUR OWN DEVICE) PROGRAM**

Victory College's 'Bring Your Own Device' Program includes all students in Years 6-12. The school expects students and staff to use technology in a way that is legal and ethical as well as reflecting Christian values and community standards. Online resources are provided to students for educational purposes only and students are reminded that access to these resources is a privilege that is tied to responsibility.

### STUDENT RESPONSIBILITIES:

- Students may only access Victory College technology resources for educational purposes.
- Students should not post any personal information about themselves or any other member of the College community.
- Students must not use obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language.
- Students must not use email, social media or the internet to send or post threatening, harassing or offensive messages.
- Students must perform a virus check on all attachments received by email and on all storage devices (e.g. USB, Discs, music devices) before opening those attachments. Students must ask for assistance if they are unsure as to how to perform a virus check or the virus check identifies a problem with the attachment/disc.
- Students must keep their username and password information private.
- Students must not use another person's name and password to access resources.

### COPYRIGHT

Students must not use Victory College technology resources to copy, download, store or transmit any such material that may include music files, movies, videos or any other form of media.

### NETWORK AND INTERNET ACCESS

- Students can use the wireless network to access the College's LMS, the filtered internet and webmail.
- Students are not to access external wireless internet providers such as Telstra's 3G or 4G solutions while at school to bypass the College's internet and webmail.

### USE AND CARE

- Victory College asks that student devices are carried and stored in an appropriate case.
- Students will be required to carry the device inside its case at all times.
- Students are able to rent a locker (available through College Reception) and are strongly encouraged to store their device in the locker when not in use.
- The device may only be used in class or in the Library during break times.
- The device should always be taken home at the end of the school day.

- All students will be responsible for the regular backup of their data. Loss of data will not be an acceptable excuse for late submission of assignments and other work.
- Devices are to be recharged at home each night ready for the next school day.
- The use of devices in class is at the discretion of the teacher. Students must ensure they always follow directions when using their devices.

## UNIFORM

Victory College students are required to wear the full uniform correctly when travelling to and from College and during College hours. The uniform is to be worn with pride and respect and parents/carers are asked to encourage and foster this in students. Uniforms are expected to be clean and ironed with shoes clean and free of scuff marks.

Hats	Girls	<ul style="list-style-type: none"> <li>• Green dress hat/navy sports hat</li> </ul> <p>Worn to and from College except when riding bikes or traveling on buses.</p>
	Boys	<ul style="list-style-type: none"> <li>• Grey dress hat/navy sports hat</li> </ul>
Bag	All	<ul style="list-style-type: none"> <li>• Bottle green backpack/trolley bag with College emblem</li> </ul>
Footwear	Girls	<ul style="list-style-type: none"> <li>• Dress uniform: plain black leather school shoes. No canvas shoes are permitted.</li> </ul> <p>Shoes should be kept clean at all times.</p>
	Boys	<ul style="list-style-type: none"> <li>• Dress uniform: plain black leather lace up school shoes. No canvas shoes are permitted.</li> </ul> <p>Shoes should be kept clean at all times</p>
	All	<p>Sport uniform: primarily black sports shoes (&gt;80% black). No high-top shoes or canvas shoes are permitted.</p> <p>Sports shoes need to provide suitable ankle, heel and shin support</p>

### DRESS UNIFORM PRIMARY (YEARS 1 - 6)

Girls	<ul style="list-style-type: none"> <li>• Green/white checked dress</li> </ul> <p>Length must be to the knee. Skirt touches the ground when kneeling. No dark or externally visible underwear</p> <ul style="list-style-type: none"> <li>• White College fold-down ankle socks</li> <li>• Grey stockings may be worn during winter</li> </ul> <p>Socks worn over stockings are not permitted.</p> <p>No dark or externally visible underwear.</p>
Boys	<ul style="list-style-type: none"> <li>• White/green striped shirt</li> <li>• Grey College dress shorts or trousers</li> <li>• Grey College fold-down socks</li> </ul> <p>Shirts must be tucked into shorts/trousers.</p> <p>No externally visible underwear.</p>
All	<ul style="list-style-type: none"> <li>• Green College pullover (winter)</li> </ul>

## DRESS UNIFORM SECONDARY (YEARS 7 - 12)

Girls	<ul style="list-style-type: none"><li>• College blouse with tie</li><li>• College skirt</li></ul> <p>Length must be to the knee. Skirt touches the ground when kneeling. No dark or externally visible underwear</p> <ul style="list-style-type: none"><li>• White College fold-down ankle socks</li><li>• Navy stockings may be worn during winter</li></ul>
Boys	<ul style="list-style-type: none"><li>• White College shirt</li><li>• College tie</li><li>• Grey College dress shorts or trousers</li><li>• Black belt</li><li>• Grey College fold-down socks</li></ul> <p>Removal of ties only at Principal's discretion. Shirts must be tucked into shorts/trousers. No dark or externally visible underwear.</p>
All	<ul style="list-style-type: none"><li>• College pullover</li><li>• Years 10-12 blazer (compulsory)</li></ul> <p>Blazer must be the first extra layer worn by Years 10-12 when cold, with the pullover to be worn under the blazer as an extra layer of warmth.</p>

## SPORTS UNIFORM ALL (PREP - 12)

All	<ul style="list-style-type: none"><li>• College polo shirt</li><li>• College sport shorts</li><li>• White College sports socks</li><li>• College spray jacket and pants</li><li>• Sports hat</li></ul> <p>To be worn on PE days and specified other lessons only. Spray jacket only to be worn with the sports uniform. The College pullover is not permitted to be worn with the sports uniform. No externally visible underwear.</p>
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## UNIFORM SHOP

Opening hours for the uniform shop are;

8:30 – 9:30 Monday - Friday                      2:30 – 3:30 Wednesday

Enquiries can be made through the College on 07 5482 8206.

