

APIC

**AUSTRALIAN PACIFIC
INTERNATIONAL COLLEGE**



STUDENT SUPPORT GUIDE

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Overview - Student Support Information

Australian Pacific International College (APIC) educates and empowers our students and prepares them for life beyond school.

APIC takes a holistic approach to education making sure the learning is enjoyable and meaningful. At APIC we have enthusiastic, dedicated teachers and a wide range of classes for different skill sets.

We have unique electives tailored specifically to our students needs. Electives enable students to focus upon their individual needs while giving freedom to control their own learning outcomes. This exposes students to different teaching styles.

We create a unique learning environment so that students can achieve beyond just language skills. Throughout your studies we are here to support you. We make student support information available to student in variety of formats and locations.

The primary sources of student services information available to you include:

- International Student Support Services Guide (this document)
- APIC International Student Handbook.
- Axcelerate
- And though a variety of other formats. .

Information in all these sections is regularly updated as per the required changes and student should always refer to the latest version for information whenever possible. Please always feel free to speak to the student services team in your campus with any questions.

ESOS Framework

APIC is a registered training organisation. It is registered by the Australian Skills Quality Authority (ASQA) under the VET quality framework (VQF) including the standards for Registered training organisations (RTOs) 2015.

It is also registered on CRICOS (Commonwealth register of Institutions and Courses for Overseas Students). Training organisations who appear on the CRICOS Register are governed by the ESOS (Education services for overseas students) framework which consists of a number of pieces of legislation including the ESOS Act 2000 and the national code of practice 2018 for Registration authorities and providers of education and training to overseas students. These laws are in place to protect overseas students and to uphold high quality standards of education within Australian education.

<https://internationaleducation.gov.au>

Education Services for Overseas Students (ESOS) Act 2000

The provision of education and training services to overseas students in Australia is regulated by the Department of Education (DET) through the Education Services for Overseas Students Act (2000) and associated legislation. The purpose of the legislation is to protect the interest of people coming to Australia on student visas, by providing tuition and financial protection and by insuring a nationally consistent standard for all registered providers. All prospective students should be aware of the ESOS framework. For detailed description visit:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Code of Conduct

APIC is committed to creating and maintaining an environment for all employees and students that is safe and free from violence and harassment. Courtesy, understanding and mutual respect towards all persons is necessary for excellence in what we do, for safety in the workplace and in creating an environment that serves all our needs.

The College will not tolerate actions of a violent nature or threats of any kind. Violence includes but is not limited to:

- any act that is an assault
- any threat or behaviour or action that is interpreted by a reasonable person as having the potential to:
 - harm or endanger the safety of others
 - result in an act of aggression or
 - destroy or damage property

Disciplinary action will be taken in the event of a violent act or threat of a violent act towards another person or property at work or a work related event. Any threat or violent act should be reported to the RTO Manager or the CEO.

Code of Conduct for Students

The following information outlines what's expected of you.

Your responsibilities

Policies and procedures

You are expected to:

- read and follow our policies as documented in this handbook.
- respond to our communications promptly.
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Learning and assessment

You are expected to:

- attend scheduled classes.
- actively participate in learning
- complete all homework given to you.
- complete and submit all assessments on time.
- refrain from plagiarism, cheating and collusion.
- pay all fees due.
- ask for support if needed.

Classroom conduct

You are expected to:

- arrive on time for your class.
- be prepared for class.
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

Respect and ethics

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner.
- use our resources for the purpose for which they are intended.
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly.
- respect ours and other people's property.

Your Rights

Policies and procedures

You can expect to:

- be informed of our policies and associated procedures.
- receive regular and relevant communications.
- learn in a safe environment.
- have your personal details kept confidential and secure?
- access the information that we hold about you.
- have the opportunity to provide feedback on services received.

Learning and assessment

You can expect to:

- be provided with high quality training, assessment and support services.
- receive the support you need.
- have your assessments marked and returned within 10 working days of submission.
- receive feedback on assessments where the result is not satisfactory.

Classroom conduct

You can expect your trainer and assessor to:

- be on time for classes.
- be prepared for class.
- be knowledgeable and engaging.
- dress appropriately
- only use handheld devices in class when they are relevant to the activity.
- communicate in English.

Respect and ethics

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- interact with others in a collaborative, professional manner.
- respect for yourself and your property.

