

PROVIDER CODE: 01376D  
CRICOS CODE: 018421J

# **INTERNATIONAL STUDENT HANDBOOK**

## Part A: General Introduction to Alphington Grammar School

Alphington Grammar School (AGS), established in 1989, is a co-educational, multi-cultural, non-denominational, Pre-Prep to Year 12 Independent School. Our School represents a full cross-section of the ethnically mixed population of Melbourne. At Alphington Grammar School we value, respect and celebrate cultural diversity.

Our School prides itself on being a School with a caring environment, a factor that is particularly important for International Students where there is no immediate family support system. The School has clear guidelines in relation to the selection and care of International Students thus ensuring their happiness and success while at Alphington Grammar School.

Our staff and students are most supportive of International Students and aim to assist them into a smooth transition to the Australian educational system and their Australian classrooms. We take pride in making them feel welcome, comfortable and being at home. Our commitment to internationalism provides enormous opportunities for our students to develop a better understanding of other languages and cultures. Our vision helps our students contribute as far better citizens of the global village of the 21st century.

### AGS – an Accredited Provider of Education for International Students PROVIDER Code 01376D

As part of the ongoing growth and development of the School, Alphington Grammar School is registered to accept a restricted number of International Full Fee Paying Students. Students from other countries will be welcomed to be enrolled at Alphington Grammar School as part of this programme.

Currently we have a number of International Students who have come from various parts of China and South-East Asia. Their presence has undoubtedly added to the cultural diversity at our School and enriched the learning experienced for everyone. In return, the International Students are benefiting from their exposure to our School's multi-ethnic cultural diversity.

Overseas applications to our School are considered for acceptance until our maximum enrolment of International Students is reached.

### Quality Education at AGS

Alphington Grammar School provides academic programmes leading to university entrance qualifications at the end of Year 12.

Our full time International Student Co-ordinator closely monitors the progress and welfare of all international students and keeps in contact with guardians and homestay families. Well appointed common room, study and computer facilities are available to international and local students alike. The School has spacious modern classrooms and specialist facilities for the teaching of the Sciences, Information Technology and the Arts.

A programme of social activities and guidance sessions assists students to adjust quickly to life in Australia and to achieve their best in their studies. Local and international students mix in study, sport, cultural and social events. Extensive guidance is given on applying for university courses. Virtually all Alphington students go on to tertiary study.

Students work towards the completion in Year 12 of the Victorian Certificate of Education, an internationally recognised university entrance qualification. We offer a full range of courses in English as a Second Language, Chinese, Mathematics, the Sciences, Information Technology, Business and Commerce, Visual and Performing Arts and Humanities. Students also participate in a wide variety of competitive sport.

Alphington Grammar is a small School emphasising individual care and attention within a secure environment. Our policy is to operate classes of no more than twenty-five students and in many cases our classes are much smaller than this. We promote traditional values of respect for others, pride in oneself and determination to do one's best, and we have a strict uniform policy and code of conduct.

### Guidance and Support

Our School undertakes to provide the best pastoral care for all our students including International Students. We strive to promote a sense of belonging and commitment to the School community in our International Students by engaging them fully in all kinds of School functions and activities. Guidance and support for International Students in

terms of their academic progress and pastoral welfare is one of the most important features of our International Students Programme. This responsibility is carried out by Mrs Winnie Tang (International Student Coordinator) assisted by Ms Ruolan Jiang and Ms Mary Kontosis, along with the relevant Year Level Co-ordinators, under the leadership of our Director of Student Services, Mrs Tracey Nicholson.

## **ESL and Learning Support**

Alphington Grammar School has a proud history of effective support for students for whom English is not their first language. The Learning Support and ESL teams of dedicated staff, headed by Ms Helen Theodoropoulos, provide guidance, small group teaching and in-class support to ESL students including those from overseas. Students' needs will be assessed, difficulties identified, and strategies put into place to assist students to overcome their language barriers in learning.