## **OUT OF UNIFORM POLICY**

Students are not permitted to attend school out-of-uniform unless a genuine signed note from parents or guardian is provided or on school-organised events. Students in breach of the uniform policy will be reprimanded and asked to either remove any non-approved uniform item such as jewellery or if the breach is considered severe may be sent home.

In the absence of a genuine, signed parental note, parents will be contacted and asked to resolve the uniform problem; failure to do so may result in the student being sent home.

The only clothing that is to be visible is the approved College uniform. This is not negotiable.

## **HAIR GUIDELINES**

All students are expected to keep their hair looking natural, clean and well-groomed. It should not draw undue attention to the person.

### FOR BOYS:

- Hair must clear the eyebrows to the front.
- Hair should not hang over the collar when the head is in the upright position.
- Hair should not hang past the middle of the ear.
- Haircuts should be short, without being excessively so (i.e. less than a two blade).
- Hair cannot be bleached or dyed.
- Any styles that are out-of-the ordinary in any way are not permitted.
- Sideburns should not extend below the middle ear (secondary students).
- Faces should be clean-shaven at all times (secondary students).

### FOR GIRLS

- Hair is to be worn away from the face and not falling below eyebrows. Bobby pins in hair colour should be used to ensure hair is pinned back and out of the face.
- Hair longer than the collar line must be tied up using ribbons, scrunchies or clips.
- Hair accessories are to be bottle green or black only. They have to perform a function and must not merely be worn for decoration.
- Hair hanging onto or past the shoulders must be tied up in practical classes.
- Hair is to be of a natural colour and without visible streaks.
- Excessive plaiting with the use of beads, fully or partially shaved haircuts, or other out-of-the ordinary cuts are not permitted.

## **JEWELLERY & MAKEUP**

### FOR BOYS:

- Jewellery is restricted to a watch.
- No body jewellery – metal or otherwise – of any description is permitted.
- No make-up is permitted
- No visible tattoos are permitted

### FOR GIRLS:

- One pair of silver or gold plain studs or sleeper earrings, worn in the normal position on the lobe of the ear is permitted,
- One watch is permitted

- No body jewellery – metal or otherwise – of any description is permitted.
- No visible tattoos are permitted
- Girls in the Secondary College may use a small amount of foundation to cover blemishes only as long as it can reasonably be considered a natural look. Any other kind of makeup is not allowed.
- Only clear nail polish may be used and artificial fingernails are not permitted.

## TUCKSHOP

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The Victory College tuckshop serves healthy and nutritious meals such as salad plates, homemade quiche, lasagne, fresh salad rolls and more – all at affordable prices.

Located at the rear of the main administration building the tuckshop is open Monday to Friday every school week.

### TO ORDER:

When writing out your tuckshop order, please ensure your child's name, year, items ordered and break time are clearly written on each order, e.g.;

**John Smith**  
**Year 5G**

**Sandwich**  
**Muffin**

**1st break**

Please write your order on separate bags for 1st Break, and/or 2nd Break if you are purchasing items for both breaks.

1st Break 11:05 – 11:45

2nd Break 1:05 – 1:35

Where possible, please include correct change. If not, please total items and write amount of change required on each bag.

Please write on tuckshop lunch bags only. These are available at the tuckshop or in all primary classrooms. Please fold your tuckshop bag down to keep money inside (no staples or sticky tape please).

Secondary classes can place their order directly at the tuckshop in the morning upon arrival at the College between 8:30am – 8:50am.

Primary classes place orders in their classroom, which are then taken to the tuckshop.

Parents are welcome to order lunches directly at the tuckshop between 8:30am – 8:50am.

All primary lunches are delivered to the designated eating areas.

Prep students are requested not to order Jelly cups due to the colour content of these items.

Please note: Any child who has forgotten their lunch will be able to acquire a ham, jam, honey, or Vegemite sandwich and a popper or water, at the expense of the parent. A slip will be sent home from the tuckshop, detailing the amount that is owed.

There are no tuckshop orders for mykindy students.

# HEALTH & SAFETY

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## EMERGENCIES - DIAL 000

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

### POLICE

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local Gympie police station directly on: 07 5480 1111

### FIRE

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

### AMBULANCE

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

### STATE EMERGENCY SERVICE

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

## LIFELINE

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for.

