Welcome to Lauriston Girls’ School. We look forward to you joining our community and studying in Melbourne. We hope you join the many groups here and participate fully in School life.

While our staff are always willing to help you and offer assistance, this handbook will provide information to help your transition to Lauriston Girls’ School. Your student planner and handbook also contain very important information about Lauriston.

It is very important that you understand all of your visa requirements and government regulations relating to attendance, accommodation and academic performance. Make sure you keep the School informed of any changes to your circumstances.

We hope that your time at Lauriston will be a very happy and successful one.

Kind regards

Susan Just
Principal
Term Dates

TERM THREE

Tuesday 12 July  Term 3 begins; Howqua students depart Armadale
Thursday 4 August  Howqua students return to Armadale
Tuesday 9 August  Howqua students depart Armadale
Thursday 8 September  Howqua students return to Armadale
Friday 9 September  End of Term 3

TERM FOUR

Tuesday 4 October  Term 4 begins; Howqua students depart Armadale
Thursday 27 October  Howqua students return to Armadale
Monday 31 October  School closed
Tuesday 1 November  Melbourne Cup Public Holiday
Wednesday 2 November  Howqua students depart Armadale
Monday 5 December  Howqua students return to Armadale
Wednesday 7 December  End of Term 4
Key Contacts

Principal
Susan Just

Deputy Principal / Head of Senior School
Annette Rome

Head of Junior School
Chris Toms

Assistant Principal Howqua Campus
Sam Ridley

Director of Student Development and Wellbeing
Kate Gilchrist

Director of Pastoral Care and Boarding (Howqua)
Lucy Clapham

International Student Co-ordinator
Sabrina Li

School Nurse
Katie Goode

School Nurse
Peta Hayes

School Nurse
Deanne Read
YOUR VISA
To study at Lauriston you must have a current student visa and it is very important you understand its conditions. Please note that Lauriston will closely monitor your visa conditions and is responsible for reporting any breaches of the conditions to Department of Immigration and Border Protection (DIBP) after counselling and written warnings are issued. Your guardian and parents will be notified immediately of any visa breaches. You will find the information on the following website helpful:
www.border.gov.au

YOUR GUARDIAN
All students, regardless if they are over 18, are required to have a guardian if they do not live with their parents. Guardians have a vital role in ensuring the care and well-being of the student while they are away from the School. In essence, they assume the role of the parent and it is expected that they will provide the following services to the student:
- Regular contact with the student and visits once a fortnight
- 24 hour emergency contact
- Representation on behalf of the parents and the student in all matters relating to academic performance, including parent teacher/student conferences and authorising attendance at co-curricular and extra curricular activities
- Assistance in moving to the homestay accommodation
- Organise transportation to and from the airport (if appropriate)
- Assistance with living away from home e.g. setting up bank accounts
- Health and medical guidance and transport to and from medical practitioners at times of illness. Where required, the guardian is also required to provide authorisation for certain medical procedures
- Counselling support (in first language where necessary)
- Translation and assistance to parents in interpretation of school reports, fee payments and school procedures.

LIVING ARRANGEMENTS
- You must live in a Lauriston approved homestay
- The accommodation must be approved by the School and registered with Australian Homestay Network (AHN)
- You will need to register online with AHN at least 1-2 months prior to your arrival in Australia
- If you have any problems with your living arrangements, your guardian can help you
- You must provide the School with accurate information about your home address, homestay address and telephone numbers
- If you would like to move to a different homestay it is essential to speak to your guardian before you reach a final decision and give the required two weeks notice to the homestay provider
- Any move will have to be pre-approved by the Registrar
ATTENDANCE
It is a condition of your student visa that you attend all classes as unsatisfactory course attendance may lead to cancellation of your student visa. You are required to attend all classes unless you are unwell. Any extended absence or absence from VCE or IB assessment requires a medical certificate. Repeated medical absences may be investigated. Guardians are responsible for ensuring absences are notified to the School, however either guardians or homestay providers can notify the School should a student be unable to attend school.

STUDENT PLANNER
Your student planner includes information about term dates, School uniform, lesson (class) and assembly times.