## **VCE Chinese (Mandarin)**

As a result of the enrolment of International Students from China at the senior level, our School offers Chinese (First Language) as a VCE subject. Classes are currently held during normal School hours as well as after School, taught by Mrs Winnie Tang, Specialist Teacher of Chinese.

## **Admission Times**

International Student admissions will generally take place at the beginning of the academic year, following completion of an intensive English programme at an approved English Language School/Centre. However, students with special reasons or in special circumstances may also be considered for admission up until the beginning of Semester 2.

## **Orientation Programme**

The first few days will be an opportunity for an International Student to get to know the School and for familiarization with the surrounding environment. This will be an opportunity to deal with the practicalities of purchasing School uniform and stationery needs, as well as for becoming familiar with the neighbourhood, transport services and the nearest shopping centre.

## **Cost of living in Melbourne**

Alphington Grammar School requires all International Students to live in suitable accommodation, in accordance with state and federal regulations. The School prefers all International Students to live either with a parent or close family relative or in a homestay arrangement and students under the age of 18 years are required to do so. Students should expect to pay at least \$AU250 per week for homestay accommodation (inclusive of all meals). An additional amount of about \$AU100 per week should be available for other basic living expenses. International students under the age of 13 years are required by Victorian Government regulations to live with a parent or close family relative.

## **Transport**

Melbourne is a large cosmopolitan city and Alphington Grammar School is about 7 kilometres to the northeast of the centre of Melbourne. The School is about 700 metres (6-8 minutes' walk) from Alphington Railway Station, which is serviced frequently by trains throughout the day (the City – Hurstbridge Line). The train trip from the City (Flinders Street Station) to Alphington Station only takes about 15 minutes.

There is also a bus service (Bus Route 546: Melbourne University – Heidelberg Station) that runs along Heidelberg Road and stops just metres from our School. Alternative bus services that could be utilised are routes 158 and 508, both of which run past the Alphington Station where there is a bus stop.

As with all large cities there is an element of safety to be considered when travelling on public transport. All rules made by the Metropolitan Transit Authority for travel must be upheld. Students need to be cautious of travelling alone on trains/buses after dark and should attempt to travel with a companion.

## **Length of Stay at Alphington Grammar School**

International Students are expected to undertake a course of study for at least three semesters at Alphington Grammar School if enrolled in our VCE programme (Year 11 and Year 12), or for longer if the student enters our School at the lower year levels. Some VCE students who have special learning needs might choose to undertake a

lighter workload each year and finish the VCE programme over three years. All International Students are required to remain enrolled at the School for at least one full year.

## **Sporting Events, School Camps, Excursions, Social Functions**

These are integral to education in Australian Schools. It is mandatory that all students attend these events, as they are part of the School's core programme. Staff are in attendance at all times, to ensure the safety and welfare of the students. No exemption from participating in these events will normally be granted.

## **Parent/Teacher Interviews**

Parent/Teacher interviews to discuss the progress of students are scheduled throughout the year. We welcome parents/guardians of International Students to attend these interviews in person if they are available during these times. For parents/guardians who have difficulties communicating in English, interpretation could be arranged as appropriate.

## **Reporting**

The School year at Alphington Grammar School, like all other schools in Victoria, comprises two semesters. Semester 1 comprises two terms, namely Term 1 (late January to April) and Term 2 (April to June). Semester 2 comprises Terms 3 (July to September) and 4 (October to December). Students will receive full written reports on their progress at the end of each semester as well as a brief interim report midway through each semester.

In their first full year in mainstream classes, International Students will receive reports according to the standard format of reporting at Alphington Grammar School. Modified work requirements and assessment tasks will be mentioned on the report wherever applicable.

We advise parents/guardians to discuss the outcomes of the interviews as well as the reports with the student, in an effort to encourage them to achieve their potential as much as possible.

## **Part B: Conditions for International Students**

All International Students are expected to sign an enrolment agreement contract, which will also be countersigned by their Parents/Guardians. The conditions in the agreement reflect the content of this document. This is to ensure that the agreement is mutual and binding between the student, his/her parents/guardians and Alphington Grammar School.

