



INTERNATIONAL STUDENTS

CONCORDIA.QLD.EDU.AU | 07 4688 2700

With *One* Heart



CONCORDIA
LUTHERAN COLLEGE

CONCORDIA LUTHERAN COLLEGE	1
Welcome to Concordia!	1
Our Staff	2
Our Student Leaders	3
About Concordia Lutheran College	4
Our History	4
Our Philosophy	4
Our Purpose	4
Our Values	4
Location and Facilities	5
Our Address	5
Student Reception	5
International Student Classroom	5
Dining Hall	5
Boarding Houses	6
Gymnasium	6
Aquatic Centre	6
Campus Map	7
Uniforms	8
Concordia Uniform Shop	8
Cost	8
Boys Uniform - Summer	8
Boys Uniform – Winter	8
Girls Uniform - Summer	9
Girls Uniform – Winter	9
Conventional Black Shoes	9
Uniform Guidelines & Examples	9-10
WHERE TO FIND KEY INFORMATION OR ASSISTANCE	11
Assistance with studies	11
School Calendar	11
Stephen Street Campus Weekly Timetable	11
Subject Selection	11
Assessment	12
Feeling Safe at School / Student Protection	12
College App	12
School ID Card	12
Student Wellbeing	12
Learning Community	12
Wellbeing and Relational Management	12
Restorative Practices	12
Mobile Phones	13
Cars	13
Sport & Activities	13
College Policies	13
YOUR COMMUNITY	14
About Toowoomba	14
Being connected	14
Getting around	14
Transport	14
Shopping	14
Money and Banking	14
ADJUSTING TO A NEW ENVIRONMENT	15
Arrival	15
Physical Side Effects	15

Immediate Cultural Differences	15
Culture Shock	15
Communicating with others	16
ASKING FOR HELP	18
Academic / Study Problems	18
Boarding Problems	18
Friendship / Peer Problems	18
Feeling lonely or unhappy	18
Not feeling well	18
Not feeling safe	18
If you think you have an addiction	18
Other Problems	19
LIVING SAFELY IN AUSTRALIA	20
Emergency contacts	20
How to report harm or abuse	20
Personal health and safety	20
Online safety	20
More information about safety	20
Helplines, Online Counselling and Information on Mental Health	20
KEY POLICIES, FORMS & OTHER INFORMATION	21
Accommodation and Welfare Policy	21
What you need to know	21
Key People	21
Accommodation & Travel	21
Deferment, Suspension or Cancellation Policy	21
What you need to know	21
Key People	22
Forms	22
Course Progress and Attendance Policy	22
What you need to know	22
Key People	23
Fees and Refunds Policy	23
What you need to know	23
Key People	24
Complaints and Appeals Policy	24
What you need to know	24
Key People	25
Student Transfer Request Policy	25
What you need to know	25
Key People	25
OTHER MANDATORY INFORMATION	26
Student Visas	26
Overseas Students Health Cover (OSHC)	26
Working in Australia	26
ORIENTATION	27
Checklist: Key People	27
Checklist: School Tour	27

Concordia Lutheran College

Welcome to Concordia!

I am delighted to welcome you to Concordia Lutheran College.

Concordia is a school of the Lutheran Church of Australia, with a rich history that spans seven decades, a strong sense of community and comprehensive educational opportunities across three campuses.

We are a Christian community where God's message of grace is proclaimed, and this guides how we teach, live and work together.

Concordia's goal is to provide a quality education within a safe and happy learning environment. We are focused on the mind and heart, and believe in promoting the intellectual, emotional, physical, social and spiritual development of each student.

Our purpose is to inspire students to strive for academic excellence, and to nurture their aspirations in a caring and vibrant educational setting.

Within the wider national and international community, the young people who study at Concordia are known to be self-directed, insightful, principled, confident and caring. Our aim is to develop these attributes in all of our students, and to give them every opportunity to use their gifts and talents to make a positive contribution globally.

Enjoy your time as a student of Concordia Lutheran College – our staff are happy to help you as you get used to living and studying in Australia. Don't be afraid to ask for help when you need it. We have a caring community at Concordia and there is always someone available to help you.

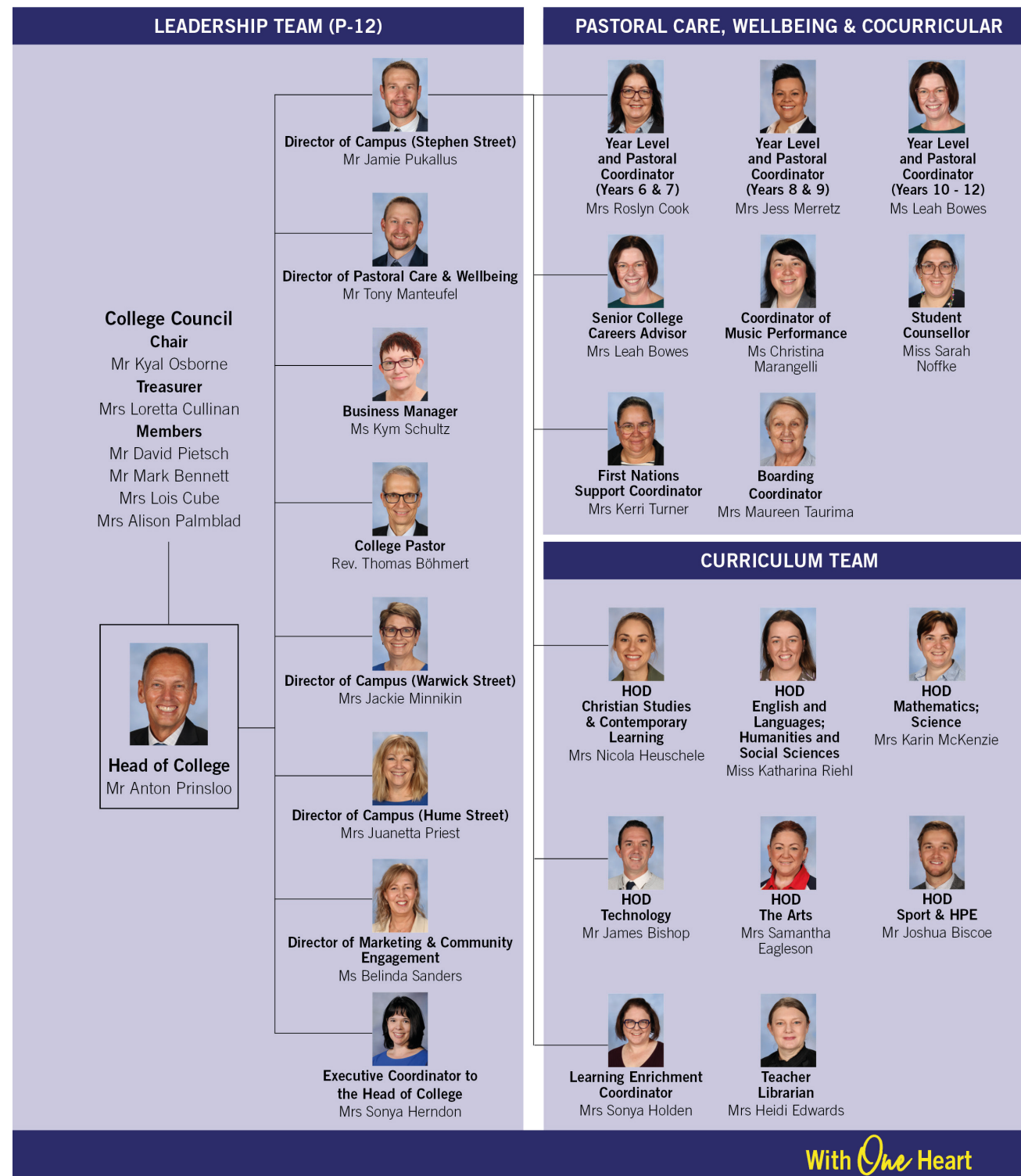
I look forward to greeting you as you explore the many exciting opportunities that exist at Concordia Lutheran College.