APIC Facilities

- APIC has been designed to provide training for career success in a professional learning environment that is both challenging and motivating. All courses are offered to Australian and International students. In line with Home Affairs requirements, all International students are required to study full-time for 20 hours per week and are required to be 18 years and above
- Facilities include:
 - Computer labs
 - Counselling services
 - Microwave ovens, fridges, vending machines
 - Misc Equipment
 - TV, video, whiteboards and Data projectors.
 - Training Kitchen
 - Free Wi-fi
- Computers and software at the College are licensed and usage is restricted. The import or export of any software, images or information is forbidden unless at the direction of the college's IT staff. The importation or downloading of offensive material, pornography or provocative items, or software containing viruses, is disciplinary matters that will be referred to the college management team which may impose sanction against you.

APIC Student Support

Throughout your enrolment process, APIC will engage with you on a number of occasions. We do this through requesting you to complete where necessary the Enrolment Application, AVETMISS form, Support Needs form, Marketing consent form, Orientation, LLN test, English placement test, feedback forms, Orientation checklist, USI collection authorisation form, APIC staff interacting with you etc. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study.

You will be asked various questions about your support needs or your “individual needs/ learner needs”. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need any support.

APIC will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Pre- Enrolment Support
- Language, Literacy and Numeracy Support
- Academic Support
- Counselling Referral (onsite or external)
- Disability Access
- Emergency & Medical Services Referral
- Legal Services Referral
- USI Help
- Accommodation Services Referral
- Transport Guidance
- Airport pick up

If you need support during your course, please approach and inform our Reception or your trainers and assessors, and you will be connected with the best person who can assist you. You can also contact directly to the academic support team. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception staff that you would like to meet with the Student Support staff or RTO Manager or any other delegate.

Also, you have the option to write an email to the following:

- sid@apic.edu.au
- student.support@apic.edu.au
- admissions@apic.edu.au

It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course within course completion date. APIC is committed to our student’s welfare both during and after hours of study.

Please note, all support and referral services are free of cost.

Student liaison is to be maintained by the Academic team who will act as a central point of contact. The RTO Manager will provide advice and assist students with:

- transition to life and study in a new environment
- information on:
 - Accommodation options and other referrals.
 - Legal services and other referrals.
 - Emergency and health services
- facilities and resources: - Computers, onsite snack and drinks machines, availability of free Wi-Fi and tour guidance brochures/magazines.
- complaints and appeals processes; and
- any student visa condition relating to course progress and/or attendance as appropriate

Orientation program

The RTO Manager is responsible for conducting a student orientation with all enrolled International Students before they start their course with APIC and ensure all students attend this program without failure. If you feel you need further clarification beyond the Orientation, you can contact us at any time.

The orientation program covers majority of what students will need to know about their course and APIC policies. For overseas students it also covers information on adjusting to life in Australia. As a minimum the orientation program must cover information on:

- About APIC
- APIC Staff and Campus Details
- APIC Facilities and Resources
- APIC Support Services
- APIC Complaints and Appeals Process
- APIC Course Progress and Attendance Requirements
- Introduction to the course.
- Completing and signing orientation documentation.
- Health and Safety at APIC
- Emergency Evacuation and Incident Reporting
- Point of Contact
- Distributing training program and Term dates
- Issuance of International student handbook and explanation
- Plagiarism policy
- Disciplinary action
- Issuance of qualification and Statements of Attainment
- Fees and refund policy
- Student welfare services
- All legislation that may affect students
- Student visa obligations.
- ESOS rights and responsibilities
- English language and study assistance programs
- Emergency and health services
- Relevant legal services
- General support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- Support services to assist with the transition into life and study in Australia.
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- Explanation of books and learning material required and associated cost
- Campus tour

APIC will ensure that appropriate staff members are available on the orientation day to respond to students' queries. APIC staff members will provide you the information about the orientation documentation and you can ask your queries from them freely.

The APIC team collects all the completed forms, APIC team will be checking the forms to ensure they are filled correctly and will further file them in student files. At the time of orientation, if they find any student who needs some other support academic or non academic, they will be providing the necessary help and support and if required they will be escalating the query to upper level of management for resolution and support.

In the event a student commences their course late / has been granted credit or simply missed the orientation, the RTO Manager or delegate will undertake an orientation program with that student prior to the commencement of classes.