They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

## POISONS INFORMATION LINE

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

## EMERGENCY TRANSLATION

For translation service in an emergency situation dial 1300 655 010



## **OVERSEAS STUDENT HEALTH COVER (OSHC)**

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

### HOW DO I GET OSHC?

You will be asked for an OSHC payment in the education offer package you receive from us.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

### OSHC PROVIDERS

Medibank Private: [www.medibank.com.au](http://www.medibank.com.au)

OSHC Worldcare: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

BUPA OSHC: [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)

Australian Health Management: [www.ahm.com.au](http://www.ahm.com.au)

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

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

### WHAT AM I COVERED FOR?

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

### HOW DO I USE MY OSHC CARD?

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

### HOW DO I MAKE A CLAIM?

Please contact Medibank Private website for details:  
[www.medibank.com.au/oshc](http://www.medibank.com.au/oshc)

### RENEWAL INFORMATION

Please contact Medibank Private website for details:  
[www.medibank.com.au/oshc](http://www.medibank.com.au/oshc)

## TYPES OF HEALTH CARE IN AUSTRALIA

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

### PUBLIC SYSTEM

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

### PRIVATE SYSTEM

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

### ATTENDING AN AUSTRALIAN HOSPITAL

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

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

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference. Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

### GENERAL PRACTITIONERS (GPS)

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

## MEDICAL SERVICES

### WHAT DO I DO IF I'M SICK?

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

regional areas of Australia it may be a week or two before you can get an appointment). If you are under 18, your International Student Advisor or homestay parent can help you find a doctor and accompany you to the appointment.

## SEEING A DOCTOR

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

## PUBLIC HOSPITAL WAITING TIMES

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor.

It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

## PHARMACIES

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

## PRESCRIPTION MEDICATION

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than \*AU\$36.10 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

## OVER-THE-COUNTER MEDICATION

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

## DENTAL AND OPTICAL

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

## INTERPRETER SERVICES

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

\*2013 Applicable limit – confirm with your OSHC provider

## **LOCAL MEDICAL SERVICES**

Gympie Hospital: 12 Henry St, Gympie QLD 4570, Phone: (07) 5489 8444

The Medical Centre: 41 Channon St, Gympie QLD 4570 Phone: (07) 5482 2311

Excelsior Medical Centre: 21 Exhibition Rd, Southside QLD 4570 Phone: (07) 5482 5899

## **GENERAL HEALTH**

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad is not a "geographic cure" for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behaviour. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)

## **MENTAL HEALTH**

For counselling services that are available to students with regard to mental health and issues such as: homesickness, grief, bullying, stress, anxiety, relationships, etc, please contact the Enrolment Officer.  
Physical Health

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

## **ALCOHOL, SMOKING & DRUGS**

### ALCOHOL

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

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/L/LiquorAg2.pdf>

### SMOKING

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been intro-

duced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

[http://www.health.qld.gov.au/goodhealthintnq/topics/smoking\\_laws.asp](http://www.health.qld.gov.au/goodhealthintnq/topics/smoking_laws.asp)

## DRUGS

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

## DANGER: DRINK SPIKING!

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, call 000 (zero zero zero) immediately to report it and get help.

## **HEALTH AT VICTORY COLLEGE**

### SICK STUDENTS

If students are sick it is advisable to keep them at home and let the College know via the Absentee line (5482 9732).

Parents/guardians will be contacted by the school to collect students who exhibit signs of illness during the day.

### FIRST AID

First Aid may be provided at school. In the cases of serious injury or illness, parents/guardians will be requested to take students to a doctor or hospital by ambulance if necessary. Where there is an emergency, the school will arrange for an ambulance to attend the scene, and if necessary, the ambulance will take the student to hospital.

### MEDICATION

From time to time parents may request that members of staff administer prescribed medication during school hours. All such requests must be referred to the Principal. These procedures are to be followed:

- The student's parents must make a written request to the Principal including instructions for the administration of the drug, and any special needs of the student using FORM 1.
- The Principal will authorise a staff member to administer the medication.
- Only the designated member of staff has this authority.
- The designated member of staff must ensure that all medication is in a container labelled by a health care professional or pharmacist, showing:
  - The name of the drug
  - Use by date
  - Name of medical practitioner prescribing the drug
  - Name of student
  - Dosage
  - Frequency of administration

Medication which is not so labelled must not be administered.

- All medication is to be kept in a lockable cupboard, with the exception of asthma inhalers where necessary.
- Non-prescription medications such as analgesics are not to be administered by College First-Aid officers

- An official register on the administration of drugs to students is to be kept by the designated member of staff (FORM 1). When a child does not receive his/her scheduled medication, the form should be marked with 'D.N.A.' (Did Not Appear).
- Parents are to be notified in writing of the College's policy including the requirement that the College takes no responsibility to ensure that medication is not out of date or that sufficient quantities of the medication are provided.
- The designated member of staff is to return all unused medication to parents when the parents inform the College in writing that medication is no longer needed or it is past the use-by date.
- If a staff member of the College becomes aware that a student has possession of a medication without written advice from a parent, or the parent's advice is inconsistent with the medical instructions provided, he/she should confiscate the medication, store it securely and notify the Principal. The Principal or designated member of staff will contact the parents.
- The designated member of staff will usually be the First Aid Officer.

## **PROTECTION FROM HARM**

All students have the right to attend the College without fear of prejudice, victimisation, physical or emotional bullying. The College aims to provide an environment that is safe.

All students have the responsibility to follow College rules and fulfil educational requirements. The College aims to provide an environment in which mutual respect is the responsibility of all members of the College community.

