



THE FRIENDS' SCHOOL

International Handbook 2020



The Friends' School is an IB World School

Purpose & Concerns

The Friends' School is a coeducational Quaker school based on fundamental values such as the intrinsic worth of each person, the recognition of 'that of God' in everyone, the desirability of simplicity and the need to establish peace and justice.

As a learning community, we are concerned for the academic, cultural, physical, social, emotional and spiritual development of each person in our care.

We seek to help our students develop as people who will think clearly, act with integrity, make decisions for themselves, be sensitive to the needs of others and the environment, be strong in service and hold a global perspective.

We believe that these aims can best be achieved with the active support of all members of our School community.



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How to Use This Handbook

The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance.



I need to know this IMMEDIATELY



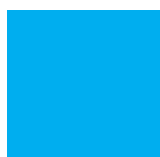
I need to know by the first week



I need to know BEFORE Classes begin



I need to know by the end of WEEK 4



I need to know by the end of WEEK 6



I need to go back and remind myself of this as I go through my studies

Welcome to The Friends' School

Quakerism and The Friends' School

Central to Quakerism is the commitment to connect with the good in each person. To quote George Fox, the founder of Quakerism:

Be patterns, be examples in all countries, places, islands, nations, wherever you come; that your carriage and life may preach among all sorts of people, and to them. Then you will come to walk cheerfully over the world, answering that of God in everyone.

- George Fox, 1624 - 1691

A common saying amongst Quakers, which also finds its place within the School's curriculum, is 'Let Your Life Speak'. Many Quakers find ways to meet this call to principled action through service to the wider community, social activism and ethical business practice. The stories of historical Quakers whose lives were an example of letting their lives speak are included in the School's curriculum and in the naming of student house and teaching groups. A culture of service to others is strongly emphasised in the School, including the principle of student leadership as service.

Quakers look to their Testimonies of Simplicity, Peace, Integrity, Community, Equity and Earthcare to find values to live by. These values are the underlying principles that guide the processes, inform the relationships and are reflected in the decisions of the community. Together with the School's Purpose and Concerns, and the Attributes and Attitudes of the International Baccalaureate (IB) Curriculum, the Testimonies articulate values that the School identifies as worth upholding.

Quakers are open to wisdom from varied and sometimes unexpected sources, but the writings offered by Quakers over many years, such as in the book, 'this we can say', and the pamphlet 'Advices and Queries' are a valued source. An example of an advice is:

Take heed, dear Friends, to the promptings of love and truth in your hearts.

At The Friends' School students regularly attend Gatherings modelled on the Quaker Meeting for Worship, but which include guidance on ways of developing a reflective stillness of mind. The Gatherings often have themes for consideration, based on sources such as the Quaker Testimonies, the School's Purpose and Concerns, or topics introduced by staff and students.

Parents who would like to experience a Meeting for Worship may like to join other members of the School community from 7.45am - 8.20am at the Meeting House on Thursday mornings during term time.

History of the School

The Quaker movement in Tasmania dates from 1833. The foundation of The Friends' School was first proposed in 1884 when a conference of parents requested assistance of English Friends in starting a school in Tasmania.

Samuel and Margaret Clemes and their three children arrived in Hobart in August 1886. Clemes had been asked to become the first Principal of the School and brought with him books, slides and other equipment contributed by English Friends. Suitable rooms were rented in Warwick Street and the first Friends' School scholars assembled there early in 1887.

It soon became evident that the School would need larger premises. The School Committee considered the estate of 'Hobartville' on the northern boundary of the city. Despite worries about distance from the city and the difficulty of financing, the Hobart Committee purchased 'Hobartville'. Non-Quakers in Hobart and Quakers in all parts of Australia and England gave the means for purchasing the property and effecting necessary alterations. Clemes was an educator ahead of his times. He set about with 'great assiduity and thoroughness' to make the School one where education was concerned with every child, not just the few gifted.

Clemes saw education as a preparation for life. He aimed for the School to be conducted in the spirit of the family with high academic endeavour taking its place with the development of practical skills and leisure time interests. He did not encourage competition, preferring 'the pursuit of learning for its own sake.'

In 1900 Samuel and Margaret Clemes left Friends' and established their own school close by. It was first called Leslie House School and later Clemes College and in 1945 that school amalgamated with The Friends' School.

In 1923 the management of The Friends' School passed from English Friends to an Australian Friends' Committee. That year too, Ernest Unwin arrived in Hobart with his wife Ursula, their son and daughter to take up the School's Headmastership. Unwin was anxious to broaden the subjects available to scholars especially in areas such as Art and Science. Script handwriting was introduced as well as speech competitions. Unwin initiated a huge building program and the School's resources were enhanced. School colours of scarlet, grey and junior navy were introduced as was the motto, *Nemo sibi nascitur* - 'No person is born for self alone.' He remained Principal until 1944.

William N. Oats was appointed in 1945 as Headmaster of The Friends' School. Soon after his arrival, Friends' and Clemes College amalgamated. This meant an enrolment of an extra 220 scholars and a shortage of teaching space. It was decided to work towards teaching older scholars on the Commercial Road site and younger ones at the Boa Vista Argyle Street site. The curriculum was widened and general studies classes initiated to complement strongly academic studies. Roderic Grosvenor was appointed Principal in 1973. Margaret Bailey and Michael Bailey became the first Joint Principals in 1980. During these years the School's Pastoral Care program was widened as were the experiences offered to students. New subjects offered included Outdoor Education, Peace Studies and Japanese. Clemes, the senior secondary section of the School was established and the School began its Sister School relationships.

Stephanie Farrall and Lyndsay Farrall were appointed Friends' School Co-Principals in 1989. Following Stephanie Farrall's resignation in 2000 due to ill health, Lyndsay Farrall took on the role of Principal. During the Farrall years the School's enrolment grew to over 1000 students and weekly Gatherings were reintroduced. A building and refurbishment program was undertaken and new facilities including a Before and After School Care Centre, a Health and Fitness Centre, and Robey and Walker House residential accommodations were established. Curricular developments included the introduction of Chinese classes, the International Baccalaureate Diploma and Vocational Studies for Years 11 - 12.

John Green took up the position of Principal of The Friends' School in mid 2002. During his tenure the School continued to grow and maintain its position as a fine academic institution. The International Baccalaureate Diploma and Primary Years Programmes were consolidated and the School saw large improvements in its technology and infrastructure, including the purchase of Far South, an outdoor education centre near Dover, the building of an Early Years Centre and an Assembly Hall known as The Farrall Centre.