All the information and documents are easily accessible to the students through the learner management system (Axcelerate). Also, the RTO Manager provides detailed information on the use of Axcelerate and other systems at the time of Orientation. For the convenience of students, APIC has prepared online videos on the use of the learner management systems which are made to be provided to the students before they commence their course. Students are also introduced and provided with contact details of the necessary point of contacts during the orientation program.

English Language support

Student may first try out with BBC Learning English: <http://www.bbc.co.uk/learningenglish>. They have free quizzes to start with.

There is mobile app to test your English comprehension. Mobile App: <https://www.duolingo.com/>

There are lots of MeetUp groups in Sydney, where persons less skilled in English can interact with native speakers and enhance their speaking capability.

Find a friend who also wants to improve their English and only chat to them in English - including via text message, online, over the phone and in person. Make friends with people from other nationalities so you only communicate in English. APIC provides diversity within their classes, and it is looking to enrol students from across the world. At APIC it becomes easy to find other students who have the same goal but diverse ideas and origins. At APIC, you get to learn many new things.

You can also join a volunteer group or sports team so you can put your English skills to good use. To improve your reading skills, read in English every day. This includes websites, online news, newspapers, magazines and books. Listen to English-language music and podcasts; watch English language films, television shows and YouTube videos, and try to do so without subtitles!

To improve your writing skills, write a daily journal in English. It doesn't matter what you write about, as long as it's in English. Do little translation exercises. Take a passage from a book or article in your native language and translate it into English, or do the reverse.

If a student's English skills are still not at the required level, the student will be referred to ELICOS courses providers to achieve the required standard before being enrolled in APIC's VET programs. ELICOS Course fee will be borne by student.

Below is a description of some of the resources that will be helpful to improve your English language skills:

1. English Central (www.englishcentral.com) : English central is a platform full of English Language videos that progressively build your comprehension.
2. BBC Learning English (www.bbc.co.uk/learningenglish) : Watch well-crafted videos and complete related activities to increase your knowledge of the English language.
3. Italki (www.italki.com) Choose between native speakers and qualified tutors to have a one -on-one chat with you.
4. Busuu (www.busuu.com): Busuu is a website and mobile app, Busuu is a social network of people learning new languages.

Language, Literacy and Numeracy support

Sometimes people have trouble with their language, literacy (reading and writing) and numeracy skills. LLN issues are very common and having trouble with these skills is nothing to be ashamed of. APIC conducts LLN test during enrolment process to identify support needs for our students. We have a range of strategies to assist learners who struggle with LLN including (but not limited to):

- Trainer support / Individual tutoring
- Assistance with writing
- Customising time table
- Reviewing drafts of your work and providing written or verbal feedback
- Adapting task to allow for more practice
- Flexible assessment method

We have listed some links for some helpful online information for LLN support:

- BBC skill wise - <http://www.bbc.co.uk/skillswise/english>. This website has resources for developing skills like reading, writing, and spelling, speaking and listening.
- Reading Writing Hotline - www.readingwritinghotline.edu.au. This site provides information that support literacy in forms of game and quizzes.

APIC does not have any scope to offer nationally recognized training on LLN. However, you may also be referred to external services e.g. TAFE to further develop LLN skills. Course fee will be borne by student.

Pre-enrolment support

Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the student handbook, the applicable course flyer and the summary of fees and charges. It is preferable that these sessions are conducted face-to-face with APIC contracted agents and representatives.

Prospective students also can choose to contact us directly through email at

- student.support@apic.edu.au
- admissions@apic.edu.au
- marketing@apic.edu.au
-

Our Marketing Manager or admin officers will respond to your queries towards understanding right and obligation towards fees and other support services. The support officer may escalate to higher management depending on support needs.

Students have the access to the information through the APIC International Student handbook available at the APIC website under the link <https://www.apic.edu.au/download-center/>

Recognised Difficulty in studying and learning

Where appropriate to the program students identified with difficulties in studying and learning are to be scheduled with additional one-on-one support sessions with RTO Manager at regular intervals throughout the course program. The support need will be identified through Trainer and Assessor's feedback or Early Intervention process.