Every student is entitled to protection from all forms of harm.

We expect students to respect teachers and other students and we expect that students will receive the same respect in return.

Should students feel unsafe, they should report this to someone they trust.

### WHAT IS HARM?

Harm refers to:

- Physical abuse
- Emotional abuse
- Emotional deprivation
- Physical neglect and/or inadequate supervision
- Sexual abuse or exploitation.

### HOW DOES THE COLLEGE PROTECT STUDENTS FROM HARM?

The College has a comprehensive child protection policy, which covers the actions to be taken if a member of staff or a parent of the College becomes aware or reasonably suspects that harm has been done to a student of the College by other staff, people outside the College or by other students.

### WHO SHOULD YOUR CHILD TELL IF THEY ARE NOT FEELING SAFE AT SCHOOL OR AT HOME?

Any forms of harm are unacceptable and will not be tolerated. If they are experiencing harm or believe they are likely to experience any form of harm, then they should report the matter to either:

- A trusted classroom teacher
- A Child Protection Officer (Primary: Mrs Rachel belford, Secondary: Mr Josh Walker and Jodi Howorth)
- Director of Primary/Secondary
- The Chaplains

If they do not feel like talking to someone, they may write a letter to any of the above persons.

## WHAT WILL HAPPEN IF YOUR CHILD REPORTS WHAT IS HAPPENING TO A MEMBER OF STAFF?

If the concern is worrying your child but not causing them immediate harm, then the member of staff will discuss with your child ways to solve their problem. If the concern is serious and the member of staff believes that your child is being harmed or in danger of being harmed, he/she will report it to the Principal.

## WHAT IF A STUDENT DOESN'T WANT THE MEMBER OF STAFF TO TELL THE PRINCIPAL?

The member of staff will try to keep the concerns confidential as much as possible. However, if the member of staff is aware or reasonably suspects that harm has been caused by anyone to a student of the school by law the matter must be reported to the Principal and it may have to be reported to the police.

If the staff member has no choice but to report what a student has told them to someone else he/she will explain to the student exactly what will happen next. Remember, the most important thing is that students feel safe and free from harm. They must tell someone if they are being harmed or are afraid that they will be harmed.

## WHAT IF I SUSPECT THAT ANOTHER STUDENT IS NOT FEELING SAFE AT SCHOOL OR HOME?

If you know, or if you suspect that another student is being harmed or is likely to be harmed, then you should report your suspicion to one of the persons listed above.

## **BULLYING**

Bullying is where one person or a group of people with more power than someone else threatens the second party through repeated verbal, physical or social behaviour causing physical or psychological harm. This power can come from being more popular, stronger, older, or part of a group. Bullying can happen in person or online, and it can be obvious or hidden.

Bullying, has three main features:

- It involves a misuse of power in a relationship.
- It is ongoing and targeted.
- It involves behaviours that can cause harm.

## WHAT IF MY CHILD IS BEING BULLIED?

Bullying is never okay. At Victory College, everyone has the right to feel safe. Students are encouraged to tell an adult if they are being bullied and to keep asking for support until they receive the necessary help and the bullying stops.

## WHAT TO DO IF A STUDENT SEES SOMEONE ELSE BEING BULLIED?

People who witness bullying are called bystanders. The role of bystanders is important.

- When bystanders defend or support a student who is being bullied, often the bullying stops quickly.
- Bystanders who are passive (take no action) or behave in ways that give silent approval (watching, nodding, laughing, walking away) encourage the behaviour to continue.

If a student sees someone being bullied it is important that they tell an adult they know and trust.

## ROLE OF VICTORY COLLEGE STAFF

- Listen to children who have been bullied, take what they say seriously and act to support and protect them.
- Report suspected cases of bullying to the Director of Lower Primary (Prep - Year 2), Director of Upper Primary (3-6), Director of Middle School (7-9), Heads of Primary/Secondary or a Child Protection Officer.

## ROLE OF COLLEGE DIRECTORS

- Interview students involved.
- Organise mediation between the students involved.
- Communicate with staff, students and parents.

## ROLE OF CHAPLAINS:

- Work with victims, bystanders and bullies to develop strategies.
- Provide ongoing support to students.
- Report any incidents to Directors.

## **SEXUAL ASSAULT**

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily
- Walk with confidence and purpose
- Avoid lonely or dark places
- Be wary of strangers, whether they are on foot, in cars or at parties
- Be aware of the people around you
- Respect your intuition
- If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction

## WHAT DO I DO IF I AM ASSAULTED?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service.

<http://www.health.qld.gov.au/sexualassault/html/contact.asp>

1. From a public phone or mobile phone, ring the police on 000
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.

Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.

Try to remember everything you can about your attacker.

3. Remember, you are the victim. You have nothing to feel guilty or ashamed about.

Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

For counselling services, please contact the Enrolments Co-ordinator.



