



SUPPORTING SERVICES FOR OVERSEAS STUDENTS

First point of contact

Settling into a new home and school environment can take some time. Families whose children join will have a Class Teacher (for K to 7) or have a Class Guardian (for Classes 8 to 12), these teachers are the first point of contact while a child is a student at Lorien Novalis School. In addition, Lorien Novalis School has an Overseas Student Coordinator who is available to assist with any issues specifically related to Overseas Students.

Government website for Overseas Students

The Australian Government provides a website with information for Overseas Students. To refer to their frequently asked questions for Students under 18 please follow following link [link://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Pages/ESESFAQ's](http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Pages/ESESFAQ's)

Provision of services to support Overseas Students

The object of this policy is to ensure that all students have access to appropriate support and welfare services. Support services provided by the School encompass academic and general welfare needs.

This policy has been developed to ensure that student support services provided by the School comply with the requirements of the ESOS Act, the national Code 2007 and other relevant legislation. The services provided include counselling, advice and support regarding academic achievement and student welfare.

We recognise that the provision of appropriate welfare support services, information and assistance will help students achieve academic success and help in their transition to study and life in Australia whilst away from their home environment.

For all students new to the School a general introduction program takes place at the beginning of each year or at their enrolment. Overseas students also participate in this program together with specific programs tailored to the age and living arrangements of the students.

Orientation Program for new students

Lorien Novalis School will provide an orientation program for new students which will cover the following issues:

- Legal Services
- Emergency and Health Services

- Facilities and Resources
- Complaints and Appeals Processes
- Student Visa Conditions
- Emotional Issues

For detailed information about the Orientation Program, see the Overseas Student Orientation Program document.

Emotional Support

Students can make an appointment with the Class Guardian, Education Administrator or the Overseas Student Coordinator at any time. They may suggest a student see a counsellor outside of school. Every effort will be made to provide low-cost counselling that can be covered by the student's Overseas Student Health Cover.

Legal Services

If the student or family are in need of legal service Lorien Novalis School recommends that s/he/they contact the Legal Aid New South Wales for more information. Families/Students are welcome to contact a private solicitor. Solicitor fees are not regulated, except in a few areas and Lorien Novalis School cannot advise on the price of such services.

Facilities and Resources

The orientation program will include students being given a tour of the school, shown essential facilities and resources (including toilets, the front office, the bus stop, play areas, library and computer facilities for high school students. See the separate document on Overseas Student Orientation Program.

Complaints and Appeals Services

If a student has a grievance or complaint they may utilise the student's Complaints Policy and Procedure to resolve it. The process allows for appeal to and External arbiter if necessary. Remember:

- Your Class Teacher or Guardian should always be your first point of contact; concerns are best resolved at classroom level if possible;
- You can withdraw your complaint at any time;
- It may not always be possible to resolve an issue to your complete satisfaction

Students should talk to the Enrolments Officer or the Education Administrator if they wish to find out more.

In cases where Lorien Novalis School refers the student to any external support services, it will not charge for the referral. (Any cost for the external support service would be a private arrangement between the family and the external provider).

General welfare services

The School provides the following general welfare services at no additional cost to the student:

Welfare counselling: a member of the Student Support Team is available by appointment to discuss physical, emotional or mental issues with students. Referral to external counselling organisations is also undertaken during counselling.

Financial counselling: students experiencing financial difficulties can discuss their concerns with the Class Guardian or Class Teacher. Where appropriate, the teacher may refer the queries or concerns to the accounts team.

Legal counselling: students requiring legal support will be referred to external legal aid organisations. No legal advice can be given by staff. Any visa or immigration queries should be referred to DIAC.

Disability support: students should advise the School in writing if they have any disability or medical condition which may affect their studies. The School will make reasonable adjustments to the delivery of training and implementation of support services to assist students with disabilities whilst at the School.