UNIFORM
At Lauriston we are very proud of our uniform. Correct School uniform is to be worn according to the season. You can find uniform information in your student planner. The uniform shop is located above the gym at the Armadale campus.

SICK AT SCHOOL?
The nurse at the Health Centre can help you if you are feeling unwell. The Health Centre is located near Student Services in the Senior School.

PUBLIC TRANSPORT
Melbourne has an interlinking system of public transport. As an overseas student you must purchase full fare tickets; you are not eligible for student tickets. All information about public transport information, including how to get to locations and timetables can be found on the Public Transport Victoria website www.ptv.vic.gov.au

The closest stops to our Armadale campus are:

Train:  Armadale (Frankston Line)
Tram:   Stop 42- Lauriston Girls’ School/Malvern Rod (Line 72)
        Stop 42- Huntingtower Rd/High St (Line 6)

HOLIDAYS
All students must attend school on the first day of each term and remain at school up to, and including the last day of each term.

Students should only take holidays during the designated school holiday times. Any requests for holiday leave outside must be made in writing and addressed to the Principal. Requests will be considered if the correct form is completed by the parent and/or guardians, and Homestay provider 4 weeks prior to requested leave date and provided the request is supported by documented family reasons. Late requests may be refused.

Students are required to complete a holiday leave form for every school holiday break and submit it 4 weeks prior to the end of the term, for the Principal’s approval.

Students in Years 10, 11, & 12 are expected to attend Valedictory.
**COMPUTERS**

All students in the Senior School are expected to own and use a laptop computer. It is highly recommended that Laptops are purchased through the school. This ensures that all require software is installed on the laptop. The laptop is also fully maintained through the schools IT Department.

Laptops need to be brought to school each day for use in the majority of lessons. The laptops provide students with access to school and internet based information resources at any time and from anywhere, and teaches them how to manage, communicate and organise an ever increasing abundance of information.

*As the laptop is an integral part of the learning programs in the Senior School, it is essential that each student has the required computer and software.*

The laptop is connected to our wireless network, which provides mobility, portability and widespread access.

For more information please contact our IT Department: +613 9864 7511 or email helpdesk@lauriston.vic.edu.au

Year 11 and 12 students are allowed to bring their own device. Students must bring their laptop to the IT Department for assessment before it is allowed on the Lauriston Network.

Students must be able to produce evidence of software licensing and any pirated software will not be allowed on the Lauriston Network. Students must also ensure that laptops are covered under warranty and insurance.

**LIBRARY**

The Senior School Library is named the St Leon Library and is on the ground floor of the Science and Resource Centre.

Opening hours are:

- **Monday to Thursday:** 7.45am - 6pm
- **Friday:** 7.45am - 5pm

Up to ten books may be borrowed at a time. Magazines, DVDs, videos or posters may only be used in the library area.

Your Head of House will assist you in obtaining a library and photocopy access card when you commence.

**COUNSELLING AND SUPPORT**

Lauriston has a well developed, extensive and cohesive wellbeing program, curriculum and administrative support for all its students, including our international students. Support services, at no additional cost, include the following:

- Subject selection
- Tertiary course selection advice
- Study skills
- Medical support
- Counselling services

If a student requires further support services, a referral will be arranged by the School at no additional cost.

Moving to a new country and school can be stressful. It is very common to feel that you need support. Lauriston has an extensive structure available. Support is available with careers counselling, subject selection, homestay concerns, schooling concerns and personal issues you may be facing.

You are encouraged to seek help from the following staff:

- Heads of House
- International Student Coordinator
- Guardian
- School Counsellor
- Director of Student Development and Wellbeing
- Careers Counsellor
- School Nurse
- Director of Pastoral Care and Boarding (Howqua campus)
- Deputy Principal/Head of Senior School
- Head of Junior School
- Assistant Principal Howqua Campus
- Registrar
Paying School Fees

You will receive two fee accounts a year. Payments should be made promptly on receipt of statements.

Preferred payment is by credit card or electronic transfer (see details below).

Make your payment at the main reception or in the Accounts Department. Please present your statement and payment together.

