

Korowal School



Student Support Services

Overview

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

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

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

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

For secondary students this program is continued throughout their enrolment during extra English/cultural understanding lessons.

Student Support team

For Primary age students this will include Nancy Oosterhoff – Primary School Coordinator, the class teacher, Kirsty Bishop – Student Support (welfare).

Junior Secondary students – Barbara Fitzgerald/Steve Garthwin – High School Coordinators, Shoba Kalos – English as a Second Language Teacher (ESL), the class teacher, Kirsty Bishop – Student Support (welfare).

Senior Secondary students – Barbara Fitzgerald/Steve Garthwin – High School Coordinators, Rick

Morris – Senior Studies Coordinator, Kirsty Bishop – Student Support (welfare).

All general matters can be referred to the Overseas Student contact officer – Cath Walker.

Categories of support services

The student support services provided by the School fall into 2 categories: academic and general welfare.

Students may access these support services themselves or where staff are concerned about a student's wellbeing, a student may be referred for counselling.

General welfare services

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

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

Financial counselling: students experiencing financial difficulties can discuss their concerns with a member of the Student Support Team. Where appropriate, a member of the Student Support Team may refer the queries or concerns to the accounts team.

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

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

Critical Incident Policy

This procedure recognises that Overseas students may not have the support of a close family member to care and provide support for them in Australia.

For students residing with a parent/close family relative the School's normal management of Critical incidents will also apply. For homestay students a Critical Incident Policy for Overseas Students will apply.

A Critical incident is defined as a traumatic incident, which is likely to cause extreme physical or emotional distress involving the school, its staff and/or students, including the actual Overseas student.

Examples of Critical incidents could include, but are not limited to:

- Death of a student or close family member residing in Australia;

- Attempted suicide of a student;
- Life threatening illness/injury of a student;
- Sexual and/or physical assault of a student;
- Missing student.

Critical Incident Management Team (CIMT)

A Critical Incident Management Team consisting of School Coordinator, Primary and High School Coordinators is responsible to coordinating the management of critical incidents for overseas students. The CIMT is responsible for:

- assessing risks and response actions;
- liaison with emergency and other services;
- contact with students' relatives and other appropriate contacts;
- liaison with other external bodies such as home stay, carers or foreign embassies;
- staff development and training; and
- counselling and managing students and staff not directly involved in the incident.

Action plan

The Critical Incident Management Team (CIMT) will set in motion a critical incident action plan to manage various aspects arising from the incident, including communication strategies. This will include:

- creating and disseminating a plan;
- a review of the plan; and
- reviewing management of the critical incident.