Kind regards

Mr Anton Prinsloo
Head of College





Our Staff



Our Student Leaders

CONCORDIA LUTHERAN COLLEGE

College Captains	Bella Edwards		Harry Allsop	
------------------	---------------	---	--------------	---

STEPHEN STREET CAMPUS

Student Representative Council

President	Keira Otto		
Vice-President	Olivia-Grace Grout		
Secretary	Joshua Cramb		
Treasurer	Zoe Pietsch		
Project Managers	Abigail Leslight	Bella Clark	Cate Stangherlin
Assistant Project Managers	Eden Burgess	Max Manning	

Faith and Service Captains

The Arts Captains

Instrumental Captain

Choral Captain

Academic Captain

Boarder Captains

Sport Captains

House Captains

Altus House (Red)	Alisa Adhikari	Charlotte Love
Kessler House (White)	Ellie Denning	Henry Sippel
Stedman House (Yellow)	Selina Richards	Flynn Eldridge-Hayes

Middle College Leaders (Years 7-9)

Faith and Service	Novella Kebede	Baselia Kel	Anthony Priebe
Sport	Lisa Richards	Connor Gadsby	
The Arts	Hana Soe-Yoshida	Ralph Beadle	

About Concordia Lutheran College

Our History

Concordia Lutheran College's three beautiful campuses combine a rich and varied history spanning more than 70 years in the Toowoomba community.

The College officially opened its doors for teaching on 13 February 1946 under the leadership of Professor Rudolph Altus as the first Principal welcoming 27 scholars, 23 of whom were boarding students. The historic Redlands Building and surrounding lands were purchased to serve as the home for the College. The idea of establishing a Lutheran coeducational boarding school in Queensland had been pursued with vigour and enthusiasm for many years with the purpose of preservation of the Christian faith for future generations.

Concordia has been community focused since its inception. Local Lutheran congregations worked tirelessly to raise the funds that were integral in gaining approval to move forward with development of the College. Toowoomba provided the perfect location to draw boarding students from rural families around Queensland while also attracting day students living in the city.

In the decades that followed, students from Papua New Guinea, northern Queensland and other overseas destinations joined the boarding community, forming the demographic that is in place today.

Music as a tradition of the school had its beginnings from day one with three pianos in constant use and several students being awarded major prizes in the Toowoomba Eisteddfod. Other activities quickly found their place into the College's culture with the first athletics day and speech night held before the end of the first year. Academic results continued to improve to a point where the founding fathers were humbled by the goodness of the Lord in this 'leap of faith'.

A vital part of the culture was the attention to Worship which became life-long practices for many students. Many aspects of the College culture changed over the decades, but the most important cornerstone that has never changed is reflected in the College Motto, Nisi Dominus Frustra – "Unless the Lord builds it, it is built in vain." No matter what the activity, the principles of Christian Education still applies. This is what makes Concordia Lutheran College distinctive and unique.

Over the years, considerable development of facilities took place along with the expansion of the student population into the wider Christian community. This growth eventually saw the number of enrolled day students outgrow the boarding numbers. By the end of the 20th century, the College was respected culturally and academically by the wider community on the Downs, while still managing to retain its firm commitments to Christian beliefs and values.

Concordia College expanded with the addition of our Warwick Street Campus, which dates back to 1961, and Hume Street Campus established in 1977. Concordia Lutheran College K-12 became a reality on 30 January 2007 through the amalgamation of all three campuses. Over the years, Concordia Lutheran College has grown to epitomise the word 'Concordia' – agreement, unity and harmony. Together we stand united with our hearts and minds open to the myriad opportunities before us.

Our firm foundation established by the early planners still remains in place today. Our purpose is to inspire students to strive for academic excellence and to nurture their aspirations in a caring and vibrant educational setting.

Our Philosophy

Concordia Lutheran College is a Christian coeducational day and boarding school that provides a holistic approach to shape and prepare students to be confident, informed and equipped to make a difference in an ever-changing world.

We offer a rigorous and quality education where students strive for excellence, and set high expectations in a safe, Christcentred, grace-filled learning environment.

Our Purpose

Our purpose is to deliver to our students inspiring, relevant and engaging learning opportunities in a welcoming and caring Christian environment.

Our Values

Learning

We value learning: where students demonstrate resilience and persistence as creative, adept learners who are not afraid

to take risks as they learn and grow.

Compassion

We value compassion: where students develop their hearts and minds as they care for, respect, support and nurture one another.

Courage

We value courage: where students become risk-takers who take ownership of their learning, set high expectations and are not afraid to speak up for others and themselves.

Service

We value service: where students reflect on their place in the world as they desire to reach out and support people and groups on a local and global level.

Excellence

We value excellence: where students continually strive for excellence as they set and exceed their own goals in their learning.

Respect

We value respect: where every member of the College community respects themselves, others, and creation as they demonstrate stewardship and care for God's earth and all who live on it.

Location and Facilities

CLC is investing in the future to ensure students receive the best possible education and teachers are empowered with modern facilities. Our vision is for a renewed, integrated campus that will span our Stephen Street and Warwick Street locations.

Construction will begin in 2024 on a new upper Junior Learning Centre and a new Early Learning Centre (kindergarten and OSHC) – both buildings will be adjacent South Street and located across the road from one another. They will form a contemporary Junior College precinct with purpose-built, flexible learning areas, abundant green space and landscaping to support outdoor learning and play.

Our Address

At Concordia Lutheran College, we have three campuses in Toowoomba. Our International program caters for students in Year 7 to 12 at our Stephen Street Campus (SSC). Our boarding facilities are also located at the same campus. Stephen Street Campus is located at the following address:

154 Stephen Street
Toowoomba QLD 4350

Student Reception

During the school day, students should go to Student Reception for any enquiries. Student Reception is also the place to visit to see the College Nurse, College Counsellor or senior staff members including the Director of Campus, Director of Learning and Innovation and Director of Marketing & Enrolments.

Student Reception is located in the Redlands Building at Stephen Street Campus.

International Student Classroom

There is a designated classroom for international students to meet with and obtain academic and pastoral support from the International Student Coordinator. This classroom is D6, located on the upper floor of D Block (see campus map on page 6).

Dining Hall

Most international students are boarders at Concordia Lutheran College. As a boarder, all meals are provided by our kitchen, staffed by professional chefs and kitchen staff. The Dining Hall is located very close to the boarding houses and College Reception.

Boarding Houses

There are two operational boarding houses at Stephen Street Campus. Giabal House is for female students and Temme House is for male students. There is a coeducational Recreational Room for all students to utilise. Please refer to our [Boarder Handbook](#) for further details about boarding and our Learning in Residence program.