## LAWS AND SAFETY IN AUSTRALIA

### OBEYING THE LAW

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

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

You can find a comprehensive outline of Australian law and the legal system at:

<https://www.australia.gov.au/>

### LEGAL SERVICES & ADVICE

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

<http://www.legalaid.qld.gov.au>

### CHILD PROTECTION LAWS

<http://www.legislation.qld.gov.au/OQPChome.htm>

<http://www.communities.qld.gov.au/childsafety/about-us/contact-us>

JURISDICTION	LEGISLATION
<b>Australian Capital Territory</b> (Department of Disability, Housing and Community Services) <a href="http://www.legislation.act.gov.au/">http://www.legislation.act.gov.au/</a>	<b>Principal Acts:</b> Children and Young People Act 1999 (ACT)  <b>Other Relevant Acts:</b> Adoption Act 1993 (ACT) Human Rights Act 2004 (ACT) Human Rights Commission Act 2005 (ACT) Public Advocate Act 2005 (ACT) Family Law Act 1975 (Cth)
<b>New South Wales</b> (Department of Community Services) <a href="http://www.legislation.nsw.gov.au">http://www.legislation.nsw.gov.au</a>	<b>Principal Acts:</b> Children and Young Persons (Care and Protection) Act 1998 (NSW)  <b>Other Relevant Acts:</b> Children and Young Persons (Care and Protection) Amendment (Parental Responsibility Contracts) Act 2006 (NSW) Child Protection (Offenders Registration) Act 2000 (NSW) Crimes Act 1900 (NSW) Commission for Children and Young People Act 1998 (NSW) The Ombudsman Act 1974 (NSW) Family Law Act 1975 (Cth)

JURISDICTION	LEGISLATION
<p><b>Northern Territory</b>  (Family and Children's Services, Department of Health and Community Services)  <a href="http://www.nt.gov.au/lant/hansard/hansard.shtml">http://www.nt.gov.au/lant/hansard/hansard.shtml</a></p>	<p><b>Principal Acts:</b>  Community Welfare Act 1983 (NT)  Care and Protection of Children Draft Act (NT) (currently before Cabinet)</p> <p><b>Other Relevant Acts:</b>  Information Act 2066 (NT)  Disability Services Act 2004 (NT)  Criminal Code Act 2006 (NT)  Family Law Act 1975 (Cth)</p>
<p><b>Queensland</b>  (Department of Child Safety)  <a href="http://legislation.qld.gov.au/OOPChome.htm">http://legislation.qld.gov.au/OOPChome.htm</a></p>	<p><b>Principal Acts:</b>  Child Protection Act 1999 (QLD)</p> <p><b>Other Relevant Acts:</b>  Commission for Children and Young People and Child Guardian Act 2000 (QLD)  Education (General Provisions) Act 2006 (Qld)  Public Health Act 2005 (Qld)  Adoption of Children Act 1964 (Qld)  Family Law Act 1975 (Cth)</p>
<p><b>South Australia</b>  (Families SA; Department for Families and Communities)  <a href="http://www.legislation.sa.gov.au/index.aspx">http://www.legislation.sa.gov.au/index.aspx</a></p>	<p><b>Principal Acts:</b>  Children's Protection Act 1993 (SA)</p> <p><b>Other Relevant Acts/Legislation:</b>  Young Offenders Act 1994 (SA)  Adoption Act 1988 (SA)  Children's Protection Regulations 2006 (SA)  Family Law Act 1975 (Cth)  Family and Community Services Act 1972 (SA)</p>
<p><b>Tasmania</b>  (Department of Health and Human Services)  <a href="https://www.dhhs.tas.gov.au/">https://www.dhhs.tas.gov.au/</a></p>	<p><b>Principal Acts:</b>  Children, Young Persons and their Families Act 1997 (Tas)</p> <p><b>Other Relevant Acts:</b>  The Family Violence Act 2004 (Tas)  Family Law Act 1975 (Cth)</p>
<p><b>Victoria</b>  (Children Protection and Juvenile Justice Branch; Department of Human Services)  <a href="https://services.dhhs.vic.gov.au/child-protection">https://services.dhhs.vic.gov.au/child-protection</a></p>	<p><b>Principal Acts:</b>  Children, Youth and Families Act 2005 (Vic)</p> <p><b>Other Relevant Acts:</b>  Working with Children Act (Vic)  Child Wellbeing and Safety Act 2005 (Vic)  The Charter of Human Rights and Responsibilities Act 2006 (Vic)  Family Law Act 1975 (Cth)</p>
<p><b>Western Australia</b>  (Department for Community Development, now the Department for Child Protection)  <a href="https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_132_homepage.html">https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_132_homepage.html</a></p>	<p><b>Principal Acts:</b>  Children and Community Services Act 2004 (WA)</p> <p><b>Other Relevant Acts:</b>  Working with Children (Criminal Recod Checking) Act 2004 (WA)  Family Court Act 1997 (WA)  Adoption Act 1994 (WA)  Family Law Act 1975 (Cth)</p>

# STUDENT CODE OF CONDUCT

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Students agree to uphold our five shared core values in all their actions, Understanding, Honour, Faith, Service and Excellence, as a member of the College community.

## TOWARDS THEMSELVES

- Students are responsible for their own learning by being prepared for each lesson with the correct equipment.
- Students are responsible to be on time for each lesson.
- Students are responsible for helping to create a positive learning environment in a Christian context.
- Students are responsible for their belongings.
- Students are responsible for having homework and assessments submitted on time.
- Students are to line up outside classrooms quietly.
- Students are to enter and exit the classroom quietly and safely.
- Students are not allowed to leave the classroom without the teacher's permission.
- Students are responsible to turn off electronic devices (such as phones, iPads etc.) by 8:30am and use them only with express permission within the classroom.