The following sections outline many of the issues, which we make clear to students wishing to attend Alphington Grammar School. It is not an exhaustive list of expectations but a statement of some of the conditions we wish to set. These conditions may be amended from time to time in the best interests of the students, the parents and the School. Parents will be kept informed of any change in policy.

### **Australian Immigration Department Procedures**

Under Australian Government policy, all applications for entry of overseas students to Australia must be processed by Australian Consular Officials in the applicant's home country.

The applicant will require the 'Confirmation of Enrolment form, which will be issued by the School. The 'Confirmation of Enrolment' is a very important document and must be handed to the Australian Consular Officials in your country to obtain your visa. You cannot make application for an entry visa without this document.

Medical cover for students in Australia must be paid for in order for the applicant to obtain a visa. This medical cover is called the 'Overseas Student Health Cover' (OSHC).

The Australian authorities request a guarantee of suitable accommodation for students who will be under 18 years of age on arrival in Australia. This accommodation should be with either a close friend or relative who is a permanent resident in Australia, or suitable homestay arrangements. Agents for homestay that the School recommends are available on request.

## Accommodation

Alphington Grammar School requires all International Students to live in suitable accommodation and prefers that International Students live with a homestay family, receiving full board with their own room and all meals supplied. Students between the ages of 13 and 18 years must live either in a homestay or with a parent or close family relative. Students aged below thirteen years must live with a parent or close family relative.

The School does not provide boarding facilities.

## Guardians

Alphington Grammar School requires that each overseas student, irrespective of age, has a guardian appointed by the student's parents to act on their behalf during the student's time at the School. Parents should note that the School must be informed in writing of any subsequent changes in guardianship arrangements.

The guardian should be a mature adult who is a resident of Melbourne and willing to accept responsibility for all aspects of the student's welfare whilst the student is enrolled at Alphington Grammar School. Their address and home contact numbers must be kept up-to-date on our School records. Any changes must be reported to the School immediately.

The School would expect a guardian to act as necessary in such matters as discipline, attendance, academic progress and accommodation arrangements for the student, and to exercise an overview of the student's activities outside normal school hours to ensure that the student's welfare and safety are looked after. It is also expected that guardians will attend Parent/Teacher interviews.

## Visas Application and Renewal

To study in Australia a visa must be obtained from an Australian Embassy or High Commission. The School's official letter of 'Offer of a Place', together with the 'Confirmation of Enrolment' form, should be used to support an application for a visa.

After commencement at Alphington Grammar School, assistance by the School can be given for subsequent renewals of study visas. Students need to contact the International Student Coordinator to request assistance well before their visas expire.

## Health Insurance – International Student Health Cover

The Australian Government requires all full fee paying International Students to take out health insurance. The School arranges cover for each calendar year of the student's attendance and includes the charge in the student's total annual fees.

## Enrolment Procedure

Application for enrolment must be made on the School's official Application form, which must be completed in full providing accurate information and details about the student. It must be accompanied by certified copies of the student's two most recent School reports (together with copies translated into English if the original reports are not in English) from his/her home country and by a certified copy of the results the student has obtained on an English Proficiency Test conducted by either Australian Education Assessment Services (AEAS) or the International English Language Testing System (IELTS).

Upon receipt of a completed Application Form and accompanying reports, the School will immediately process the application and determine the enrolment status of the applicant and inform the student's family. If a place is available a letter of offer of a place will be issued by the School. Acceptance of this offer must be made in writing, along with payment of fees as specified in the letter. Once fees have been received the School will issue a Confirmation of Enrolment form. This is required in order for a visa to be issued to the student.

Attendance at an English Language School/Centre is usually necessary for an average of at least 20 weeks (depending on English Proficiency Test results) prior to commencing at Alphington Grammar School. Before the end of the course at the English Language School/Centre students must have a satisfactory outcome from an English test and interview with the Principal to maintain the enrolment.