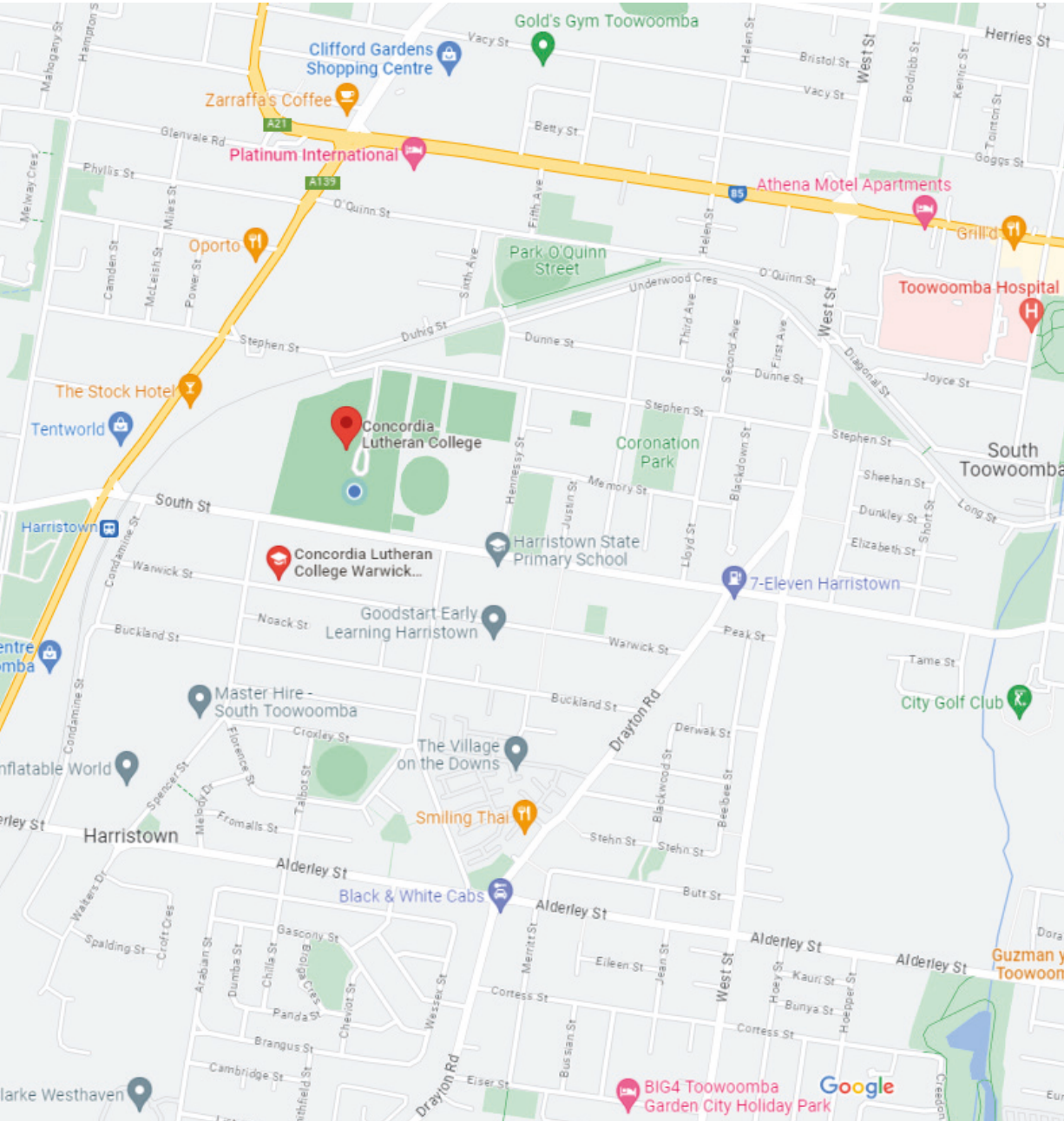
Gymnasium

The College Gymnasium has a basketball court that can also be used for volleyball, futsal, netball and other sports. Boarding students may have access to the Gymnasium after hours, at the discretion of boarding staff.

Aquatic Centre

Concordia Lutheran College has a heated indoor swimming pool at our Stephen Street Campus. This facility is located behind the girls' boarding house, Giabal House.

Locations and Campus Maps



Stephen Street Campus



- | | |
|--|--|
| 1. Redlands Building | 11. Concordia Function Centre |
| 2. Centre for Scientific Inquiry (CSI) | 12. Boys Boarding |
| 3. Technology (C Block) | 13. The Clubhouse (AFL Qld; Qld Cricket) |
| 4. Classrooms (B Block) | 14. Concordia Aquatic Centre |
| 5. The Quad | 15. The Arts (M Block) |
| 6. The Edge Cafe (S Block) | 16. Girls Boarding |
| 7. Chapel | 17. Classrooms (E Block) |
| 8. Library (D Block) | 18. Lecture Theatre |
| 9. Dance Studio | Wheelchair Access |
| 10. Gymnasium | |



Uniforms

Concordia Uniform Shop

Concordia Lutheran College has an onsite Uniform Shop located at Stephen Street Campus. It is located on the ground floor of E Block. The opening hours are:

Mondays	8am to 12pm
Wednesdays	1pm to 4pm
Fridays	7.30am to 10.30am

Cost

Uniform purchases will be charged to the student's account. To access the most up to date price list for the Uniform Shop, please refer to the College's [Uniform Guide](#).

The Uniform Guide also provides comprehensive information about the uniform items required by students in the Middle and Senior College as well as the rules regarding the correct way to wear the uniform.

Boys Uniform - Summer

Male students are required to wear the following uniform items in Summer terms (Term 1 and Term 4):

Day Uniform

- Short sleeved shirt
- Long grey College socks
- Grey shorts or grey trousers
- Long sleeve pullover
- Black leather belt
- Formal hat

Sport Uniform

- Sport/House polo shirt
- Navy sport shorts
- College sport socks
- Sport shoes

Boys Uniform – Winter

Male students are required to wear the following uniform items in Winter terms (Term 2 and Term 3):

Winter Day Uniform / Formal Uniform

- Short or long sleeve shirt
- College tie
- Long grey trousers
- Black leather belt
- College Blazer
- Long sleeve pullover
- Conventional black leather shoes
- Formal hat

Winter Sport Uniform

- Sport polo shirt
- Sports fleecy (optional: warm sports jumper)
- Sport Jacket (optional)
- Sport track pants (optional)
- College sport socks
- Sport shoes

Important Note: The College blazer is the first item of warmth for students. The pullover may be added under the blazer as the second item of warmth. It is not a part of the formal uniform.

Girls Uniform - Summer

Female students are required to wear the following uniform items in Summer terms (Term 1 and Term 4):

Day Uniform

- Short sleeved blouse
- Girls tie (button on)
- Tartan skirt or College grey shorts
- White College socks
- Long Sleeve pullover (optional)
- Conventional black leather shoes (see note)
- Formal hat

Sport Uniform

- Sport/House polo shirt
- Navy sport shorts
- College sport socks
- Sports shoes
- Sports hat

Girls Uniform – Winter

Female students are required to wear the following uniform items in Winter terms (Term 2 and Term 3):

Winter Day Uniform / Formal Uniform

- Short or long sleeve blouse
- Girls tie (button on)
- Tartan skirt or College grey slacks (see note)
- College Blazer (compulsory)
- Long sleeve pullover
- White College socks or Navy tights 40/70 denier (not ribbed)
- Conventional black leather shoes
- Formal hat

Winter Sport Uniform

- Sport polo shirt
- Sports fleecy (optional: warm sports jumper)
- Sport Jacket (optional)
- Sport track pants (optional)
- College sport socks
- Sport shoes
- Sports hat

Important Note: The College blazer is the first item of warmth for students. The pullover may be added under the blazer as the second item of warmth.

The girls grey slacks and white College socks are not part of the formal uniform. For formal events, the College tartan skirt and tights must be worn.

Conventional Black Shoes

Students are required to bring or purchase conventional black leather shoes for the school day uniform. These shoes must have black laces. They may not have obvious brand logos or similar. Examples of appropriate black shoes are as per the following images. To discuss what is appropriate, please contact Student Reception, the College Registrar or Director of Marketing & Enrolments.

Uniform Guidelines & Examples

Students are advised to keep the following information in mind regarding the correct wearing on the College uniform:

- Students are required to wear the correct College uniform at all times during school hours.
- Hats are to be worn during all breaks, school excursions and sporting activities with both the Summer and Winter uniforms. Any student not wearing a hat will be placed in the uniform infringement database – three infringements will result in an after school detention.
- Students must have their hat with them during breaks.
- During cooler weather, students may wear a plain top underneath their uniform for extra warmth – this top must not be visible.
- Year 12 students may wear their senior jersey on Fridays with the formal uniform and all sports days.
- Hair must be tidy, groomed and not touching the collar. No all-over shaved hairstyles.
- The formal uniform with blazer must be worn to Assembly and Chapel during Terms 2 and 3.
- It is essential that all uniform items are named.





Where to find key information or assistance

Assistance with studies

Please contact the Director of Campus (Mr Jamie Pukallus) for assistance in the following areas:

- English language
- Academic studies
- Assignments
- Careers counselling

To make an appointment to see Mr Pukallus, please visit Student Reception.

