STUDENT SUPPORT SERVICES POLICY AND PROCEDURES

1. PURPOSE

The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy and The Sydney English Language Academy herein known as "The Academy" is aware that international students are living and studying in an unfamiliar environment away from their home therefore The Academy is responsible for providing access to certain services to ensure the mental and physical wellbeing of overseas students.

The purpose of this policy and its related procedures is also to ensure that The Academy will determine the support needs of individual learners and will provide access to the educational and support services necessary for individual learners to meet the requirements of the training product as specified in training packages or VET accredited courses. The Academy will identify any support individual learners need prior to their enrolment or commencement (whichever is the earliest) and provide access to the required support throughout their training.

2. POLICY STATEMENT

The Academy will:

- give overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia;
- offer reasonable support to overseas students, irrespective of their place or mode of study, at **no additional cost to the overseas student**;
- have a critical incident management policy; and
- ensure there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

3. PROCEDURES

3.1. Orientation Program

Orientation programs will help familiarise overseas students with The Academy's expectations, rules and facilities, and introduce the social and cultural norms which overseas students need to be aware of while in Australia.

The Academy will give all overseas students access to an age and culturally appropriate orientation program. This includes making the program available to late arrivals or overseas students who begin at different entry points.

All new students are required to attend an orientation program on their first day. Students who arrive late will be able to access the orientation program online with the support of the Student Services Coordinator who is available for any questions. Students are also given a tour of the campus.

Overseas students also can access The Academy's orientation program from The Academy's website www.sbta.com.au prior to arriving in Australia or prior to commencing tie course.
The Academy's orientation program includes information about:

- Support services available to assist overseas students to help them adjust to study and life in Australia;
- English language and study assistance programs;

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- Any relevant legal services;
- Emergency and health services;
- The Academy's facilities and resources;
- Complaints and appeals processes;
- Requirements for course attendance and progress, as appropriate;
- The support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- How to access information on overseas student's employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- How to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents;
- safety and awareness relevant to life in Australia, such as beach safety or the etiquette and laws concerning smoking in Australia. The information will be provided either electronically or face-to-face via a workshop; and
- any other reasonable support the learner may require.

The Academy will take all reasonable steps to provide a safe environment on campus for its students and advise overseas students and staff on actions they can take to enhance their personal security and safety.

3.2. Academic Learning Support

SBTA is committed to ensuring that students are provided with academic support to assist them in reaching their full potential. The Academic Support is designed to help every student at SBTA improve their study skills, understand assignments and prepare for their future career.
Academic Support is provided to students free of charge on a weekly basis during term time from 10.45 am to 7.00 pm (Monday – Thursday) and (10 am – 3.00 pm on Friday and Saturday).
We also offer short courses such as resume writing, interview techniques, coffee making and job seeking to help support the students with their career goals.

3.3. English Language Support

Students at SBTA can choose to attend any of our English classes offered by our sister school, The Sydney English Language Academy. They may simply wish to practice speaking English more fluently, improve reading, writing skill and grammar skills if they wish to progress to tertiary education.

3.4. Student Counselling Service

SBTA caters to diverse student learning needs and aims to identify and respond to the learning needs of all our students. We know that students need to be able to manage all areas of their life in order to achieve academically, we also know that as most of our students are studying a long way from their family and usual support systems, they may experience more challenges than local domestic students.

Students are encouraged to express their views about their learning needs at all stages of their learning experience. Therefore, SBTA offers free counselling service to its students who may be suffering from stress, anxiety, grievance, conflict resolution or simply just wish to talk to someone.

3.5. Special Needs Services

Special needs questions are asked of students when they complete their Application for Admission Form. If students identify that they have special needs then the student will be advised of how

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they can be supported during their study which could be additional English classes, additional 1:1 support. SBTA also has wheelchair access for students who might require it.

3.6. Accommodation Services

SBTA can assist its international students if they would like SBTA to organise accommodation for them before they arrive. This is organised via a home-stay company called Meridian by the marketing staff.

3.7. Critical Incident

The National Code 2018 defines a critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. This does not include serious academic misconduct. Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, physical, sexual or other abuse; and
- other non-life threatening events.