John Green completed his appointment at The Friends' School at the end of 2012 and Nelson File took up the role in January 2013. Nelson File continues the line of Quaker Principals of The Friends' School.

Structure & Organisation



School Divisions

The Friends' School is sub-divided into a Primary School (Years K – 6), a High School (Years 7 – 10) and Senior Secondary (Years 11 – 12). Administration and maintenance staff, under the general supervision of the Director of Business Affairs, Shaun Sargent, and the Director of Community Engagement, Bill Avery, serve these three sections of the School. The main School office is open between 8.30am – 4.30pm throughout the year except during the Christmas and New Year period and public holidays.

Faculties Years 7 – 12

All High School and Clemes teaching staff are members of one of eight Faculties. These correspond to the learning areas identified in the Australian curriculum: The Arts, English, Health, Humanities, Languages, Mathematics, Science and Technology. Each Faculty has a Head who is responsible for the development and delivery of the program in their learning area.

Key Staff

Position	Name	
Principal	Nelson File	nfile@friends.tas.edu.au
Personal Assistant to the Principal	Louise Bridge	lbridge@friends.tas.edu.au
Deputy Principal	Shaun O'Rourke	sorourke@friends.tas.edu.au
Director of Teaching and Learning	Stephen Barratt	sbarratt@friends.tas.edu.au
Head of Clemes	Adam Chambers	achambers@friends.tas.edu.au
Deputy Head of Clemes / Career Counsellor	Lyn Tunbridge	ltunbrid@friends.tas.edu.au
Co-Heads of High School	Louise Giudici, Joe Cairns	ljudici@friends.tas.edu.au jcairns@friends.tas.edu.au
	Paul Goodluck, Kim Rowlands	pgoodluck@friends.tas.edu.au krowlands@friends.tas.edu.au
Deputy Head of High School	John Hoggart (Acting)	jhoggart@friends.tas.edu.au
Head of Morris	Mark Febey	mfebey@friends.tas.edu.au
Deputy Head of Morris	Wendy Crow	wcrow@friends.tas.edu.au
	Fiona Zinn	fzinn@friends.tas.edu.au
TCE Coordinator	Jane Morrison	jmorrisson@friends.tas.edu.au
IB Diploma Coordinator	Sarah Walker	swalker@friends.tas.edu.au
VET Coordinator	Joni Chuter	jchuter@friends.tas.edu.au
Dean of Students (Acting)	Amy Harris	aharris@friends.tas.edu.au
International Student Coordinator	Clemes: Amy Harris (acting)	aharris@friends.tas.edu.au
	High School: Helen Han	hhan@friends.tas.edu.au
	Morris: Mark Febey	mfebey@friends.tas.edu.au
Enrolments Manager	Jen Scharkie	jscharkie@friends.tas.edu.au
Psychologists	Clemes: Annabel Woods	awoods@friends.tas.edu.au
	High School: Sandra Wiggins	swiggins@friends.tas.edu.au

Main Contact Details & Information

The Friends' School Incorporated Trading as The Friends' School
CRICOS Provider Number 00477G
A.B.N. 34 682 819 626

Principal: Nelson File

The Friends' School Main Reception
23 Commercial Road
North Hobart Tasmania Australia 7000

Postal Address
PO Box 42, North Hobart, Tasmania, Australia, 7002

Telephone Reception +61 3 6210 2200
(8.30am-4.30pm Monday-Friday)
Email: enquiries@friends.tas.edu.au
Website: www.friends.tas.edu.au

International Enquiries and Enrolments
Enrolments Manager: Jennifer Scharkie
Email: jscharkie@friends.tas.edu.au
Telephone: +61 3 6210 2224

Boarding House
Address: "Walker House" 8 Lewis Street, North Hobart, Tasmania, Australia, 7000
Director of Boarding: Matt Dixon
Email: mdixon@friends.tas.edu.au
Telephone: +61 409 341 989

International Student Coordinator
Amy Harris email: aharris@friends.tas.edu.au

International Student 24 Hour Emergency Contact
Nelson File 0400 378 105

Emergency Telephone Numbers
Police, Fire Ambulance 000
Non urgent Police matters 131 444

Department of Immigration and Border Protection (DIBP)
Ground Floor 188 Collins Street Hobart
Telephone: 131 881
Postal Address: GPO Box 794 Hobart Tasmania 7001
Counter Hours: 9.00am to 4.00pm Monday to Friday

Medical Centres
Newdegate Medical Centre
Address: 107 Newdegate Street West Hobart TAS 7000
Telephone: 6231 4109
Opening hours Mon-Fri 8.30am-5.00pm

Transport

Metro Shop (Buses)

22 Elizabeth Street Hobart City Bus Mall – open 8am -5.30pm Monday to Friday.

Information Hotline – 13 22 01

Website: <https://www.metrotas.com.au/contact-us/>

Taxi

Telephone: 131008

Location of Automatic Teller Machines (ATMs) North Hobart

ANZ ATM 396 Elizabeth Street

Commonwealth Bank 365 Elizabeth Street

Cash Card ATM 299 Elizabeth Street

Location of Public Telephones (coin & card)

12 Lewis Street, North Hobart

346 Argyle Street North Hobart

Corner of Elizabeth & Yardley St. North Hobart

Post Office

North Hobart Post Office

412 Elizabeth Street North Hobart 7000

Open Monday – Friday 9am – 5pm

School Locations

- The School covers five sites:
- 395 Argyle Street, North Hobart
- 23 Commercial Road, North Hobart
- Bell Street / Queens Walk, New Town
- Lallaby Road, New Town Bay
- Spring Beach (near Orford)

The Argyle Street Campus

Friends' Early Learning

Friends' Early Learning operates from 7.30am - 6pm on school days and provides before and after school care, long day care, a pre-kindergarten educational program and vacation care.

Morris - Friends' Primary Years

Morris - Friends' Primary Years is made up of Kindergarten, housed in Swarthmore, Prep to Year 2 classes, located in the Wells building, and the Years 3 to Year 6 classes in the Walpole building. There are specialist art and music classrooms, a library, a student support centre and various other teaching and office areas. Morris has approximately 450 students.

Clemes

Years 11 - 12 occupy Clemes, Palfreyman and Meredith buildings. There are approximately 300 students enrolled in Clemes.

