

GISS support services and procedures by the overseas student counsellor for overseas students and their families

A Initial contact:

Once the enrolment has been finalised, the overseas student counsellor will get in touch with the overseas student and family via email regarding the process and procedures of engaging with our appointed home stay agency:

Sarah Walmsley
Operations and Administration Manager
Oz Homestay
PO Box 416
Sydney Markets, NSW, 2129 AUSTRALIA
Tel: 02 9325 6962 or 02 9325 6988
Fax: 02 9325 6960
<http://www.ozhomestay.com.au>

- In parallel, introduction and explanation of the overseas student counsellor's role via email, including important contacts within the school as well as other helpful information: health insurance, bank account, public transport, first night questions, and welcome to Sydney pre departure guide and assisting with further questions of the overseas students and their families.
- Overseas counsellor and overseas students are in regular contact (usually via email) until the student's arrival in Sydney.
- All students arrive in the school holidays to have time to settle in and to adjust accordingly into their new environment. The students will be picked up from the airport by a representative of ozhomestay.

B Orientation and Counselling:

Orientation Overseas Students:

- Welcome Day before new school term/year starts. Handing out of important information (including Guide to New South Wales Services for International Students, Consumer Guide for International Students, International Student Guide, Public Transport Information, reference to detailed youth websites: www.youth.nsw.gov.au and www.lawstuff.org.au) and again the first night questions for the students and their homestay families, our school contact details, the overseas student counsellor's mobile and contact numbers. Meeting of administration staff and coordinators.
- Welcome breakfast on first school day: organised by respective classes and 'student buddies' to introduce new students, subject teachers, class teachers and coordinators.

- During first week of school intensive school internal orientation:
 - Facilities and resources
 - School internal procedures, policies and services (including student visa requirements and regulations)
 - Course/Class material
 - Timetable information
 - Textbooks

Aim of orientation:

- Welcome the students to their host country and to introduce the students to the other students
 - Help the students to adjust to the academic, legal and cultural differences and to learn more about culture, health, safety and the Australian lifestyle
 - To inform about available student services, legal services, emergency and health services, complaints and appeal processes, student visa requirements and regulations relating to academic performance and attendance
 - To give a deeper insight to the course program
- Local orientation through home stay family (monitored by ozhomestay)
 - Currently 3 further orientation outings organised by the school:
 - Manly, City, Blue Mountains

Counselling:

- Overseas student counsellor is available 5 days/week at GISS. Out of hours care in emergency cases is provided by ozhomestay.
- Counselling and assisting with culture shock and different lifestyle, homesickness, the adjustment within the school and host family, language barriers etc.
- Regular meetings with individual students or in group sessions during contact hours with the overseas student counsellor and if necessary with the class teacher/IB coordinator to ensure prompt resolutions.
- Counselling if any school related issues arise, dispute resolution and crisis intervention.
- If necessary, referring to external student support services
- Regular contact to and updates by placement officer (Sarah Walmsley) from ozhomestay.

- Assistance with practical information (regarding outings, sport clubs etc.).
- Regular contact and updates to the family overseas via email or phone.

C Monitoring and Recording at school:

- Class meetings once a term, if necessary additional meetings.
- Regular reporting to IB-Coordinator, class teachers and all involved staff members.
- Monthly IB-team meetings, if necessary additional meetings.
- Accurate and up to date monitoring and recording of attendance and academic progress of the student through the class teachers, subject teachers and coordinators according to our attendance policy.