Students are advised to approach their trainers with content specific questions, and Student contact Officers for other support. Academic progress support services provided by APIC include:

- Tutorials/workshops to provide students with the opportunity to discuss the points of confusion,
- Obtain feedback on their assignments, both in draft form and on completed work from the trainers:
- Students must make an appointment with the trainers to arrange a tutorial session
- Pre-scheduled academic skills workshops covering the following topics to help students to develop skills and strategies to enhance students' learning:
 - Time and Task Management
 - Reading, Listening and Note taking
 - Approaches to Study and Research
 - Academic Writing
 - Harvard Referencing Style
 - Introduction to Google Books for deep knowledge on topics and using the resource.
- Ad-hoc one-on-one academic support session scheduled by Academic Staff, Student Contact Officer or student to assist students with special needs or students at risk.
- One-on-one academic consultation with RTO Manager by appointment. Appointments can be made in person with Student support team, by email or contacting at the Reception.
- The following online resources are also useful for providing student support to study: Effective Study skills A useful quick overview of study skills www.adprima.com/
- How to Study A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org
- Study Skills Self-Help Covers important skills such as time management, note taking and exam preparation. <https://www.skillsyouneed.com/>

Course Progress requirements

The orientation information covers the course progress requirements.

APIC will monitor record and assess the course progress of each student for the course in which the student is currently enrolled. The college will assess each student's progress at the end of each compulsory study period. The length of a study period is usually 10 weeks of teaching followed by three weeks of break

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in any one or more terms. The College will define course requirements for each term and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period will also be made clear to the student at the start of each study period.

Students can get more information about the course progress policy through the APIC website/APIC student handbook.

TPS Information

APIC protects students' fees through the implementation of the Tuition protection of student fees via governmental legislation. As a CRICOS provider (03971B), APIC must comply with the ESOS Act, associated legislation and regulations. There are penalties for failure to comply.

Under the ESOS Act, APIC must report directly to Department of Home Affairs, when a student breaches the visa requirements, in particular the requirements about students maintaining satisfactory progress in their course.

Financial difficulties

Upon request, during the enrolment process, if identified student with financial difficulties but academic excellence, APIC will offer payment plan in fortnightly or monthly payment terms which will be reflect on their Enrolment agreement.

Current students who identified with financial difficulties or who required financial support, APIC will offer payment plan with small fortnightly/monthly payment terms.

USI Help

All students enrolled at APIC will be registered for a Unique Student Identifier (USI). No student will be issued with any AQF certification documentation unless they hold a USI or have an exemption.

The USI system generates a unique student number, which students can use though out their studies in Australia. The USI allows access to a full range of study information fast and easy. APIC support staff will request consent from the student to generate a USI for them and record the students generated USI into APIC's Student Management System.

More information for USI can be accessed using the APIC student handbook.

Students With a disability

All possible allowances may be provided to persons with disabilities. Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner. It will be judged on a case-to-case basis. Students with visual impairment can be supported by supplying internal learning resources with a larger printed font.

The assessors have been provided with the reasonable adjustment forms and they can make reasonable adjustments without compromising on the training package guidelines and criteria.

Rights of International students as employees

When students will be working in a workplace as permitted in student visa condition, it is critical to know about their rights as employees in a workplace. Students should consult the following link: <https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>

Critical Incident

These are events which significantly impact a student's or someone else's wellbeing, psychological state or ability to study/work. For example, an earthquake in a student's home country which caused death of a family member. If you, any student or any other member of APIC is a victim of critical incident, please contact RTO Manager. APIC will investigate the issue and take necessary steps to support the affected by granting approved leave or suspension or referral to external counsellors..

On-campus Incidents

If the incident is on campus, the first action will be to contact the emergency services - fire, ambulance or police - as would be the case with other WH&S matters.

The CEO, or their delegate must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the CEO, or their delegate who will communicate other staff as appropriate.

Key Details to be reported:

Key details to report include the time, location and nature of the incident (e.g., threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).

The staff member receiving the news contacts the CEO, or their delegate / Head of the Critical Incident Team.

The CEO, or their delegate urgently deals with an emergency situation then calls a meeting with the staff involved to make decisions as to how to proceed.

Point of contact

Student assistance is available by contacting APIC front desk or Student Support team. Students may make an appointment with the RTO Manager / Student support team for assistance with their request relating to required support services.

APIC Contact details

- Level 6, 579 Harris Street, Ultimo, NSW 2007.
- info@apic.edu.au
- 02 9136 2446

CEO

- ganesh@apic.edu.au

RTO Manager

- sid@apic.edu.au

Student support team and student advisor

- marketing@apic.edu.au
- admissions@apic.edu.au

Student Services team

- Student.services@apic.edu.au

Apart from the above contacts, students can contact the trainers and assessors by sending emails to their academic ids additionally they can get more online support through the Axcelerate (learning management system).