A current copy of the student's Passport, Visa and Health Cover documents must be held by the School at all times.

## Conditions of Enrolment

By signing the Enrolment Agreement parents and students confirm that they have read and understood the Conditions of Enrolment and the Business Regulations for International Students and agree to accept them. Any future amendments will be advised as they occur.

- The School reserves the right to refuse any application for enrolment without providing any reason.
- Alphington Grammar School reserves the right to cancel the proposed enrolment of a student should we determine that we are not able to meet the specific needs of the student.
- All students are required to attend an interview with a senior staff member prior to commencement. This is to ensure that, as far as possible, those who are accepted are likely to benefit from the courses provided.
- The schedule of current fees must be strictly adhered to without exceptions.
- Charges in addition to the published fees may be incurred if students require additional integration aides or special services not completely covered by tuition fees.
- No student will be permitted to return to the School while any part of a fee instalment is in arrears, unless the School has waived this condition in writing.
- Fees are subject to increase at any time without notice.
- It is a condition of the enrolment of the student that the parents on their own behalf and on behalf of the student agree to abide by the School rules. The parents acknowledge that they are aware of the content of the School rules. The School, through the Principal, retains the right to suspend or dismiss the student from the School, or otherwise discipline the student, on the grounds of the student's unsatisfactory conduct or performance, or failure to observe any School rule. Parents/Guardians are responsible for payment for avoidable breakages or damage to School property by a student, or for loss of School property, eg library books, musical instruments, calculators and computers.
- Students must notify the School immediately if there is a change of address and/or phone contact numbers, either of themselves or of their parents/guardians.
- In order to comply with visa regulations, students must maintain a minimum of 80% attendance. Otherwise, Immigration authorities must be advised and the students risk their visa being cancelled.

## Refund Policy

The School's policy on making refunds of school fees arising from the cancellation or suspension of a student's enrolment, however, initiated, is set out in the Business Regulations for International Students, Section 3: Cancellation of Enrolment and Section 4: Tuition Fees and Accounts.

If, for any reason, the School is unable to offer a course, a full refund of tuition fees paid will be made within 14 days of notification of course cancellation. If, for any reason, the School is unable to continue to offer a course after commencement, a full refund of tuition fees paid, including the portion of the course already taught, will be made within 14 days of notification of course cancellation.

## Use of Personal Information

The information provided by the student to the School may be made available to Commonwealth and State agencies and the Fund manager of the Education Services for Overseas Students (ESOS) Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

The School is required, under Section 19 of the ESOS Act 2000, to tell the Department of Immigration about

- certain changes to the student's enrolment and
- any breach by the student of a Student Visa condition relating to attendance and satisfactory academic performance.

## School Rules

Alphington Grammar School students are expected to use their common sense at all times. They are regarded as being under school discipline when they are on campus or any official school function or when they are wearing the school uniform or part thereof.

It is an obligation on all students of the School that they should not infringe the rights of others, nor bring discredit through their actions on themselves or the School.

## General Rules

Adherence to these rules will help the School to run more efficiently and enable it to serve you better.

- It is a condition of the enrolment of a student at Alphington Grammar School that the parents/guardians, on their own behalf and on behalf of the student, are aware of the content of the school rules and have agreed to abide by them. Students must also familiarise themselves with and adhere to school policies which may apply from time to time.
- Alphington Grammar School, through the Principal, retains the right to discipline, suspend or expel from the school any student on the grounds of the student's unsatisfactory conduct or performance or failure to observe any of the school rules.
- No student may leave the campus between morning arrival and the afternoon dismissal without special permission. A student arriving late or leaving early must report to the School Administration Office in the first instance. A record of the student's late arrival or early exit for the day will be kept.
- All students are required to attend school as regularly as possible. No students should miss school without good and genuine reasons. A note by the parent/guardian is required to excuse a student for absence, lateness, leave for part of the day or non-completion of work tasks.
- Students must attend all subjects and periods as timetabled. They should arrive at classes on time without delays between changeovers.
- No student may drink intoxicating liquor, smoke, gamble, or have any dealings with illicit drugs while under school discipline.
- Students must not engage in any action which endangers life, limb or property.
- Students' lockers and bags may be searched by school staff in the presence of the relevant student when deemed necessary and appropriate.
- Students may ride bicycles to school provided they have permission and that they wear protective headgear. Such permission will only be given following a written request, signed by a parent/guardian.
- Students who wish to drive a car to school or students who wish to travel to school as a passenger in a car driven by another student must first seek permission from the Principal. No parking is available on campus for students.