## TOWARDS PEERS

- Students are to stay on task without disturbing or distracting others.
- Students are to treat students with respect at all times and accept individual differences.
- Students are not to interfere with other people's property.

## TOWARDS STAFF

- Students are to treat staff with respect and accept their authority at all times.
- Students are to follow the instructions of all staff whether in the classroom or playground.

## COLLEGE

- Students are responsible for keeping the classroom and playground clean.
- Students are not to damage or interfere with College property.
- Students are responsible for wearing my uniform correctly in and out of school.
- Students are responsible for positively reflecting the attributes and values of Victory College at school and in the community.

The College's mission is to equip each student to live a purposeful life. Our values are: Understanding, Honour, Faith, Service and Excellence. They are demonstrated each and every day by our staff and students as they journey together in learning.

## SPORTS REPRESENTATION

Victory College requests that students commit to the following Code of Conduct as a condition of being permitted to attend sporting events.

- Students will behave in a respectful and courteous manner towards all staff members of Victory College and other schools and accept appropriate disciplinary action where it is deemed necessary
- Students will interact with fellow students in a way that respects the rights of others to achieve their goals and enjoy their time; that is, they will not engage in behaviour such as bullying (verbal or otherwise) or sexual harassment of any sort
- Students understand they are not to leave the designated area without permission from a supervising staff member. This includes going to the toilet and canteen

- Students will play by the rules
- Students will NOT argue with an official. If they disagree, they will ask their captain, coach or manager to approach the official during a break or after the competition
- Students will control their temper. Verbal abuse of officials and sledging other players and deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in any sport
- Students will work equally hard for themselves and/or their team.
- Students will be 'a good sport', applauding all good plays whether they are made by their team or the opposition
- Students will treat all participants in their sport as they like to be treated. They will not bully or take unfair advantage of another competitor
- Students will cooperate with their coach, team mates and opponents. Without them there would be no competition
- Students participate for their own enjoyment and benefit, not just to please parents and coaches
- Students must respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

Failure to adhere to the Code of Conduct will put the continuing participation in such activities in serious jeopardy. Depending on the severity and repetition of offences, a suspension from all representational sports activities for the duration of three, six or twelve months will be enforced.

### TECHNOLOGY USE

Students must understand that the Internet can connect them to useful information stored on computers around the world.

While they have access to the Internet, students:

- Will use it only for educational purposes.
- Will at all times be courteous and use appropriate language.
- Will not look for anything that is illegal, dangerous or offensive. If a student accidentally comes across something that is illegal, dangerous or offensive, they need to:
  - a) clear any offensive pictures or information from their screen
  - b) immediately and quietly, inform the class teacher
- Will not discuss any personal information that identifies fellow students, teachers and other staff of the College or the College itself including name, address and telephone number of such.
- Will not publish any personal opinions they may have about the above.
- Will not place or publish identifying photographs of fellow students, teachers or the College itself on the internet or other technology at any time.
- Will not use the Internet to annoy or offend anyone else.
- Must understand that inappropriate use of the Internet and/or a breach of this Code of Conduct may result in disciplinary action from the College. This may include a loss of privilege, show-cause notice, suspension and expulsion.

## BUS TRAVEL

BEHAVIOUR	EXAMPLES OF HOW TO FOLLOW THE CODE
Respect other people and property	<ul style="list-style-type: none"> <li>• Treat other people and their possessions with respect.</li> <li>• Follow the bus driver's directions without arguments</li> <li>• Do not cause damage to the bus in anyway</li> </ul>
Wait for the bus in an orderly manner	<ul style="list-style-type: none"> <li>• Wait well back from the bus until it stops and allow passengers to leave the bus first.</li> <li>• Stand quietly without calling out or shouting.</li> <li>• Do not push other people in the line.</li> </ul>
Whilst on the bus, conduct yourself in an orderly manner	<p>STUDENTS SHOULD:</p> <ul style="list-style-type: none"> <li>• Always follow instructions from the driver about safety on the bus.</li> <li>• Sit properly on the seat (in an allocated seat if directed by the driver).</li> </ul>
	<ul style="list-style-type: none"> <li>• Store school bags under the seat or in appropriate luggage areas.</li> <li>• Speak quietly and not create unnecessary noise.</li> <li>• Wear a seat belt, where fitted.</li> </ul> <p>STUDENTS SHOULD NOT:</p> <ul style="list-style-type: none"> <li>• Bully other students.</li> <li>• Place feet on the seat.</li> <li>• Fight, spit or use offensive language.</li> <li>• Throw any article around or from the bus.</li> <li>• Consume food or drink.</li> <li>• Allow any part of their body to protrude out of the bus windows.</li> <li>• Stand forward of the front seat.</li> <li>• Distract the driver in any way.</li> </ul>
Use designated stops	<ul style="list-style-type: none"> <li>• Get on and get off the bus at the correct designated stop.</li> </ul>
When getting off the bus, do so in an orderly manner	<ul style="list-style-type: none"> <li>• Wait until the bus stops before standing to get off.</li> <li>• Get off the bus in a quiet and orderly fashion.</li> <li>• When you get off the bus, take two (2) big steps away from the bus.</li> <li>• Never cross the road in front of or behind the bus; wait until the bus has moved away and it is safe to cross the road.</li> <li>• Use crossings or traffic lights if available.</li> </ul>
In case of an emergency or a breakdown, follow the driver's directions	<ul style="list-style-type: none"> <li>• Wait until the bus stops before standing to get off.</li> <li>• Leave the bus in a quiet and orderly fashion.</li> <li>• Wait in the area indicated by the driver.</li> </ul>
DANGER: If you can touch the bus, the driver cannot see you and you are in danger.	