The Farrall Centre

This purpose-built assembly hall allows up to 800 people to gather for a range of activities.

Quaker Meeting House

The Hobart Meeting House of the Religious Society of Friends (Quakers) is on the Boa Vista Road site.

Walker House

Student accommodation is provided for boarders in Walker House with vehicular entry from Lewis Street. Mathew Dixon is the Director of Residence.

The Commercial Road Campus

The Commercial Road site is linked to the Argyle Street site by a short walk (5 minutes) across the overpass from Wilson and Carr Streets. Commercial Road is used for access to the main Administration Office for the whole School.

High School

The High School caters for students in Years 7 - 10 and occupies most of this site, although some Year 11 and 12 classes such as Design in Wood, Art and Music are conducted here as well. The High School has approximately 560 students enrolled. The High School has four Co-Heads (Joe Cairns, Paul Goodluck, Louise Giudici, Kim Rowlands) who are also Heads of House (Mather, Hodgkin, Ransome and Unwin respectively).

Friends Health & Fitness

This complex, which opened in 1998, contains an indoor heated swimming pool, spa, steam-room, gym, tennis courts, juice bar and physiotherapist's rooms. The School uses the centre for Physical Education classes and for co-curricular activities. Membership of Friends Health & Fitness is available to school families at very attractive rates.

Robey House

The building on the corner of Wilson and Elizabeth Streets houses The Friends' School Shop and "Gappies" accommodation.

Other School Sites**Sports Facilities**

Extensive sports grounds for the whole School are situated about 2km north of the School between Bell Street and Queens Walk, New Town. The Friends' School Boat Club is situated in Lallaby Road on New Town Bay.

Orford

The School owns approximately 19 hectares of bushland at Orford.

ARGYLE STREET CAMPUS



COMMERCIAL ROAD CAMPUS



Term Dates for 2020

Wednesday 29 January	Walker House opens – all new boarding students should aim to arrive on this day. School orientation for all Year 7 students and all new students in Years 8 – 10.
Sunday 2 February	All Walker boarding students should be in residence.
Monday 3 February	Term 1 begins.
Thursday 9 April	Term 1 ends International students may remain in residence or return home. If staying in residence, there will be a one-week compulsory camping experience during the holiday period.
Monday 27 April	Term 2 begins
Friday 3 July	Term 2 ends
Saturday 4 July	July Holidays Walker House closes at 4.00pm on Saturday 4 July and opens again on Sunday 19 July at 9.00am. All students will return home during this break.
Tuesday 21 July	Term 3 begins
Friday 25 September	Term 3 ends International students may remain in residence or return home. If staying in residence, there will be a one-week compulsory camping experience during the holiday period.
Monday 12 October	Term 4 begins
End of the Year	Clemes TCE and Year 12 IB students are asked to return home within two (2) days of their final exam and Year 11 IB and Year 10 students within two (2) days of their final class. If a student requires flights home, they are asked to check the dates / times with a Walker House staff member before making a booking. Year 7 – 9 classes finish on 10 December . Walker House closes on Saturday 12 December

Registered Courses

The Friends' School is registered in the State of Tasmania as a provider in accordance with Section 9 of the Education (Overseas Students) Act 1996 and Section 3 of the Education Services for Overseas Students (ESOS) Act of 2000.

The School is a Commonwealth Registered Institute for Overseas Students and the CRICOS Provider
Registered number is 00477G

Registered Courses are:

- Primary Years 4-6 Primary School Studies 030826J
- Secondary Junior Year 7 Junior Secondary Studies 021271C
- Secondary Senior Junior Years 8-10 Junior Secondary Studies 021270D
- Secondary Senior Years 10-12 Senior Secondary Certificate of Education 043008C
- Secondary Senior Years 11-12 Senior Secondary Certificate of Education 004728E
- International Baccalaureate Senior Secondary Certificate of Education 051385M

Each year level course takes place over the duration of a calendar year. The academic year begins in either late January/early February and concludes in late November/early December. The academic year normally comprises 38 weeks of tuition into four terms (two Semesters)

It is a condition of Acceptance for enrolment at The Friends' School that international students meet certain levels of performance in their academic work. This carries the obligation of full attendance at school and camps. Exemption from attendance can only be given by the Principal or a Head of School and must be requested in advance where possible.

Application Step-by-Step Process Model



Step 1: Pre-Enrolment

We encourage you to get in contact with your local agent or to contact our Enrolments Office if you would like to make an enrolment enquiry.

The Friends School accepts international students from all parts of the world reflecting our Quaker values of diversity and global connections. We offer enrolment subject to availability throughout the year where admission is of benefit to the student and a space is available.

For more information on our application process, see our website: <https://www.friends.tas.edu.au/enrolments/international-enrolments/how-to-apply/>

Step 2: Application

All applications need to be completed fully and signed by both parents. The application fee will be applied at the time of an offer being made and included in the non-tuition costs. Each application is reviewed individually and independently by the Enrolments Manager.

- Complete the Enrolment Application
- Copy of Passport photo page
- Previous 2 years of academic transcripts – (certified and translated into English if necessary)
- A one-page letter/essay by the student-written in their own Handwriting.
- Certified copies of certificates, awards demonstrating the applicant's extra-curricular activities and service.
- A written reference from the student's principal or class teacher may be required at the time of application. (Certified and translated into English if necessary)
- Copies of any certificates of public examinations (where applicable).
- Results of your Australian Education Services Assessment (AEAS).

Step 3: Receive and Accept your Offer from The Friends' School

Once the required forms and documents have been received the Enrolments Manager and appropriate academic staff will review the application file.

A skype interview or interview in person will be arranged prior to an offer being made. Further information may be requested at this point.

Once a decision is made, your application will be acknowledged and, if successful, an Offer and an Enrolment Agreement will be sent to you.

To accept your offer to The Friends' School you will need to:

- Read, sign and return the written agreement to the Enrolments Manager
- Payment of offer monies must be paid by the due date noted in your offer. If we do not receive payment by the date specified, priority will be given to other applicants.
- On receipt of signed agreement and payment, confirmation of Enrolment will be issued.

Step 4: Confirmation

If you are applying through a Friends' approved agent, your agent can assist you with your visa application.

You will have needed to have accepted your offer and received your Electronic Confirmation of Enrolment and Welfare (CAAW) Letter before you can apply for your Student Visa.