School Calendar

The College calendar can be accessed at any time from the College website at the following address:

<https://www.concordia.qld.edu.au/current-information/calendar>

Stephen Street Campus Weekly Timetable

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8.30–8.45	Home Class	Home Class	Chapel (8.30-8.55)	Home Class	Assembly
8.45–9.40	Period 1	Period 1		Period 1 (8.55-9.50)	Period 1
9.40–10.35	Period 2	Period 2	Period 2 (9.50-10.45)	Period 2	Period 2
	Morning Tea (10.35-10.55)		Morning Tea (10.45–11.05)	Morning Tea (10.35-10.55)	
10.55–11.50	Period 3	Period 3	Period 3 (11.05-12.00) (Week B PC for Yr 8)	Period 3	Period 3
11.50–12.45	Period 4 (Week A PC for all year levels) (Week B PC for Yrs 9-12)	Period 4	Period 4 (12.00-12.55)	Period 4	Period 4
12.45–1.20	Lunch (12.45-1.20)	Lunch (12.45-1.20)	Lunch (12.55–1.30)	Lunch (12.45-1.20)	Lunch (12.45-1.20)
1.20–2.15	Period 5	Period 5	S.P.A.R.C. (1.30-3.10)	Period 5	Period 5
2.15–3.10	Period 6	Period 6		Period 6	Period 6
3.10	End of School Day				

Subject Selection

During Years 7 to 10, students have the opportunity to experience a range of different elective subjects. This experience will help them to determine their talents and interests in preparation for their Senior Secondary Studies in Years 11 and 12.

In Year 10, all students undertake an intensive Senior Education and Training (SET) Planning process to select the subjects they will study in Year 11 and Year 12.

It is very important to note that students are strongly advised against changing subjects in Year 11 and 12 as this will likely result in a negative impact on their study outcomes. It is for this reason that extensive planning takes place with Concordia's Careers Advisor to determine the right subjects to select during Year 10.

For more information about the subjects available in each year level, please refer to our [Middle College Handbook](#) for Years 7, 8 and 9 and [Senior College Handbook](#) for Years 10, 11 and 12.

Key staff members to discuss subject selection with are the Careers Advisor (Mrs Jo-Ann Tessmer) and the Director of

Campus (Mr Jamie Pukallus). You could also seek the advice of our Director of Pastoral Care & Wellbeing (Mr Tony Manteufel).

Assessment

Assessment is an important part of the learning process. Students are issued with an interim report at the end of Term 1 and Term 3 and a semester report at the end of Semester 1 (Term 2) and Semester 2 (Term 4).

Students are advised of their assessment items at the beginning of each term and parents/guardians are also made aware of the assessment pieces via regular emails from teaching staff.

Further discussions about assessment can be made with the Director of Campus (Mr Jamie Pukallus).

Feeling Safe at School / Student Protection

It is very important that all members of the College community feel safe. Please click on the following link to access the copy of our [Child Protection Policy](#) and [Respectful Relationships Policy](#).

College App

The Concordia Lutheran College app is a useful tool for keeping up to date with College information and can be accessed by smart phones. Click on the following links to access for [Apple iPhones](#) or [Androids](#).

School ID Card

Students are issued with a Student ID card once they commence at Concordia Lutheran College. The Student ID card can be used for purchasing items from the cafeteria or College Book Shop and Uniform Shop. The Student ID card may also be used at local businesses to receive a student discount. An example of this is student tickets at the cinema. This card must also be shown when boarding buses to and from the airport booked by the College, to confirm the student discount ticket price.

Student Wellbeing

Concordia provides opportunities for students to build resilience and to show respect and compassion for one another. The Pastoral Care Team works with classroom teachers in providing care and support to students and assists in developing life skills that will help serve them and the community in the future that they are shaping and creating.

Learning Community

Concordia is vibrant learning community where the gifts and talents of all learners are valued and nurtured. Our team of dedicated professional teaching and support staff extend their expertise in personalised learning well beyond the classroom. All learners have access to ‘anywhere, anytime’ learning through learning devices, allowing real-time collaboration, authentic feedback and application of classroom learning to deepen understanding.

In addition, all learners are welcome to access a range of after-school tutorials offered by our team of talented staff and tutors. We also welcome learners from across our community to actively participate in learning through joining our Learning in Residence students with access to a team of tutors who are committed to assisting students to improve their learning outcomes.

Wellbeing and Relational Management

The College’s management of student wellbeing is inspired by the gospel and reflects the love and forgiveness that God shows us each and every day.

Within a restorative practices process, every effort is made to repair the harm that may have been caused and to foster positive relationships moving forward.

As we experience God’s forgiveness we can then pass it on by forgiving others. Forgiveness brings reconciliation and restoration of relationships.

Restorative Practices

Wherever there is a relationship breakdown, where appropriate, restorative practices are implemented to repair and restore impacted relationships.

The principles and values that underpin our Student Wellbeing Program are:

Connectedness - Every student has at least one staff member who knows them well.

Celebration - We provide many opportunities for students to experience the joy of life, learning and relationships

Christian Values – We value and promote the qualities of forgiveness, reconciliation, humility and self-sacrifice.

Partnerships with Parents – We consistently involve parents when student wellbeing or behaviour issues arise.

Relationships with Staff and Students – We provide opportunities for formal and informal social interactions among staff and students to promote mutual respect.

High Expectations – We present and uphold high expectations of behaviour for students and staff.

A Supportive Learning Environment – We are committed to creating a secure, success-oriented, empowering learning environment.

An Effective Process: Repair. Rebuild. Restore – We apply clear and fair procedures to manage student behaviour in an environment that promotes faith, hope, justice and reconciliation.

Mobile Phones

All students must place their mobile telephone in their locker at the commencement of the school day, or leave it safely back at the boarding house. The mobile phone must remain in the locker until school finishes at 3.10pm. Students who have their mobile phone with them during class time may have the device confiscated from them by the teacher.

Cars

International students are not permitted to drive vehicles in Australia while they are enrolled at Concordia Lutheran College. International students are not permitted to travel in cars that are being driven by other students. Any transportation outside of that which is provided by the College is to be approved by the Head of College prior to the transportation taking place.

Sport & Activities

At Concordia, we seek to provide students with the opportunity to participate in a wide range of competitive and non-competitive sporting and recreational activities.

Our aim is to encourage a healthy lifestyle and a lifelong enjoyment of exercise and sport.

We also believe that participation in sport can build character. Team spirit results when members play hard but fair, agreeing to be self-disciplined and courteous, playing within the rules and respecting authority and opponents.

Toowoomba Cricket and Darling Downs AFL are based at Concordia Lutheran College.

[Sports Program Handbook](#)

College Policies

The following policies provide additional important information about life at Concordia Lutheran College. If you have any questions about a policy, please contact the International Student Coordinator, Director of Marketing & Enrolments or the Director of Campus.

- [Information Communications Technology Policy](#)
- [Alcohol and Drugs](#)
- [Anti-Discrimination](#)
- [Assessment](#)
- [Child Protection Policy](#)
- [Christian Studies](#)
- [Privacy Policy](#)
- [Respectful Relationships Policy](#)
- [Worship Policy](#)
- [Mobile Phone Policy](#)
- [AI Policy](#)

YOUR COMMUNITY

About Toowoomba

The picturesque city of Toowoomba is located at the heart of the Darling Downs region of Queensland, approximately 125 kilometres west of Brisbane. With a population of around 115,000 people, Toowoomba is the second largest inland city of Australia behind the nation's capital, Canberra.

With over 150 public parks and gardens, Toowoomba is often referred to as the “Garden City” and hosts a festival, Carnival of Flowers, each year in September. This nationally recognised event sees people from around Australia and the world travel to Toowoomba to marvel at the spectacular flower displays and participate in the springtime celebrations.

Toowoomba has a moderate climate with an average maximum temperature of 28 degrees Celsius in Summer and 17 degrees Celsius in Winter. During the colder months of June, July and August, the average minimum temperature is around 7 degrees Celsius. The city generally receives over 100 days of sunshine each year.

Toowoomba is easily accessible to Brisbane by car or bus. It takes approximately 1.5 hours to drive to Brisbane, providing students with the opportunity to travel to Queensland's capital. A new airport, Brisbane West Wellcamp Airport, was established in 2014.

The airport provides daily direct flights to Sydney, Melbourne, Cairns and Townsville and easy connections to other Australian and international destinations.