Emergency services:

Dial 000 and advise whether you require:

- police
- fire
- ambulance.



Police station

The nearest police station is:

Day Street Police Station
192 Day St, Sydney NSW 2000



Internet providers

Mobile and Internet provider Mobile phone providers in Australia are

- Optus - <https://www.optus.com.au/>
- Telstra - <https://www.telstra.com.au/>
- Vodafone - <https://www.vodafone.com.au/>
- Virgin Mobile - <https://www.virginmobile.com.au/>
- Boost Mobile - <https://boost.com.au/>
- TPG - <https://www.tpg.com.au/>

Services like Compare Broadband are a good starting point if you are unsure of pricing and the options available in your area. Month-by-month and six-month contracts are becoming more common. They work for students in regards to contract length but cost more than 12 or 24-month contracts. After you've chosen an internet provider, setting up your home internet is easy.

You can buy your own modem or purchase one through your provider. They'll then provide you with all of the necessary steps required to finish your set-up.

Australia is gradually connecting to the National Broadband Network. But, note that speeds in many locations are still quite slow, especially if you come from a country with fast internet.

www.comparebroadband.com.au

Accommodation

When it comes to finding accommodation, you have many options to choose from ranging from finding your own apartment to homestays to short term rental accommodation.

Before moving in: confirm the weekly rate, and what it does or it doesn't cover; - establish whether there is a bond, make sure you get a lease contract;

Keep any receipts for payments you make: electricity, water, electronic transfers, they will help as evidence of your rent, in case of any disagreement.

Private rental

This is true independent living; renting an apartment or a house, either alone or with housemates. Living with others is ideal for meeting new people and reducing your costs. However, if you decide to live alone, you will have to pay for everything and may get lonely (depending on your personality, of course). Rentals come either furnished or unfurnished. Property websites are the best source to find apartments or flat shares. As most properties are unfurnished, you will need to purchase electrical items, furniture, bedding and kitchen utensils. You will also need to pay up to four weeks rent upfront (known as bond) as well as cover costs for connecting the electricity, gas and telephone land line.

Homestay

Homestay involves staying with a family in their home with meals, internet and utilities covered by your host. It is a popular choice for a true Australian experience, and it also allows you to settle into your new life in Australia with the support of a family. Homestay can be both close to and some distance from your educational institution – make sure to check access and public transport options.

For homestays across Australia, you can try: www.homestaynetwork.com.au, www.auzziefamilies.com;

Hostels – When you arrive there are several youth hostels and budget accommodation venues that you can access via the internet.

Simply go to www.yha.com.au/ or www.unilodge.com.au to search for youth hostels across Australia.

FOR MORE ACCOMMODATION INFORMATION

Head to the Study NSW website for more details on accommodation in Sydney, including links to the Student Accommodation Association (SAA), the national body representing education providers and student accommodation operators, and general accommodation tips.

www.study.sydney/live/accommodation

Transport and Concessions

Trains/Buses – The closest train stations to the campuses are Central Station and Town Hall Station. <https://transportnsw.info/> is also a good site to visit for general information about Sydney.

Alternatively, you can telephone 131 500 to speak with an Operator at Sydney Transport who can assist with transport information and local trip planning.

Taxis – There are several taxi companies in Sydney few taxi ranks located around the city. You can ‘hail’ a vacant taxi in the street, go to a taxi rank or order one by telephone, which costs you an extra \$1. Most taxis are licensed to carry only 4 passengers.

To order a Taxi: Legion Cabs 13 14 51/ Silver Service 13 31 00/ Yellow Cabs 13 19 24.

Ferries – You may catch the ferry to travel around Sydney. Ferries operate from Circular Quay & King Street Wharf. <https://transportnsw.info/routes/ferry>

Sydney Buses – At Central, you will be able to get buses services going to most part of Sydney or other suburban area.

- Opal Card – Opal is the smart ticketing system used to pay for travel on public transport in Sydney. Please do not forget to tap on and tap off on each travel. Opal card can be top up at vending machine located at stations or via online. All public transports are equipped with Opal card reader.
- International Students are not entitled to use student concessions on Sydney Buses, Trains or Ferries.

Banking

Opening an Australian bank account will enable you to earn money in Australia. Any payment you receive from employment or a scholarship will need to be paid directly into an Australian account. Additionally, you will easily be able to access funds without attracting fees for international transfers.