If you have opted for the School to purchase your Overseas Health Cover (OSHC) you will also need to provide the evidence (Policy Letter) with your visa application. This will be sent to you at the same time as the Confirmation of Enrolment.

A CAAW letter will not be issued where a student is not in boarding (Walker House).

Step 5: Prepare for Departure

Congratulations! We are looking forward to welcoming you to The Friends' School very soon.

Please contact either your agent or the Enrolments Manager before booking flights. If you are a boarding student, you may not arrive before the date specified on your welfare arrangements.

If boarding, you will be emailed all Walker House forms that will need completing fully (leaving no blank answers) and returned to the Enrolments Manager by the date specified when provided to you.

Please read the student information to prepare for your arrival and make sure you contact enrolments if you have any questions.

Step 6: Student arrives in Australia

A Friends' Staff member will greet the student at the airport and brought to our Boarding facility, Walker House.

Step 7: Walker House (Boarding) Orientation

Students will be shown their private room, given time to set themselves up and given time to get organised for the School year. This includes OSHC activation, bank account, mobile phone, school uniform purchase, school shoe purchase, boarding house and local area orientation.

Step 8: Student School Orientation

Student orientation at The Friends' School is about making friends, having fun, and finding the information and skills you need to enjoy and succeed in a new environment.

At the start of each term the International Student Co-ordinator (ISC) runs an Orientation Program designed to help all new international students make a smooth transition to academic life at the School. In addition to assisting you with settling into School we will introduce you to the city of Hobart and the local community.

Step 9: Classes Begin

Section 2: Pre-Arrival

Introduction to Australia



Located in the Southern Hemisphere, Australia is the world's sixth-largest country by total area, spanning 7,692,024 square kilometres. It is the world's largest country without land borders and the third-largest English-speaking country. Australia is comprised of six states and ten territories (seven of which are considered "external territories"). The population of approximately 25 million is highly urbanised, with a large percentage of the population choosing to live on the eastern seaboard. The population density (2.8 inhabitants per square kilometre) is one of the lowest in the world. Australia's capital city is Canberra.

Australia was inhabited by indigenous Australians for approximately 60,000 years before the first British settlement in the late 18th century. After the initial exploration of Australia by the Dutch (who named it New Holland), the Eastern half of the continent was claimed by Great Britain in 1770 and initially settled through penal transportation to the colony of New South Wales. From 26 January, 1788 (a date we now know as "Australia Day"). On 1 January 1901, the six colonies across Australia federated, forming the Commonwealth of Australia.

Australia is one of the flattest and driest inhabited continents in the world, with a wide variety of stunning landscapes including dessert, rainforest and mountain ranges. These landscapes are home to some rare and beautiful flora and fauna, including well known species such as the platypus, echidna, kangaroo, emu and koala. Australian forests mostly consist of evergreen plant species such as eucalyptus and wattles.

Australia has no official language, however, English is the main language spoken in Australian homes. According to the 2016 census, 72.7% of Australian households reported that English was the only language spoken in the home. The next most common languages spoken in Australian homes are Mandarin (2.5%), Arabic (1.4%), Cantonese (1.2%), Vietnamese (1.2%) and Italian (1.2%). Australia also has a sign language, known as Auslan, which is the main language for about 5,500 deaf Australians.

Australia generates it's income



from a variety of sources including mining exports, telecommunications, tourism, banking and manufacturing. Australia is a highly developed country that ranks highly in quality of life, health, education, economic freedom, civil liberties and political rights, with all Australian major cities faring well in global comparative liveability surveys.

Introduction to Hobart



Hobart is the capital city of Tasmania (the island state of Australia). With a population of approximately 225,000, it is the least populated city in Australia. Founded in 1804, Hobart (formally known as Hobart Town) is Australia's second-oldest city, after Sydney. Prior to European settlement, the Hobart area was occupied for possibly as long as 35,000 years by Australian Indigenous people. Hobart is located in Tasmania's south-east, on the estuary of the Derwent River, making it the most

southern of Australia's capital cities. Hobart's harbour forms the second-deepest natural port in the world. The Hobart skyline is dominated by the majestic Mount Wellington/kunanyi, and the surrounding landscape is filled with natural beauty to be explored. Hobart is an excellent small city to educate young minds, free from the distractions of "big-city living".

Introduction to The Friends' School

The Friends' School is an independent, coeducational day and boarding school situated in the heart of Hobart, Tasmania. The Quaker ideals of Simplicity, Peace, Integrity, Community, Equality and Earthcare are at the core of the School's value system. As a school, we seek to help our students develop as people who think clearly, act with integrity, are sensitive to the needs of others and the environment and hold a global perspective.

We are proud of our consistently high academic results, varied curriculum and co-curricular opportunities, but we are prouder still of our students and all that they go on to achieve. Each students' individual needs and interests are nurtured at Friends', where we have a wide range of opportunities for students to explore and develop individual passions and challenge themselves academically.

The Friends' School has a strong commitment to service, to equality of relationships and to fostering independent and creative thinking. The Friends' School offers a unique and well-rounded education in a supportive and engaging environment that is beneficial for students from all walks of life.

Arranging Visas

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment

(eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by your education provider. You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Home Affairs (DHA)

The Department of Home Affairs website <http://www.homeaffairs.gov.au/australian-border-force-abf>

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge.

The Friends' School Agents

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.



Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

Understanding your Visa Conditions

As a student in Australia you have a number of rights, as well as a number of obligations and student visa conditions you must comply with. The Friends' School is required to report students that fail to comply with their visa conditions to the Department of Home Affairs (DHA). For detailed and up-to-date information on student visa requirements, please visit the DHA' website.