Being connected

- Mobile phones: You will need to purchase an Australian sim card when you arrive in Australia. If you require assistance with this, please contact the Boarding Housemother.
- Internet: Concordia Lutheran College has wifi available for students. There are rules about the appropriate use of College internet. To read about these, please access the [Information Communications Technology Policy](#).

Getting around

Transport

Concordia Lutheran College boarding students are provided with transportation to school related activities. Any transportation for non-school activities must be arranged through the College Boarding staff.

Shopping

Toowoomba has a vibrant retail sector. Students are provided with the opportunity to visit Grand Central Shopping Centre, the city's largest retail shopping mall, on the weekends. There are also opportunities for the students to visit Clifford Gardens Shopping Centre during the week and from time to time, boarding trips to the Gold Coast are organised for students to visit Pacific Fair and Harbour Town Shopping Centres.

Money and Banking

Students are responsible for keeping their money and valuables safe. Boarding students are provided with access to their own individual safe.

It is recommended that students open an Australian bank account upon arrival in Australia. For assistance with this, please contact the Houseparent.

At Concordia, there is a cashless money system where students are able to utilise their student account to make purchases at the cafeteria and book shop (My Student Account - MSA). All uniform items are placed on the student account.

ADJUSTING TO A NEW ENVIRONMENT

Arrival

You will probably have spent many sleepless nights preparing for your trip and wondering what life in Australia will be like. Your parents will also be worried about you, so call home when you first arrive at the College and let your family know you have arrived safely.

Physical Side Effects

You may be very tired for the first few days of your adventure. Your body is still on the time schedule of your home country. You may lie awake in the middle of the night and be ready to go to bed in the middle of the afternoon. This is called “jetlag” and all travellers must adjust to it. For students from Papua New Guinea and Hong Kong however, this is not so bad.

Knowing what effect it will have on you will help you respond more calmly. You may experience some stomach problems during the first weeks as your body adjusts to the different food and water. Eventually, your body will become accustomed to your new environment and your upset stomach will be back to normal. We suggest that you eat plain food in small amounts until your body adjusts.

As all this is going on, you are also getting to know your boarding peers. They will want to show you their community as soon as possible before school starts. Be patient, let them know you are excited, but also a little tired. Fortunately, this stage only lasts a few days and you will soon be feeling fine.

Immediate Cultural Differences

Australians are generally a relaxed nation of people – we call it being ‘laid back’ and you will find yourself becoming more like this as time goes by. You may be surprised by the direct questions you receive but you will learn to answer in a direct manner.

It is important, however, to always say ‘please’ and ‘thank you’, ‘good morning’ and ‘good night’. Remember, if you don't understand anything – just ask!

Culture Shock

What is Culture?

You will have several new “cultures” to adjust to. These new cultures will be composed of new friends, teachers, language and situations.

Do you know what Culture is?

The culture of a society is the way of life of its people; the collection of ideas and habits which they learn, share and transmit from generation to generation. Language is also a very important part of culture; in fact, language and culture cannot be separated.

Culture can tell people how to think and feel. Culture directs our actions and gives us our outlook on life. Culture tells us the accepted ways of behaving. Accepted behaviours vary from society to society. This can lead to misunderstanding between people of different societies. For example, in Japan it is not polite to look directly at a teacher's eyes when speaking to them, however in Australia it is rude if you do not look at a teacher when they are speaking to you.

We have provided you with some knowledge of what culture is, it is now up to you to learn about how it impacts on your “Australian” experience and how to use it to better understand yourself.

Change Your Sunglasses!

Often, we don't realise how much of our personality and the way we look at the world is affected by the culture in which we grow up.

If you are finding situations at home frustrating, think to yourself...do I need to change my sunglasses? We ask this because growing up in one culture is often like wearing a pair of coloured glasses, every time you look through them your view of the world is affected. If you have green glasses, the world will seem green, if you have blue glasses, the world will appear to be blue. Sometimes we need to take off our glasses and have a very fresh look at our new surroundings.

Learning to do this is something that you can take with you and use anywhere in the world. It will help you to be a more adaptable person. Learning to understand people from a variety of cultures is a gift that you can give to the world. There is an old saying, “When in Rome, do as the Romans do.” This means that we should be sensitive to the culture in which we are living and try to follow it as much as we can. If you are finding your new culture confusing or difficult please discuss with the boarding staff or the International Student Coordinator.

Culture Shock

As the world grows smaller, and more people travel, work or study abroad, inexperienced travellers are realising that they can sometimes get a ‘silent sickness’ called “Culture Shock”. Culture Shock is the loss of emotional stability that a person suffers when he or she moves from a familiar environment where they have learned to function easily and successfully, to one where they have not.

There are many symptoms of culture shock. One is panic. You just know that something is wrong and you feel miserable. You may feel the whole thing is a huge mistake and be ready to return home immediately. This is just like a homesickness stage we all go through when moving. It is a natural step when adjusting to a new environment.

In time, you will feel more relaxed and confident. Most people feel uneasy when they find themselves in a new environment. You may feel uninterested in things you have been dreaming about for months. You may feel nervous or uncertain. This is normal.

As you become more familiar with the Australian lifestyle, these symptoms will go away. Remember also that you may be coping with a new language - even students from Canada and the USA have difficulties with our Australian English; the different use of words and our accent make life very confusing!

This means that the simplest encounters require more effort from you than ever before. You may feel impatient with new routines. You may be critical of your new surroundings, disorientated and homesick. It will pass. You are young, adaptable and open-minded, you will soon feel energetic, comfortable and confident in your new environment. Be patient until you reach this stage.

Communication will solve most problems. Remember there are many ways to communicate. A smile is the same in every language. We humans use body language as well as words to communicate. Use your eyes, your hands, facial expressions or even pictures from a magazine to express what you mean.

Don’t worry about feeling foolish – people will appreciate the fact that you are attempting to communicate. You may find it easier at first to write things down if you can’t say the words. Many students have learnt to write English better than speaking it.

You may like to keep a journal of your experiences and feelings while in Australia. If you re-read this towards the end of your program, you will be amazed at how much you have learnt and how much you have changed. Your journal may be something you want to keep for the rest of your life.

Remember that just as you are learning about Australian Culture, Australians you meet may not know much about yours. Always discuss the reasons behind your needs, so people can understand and help you.

Language

The English you are using in everyday situations will seem very different from the English you have learnt at school or heard on the television. Some Australians speak very quickly and sometimes they don’t speak clearly. If you do not understand, say so. People are happy to explain what they mean.

It may be difficult in school to constantly ask your teacher to explain in class, as the teacher may not always have time during lessons. It is a good idea to write down your questions and ask the teacher after class. It is a good idea to write down your questions and ask the teacher after class, or during a break. If you don’t understand the answer still, ask them to say it again slowly, in a simpler way. You can also ask the International Student Coordinator to help you if you are not confident asking by yourself. You will need to do this less and less as your understanding of English improves.

Remember to be patient with yourself while getting used to our Australian expressions. At times you may be confused and frustrated, but this is all part of the learning process. Your fluency in English will increase gradually until you will become aware that you no longer need to ask for explanations!

While you are becoming fluent in English, you are learning on many different levels about all kinds of situations. Communication is a combination of words, tone and body language. If you carefully watch and listen to people around you, you will find it easier to adapt to social situations and the Australian lifestyle generally.

Communicating with others

Poor communication creates misunderstandings. Misunderstandings can start wars, so imagine what good communication can do! If you believe in international peace, start by becoming an effective communicator.

If you can communicate – it will make a very big difference to your experience as an exchange student. Although we cannot give you an entire book to read we have given you a few pointers:

If you are not comfortable with something – use “I” statements to express your concern, for example, “**When you** drive very fast, **I feel** scared **because** I am not familiar with such high speeds.”

In this example, the words ‘**when you**’, ‘**I feel**’ and ‘**because**’ are in bold print. These words are highlighted because they are good to use when you need to describe something that is worrying you. Remember to keep in mind these ‘I’ statements when you are discussing any problems you have, whether it is with family, friends or teachers.