How do I set up a bank account?

This step is easy. There are several banks to choose from in Australia. When you arrive in Australia, simply head to your chosen bank and let them know you’re an international student and would like to open an account. You will need to bring some important documents. You will be provided with access to a day-to-day account and an online savings account. Once you have been identified, you will be provided with a debit card, allowing you to shop across Australia and online without paying additional fees. You can use a basic day-to-day account to pay for course fees, rent or daily living costs.

Closest Banks to APIC

Commonwealth Bank

Commonwealth Bank Haymarket Branch
691-693 George St, Haymarket NSW 2000

Westpac bank

Westpac Branch Haymarket
671-675 George St, Haymarket NSW 2000

Smoking Laws

Every state and territory ban smoking in enclosed public places. Indoor environments such as public transport, office buildings, shopping malls, schools and cinemas are smoke free across the country. Selling cigarettes to under 18 is illegal which can be heavily fined.

Nearby Medical services

You can find many practitioners near all campus. For more details of local doctor's services please check more details on this website: <https://healthengine.com.au/appointments/gp/>

Tax File Number

Tax file numbers can be obtained through the Australian Taxation Office (ATO). A tax file number is a unique number issued by the Tax Office. You must have a tax file number when starting or changing jobs. For further information, please contact the Australian Taxation Office at 13 28 61 (8.00 am-6.00 pm Monday - Friday) or To apply Tax file number please go to <https://www.ato.gov.au/Individuals/Tax-file-number/> or visit nearest Australian Taxation Office to apply paper application.

Once they verify your passport or Identification number with Department of Home Affairs record, ATO will send you your TFN number within 28 days. Once you have received your TFN number it's important that you keep it and all your personal information secure to prevent identity theft.

Driving with an overseas license

If you are licensed to drive in your home country, you may be able to drive here in NSW (laws differ throughout Australia) using your original licence, however there are certain things you will have to do before you drive here. For example, the law requires that you carry an official translation of your licence if it was originally issued in a language other than English.

Refer to the Service NSW website (<https://www.service.nsw.gov.au/>) for up-to-date information. Please note other states and territories of Australia may have different driving laws. Enquire at the Service NSW about driving in other states and territories within Australia.

Community facilities and Places of Worship

Sydney is well known for its multiculturalism. With such a mixture of religions, it is very easy to find your preferred place of worship.

Ultimo Community Centre is a popular space for sports and recreation activities. You can hire a basketball court, take a yoga or fitness class, or even learn Chinese painting. The centre offers English conversation classes, and has a bilingual Chinese community worker on duty at the facility from Monday to Friday. Darling Square Library, located inside The Exchange building in Darling Harbour, is a modern facility that contains lots of great study spaces and reference materials. The library holds more than 30,000 books, including a large collection of Asian literature. You can come here to enjoy a good book, or to study in peace and quiet.

There are several churches around Sydney CBD, including Scots Church Sydney, a Presbyterian church that welcomes cultural diversity; Church Hill Anglican; St Patrick's Catholic Church; and the Hillsong Sydney City Campus. Sydney CBD Masjid in Argyle Place offers two different prayer times on Fridays, at 12.15pm and 1.15pm. There are also smaller musallas located near Town Hall Station (167B Castlereagh Street) and Wynyard Station (56-60 Erskine Street).

Please find below a list of some of these places:

Christianity

St. Mary's Cathedral - Cathedral Street, Sydney

Judaism

Great Synagogue - 166 Castlereagh Street, Sydney
Bet Yosef (The Caro Synagogue) - Bondi

Hinduism

Sri Mandir - 286 Cumberland Road, Auburn
Sydney Hare Krishna Temple - 180 Falcon Street, North, Sydney

Islam

Sydney CBD Musallah - 84 Pitt Street, Sydney

Buddhism

Wah Tsang Temple - 2/209 Liverpool Rd, Greenacre



Legal Advice/Services

Free legal advice can be obtained from the Legal Aid Telephone service on 1300 888 529 or visit a Legal Aid Office. Legal Aid Head Office Sydney Ground Floor, 323 Castlereagh St, Sydney NSW 2000 Phone: (02) 9219 5000 or 13 3677 www.legalaid.nsw.gov.au

Interpreter Assistance

Our Student Contact Officer and Student services staff can help you locate a suitable interpreter service.