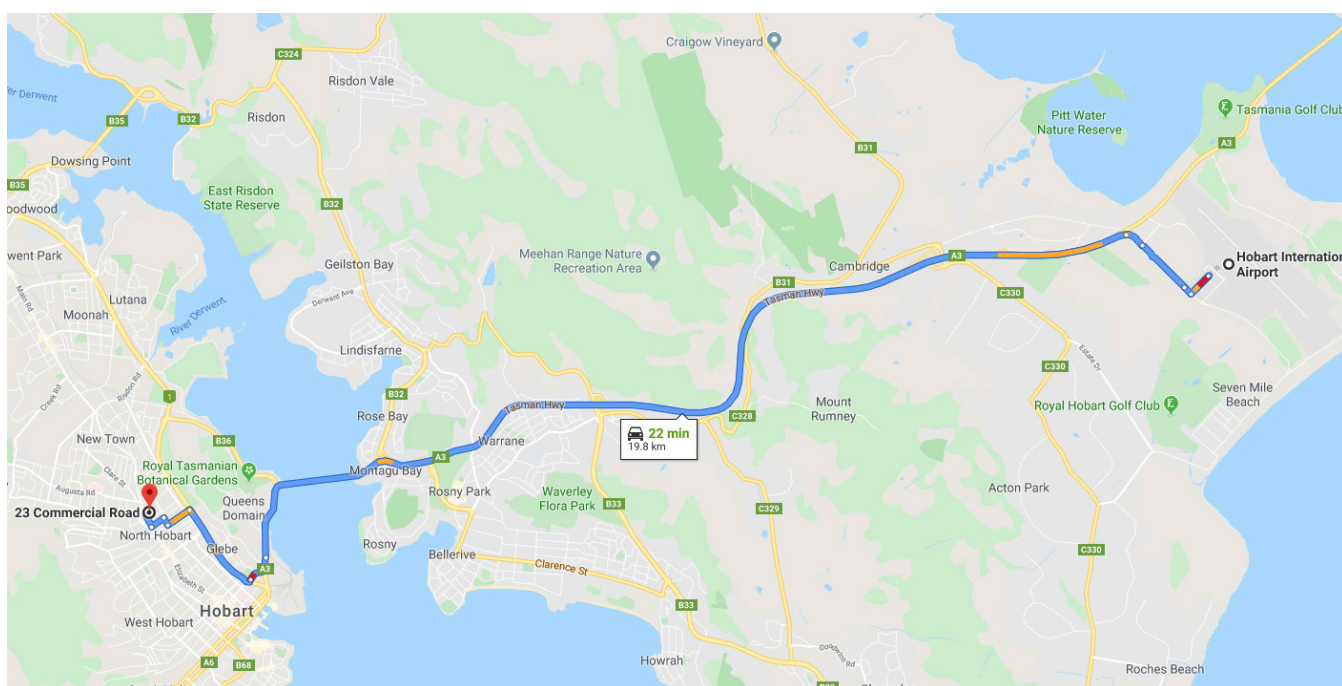
Arranging Travel

Your family will need to make your travel arrangements to Australia or your agent may organise this for you. It is **not** advisable to book your flights until you have been granted your student visa. It is important that you arrive on the day that the School has specified in your letter of offer. It is a requirement that you attend any orientations and allow some to settle in and adjust.

If possible you should try to organise your connecting flight to arrive into Melbourne to save having to change terminals. Melbourne Airport is also the closest international airport to Hobart. The flight Melbourne to Hobart usually takes around 45-50 minutes.

The Hobart Airport is only 17kms. from the Friends' School and takes approximately 20 minutes in a car to drive.

It is important that you have contacted the Enrolments Manager and provide the details of your flight and arrival. The School will confirm with the staff member who will be meeting you upon your arrival.



Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- o Valid passport with your electronic Student Visa
- o Offer of a place from The Friends' School
- o Confirmation of Enrolment (eCoE) and CAAW (welfare) Letter issued by The Friends' School
- o Receipts of payments or Policy Letter (e.g. tuition fees, OSHC, bank statements etc.)
- o Insurance policies
- o Original or certified copies of your academic transcripts and qualifications
- o Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- o Medical records and/or prescriptions

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the: <http://www.agriculture.gov.au/travelling/arriving-in-australia>

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

Clothing

After School and weekends the students usually dress casually. Jeans with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for appropriate dress is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

All Friends' School students are required to wear a school uniform to classes and other school activities.

Other Items You Might Need to Include (most can also be purchased in Australia)

- alarm clock
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment

- toiletries
- umbrella
- spare spectacles or contact lenses
- photos of friends and family
- swimming costume
- small gifts from home
- camera
- your optical prescription

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

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



On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember - if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. **You must tick YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks in Melbourne or Sydney you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage. You will need to check in your bags again for the domestic connection to Hobart.

Detector Dogs

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs & Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$66,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit. <http://www.agriculture.gov.au/travelling/arriving-in-australia#other-items>

Money

How Much to Bring

You will need to make sure you have enough funds for you when you first arrive. It is recommended that you have approximately AU\$200 to AU\$300 available for the first two to three weeks to pay for school shoes, snacks, outings and toiletries.

Please note that it is not safe to bring large sums of money with you!

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need change your money into Australian currency as soon as possible after arrival. You can do this at the airport. Once you have arrived in Hobart you can also change money at any bank or at currency exchanges at the following places.

Travelex Hours:

Located in: Wellington Centre

Address: Wellington Centre, Shop 1, 60 Liverpool St, Hobart TAS 7000

Travel Money Oz

Address: 84 Liverpool St, Hobart TAS 7000

Electronic Transfer

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.

Credit Cards

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Things to do Before leaving Home



- Apply for passport ☐
- Arrange student visa ☐
- Make contact with Enrolments Manager ☐
- Arrange for immunisations and medications from my doctor ☐
- Ensure credit card is compatible with Australian banking ☐
- Confirm overseas access to your funds with your bank ☐
- Make travel arrangements ☐
- Arrange travel and personal belongings insurance ☐
- Advise Enrolments Manager of travel details ☐
- Arrange transport from airport to Walker House ☐
- Pack bags being sure to include the following: ☐
- Name and contact details of a school representative ☐
- Currency for taxis, buses, phone calls etc. in the event of an emergency ☐

Important documents to bring with you:

- This Handbook ☐
- Passport ☐
- Letter of offer ☐
- eCoE and CAAW ☐
- Travel, personal belongings and OSHC insurance policy ☐
- ID cards, birth certificate (or copies) ☐

Note: : Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Section 3: Settling

Arrival in Australia

- Call Home
- Settle into Walker House
- Attend Walker House Orientation
- Attend School orientation and any welcome activities
- Name/label all school uniform
- Start Classes
- Get involved in school and boarding activities

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When you Arrive

You may have spent the last few weeks or days preparing for your trip and wondering what life and school will be like at Friends'. Your parents will also be worried to call home as soon as your first arrive at Walker House.