Practise listening – remember this famous quote: “***We have been given two ears and but a single mouth, in order that we may hear more and talk less.***”

Avoid using the following communication blocks:

- Ordering and commanding people – for example, ‘you must’, ‘you have to’, ‘you will’, ‘what you have to realise is’.
- Preaching and moralising – for example, ‘you should’, ‘you ought to’.
- Giving advice – for example, ‘what I would do is’, ‘why don’t you’.
- Judging – for example – ‘you are lazy’, ‘what’s wrong with you is’.

If you are upset about something, do not react immediately – think about your response before raising your voice at another person and saying something you may regret.

Beware!

Frequently we have heard international students object to requests or rules – their objection is often “...but it is OK to do this in my home country...”

Such a response is not in the spirit of this program and not acceptable – please do not use it. It is OK to compare your home with Australia, however make sure that this is used to improve your relationships through understanding and sharing.

Manners and Courtesy

Each culture has its own rules of behaviour, each unique to itself. Your sensitivity, willingness to learn and adapt to new ways will help you to adjust into Australian life quickly. Courtesy everywhere is based on consideration of feelings. Good manners come from the natural desire to please, or to show respect for another.



ASKING FOR HELP

Please find below a list of who to contact if you are experiencing difficulties:

Academic / Study Problems

Director of Campus (Stephen Street), Mr Jamie Pukallus, jamie.pukallus@concordia.qld.edu.au

Boarding Problems

Girls Houseparent, Mrs Maureen Taurima, maureen.taurima@concordia.qld.edu.au
Boys Houseparent, Mr Andrew Bull, andrew.bull@concordia.qld.edu.au

Friendship / Peer Problems

Year Level and Pastoral Coordinator (Years 6 to 8), Mrs Roslyn Cook, roslyn.cook@concordia.qld.edu.au
Year Level and Pastoral Coordinator (Years 9 and 10), Mr David Rentell, david.rentell@concordia.qld.edu.au
Year Level and Pastoral Coordinator (Years 11 and 12), Mrs Leah Bowes, leah.bowes@concordia.qld.edu.au
College Counsellor, Mr Garth Calder, garth.calder@concordia.qld.edu.au
Director of Campus, Mr Jamie Pukallus, jamie.pukallus@concordia.qld.edu.au

Feeling lonely or unhappy

Girls Houseparent, Mrs Maureen Taurima, maureen.taurima@concordia.qld.edu.au
Boys Houseparent, Mr Andrew Bull, andrew.bull@concordia.qld.edu.au
Year Level and Pastoral Coordinator (Years 6 to 8), Mrs Roslyn Cook, roslyn.cook@concordia.qld.edu.au
Year Level and Pastoral Coordinator (Years 9 and 10), Mr David Rentell, david.rentell@concordia.qld.edu.au
Year Level and Pastoral Coordinator (Years 11 and 12), Mrs Leah Bowes, leah.bowes@concordia.qld.edu.au
College Counsellor, Mr Garth Calder, garth.calder@concordia.qld.edu.au

Not feeling well

During school hours:
College Nurse, Sister Libby Chapman, libby.chapman@concordia.qld.edu.au
Note: You can make an appointment to see Sister Libby during school hours at Student Reception.
After hours:
Girls Houseparent, Mrs Maureen Taurima, maureen.taurima@concordia.qld.edu.au
Boys Houseparent, Mr Andrew Bull, andrew.bull@concordia.qld.edu.au

Not feeling safe

If you are experiencing bullying or abuse, it is important that you speak to someone about this as soon as possible. Do not believe that telling someone about what is happening will make things worse – it is only possible to make things better if you ask for help. You can read more about this and how we manage these situations in our [Respectful Relationships Policy](#).
Staff members to contact in these situations:
Year Level and Pastoral Coordinator (Years 6 to 8), Mrs Roslyn Cook, roslyn.cook@concordia.qld.edu.au
Year Level and Pastoral Coordinator (Years 9 and 10), Mr David Rentell, david.rentell@concordia.qld.edu.au
Year Level and Pastoral Coordinator (Years 11 and 12), Mrs Leah Bowes, leah.bowes@concordia.qld.edu.au
College Counsellor, Mr Garth Calder, garth.calder@concordia.qld.edu.au
Director of Campus, Mr Jamie Pukallus, jamie.pukallus@concordia.qld.edu.au
Head of College, Mr Anton Prinsloo, anton.prinsloo@concordia.qld.edu.au

If you think you have an addiction

An addiction is when you no longer feel in control of your actions. Examples of addictions include, but are not limited to: alcohol, cigarettes, drugs, gambling and gaming.
If you suspect that you have an addiction to something, please speak to someone you trust. Staff members include:
Year Level and Pastoral Coordinator (Years 6 to 8), Mrs Roslyn Cook, roslyn.cook@concordia.qld.edu.au

Year Level and Pastoral Coordinator (Years 9 and 10), Mr David Rentell, david.rentell@concordia.qld.edu.au
Year Level and Pastoral Coordinator (Years 11 and 12), Mrs Leah Bowes, leah.bowes@concordia.qld.edu.au
College Counsellor, Mrs Jessica Tobin, jessica.tobin@concordia.qld.edu.au
College Nurse, Sister Libby Chapman, libby.chapman@concordia.qld.edu.au
Director of Campus, Mr Jamie Pukallus, jamie.pukallus@concordia.qld.edu.au
Head of College, Mr Anton Prinsloo, anton.prinsloo@concordia.qld.edu.au

Other Problems

If you are experiencing difficulties in an area not included in this handbook, please contact a member of staff that you trust so they can help you find the right person to speak to. Staff members who will be able to assist include:
Director of Marketing & Enrolments, Ms Belinda Sanders, belinda.sanders@concordia.qld.edu.au
Registrar, Mrs Jolene Healy, jolene.healy@concordia.qld.edu.au



LIVING SAFELY IN AUSTRALIA

Emergency contacts

As soon as you receive your Australian SIM card for your mobile telephone, you must save the following numbers into your phone:

- ICE (In Case of Emergency): 0490 890 917
- Emergency services: 000
- Emergency services if calling from a mobile phone without a sim card or pin number: 112

How to report harm or abuse

If, at any time, you feel harmed or see another student being harmed, it is essential that you tell a staff member that you trust, as soon as possible.

Personal health and safety

- Be aware of your surroundings
- Don't give personal details to strangers or online
- Doctors and Medical Centres
- OSHC

Online safety

- Scams and Fraud: International students can sometimes be targeted by online scammers. If you are contacted by someone asking or demanding payment or personal details, do not respond and immediately report it to a staff member.
- Cyber-safety: For information about how to stay safe on the internet, visit <https://www.esafety.gov.au/>
- Digital Citizenship: We expect a high standard to be maintained in all online interactions by students and staff. For further details, please refer to our [Information Communication and Technology Policy](#).

More information about safety

- Queensland Government Safety Information: <https://www.studyqueensland.qld.gov.au/Live/Safety>
- Translation & Interpreting services: [Queensland Health Interpreter Services](#)
- [Department of Home Affairs](#)
- Local hospital: [Toowoomba Base Hospital](#), Telephone: +61 7 4616 6000
- [Toowoomba Police stations](#)

Helplines, Online Counselling and Information on Mental Health

- [Lifeline](#) – Telephone 13 11 14
- [Kids Helpline](#) - Telephone 1800 55 1800
- [Youth Beyond Blue](#) - Telephone 1300 22 46 36
- [eHeadspace](#) - Telephone 1800 650 890
- [Suicide Call Back Service](#) – Telephone 1300 659 467
- [Headspace](#)
- [Black Dog Institute](#)
- [ReachOut](#)
- [COPMI \(Children of Parents with Mental Illness\)](#)

KEY POLICIES, FORMS & OTHER INFORMATION

Accommodation and Welfare Policy

[Click here to access the policy](#)

What you need to know

- Concordia Lutheran College takes responsibility for your welfare and wellbeing while you are in Australia.
- Unless you are residing with your parent/s or legal guardian/s, international students are required to stay in the onsite College boarding houses. A legal guardian must be a legally recognised relative who accepts responsibility for your welfare while you are living and studying in Australia.
- If a student wishes to reside offsite with a person other than their parent/s or legal guardian/s, they must request official approval from the College to do so. The College reserves the right to refuse alternative accommodation.
- If a student for whom the College has accepted welfare responsibility refuses to maintain approved arrangements, the College will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration at: <https://immi.homeaffairs.gov.au/help-support/contact-us>).
- In the event of a significant or critical welfare issue involving the student, and if determined necessary by the College, a parent, legal guardian or approved relative agrees to travel to a designated location within three days to assume care of the student until the situation has been resolved to the College's satisfaction.
- During school vacation periods, students are required to:
 - o return home to parents, or
 - o be placed in Homestay arranged and approved by the College, or
 - o apply for approval to spend the vacation with relatives or a friend's family, or apply to attend a supervised excursion, camp, etc if all requirements are met in order to attain College approval.