The Translating and Interpreting Service (TIS National) is an interpreting service for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients. Their services enable non-English speakers to independently access services and information in Australia. For more information visit: <https://www.tisnational.gov.au/>

You should also be aware of Telstra's Multilingual services which offers free interpreter service.

Telephone 1800 241 600 anytime if you are having difficulties communicating in English.



Library Services

Sydney City of Sydney information page has many options for locations and opening hours of libraries close to you: <https://www.cityofsydney.nsw.gov.au/explore/libraries/locations>



Counselling Services

The student counselling service is designed to assist overseas students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be upsetting the student.



There are several organisations that offer 24/7 mental health support over the phone or through an online chat service. Lifeline delivers crisis support, suicide prevention and mental health support services across Australia. Phone 13 11 14, text 0477 13 11 14 (12pm to midnight AEST) or www.lifeline.org.au



Beyond Blue is Australia's most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression, and suicide. They have been providing supports and services to people in Australia for 20 years. For more information, visit: <https://www.beyondblue.org.au/>

Mental Health Line is available to everyone in NSW offering professional help and advice, and referrals to local mental health services. Ph. 1800 011 511

In an emergency, call triple Zero (000)

For counselling, student may be referred to:

Sydney NSW

- New South Wales Domestic Violence Line: <https://dcj.nsw.gov.au/children-and-families/family-domestic-and-sexual-violence.html>
- Phone: 1800 656 463
- NSW Rape Crisis Centre: www.nswrapecrisis.com.au Phone: 1800 424 017
- Sexual Assault Crisis Line: Phone: 9819 6565

Australia wide

- Lifeline 13 11 14
- Beyond Blue – www.beyondblue.org Phone:1300 22 4636
- Reachout – www.reachout.com.au
- Salvation Army Family Welfare Centres
- CatholicCare, Family Support Service

Finding a mental health expert that speaks your language

You can use an interpreting service if you need assistance in your language. TIS National should be your first stop when accessing mental health services or making an appointment. Not only can they help you book an appointment over the phone, but you can also request an on-site interpreter to attend your session with you. Phone 131 450 or www.tisnational.gov.au

Staying safe

Be aware of the security and emergency arrangements of both your institution and the local area. If you are leaving your institution at night then try to walk with a friend or a group. Take well-lit paths that are used regularly by other people.

Fair Work Ombudsman

Like many international students, you may get a part-time or casual job to help pay your living expenses while you study in Australia. It is important that you know your rights in the workplace. All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws. For more information, contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au

Below is an important link from the fair work ombudsman website:

<https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>

Fairwork Ombudsman has translating and interpreting; you can contact the translating and interpreting service (TIS) on 131450.

Health and Safety

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water.

Beach Safety

If you're visiting the beach, you really need to understand beach safety in Australia so you don't get caught out in an emergency.

In an emergency

If you suddenly find yourself in an emergency at the beach, there are a couple of things you can do:

- Raise your hand – If you're stuck in the water and something has happened or you can't safely swim back to shore, raising your hand signals to lifeguards that you or a friend need immediate help.
- Immediately alert a lifeguard or call Triple Zero (000) – If you're onshore and see someone in distress, call for help immediately.

How can I swim safely?

Check the weather

Before heading out, it's always a good idea to check the weather forecast. The official Australian Bureau of Meteorology website should give you a clear idea of the weather and surf conditions to expect on the day. Weather conditions have a huge impact on things like wave size, water currents, and the presence of bluebottles (which can sting) – so stay informed.

Choose the right beach for you

Some beaches are great for surfing, while others are calmer and more protected. Each beach has its own unique landscape and suitability for different swimmers. Make sure you check signs and do your research to find the best spot for you.

Never dive into the water without checking the depth. Some bodies of water can be deceptively shallow or deep – and beach landscapes are ever-changing. Never assume you know the beach well enough to dive in blindly. Also, keep an eye out for submerged objects or sand shelves.

Extra tips to stay safe

- Always swim at a patrolled beach. Seek a safe spot between the red and yellow flags.
- Swim with others. To stay safe, never swim at a beach when you're completely alone.
- Swim during the daytime. Swimming at night or dusk may be risky.

BE SUN SAFE – SLIP, SLOP, SLAP!

SLIP on a shirt, SLOP on some sunscreen and SLAP on a hat.