In the first few days following your flight you may be a bit tired. This may be because you are still on the time schedule of your home country. This is called "jet lag" and commonly all travellers need to adjust to it. Fortunately, this stage only lasts for a couple of days and many experience only a small amount of tiredness. You may experience other symptoms such as stomach upsets while your body is getting used to the different food and water. The suggestion is that you try to adhere with meal and bed times straight away times and remember to drink plenty of water.

Surroundings and Environment

Living in Hobart

Hobart is the second oldest city in Australia. For those who are not in the know, Tasmania is an island and a state within the territory of Australia. The city is located on the estuary of the Derwent River and its most dominant feature is Mount Wellington with a height of 1,271 meters (4,170 ft.). If you are southbound, it is the last stop before Antarctica. Below are a few cool facts about the city.

Attractions

Hobart is more beautiful than all the other Australian States' Capitals. among the things that draws the tourists to the city include; Wellington Park, Louisa's Walk, Bonorong Wildlife Sanctuary, Cascade Brewery, Salamanca Market, Battery Point, Museum of Old and New Art - MONA, Royal Tasmania Botanical Gardens among others.

Climate

The city features a mild temperate oceanic climate. The most extreme temperature conditions ever recorded in the city were; 41.8 °C (107.2 °F) on 4 January 2013 and the lowest was -2.8 °C (27.0 °F) on 25 June 1972 and 11 July 1981.

Urbanization

Tasmania is the least urbanized state in Australia. This can be shown by the population of just over 216,656 in its largest city, Hobart.

Antarctic Operations

For those who wish to cruise to the Antarctic, this will be the last stop before embarking on the long southern cruise. The French and Australian Antarctica operations are based in the Hobart. The city has one of the best natural harbors in the world.

Hobart is a small city compared to cities such as Brisbane, Adelaide, Perth and Sydney. However, in matters tourism, it can hold its own among the best. It's beautiful beaches, active night scene, diverse flora and fauna make it even more attractive than its competitors.

Walker House - Boarding

Walker House is situated in North Hobart on the fringe of the Clemes Campus, and one block from the High School Campus. For students 16 years and over, gym membership at Friends Health & Fitness is included in the boarding fee. The facility is managed by a professional team of staff committed to providing a warm, supportive and inclusive environment for boarding students. We are a coeducational school with boarding facilities for 23 girls and 23 boys in Years 7 - 12. Students have an individual room in designated male/female areas and share common areas for meals and recreation.

Please [visit this link](#) to access the full information, daily routines rules and expectations that you need to abide by.

Services

Calling Emergency Services

DIAL 000

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. You can also download an Emergency App from the App Store on iTunes see <http://www.triplezero.gov.au/Pages/EmergencySmartphoneApp.aspx> (See also: Health - Emergencies)

Public Telephones

Australia has a network of Public Phones throughout the country. They are easily recognised by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones

accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

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

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

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

Making Phone Calls within Australia

To make international phone calls:

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

To make domestic phone calls:

Dial - the area code + phone number

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

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

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 XXXX XXXX

Australia Post



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

Small Letters

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

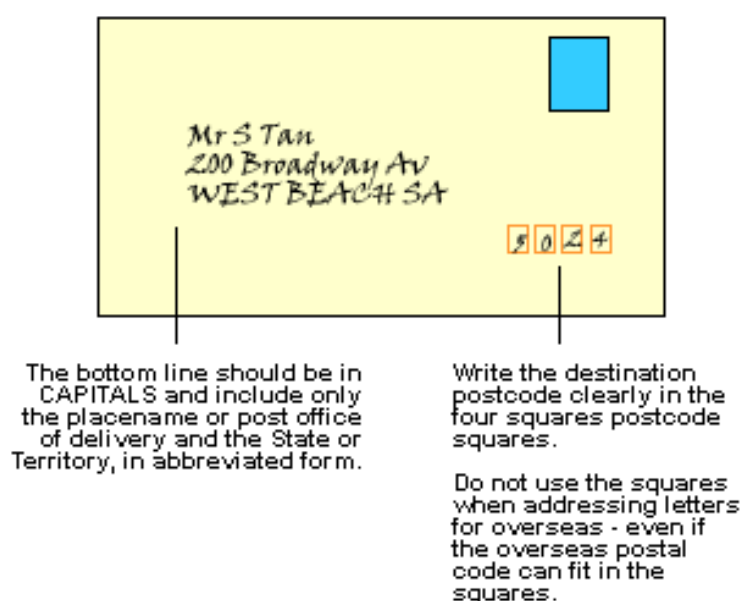
A small letter has the following characteristics:

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

Envelope Layout

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

Typical Hand Addressed Envelope



Getting Around

The city centre of Hobart is only a 15-20 minute walk from Walker House and the School.

Key Phrases

Some of the key concepts applicable to Hobart's public bus system:

Cash tickets - Basic one-way tickets, bought from bus drivers directly or from the Metro Shop.

Greencard - Rechargeable credit-card-like bus ticket (cheaper than cash tickets) that you swipe on boarding the bus.

Metro Shop - Central outlet for all public bus fare, ticket and timetable sales and info.

Zones Hobart is divided-up into five zones for bus-ticketing purposes: Central, Southern, Eastern, Northern and Brighton, plus the Non-Urban Zone beyond these five. Tickets are available for one, two or all zones. Additional fares apply to the Non-urban Zone.

When to Travel

- Hobart isn't huge, but it does have rush hours on weekday mornings and evenings: if you can, avoid the CBD one-way road system, Tasman Bridge, Brooker Hwy and Southern Outlet between 8am and 9am and 5pm and 6pm.
- If you're relying on public transport, don't bank on a whole lot of options at night or on weekends.
- Taxis can be impossible to find at busy times (major festivals, New Year's Eve etc). Book ahead.

Metro buses run from Elizabeth Street in the centre of North Hobart.

- every 10 minutes Monday to Friday 7am–7pm;
- every 20 minutes Saturdays 7am–7pm;
- every 30 minutes Sundays and Public Holidays 7am–7pm

For full details of each route, see the individual timetable pages

Etiquette

Hobartians aren't used to sharing cabs – don't try and muscle in on someone else's ride.

Join the queue at bus stops if there are a lot of people waiting.

Have the correct coinage ready if you're buying a bus ticket from the driver (they hate it when you don't). Alternatively, have your Greencard ready to swipe so you don't hold up the other passengers waiting to climb aboard.

Taxi

Taxis are available and can be booked online, telephone or found at the taxi stand. The closest taxi stand is on the corner of Newdegate and Elizabeth Streets in North Hobart. It is also possible to hail a taxi as it drives past, the taxi is safe to do so and free will stop.