Key People

- Girls Houseparent, Mrs Maureen Taurima, maureen.taurima@concordia.qld.edu.au
- Boys Houseparent, Mr Andrew Bull, andrew.bull@concordia.qld.edu.au
- Director of Marketing & Enrolments, Ms Belinda Sanders, belinda.sanders@concordia.qld.edu.au
- Director of Campus (Stephen Street), Mr Jamie Pukallus, jamie.pukallus@concordia.qld.edu.au

Accommodation & Travel

Leave Requests (REACH)

Houseparents deal with requests for leave from applications made by parents, approved hosts or students via the REACH boarding system. This can be done via any computer, smart phone (Apple or Android), or tablet device by downloading the appropriate app and following the instructions given via a welcome email sent to you via the system. Further details can be found on page 10 of the [Boarder Handbook](#).

Deferment, Suspension or Cancellation Policy

[Click here to access the policy](#)

What you need to know

Deferring or suspending my studies:

- Deferring your studies means delaying when you will commence studying at Concordia Lutheran College.
- Suspension is when you commence study and then stop studying for a period of time but have the intention to commence studying again in the future. A suspension can also be College-initiated if, for example, a student behaves inappropriately.
- An example of deferring may be if a student is taking an English language course prior to commencing at Concordia and requires more time studying English before they meet the suitable entry requirements. In this case, the student may delay their commencement at Concordia for term or semester.
- The College may also grant a deferment or suspension of studies for a compassionate or compelling reason – for example, a death in the family or traumatic experience that has impacted on the student.
- If the deferment or suspension is refused, you have a right of appeal (see Complaints and Appeals Policy).

Cancelling my enrolment:

- If you wish to cancel your enrolment, the College must receive a request in writing from your parent or legal guardian.
- A term's notice must be given to the College if you wish to cancel your enrolment.
- If a term's notice is not provided, the parent account will still be charged for the term's tuition and non-tuition fees.

What exclusion from school means:

- Exclusion from school means you are not allowed to attend regular school activities including classes, tutoring or cocurricular activities for a period of time.
- International students must continue to reside in their approved accommodation during a period of exclusion.
- Exclusion may occur when a student's behaviour is unacceptable or the family fails to pay the fees required to take the course.
- Exclusions will not be included in attendance calculations and will not be recorded on PRISMS (government database).

Complaints and appeals process:

- As an international student, you have the right of appeal if they do not agree with a College-initiated suspension or exclusion.
- See the Complaints and Appeals Policy summary on page X for further details.

Key People

- Director of Marketing & Enrolments, Ms Belinda Sanders, belinda.sanders@concordia.qld.edu.au
- Director of Pastoral Care & Wellbeing, Mr Tony Manteufel, tony.manteufel@concordia.qld.edu.au
- Director of Campus, Mr Jamie Pukallus, jamie.pukallus@concordia.qld.edu.au

Forms

- [Application for Deferment of Commencement or Suspension of Studies](#)

Course Progress and Attendance Policy

[Click here to access the policy](#)

What you need to know:

Why Course Progress and Attendance is important for your student visa:

- It is a visa condition that international students meet and maintain satisfactory course progress and attendance while they are studying in Australia.
- If a student fails to meet the requirements after a period of academic intervention, the College is required to report the student to the Department of Home Affairs.
- If a student is reported to the Department of Home Affairs, the student visa may be at risk of cancellation.

What are the Course Progress requirements?

If you are in Year 7, 8 or 9: You must receive a minimum grade of a C across all core subjects and no more than one elective subject below C after a settling in period of one semester (two terms).

If you are in Year 10: You must receive a minimum grade of a C across all subjects after a settling in period of one semester.

If you are in Year 11 or 12: You must remain eligible for a Queensland Certificate of Education (QCE). This means you must pass enough units of work to have enough points for a QCE. If you do not pass a unit, you will not receive a point for it and may be required to undertake another unit of study to gain the extra point.

What will happen if I don't meet satisfactory Course Progress?

If it looks like you will not meet the Course Progress requirements at the mid-term reporting time (end of Term 1 and Term 3), we will arrange some additional support and interventions to assist you with achieving a pass. If you do not pass at the end of the semester or unit, you will be required to complete additional interventions the following semester. If you do not meet course progress at the end of the second unit or semester, the College is obliged to report you to the Department of Home Affairs.

How will the intervention process work?

We will tailor the intervention process to your personal needs. Examples of intervention strategies include meeting with the

teacher and Head of Department to discuss what you are having difficulties with, after school tutoring, private tutoring and regular meetings with the International Student Coordinator.

What are the Course attendance requirements?

International students are required to maintain 80 per cent of scheduled course contact hours. The 80 per cent is calculated across the number of days in a semester. For example, if a semester has 96 days, a student could not exceed 19 days of absence for that semester.

What will happen if I don't meet satisfactory Course attendance?

Students who fall below 80 per cent attendance will not be reported as being in breach of visa requirements if they have evidence demonstrating compassionate or compelling circumstances and the attendance rate has not fallen below 70 per cent. If the student's attendance falls below 70 per cent, the student will be reported.

Intervention process

If you are in danger of not meeting attendance requirements, the International Student Coordinator and/or Director of Marketing and Enrolments will discuss this with you and determine the reasons for your absences. A plan will be developed to minimise further absences.

What are compassionate or compelling circumstances?

Examples of compassionate or compelling circumstances include serious illness (with medical certificate), death of a close family member (e.g. parent, grandparent or sibling), a traumatic event, a serious disease outbreak or a major political or natural disaster in your home country. A family wedding is not considered a compassionate or compelling circumstance, and any associated absence will count against the satisfactory course attendance calculation.

Key People

- Director of Campus, Mr Jamie Pukallus, jamie.pukallus@concordia.qld.edu.au
- Director of Pastoral Care & Wellbeing, Mr Tony Manteufel, tony.manteufel@concordia.qld.edu.au
- Director of Marketing & Enrolments, Ms Belinda Sanders, belinda.sanders@concordia.qld.edu.au

Fees and Refunds Policy

[Click here to access the policy](#)

What you need to know

Payment of course fees

Fees are payable in advance and must be paid by the first day of each semester of study. Requests for payment arrangements must be made with the Business Office prior to the due date.

What if I default?

There are different reasons for defaulting. In some cases, the fees paid in full, in other cases it will be partially refunded and in other cases there will be no refund.

There will be no refund in the following circumstances:

- Failure to maintain satisfactory course progress
- Failure to maintain satisfactory course attendance
- Failure to maintain approved welfare and accommodation arrangements
- Failure to pay course fees
- Behaviour resulting in enrolment cancellation

For full details on student defaults, please refer to the policy.

How do I ask for a refund?

All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Head of College.

Key People

- Director of Marketing & Enrolments, Ms Belinda Sanders, belinda.sanders@concordia.qld.edu.au
- Business Manager, Ms Kym Schultz, kym.schultz@concordia.qld.edu.au
- Director of Campus, Mr Jamie Pukallus, jamie.pukallus@concordia.qld.edu.au

Complaints and Appeals Policy

[Click here to access the policy](#)
[Grievance Procedure Policy](#)

What you need to know

What is the difference between a complaint and an appeal?