Your parents may pay from overseas by electronic transfer to Lauriston’s account:

- **Account name:** Lauriston Girls’ School
- **Bank:** Commonwealth Bank of Australia
- **Branch:** Malvern, Victoria
- **BSB:** 063 143
- **Account No:** 0036 0584
- **Please identify student/family name**

Secure online payment can also be made. Visit the Lauriston website and click on ‘Quick Links’ then select ‘Online Payments’. If you wish to pay by credit card please complete your credit card details on the credit payment authority which is located on the back of the payment advice at the bottom of your School account. Please return this advice to the Business Office, Lauriston Girls’ School, PO Box 8110, Armadale, 3143. A credit card surcharge of 1.0% (incl. GST and subject to change) will apply to each credit card transaction.

If you should decide to leave Lauriston, your parents/legal guardian will have to provide one term’s written notice in advance to the school, a date of departure must be included. Failure to do so will incur a penalty of a term’s School fees.

If you have any queries regarding your fee accounts, please email accounts@lauriston.vic.edu.au.

Legal Services

As a full fee paying student studying in Victoria, students are entitled to protection and support as outlined by Consumer Protection Legislation. Consumer advice can be obtained by either visiting the Consumer and Business Centre, or by contacting the Consumer Affairs Helpline or website.

- **Consumer Affairs Victoria**
  - Hours of operation, Monday–Friday, 9.00am–5.00pm, except public holidays
  - Helpline: 1300 55 81 81
  - Interpreter Service: 131 450

Should students require legal advice, the Victorian Government Department of Justice provides legal services through Victoria Legal Aid.

- **Victoria Legal Aid**
  - Phone: +613 9269 0234

Health Insurance

The Australian Government requires all full fee international students to have health insurance. The School arranges cover with Medibank Private up to and including three months past the visa expiry date and charges this fee to the student’s account.

Information concerning costs covered by health insurance is available from [www.medibank.com.au](http://www.medibank.com.au). Extra insurance is available to cover extra items such as dental, optical and ambulance fees.
COMPLAINTS PROCEDURE

Aim
Lauriston recognises that, from time to time, students and/or their parents may not agree with the School’s way of handling a situation or process. If this arises during the schooling of a full-fee paying overseas student (FFPOS), the following steps provide a framework for resolution:

1. Informal Complaints or Appeals Resolution
   a) In the first instance, Lauriston requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
   b) Students should contact the relevant Coordinator, Head of house or Registrar in the first instance to attempt mediation/informal resolution of the complaint.
   c) Records of the grievance will be stored in an appropriate and secure manner.
   d) If the matter cannot be resolved through internal mediation, the matter will be referred to the Deputy Principal/Head of Senior School and Lauriston’s internal formal complaints and appeals handling procedure will be followed.

2. Formal Complaints or Appeals Handling Procedure
   a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process. Internal complaints and appeals processes are available to students at no cost. Records of the complaint or appeal and the process outcomes will be recorded by Lauriston Girls’ School.
   b) The student must notify the School in writing of the nature and details of the complaint or appeal. Written complaints or appeals are to be lodged with the Principal.
   c) Where the internal complaints and appeals process is being accessed because the student has received notice by the School that the School intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification to lodge a written appeal.
   d) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal. Lauriston undertakes to finalise all grievance procedures within 20 working days of the lodgement of the complaint or appeal with the Principal.
   e) Each complainant has the opportunity to present their case to the Principal or Deputy Principal/Head of Senior School. Students may be accompanied and assisted by support person at all relevant meetings.
   f) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome.
   g) If the grievance procedure finds in favour of the student, Lauriston will immediately implement the decision and any corrective and preventative action required.
   h) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal unless directed otherwise by the Principal.

3. External Appeals Process
   a) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, she will be informed of the external complaints and appeals process available to her at minimal or no cost.
   b) The external body used for Lauriston’s external complaints and appeals processes is the Dispute Settlement Centre of Victoria, Department of Justice.
   c) Once a mediator has recommended a course of action, both parties would be expected to abide by the recommendation and to cease further dispute.

4. Definitions
   Working Day – any day other than a Saturday, Sunday, Public Holiday during term time, or day of School closure
   Student – a student enrolled at Lauriston Girls’ School or the parent(s)/legal guardian of a student where that student is under 18 years of age
   Support person – a friend/teacher/relative not involved in the grievance