How to Hail a Taxi

- Order a taxi over the phone or find one at an official taxi rank. Alternatively, look for a cab with its roof light illuminated (available).
- If the cab is approaching, stick out your arm and wave it around.
- Tell the driver your destination before you climb in.
- All taxi rides here are metered.
- Sit in the front passenger seat or climb in the back.
- Drivers mightn't always help with luggage – they might just pop the boot (trunk) and let you DIY.

Bicycles

A number of day students ride to and from school each day. There are designated areas to store your bike while at school. Boarding students are able to bring and store their bikes and helmets at Walker House.

Tasmania's bike laws are aimed at users staying safe, and are a bit more laid back than other states': Cyclists must wear a helmet at all times, unless you have medical, cultural, or religious reasons not to. Cyclists are allowed to ride on footpaths unless otherwise stated.

Shopping and Shops

Hobart is known to be the best place for shopping in Tasmania. Stroll down Elizabeth Street towards the west and you will discover a multitude of shopping arcades and interesting shops.

Sandy Bay is known for its fashionable boutiques and designer wear. You will be able to find a variety of shops, ranging from high-end fashion to quirky little shops filled with interesting finds, all over the city of Hobart.

Shopping hours are generally 9.30am to 6.00pm Monday, Tuesday, Wednesday and Saturday but larger shops may stay open until around 9pm on Thursdays and Fridays. Sunday trading is usually between the hours of 10.00am and 4.00pm.

Cat and Fiddle Shopping Arcade

Located in the city centre, this shopping complex has a variety of fashion boutiques, supermarkets, newsagents, specialty stores and much more. The Arcade is famous for its Cow Jumped over the moon clock, which becomes animated every hour on the hour. Murray Street, Hobart Tel: +61 (0)3 6231 2088

Centrepont Shopping Centre

This is a large shopping mall with a variety of fashion shops, gift shops, specialty shops, newsagents and supermarkets to choose from. Murray Street, Hobart Tel: +61 (0)3 6223 2572

Elizabeth Street Mall

One of the most popular malls in Hobart, containing many of the high-street names, national chain stores and a variety of shops. This mall also has a large food court. Elizabeth Street, Hobart

Eastland Shopping Centre

This shopping centre contains a number of specialty shops, fashion outlets, home ware shops, gift shops, supermarkets, toy stores, bakeries, a large food court and much more. Bligh Street, Rosny Park Tel: +61 (0)3 6244 5222

Salamanca Market

This vibrant, exciting flea market is held every Saturday between 8am to 3pm and is one of the most popular attractions in Hobart. There are over 250 stalls, which include organic produce, savoury snacks, local delicacies, clothes, books, art, vintage products, Aboriginal items, local arts and crafts, jewellery, fashion accessories and much more. Most of the stalls do not have fixed prices so it is common to indulge in some friendly haggling. Salamanca Place, Hobart Tel: +61 (0)3 6230 8233

In addition, for a full list of all the best things to do in Hobart including tours, activities, attractions and more, [check out this link](#).

Health

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 police station directly on: 13 14 44

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.

The Friends' School uses Medibank Private as their preferred provider and are able to organise this for you. The cost will be calculated and included in the offer. The Friends' School will obtain this on your behalf and provide to you once the offer funds have been received. You should be aware that you must have OSHC to obtain a Student Visa. Immigration will not issue a Student Visa without OSHC cover. Health insurance covers basic medical gap and emergency hospital cover. It does not cover the full cost of a doctor's visit or dental. Please visit the Schools Provider Medibank Health website <http://www.medibank.com.au/client/staticpages/oshchome.aspx>

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 any time, 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

Allianz OSHC

www.oshcallianzassistance.com.au

BUPA OSHA

www.overseasstudenthealth.com

Australian Health Management

www.ahm.com.au

Further information on OSHC can be found at: <http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm>

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?

Claiming is easy. You can submit claims for your OSHC online, in store or by mail. Whichever way you make claims, keep a copy of your paperwork and receipts in case you need them later.

Claiming online

You can make claims for most medical services you have already paid for here through Online Member Services. It's an easy way to make claims and generally you get payments into your account within 2 business days.

What do you need to do?

- Log in to Online Member Services
- Provide details about the claim
- Scan and upload your receipts
- Make sure we have your correct Australian bank account.

Claiming by Email

Email us your membership number and receipt to oshc@medibank.com.au.

Claiming in Store

You can drop off your claim at any Medibank store. You'll need to bring along your receipts and details about your claim.

Claiming by Email

Complete the Medibank OSHC claim form and send it with your receipts to:

Medibank OSHC

GPO 2984 Melbourne Vic 3001

Get a copy of the claim form.

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.

See also: Attending an Australian hospital.

Private System

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

Attending an Australian Hospital

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

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

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

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

See also: Public hospital waiting times.

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 and What to do if you get Sick

If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to alert the Director or Assistant Director on duty (this must be done prior to 8.00am Monday to Friday). All Residential Staff hold Senior First Aid Certificates and will use discretion with respect to making doctor's appointments.

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).

In keeping with the School's guidelines on prescription medicines, parents should provide the Director with all relevant, current medical information and update the information as required. Parents will complete a Medical Information Form, which will assist staff in caring fully for all students. If a student has been under the regular care of a doctor, medical specialist, psychologist or psychiatrist for any condition, a letter from that practitioner, which summarises the problem and current treatment, must be sent by parents for inclusion in the student's medical history. We know that lack of sleep is one of the biggest contributors to poor health in adolescents. We expect that students adhere to set bed times, and aim to get the required nine hours of sleep each night for maximum brain functioning and formation of neural pathways.

Regular exercise is important in maintaining both a healthy body and a healthy mind. Students should aim to complete at least three sessions of physical activity each week.

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 eg: 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.

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. 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 or phone 131 450

School Expectations

Students shall at all times comply with any requirements the School may make in respect of dress, general appearance and behaviour.

You must comply with the Code of Conduct and School Expectations and Policies of the School and rules we adopt from time to time. You must ensure, as far as practicable, that your son complies with these policies and rules. The policies and rules do not form part of this contract.

The Principal may terminate your son's enrolment for misconduct if it is considered to be serious enough to warrant termination.

Attendance is mandatory, both for academic progress and to fulfill the requirements of your Australian student visa. Students are required to attend their lessons each day of the School week for the entire school day.