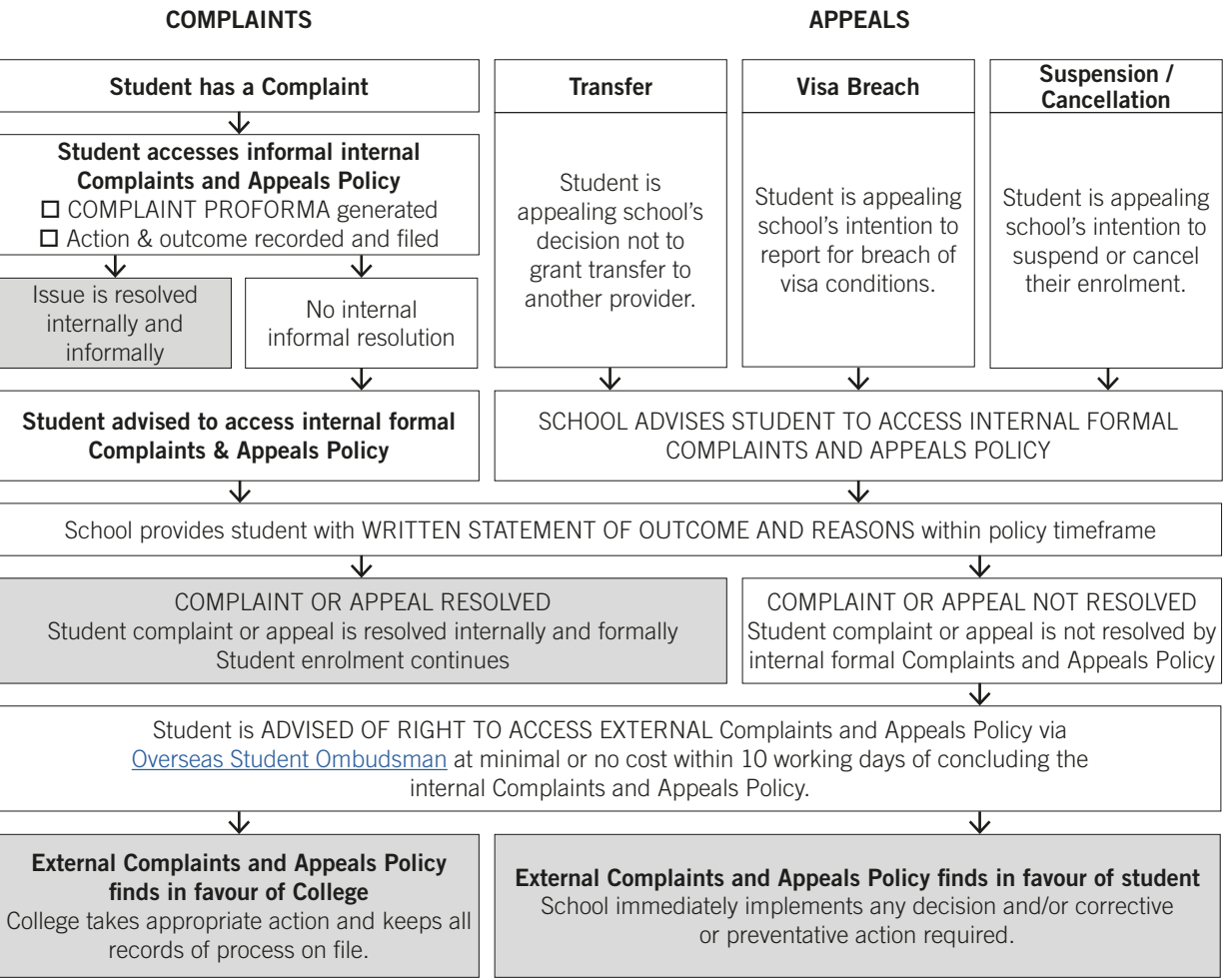
Usually complaints arise when you are unhappy about something. You may feel you have not been dealt with properly, that information given to you was incorrect or that there has been an unacceptable delay. With an appeal, you may be perfectly happy with the way that you have been treated but feel that the wrong decision has been made and would like it re-examined.

How do I make a complaint or appeal?

If you wish to make a complaint, you are encouraged to speak to the International Student Coordinator, Director of Campus or Director of Marketing and Enrolments if you have a complaint. In the first instance, we will try to resolve the issue informally. If you are unsatisfied with the informal outcome, you are able to enter a formal process according to the Complaints and Appeals Policy.

What if I am not happy with the response?

If you are not happy with the formal internal process at the College, you have the right to access the external Complaints and Appeals Policy of the [Overseas Student Ombudsman](#).



Key People

- Head of College, Mr Anton Prinsloo, anton.prinsloo@concordia.qld.edu.au
- Director of Marketing & Enrolments, Ms Belinda Sanders, belinda.sanders@concordia.qld.edu.au
- Business Manager, Ms Kym Schultz, kymschultz@concordia.qld.edu.au

Student Transfer Request Policy

[Click here to access the policy](#)
[International Student Transfer Form](#)

What you need to know

When can I transfer?

International students are restricted from transferring from their first registered school sector course of study for a period of six months. After this time, the College will consider transfer requests in accordance with the Student Transfer Request Policy.

There are some circumstances in which the College may consider a transfer. Please refer to the full policy for further detail.

What do I need to do?

Students can apply to be released from the College by submitting a Student Transfer Request Application at no cost. This is required to transfer to another education provider.

Who can help me?

The Director of Marketing and Enrolments and/or College Registrar can provide you with the Application for Student Transfer Request form to be completed to request a transfer.

Key People

- Director of Enrolments & Marketing, Mrs Belinda Sanders, belinda.sanders@concordia.qld.edu.au
- Director of Campus, Mr Jamie Pukallus, jamie.pukallus@concordia.qld.edu.au



OTHER MANDATORY INFORMATION

Student Visas

For information about your student visa and visa conditions, see:

- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>
- <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

If you are under 18 years of age, you must maintain the welfare arrangements approved for you by the Department of Home Affairs. For information on this, see:

- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18>

Overseas Students Health Cover (OSHC)

It is a visa condition to have OSHC for the full duration of your student visa. For more information, see:

- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/length-of-stay>

At Concordia Lutheran College, we organise Overseas Student Health Cover through AHM. For more information about this provider, please visit:

- <https://www.ahmoshc.com.au/>

Working in Australia

For information about working in Australia with a student visa, see the International Student Coordinator or visit:

- <https://www.fairwork.gov.au/>
- <https://www.fairwork.gov.au/find-help-for/visa-holders-migrants>
- <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>
- <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

ORIENTATION

During your orientation you will meet key people and learn the things you need to know about your school, your community, keeping safe and living and learning in a new environment.

The best way to learn things you need to know is to ask questions.

Checklist: Key People

ROLE	NAME	DATE MET
Boarding Houseparent	Mrs Maureen Taurima (Girls) Mr Andrew Bull (Boys)	
Director of Campus/Child Safety Officer	Mr Jamie Pukallus	
Careers Guidance Officer	Mrs Leah Bowes	
College Counsellor	Mr Garth Calder	
College Nurse	Sister Libby Chapman	
Home Class Teacher		
International Student Buddy		
Year Level & Pastoral Coordinator		

Checklist: School Tour

DATE COMPLETED:

<input type="checkbox"/> International Student Coordinator's classroom or staffroom
<input type="checkbox"/> Library
<input type="checkbox"/> Classrooms
<input type="checkbox"/> College Chapel
<input type="checkbox"/> Lockers
<input type="checkbox"/> Cafeteria & Dining Hall
<input type="checkbox"/> Toilets
<input type="checkbox"/> Uniform Shop
<input type="checkbox"/> Boarding House
<input type="checkbox"/> College Gymnasium
<input type="checkbox"/> Aquatic Centre



CONCORDIA
LUTHERAN COLLEGE

Lutheran Church of Australia – Queensland District
trading as Concordia Lutheran College

154 Stephen Street
Toowoomba Qld 4350
(07) 4688 2700

enrolments@concordia.qld.edu.au

CRICOS Provider No: 00581G



www.concordia.qld.edu.au