To be sun-smart during an Australian Summer, remember to:

- Apply sunscreen
- Bring along a hat, shirt, and sunnies (an Australian way of saying 'sunglasses')
- Take a bottle of water to sip from
- Find a shady spot on the beach

CHECK THE SIGNS AND ALWAYS SWIM BETWEEN THE FLAGS

When you get to the beach, always look out for flags and signs – they'll warn you about any potential hazards or dangerous conditions on the day (for example, common warnings will alert you to the presence of bluebottles or dangerous shore breaks).



Useful Links

Department of Immigration

This government department handles visa enquiries and issues.
<https://immi.homeaffairs.gov.au/>

Australian Diplomatic Missions Overseas:

Website: www.dfat.gov.au/missions

Tourism - Australian Tourist Commission

Website: www.australia.com

Tourism NSW

Website: www.tourism.nsw.gov.au

City of Sydney

Website: www.cityofsydney.nsw.gov.au

Sydney Transport Info

Website: <https://transportnsw.info/>

CRICOS

Website: <http://cricos.education.gov.au/>

ASQA

Website: <http://asqa.gov.au/>

Newspapers:

Sydney:

Website: www.newspapers.com.au/sydney.html

Health Insurers

A list of health providers of OSHC can be found at: www.studyinaustralia.gov.au/en/StudyCosts/OSHC

English Language Websites

International English Language Testing System (IELTS): www.ielts.org

Test of English as a Foreign Language (TOEFL): www.toefl.org

Key Contacts

CONTACT NAME	WHEN TO USE THIS SERVICE	CONTACT DETAILS
AUSTRALIAN CONSUMER LAW	Understand your legal rights in regards to shopping or purchasing goods and services.	www.consumer.gov.au
AUSTRALIAN HUMAN RIGHTS COMMISSION	If you feel you are being treated unfairly because of your race, descent, colour or ethnic/national origin then make a complaint to the Australian Human Rights Commission.	www.humanrights.gov.au
AUSTRALIAN TAXATION OFFICE	Contact them to arrange a Tax File Number or learn more about payments made to you while you're here.	www.ato.gov.au
BEYOND BLUE	A free counselling service that you can contact if you are feeling depressed or anxious.	1300 224 636 www.beyondblue.org.au
CITY OF SYDNEY	See the website for information on all the services, facilities and events happening in the city centre and surrounding suburbs.	www.cityofsydney.nsw.gov.au
CITY OF SYDNEY COMMUNITY CENTRES	Community facilities that assist with the learning and recreation needs of the local communities in which they're based	www.cityofsydney.nsw.gov.au/community
CITY OF SYDNEY YOUTH SERVICES	The City delivers six youth programs within the City of Sydney local government area which offer recreational, education and vocational programs.	www.facebook.com/cityofsydneyyouth
OVERSEAS STUDENT OMBUDSMAN	This resource investigates complaints about problems that overseas students have with private education in Australia.	1300 362 072 www.ombudsman.gov.au
CONSUMER AND BUSINESS SERVICES (AND TENANCY ADVICE)	If you require detailed information about obligations and entitlements when buying products and services.	13 32 20 www.fairtrading.nsw.gov.au
COUNCIL OF INTERNATIONAL STUDENTS AUSTRALIA	The peak body for the interests and needs of international students, they always require volunteers.	www.cisa.edu.au
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (FOR EMBASSIES)	If you require help from your country's embassy within Australia.	www.dfat.gov.au
DEPARTMENT OF HOME AFFAIRS	This government department handles visa enquiries and issues.	www.homeaffairs.gov.au
FAIR WORK OMBUDSMAN	If you require assistance understanding your workplace rights and responsibilities.	13 13 94 www.fairwork.gov.au
HEALTHDIRECT AUSTRALIA	Outside of GP consultation hours their trained staff can help you treat non-urgent illnesses.	1800 022 222 www.healthdirect.gov.au
LEGAL AID	If you need to know what your legal rights are then contact this free legal service.	1300 888 529 www.legalaid.nsw.gov.au
LIFELINE	If you need someone to talk to about your state of mind, this resource is a crisis support hotline.	www.lifeline.org.au
NSW OMBUDSMAN	An independent agency to watch over the NSW Government and improve their delivery of services to the public.	9286 1000 www.ombo.nsw.gov.au
SERVICE NSW	NSW Government services including driving and transport.	13 77 88 www.service.nsw.gov.au
TRANSPORT INFOLINE (PUBLIC TRANSPORT SERVICES)	To find out about trains, buses and ferries, including ticketing information, timetables and more.	131 500