## **SOCIAL NETWORKING & ELECTRONIC MEDIA**

It is a condition of enrolment or continued enrolment at Victory College that students adhere to the following boundaries in regard to social networking sites and electronic media:

- Students must demonstrate respect for others and their school.
- Students must not make any comment on social networking sites (whether the profile or user-generated content is identifiably theirs or belonging to someone else) or any other digital media including negative intent, or undermines the name and/or good work of the school.
- Students must not upload to the Web photos or videos taken on the College campus, or which identify the College in any way without the permission of the Principal.

## **MONEY & VALUABLES**

- Students must not bring large sums of money or other items of value to school. If, however, it is necessary, any money or valuable items should be left in safekeeping with Administration. They can be collected at the end of the school day. The College accepts no responsibility for loss/damage of money and/or valuables. Wallets should not be left in school bags or lockers.
- Electronic devices such as iPods, iPhones, cameras etc. should not be brought to school and if found will be confiscated and returned at a later date.
- Cameras are not to be brought to school. Where students are required to take photographs for class work, the College will supply one of its own cameras for student use and will be under teacher supervision.

## **STUDENT DRIVERS**

Students wishing to drive to the College need to complete the Permission to Drive form and submit it to the Principal. If granted, a letter of permission and a student driver card will be issued.

Student drivers wishing to take their sibling(s) in their car as passengers must obtain a separate permission on parents' request.

No other students are allowed as passengers in student driven cars.

## **LATE SLIP & EARLY DEPARTURES**

When a student arrives late or leaves early, they must report to Administration. Late students will be given a late slip which must be handed to their class teacher. If a student is being collected early, parents must sign their child out at Administration prior to collecting the student from their classroom or office in the case of secondary students.

## **MOBILE PHONES**

Mobile phones brought to school (if required for after school) are at the student's own risk. Students must have mobile phones switched off and out of sight during school hours. The College accepts no responsibility for replacing lost, stolen or damaged mobile phones. Phones which are found to be turned on during school hours will be confiscated (unless given permission from staff) and handed in to the Administration office for collection at the end of the school day.

# ADJUSTING TO LIFE IN AUSTRALIA

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While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This following advice may help.

## LISTEN, OBSERVE AND ASK QUESTIONS

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

## BECOME INVOLVED

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

## TRY TO MAINTAIN A SENSE OF PERSPECTIVE

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

Maintain some of the routines and rituals you may have had in your home country.

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

## KEEP LINES OF COMMUNICATION OPEN WITH THOSE AT HOME

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

## SENSE OF HUMOUR

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

## ASK FOR HELP

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

Finally, relax and enjoy the journey!

# AUSTRALIAN CULTURE

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## GREETING PEOPLE

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians look at the eyes of the people they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

## CLOTHING CUSTOMS

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.

## POLITE BEHAVIOUR

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.

You should always try to be on time for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time. Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, 'Bless you' when you sneeze. This phrase has no religious intent.

## AUSTRALIAN SLANG

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- Bring a plate - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a



plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.

- BYO - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- Arvo - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- Fortnight - This term describes a period of two weeks.
- Barbeque, BBQ, barbie - outdoor cooking, usually of meat or seafood over a grill or hotplate using
- Gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when
- Invited to a BBQ, to ask if they should bring anything.
- Snag - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.
- Chook - The term chook means a chicken, usually a hen.
- Cuppa - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.
- Loo or dunny - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- Fair dinkum - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- To be crook - to be sick or ill.
- Flat out - busy.
- Shout - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to
- 'Shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaler'. This also means you are not obliged to shout.
- Bloke - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- How ya goin? 'How are you going?' - means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.

# PUBLIC HOLIDAYS & SPECIAL CELEBRATIONS

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Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

## NEW YEAR

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. January 1 is a public holiday.

## AUSTRALIA DAY

Australia Day, January 26, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.

## EASTER

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

## EASTER TRADITIONS

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- **Hot Cross Buns:** sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter. A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.
- **Easter Eggs:**, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.
- **The Easter Bunny:** Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world. The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

## ANZAC DAY

Anzac Day is on April 25 the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday.

We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.

Anzac Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of "TWO-UP". A game of chance played by the ANZACS where money is wagered on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of "mate-ship" and friendliness to all and the experience of a game of two-up is a memorable one.

## **LABOUR DAY**

Labour Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labour Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers' rights.

## **QUEEN'S BIRTHDAY**

The Queen's Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen's Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen's Birthday on a Monday, results in a three-day long weekend.