## Care of Property

Students (and their parents/guardians) are advised that responsibility for the care of personal property, including notebook computers and mobile phones, belongs to the student and that the School cannot assume responsibility for equipment which has been damaged, lost or stolen. Teachers will do their best to assist students in the care of their property. Valuable property, which is not needed at school, should not be brought to school. It is essential that all students' personal equipment and clothing should be clearly named or engraved.

It is expected that all students will show respect for the property of others, including the property of the school itself. Students who wilfully contribute to the damage or loss of another's property may be asked to contribute to the cost of replacing that property. Theft is a crime, and students who are guilty of theft may be suspended or dismissed from the school. Such cases might be referred to the Police for further action.

## Restricted Areas

In the interests of safety and hygiene and to prevent damage to the buildings or interference with the rights of others, certain areas of the school have a restricted use. Students are not permitted in such areas without prior permission.

## Health

Students who have been suffering from a notifiable infectious disease (eg SARS), or who have been in contact with anyone so suffering, must not return without a statement from their doctor stating that they are free from infection. In some cases, recommendations for a quarantine period must be followed strictly before a student can resume school after visiting an overseas country.

## Part-time Jobs

The Australian Government allows International Students to work up to 20 hours a week during the school year. Students may work full time during their vacations.

Alphington Grammar School has no objection to a student undertaking part-time employment, provided it does not interfere with the student's studies, or cause any major inconvenience or hazards to themselves. It is essential that the student inform his/her parents/guardians of his/her intention of finding a part-time job so that any arrangements, which need to be made, can be agreed upon before the student applies for the job.

It would be unacceptable and unwise for the student to work illegally or to work in jobs deemed to be potentially risky to their health, safety or personal well-being. It is advisable for the student to seek advice from his/her teachers prior to applying for a part-time job.

## Smoking, Alcohol, Illegal Substances

Smoking, drinking alcohol and using illegal substances are against the rules of Alphington Grammar School. While students are in school uniform on school outings, or are at school, cigarettes and alcohol are prohibited. Students found to use or be in possession of illegal substances will be handed over to the Police and their fate decided by the criminal justice system. (Note: It is against Australian law for alcohol or cigarettes to be sold to a person under the age of 18 (eighteen). 'Illegal' substances are illegal for people of all ages).

## Being Suspended, Expelled and Sent Home

This is a drastic decision and not one which the staff of Alphington Grammar School takes lightly. This course of action will only be taken as our last resort if all other alternative attempts have failed to produce a satisfactory outcome in rectifying a student's problem that is of grave concern.

We reserve the right to suspend, expel and send a student home if his/her on-going behaviour or unauthorised absence at Alphington Grammar School is considered to be seriously unacceptable. Naturally, a series of warnings would be given to the student about his/her behaviour. However, if he/she continued to be disrespectful, dishonest, and disobedient or to fail to meet minimum attendance requirements despite two written warnings, Alphington Grammar School may terminate the students' enrolment. The Principal, who would consult all people involved in the matter such as the relevant co-ordinators and teachers, would take the final decision regarding this. Confidentiality would be maintained as far as possible, to preserve the rights of the individuals. A student facing termination of enrolment would be given twenty days in which to lodge an appeal. Support in lodging and arguing the appeal would be provided by the School.