Communication with Parents

The School expects all students to work hard at their studies, to take part in school activities, including co-curricular activities, and for parents to have an active interest in the progress made by their son/daughter. For this reason, the School will regularly communicate with parents via School reports. School Progress Reports are posted to parents at the end of each semester.

The School will also wish to communicate with parents on other matters from time to time. In some cases, communications will be directly with parents (for example, School Newsletters).

Student Conduct

It is important in maximising learning opportunities that:

- all teachers and students be allowed to work without undue interference
- students be assisted in developing behaviour patterns which lead to self discipline
- all members of the school community understand the need to follow rules which define acceptable behaviour.

To ensure safety and security in the school, members of the school community should:

- be able to work and play without undue interference
- treat each other with respect
- value and protect personal and school property
- try to understand and listen to each other and talk out problems
- help each other
- develop and strengthen their trust in others

These expectations will be:

- discussed in class and communicated to the whole school community
- modelled by students and teachers with the purpose of developing positive self-esteem and emphasising fair and consistent behaviour.

Wellbeing

We provide an engaging and stimulating wellbeing experience which encourages students to achieve excellence in a supportive environment. Our wellbeing program extends throughout the School to enhance student development and promote the physical, emotional, social, spiritual and intellectual wellbeing of all students.

As a community, we ensure that:

- learning takes place in a safe and supportive environment
- personal possessions and School property are treated with care and respect
- School values are upheld within the wider community
- A Quaker ethos underpins our interactions
- Bullying and harassment are not tolerated.

Every staff member has a role in supporting student growth, enhancing productive relationships and fostering a positive school environment. The Tutor delivers the formal component of the program and develops a deep connection with the students under his or her care, and is the first point of contact for students and parents.

The wellbeing needs of students are also supported by Year Level Co-ordinators, Careers Counsellor and the Heads of Schools.

Support and Intervention

Every student is valued as unique with individual gifts, areas for development and learning styles. We recognise the importance of development across all aspects of personal growth including academic, emotional, social, cultural, spiritual and physical development.

Uniform

At The Friends' School we believe that the wearing of the school uniform by students is a fundamental part of students' and their parents' commitment to the School Community. Wearing the School uniform is a visible way of establishing a student's identity as part of The Friends' School community.

It is expected that Friends' students' general appearance and the manner in which they wear the uniform, both at School and in public, will be of a high standard. We expect students' appearance to be neat and tidy at all times and consistent with School requirement.

Seasonal uniform changeover is not required. Students may choose to wear the options of uniform in which they feel comfortably suited. Mixtures of seasonal options are not allowed, nor should there

be any mix of formal and sports uniform.

Students in Years 7-10 are strongly encouraged to wear a sunhat for outdoors activities. Students are required to wear hair tied back for subjects where there is a health or safety requirement (for example Science, Foods, Design Technology, Art, PE) and in any other class where a teacher requires hair to be tied back for a particular activity.

At other times students may wear their hair out as long as it is clean, neat and tidy. Students are expected to wear their hair in a style and colour acceptable to the Head of School. Beading and dreadlocks, for example, are not acceptable.

School shoes are to be polished black leather lace-ups with heels of a height acceptable to Heads of High School. Shoes are to be kept clean and in suitable repair. Gym shoes are not to be worn with formal uniform.

The blazer should be worn to formal School occasions.

Jewellery, other than a watch and a ring, is not to be worn. Students may wear in one or both ears, a single plain sleeper or stud. Facial piercings other than in the ears are not allowed. Make-up and nail polish (other than clear) are not acceptable with School uniform.

If a student does not wear the uniform correctly or present themselves correctly, they will be counselled and their parents informed of the School's concerns. If there is no improvement, the parents of the student will receive a letter asking them to make an appointment to discuss the concerns with the Heads of High School.

Requirements

The full range of uniform requirements is available from The Friends' School Shop, 1 Wilson Street, North Hobart. The Shop is the only authorised retailer of the Friends' School uniform. The Shop also sells an extensive range of second-hand uniform and accessories.

[See our website for more details.](#)

Mobile Phone and Other Personal Computing Devices

Introduction

The Friends' School encourages and supports the use of new and evolving technologies to enhance teaching and learning. We also recognise the place of personal technologies in the lives of our students and encourage them to use these in an appropriate way within the School environment and in accordance with the School's ethos.

Students who use personal computer devices inappropriately will face consequences which may include confiscation or banning of the item from future use at School.

Mobile Phones

Many students own mobile phones, and may have a legitimate reason to have the phone at school. We recommend they are kept secure in lockers during the school day and not taken to class. Mobile phones may be used at recess, lunchtime or during free periods. At other times mobile phones and tablets should only be used if explicit staff permission has been given. These guidelines include use of a mobile phone in any capacity including text messaging or taking of photographs. It is recommended that students visit the Help Desk to connect their device to the school wireless network. This enables use of data without charge, and for the internet connections to go through the schools OpenDNS filter.

The School will not accept responsibility for the misuse, loss or theft of mobile phones.

Personal Music Technology

A number of students choose to bring personal music devices to school (e.g., an iPod or MP3 player). Some students listen to music while travelling to and from home, others enjoy having access to music during the school day.

These devices should not be taken to class unless they are acceptable in the context of the teaching program, a decision that will be made by the relevant teacher. At all other times we require them to be kept secure in lockers. Personal music technology may be used at recess, lunchtime or while travelling between home and School.

The School will not accept responsibility for the misuse, loss or theft of personal items of mobile music technology.

Updating your Contact Details

It is important that you notify The Friends' School of any changes to your address or telephone number in Australia.

This is particularly important for students studying on a Student Visa. The College notifies changes of address and telephone numbers to the Department of Immigration and Border Protection (DIBP). If DIBP cannot contact you, they may regard you as being illegal and cancel your student visa. We will seek contact details including address, phone number, and email address every six months from students.

Policies and Guidelines

[Please see our website](#) to familiarise yourself with our policies and guidelines.

Data Collection

Data collected in the course of this application may be shared with Australian Government and State Agencies. All data collected is subject to The Friends' School Privacy Policy as published on the School's website.

Privacy Policy

The School has developed a Privacy Policy in accordance with the Australian Privacy Principles, to explain how we manage personal information.

You can access the policy on our website (www.friends.tas.edu.au) or by contacting the School's Privacy Officer on (03) 6210 2200.