## **MELBOURNE CUP DAY**

The Melbourne Cup is a 2 mile international horse race run on the first Tuesday of November each year attracting the finest racehorses from around the world. Known as the "race that stops a Nation" due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory "Cup Day Breakfast", lunch, party or barbeque to celebrate Melbourne Cup.

It is traditional to run a "Cup Sweep" where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, & 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race.

The Melbourne Cup forms part of the "Spring Racing Carnival" which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It's a very colourful time to be in Melbourne.

## **CHRISTMAS**

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food.

Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.

Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for international visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

- The Boxing Day Test: December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.
- The Sydney to Hobart Yacht Race: the "Sydney-to-Hobart" is Australia's most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

## SUN SAFETY

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Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

### SUN PROTECTION

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours. There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

## BUSH & OUTBACK SAFETY

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Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

### IN THE BUSH

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.

- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bush-walks include food, warm clothing, first aid supplies, a torch and a map.
- Never walk alone. Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- Never dive into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

## **ADVICE FOR MOTORISTS CAUGHT IN BUSH FIRES**

- Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates
- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle's fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
- If you have water, drink it
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time

## STORM SAFETY

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Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round. Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and power lines.

You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm

If you are caught outside during a storm

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group – spread out, keeping people several metres apart.

## COMPLAINTS POLICY

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Victory College welcomes suggestions and comments from parents and takes seriously any concerns that may be raised.

We wish to ensure that:

- Parents wishing to raise a concern know how to do so
- We respond to raised concerns within a reasonable time and in a courteous and efficient way
- Parents realise that we listen and take concerns seriously
- We take action where appropriate

### HOW SHOULD I RAISE MY CONCERN?

When you contact the College, ask to speak to the staff member concerned. Be as clear as possible about what is troubling you.

All members of staff will be happy to help. It may be best to start with the person most closely concerned with the issue. They may be able to sort things out quickly, with the minimum of fuss. However, you may prefer to take the matter to a more senior member of staff.

### I DON'T WANT TO COMPLAIN AS SUCH, BUT THERE IS SOMETHING BOTHERING ME

The College is here for you and your child, and we want to hear your views and your ideas. Contact a member of staff, as described above.

### I AM NOT SURE WHETHER TO COMPLAIN OR NOT

If as parents you have concerns, you are entitled to raise them. If in doubt, you should contact the College, as we are here to help.

### WHAT WILL HAPPEN NEXT?

If you raise a concern face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction. If you have made a complaint or suggestion in writing, we will contact you within

five working days, to respond to your concerns and explain how we propose to proceed.

In many circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. You will be given a date by which time you will receive a response. If a detailed exploration of the issue is needed, a letter or report will be sent to you as quickly as possible. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

### WHAT HAPPENS ABOUT CONFIDENTIALITY?

Your concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Principal and those directly involved. The Chairman of the Board may also need to be informed. It is the school's policy that complaints made by parents will not rebound adversely on their children.

Occasionally, due to legal obligations a third party outside the College might have to be made aware of the issue, possibly including the revelation of the identities of those involved. You would be fully informed if this were the case.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints might not be pursued.

Action, which needed to be taken under staff disciplinary procedures as a result of complaints, would be handled confidentially within the college.

### STUDENTS' COMPLAINTS

The principles that apply to parental concerns should also be applied to concerns from students. There are, however, differences in approaches. One important difference is that students should be able to raise concerns with any member of staff with whom they feel comfortable, whether it is the pastoral care teacher, a member of the support staff, or any other staff member.

Students are able to make an appointment to see the Principal if they wish.

## **PRIVACY POLICY**

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- The College collects personal information, including sensitive information about pupils and parents or guardians before and during the course of a pupil's enrolment at the College. This may be in writing or in the course of conversations. The primary purpose of collecting this information is to enable the College to provide schooling to the pupil and to enable them to take part in all activities of the College.
- Some of the information we collect is to satisfy the College's legal obligations, particularly to enable the College to discharge its duty of care.
- Laws governing or relating to the operation of a school require certain information to be collected and disclosed. These include relevant Education Acts, and Public Health and Child Protection laws.
- Health information about pupils is sensitive information within the terms of the Australian Privacy Principles under the Privacy Act. We may ask you to provide medical reports about pupils from time to time.
- The College occasionally discloses personal and sensitive information to others for administrative and educational purposes, including to facilitate the transfer of a pupil to another school. This includes to other schools, government departments, medical practitioners, and people providing services to the College, including specialist visiting teachers, coaches, volunteers and counsellors.
- Personal information collected from pupils is regularly disclosed to their parents or guardians.
- The College's Privacy Policy sets out how parents or pupils may seek access to personal information collected about them. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of privacy and how the College will deal with such a complaint.

- As you may know, the College from time to time engages in fundraising activities. Information received from you may be used to make an appeal to you. It may also be disclosed to organisations that assist in the College's fundraising activities solely for that purpose. We will not disclose your personal information to third parties for their own marketing purposes without your consent. Provision is also made for individuals to opt-out from direct marketing.
- On occasions information such as academic and sporting achievements, pupil activities such as school camps and excursions and similar news is published in School newsletters, magazines and through our online channels. This may include photographs and video clips.
- We may include pupils' and pupils' parents' contact details in a class list and School directory.
- If you provide the College with personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the College and why, that they can access that information if they wish and that the school does not usually disclose this information to third parties.