The Principal's decision on the appeal would be final and, if unsuccessful, the immigration authorities would then be formally notified that enrolment had been terminated. As the student is permitted to remain in Australia only as a registered student of an accredited educational institution, the Government may decide to deport the student when that contract with the school has been broken.

## International Student Grievances Policy

### Policy

Alphington Grammar School has a high commitment to the pastoral care of International Students. The school will seek to provide appropriate care for all International Students attending the school.

## Procedures

A number of people take responsibility for caring for International Students and act as required:

Homeroom teacher International Students Co-ordinator	Pastoral care, guidance and counselling, academic progress, integration issues
Business Manager	Financial matters
Careers Adviser, Director of Teaching And Learning	Any subject choice/career/tertiary entrance queries, etc
Year Level Co-ordinator, Director of Student Services, Principal	Student grievances are handled by the Year Level Co-ordinators and Director of Student Services. Final Responsibility for resolution of any student grievance rests with the Principal.

In the event of a student having a grievance, the Homeroom teacher would help address the issue to the students' satisfaction. Should higher intervention be necessary, Year Level Co-ordinators and the International Students Co-ordinator would be involved in arriving at a mutually satisfactory resolution. The Director of Student Services or Principal would be consulted and/or involved at all times. If the matter cannot be resolved informally, a formal hearing would be held by the Director of Student Services or the Principal, at which the student would have the right to be accompanied and supported by a person of his/her choosing. A formal record would be kept of the proceedings and at the conclusion of the hearing a decision would be made.

Where the school decides that it must cancel a student's enrolment and report that student to the Department of Immigration for unsatisfactory attendance, progress or conduct, the student would have the right to lodge an appeal to the Principal within twenty working days of being notified of the school's decision. The student would be invited to meet the Principal (accompanied by a support person if desired) within ten working days of the lodgement of the appeal to present his/her case. A full written record of the meeting would be kept and the outcome of the appeal with notes of explanation would be forwarded to the student.

In the event of a dispute not being resolved within the school, the School would proceed to identify a suitable independent arbitrator to deal with the matter.

## Part C: The School Management and International Students Administration Team

Staff Member	Position/Role	What do you see them for?
Mr Mike Smith	Principal	
Mrs Tracey Nicholson	Director of Student Services	Studies and disciplinary matters
Mr Manuel Pappos	Business Manager	Matters related to school fees
Mrs Annemarie van Zyl	School Secretary and Office Manager	Enrolment matters; personal information and records
Ms Margaret Huddleston	Year 12 Co-ordinator	Matters concerning Year 12 students
Mr Con Papoulis	Year 11 Co-ordinator	Matters concerning Year 11 students
Ms Winnie Tang	International Students Co-ordinator and teacher of VCE Chinese/ESL	Pastoral care and guidance; ESL and Chinese studies matters
Ms Helen Theodoropoulos	Head of Learning Support and ESL	Learning of ESL; ESL support in other subjects
Ms Ruolan Jiang	International Student Support/ESL	Pastoral care and guidance/ESL studies
Ms Mary Kontosis	International Student Mentoring Co-ordinator/ESL	Pastoral care and guidance/ESL studies

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code 2007.

## Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

## Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enroll a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer before hand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

## Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

## Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	<ul style="list-style-type: none"><li>• Speak with your provider.</li><li>• Go to your provider's website.</li></ul>
Department of Education Science and Training (DEST)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"><li>• <a href="http://www.aei.dest.gov.au/ESOS">www.aei.dest.gov.au/ESOS</a></li><li>• ESOS Helpline +61 2 6240 5069</li><li>• Email <a href="mailto:esosmailbox@dest.gov.au">esosmailbox@dest.gov.au</a></li></ul>
Department of Immigration and Citizenship (DIAC)	For visa matters	<ul style="list-style-type: none"><li>• <a href="http://www.immi.gov.au">www.immi.gov.au</a></li><li>• Phone 131 881 in Australia</li><li>• Contact the DIAC office in your country.</li></ul>