The Academy has a detailed Critical Incident policy in place which is made available to all its stakeholders. The policy is available on The Academy's intranet and website www.sbta.com.au. The policy includes procedures to follow in the event of a critical incident, and includes contact information for the police, Australia Border Force - Department of Immigration and Border Protection, the overseas student's family, and any other relevant organisations that may be able to assist in such a situation, for example community organisations or phone counselling services.

The policy also includes steps to immediately take action and resolve or address the critical incident. The Academy will ensure that it has a documented policy and process for managing critical incidents that could affect an overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

The Academy will maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student under the ESOS Act.

Refer to the **Student Support Services Information Pack** attached as "Appendix A" for further information. A copy is attached to the policy and procedures.

4. RESPONSIBILITY

- CEO/PEO
- Principal
- Students Services Coordinator
- Marketing staff
- All other staff

5. ASSOCIATED DOCUMENTS

- Student handbook
- Website
- Critical Incident Policy
- Student Support Services Information Pack

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6. RELATED STANDARDS

- Standards for RTOs 2015
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- *Education Services for Overseas Students Act 2000* (ESOS Act)
- Privacy Act 1988
- Competition and Consumer Act 2010

Approved by: Jane Koch

Position: Chief Executive Officer

Signature:

Date: 17 January 2018

Version	*Created by:*	*Date created*	*Reason for update*	*Implementation date after circulation of draft to all stakeholders*
1	*CEO*	*2016*	*Updated*	*2016*
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STUDENT SUPPORT SERVICES INFORMATION PACK

We would like to welcome our students to The Lan-Grove Office Training Centre trading as The Sydney Business and Travel Academy (SBTA) and The Sydney English Language Academy (SELA) herein known as "The Academy". We place great importance on ensuring that each student has a positive experience while attend The Academy. The information below provides you with an overview of our commitment to you and what is expected from you.

Orientation Week

We will run an orientation week for new students on the first week of your studies. During this week you will learn about SBTA and SELA, our facilities, get introduced to the Student Portal and eLearning, facilities around the campus, take a tour of our Campus and meet other students who will be studying with you at SBTA and SELA.

Accommodation

The Academy can organise homestay accommodation for you if you wish. Please contact the Student Services Coordinator if you require homestay arrangements. Homestay arrangement is when you live with a family in their home. Homestay often comes with meals and cleaning included.
You may however choose to find your own accommodation. Listed below are some tips when searching for accommodation which include:

- Consider accommodation close to railway station as our Campus is in central CBA Sydney and close to major transportation and railway such as Town Hall and Central Stations.
- When checking weekly rent also consider other expenses such as electricity, water rates, bond etc. which you might have to contribute towards.
- Find out if there are any facilities nearby such as shopping centres, transport, medical centres.

Short-term accommodation

Short-term accommodation is hostels and hotels at discounted rates for short term stay when you first arrive in Australia and are still looking for accommodation.

Legal protection

If you have any issues with your landlord, you can contact organisations such as tenants unions and consumer advocates that can provide assistance. Tenants unions in New South Wales is the peak non-government organisation advocating for the interests of tenants and other renters in New South Wales since 1976 https://www.tenants.org.au/tu. .

To find out more visit the relevant government Fair Trading agency in New South Wales https://www.fairtrading.nsw.gov.au/housing-and-property/renting

Feedback

The Academy prides itself in providing quality training and assessment services to you and we value your feedback and suggestions.

You can provide us feedback via google or sending an email to our Student Services Coordinator studentservices@sbta.com.au.

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You can also contact our representatives from our Student Council who are representatives of our students here on campus. They are happy to talk to you and take your suggestions on board. A copy of our Student Council's names and photographs are attached for your information. If you wish to contact any of these students, please advise the Student Services Coordinator who will get the student counsellor to contact you directly by emailing him directly or make an appointment to see him.

Our Complaints and Appeals Policy

The Academy is committed to providing all its students the best possible environment in which to study. The Academy however understands that there may be instances where there may be dissatisfaction and acknowledges that the cause(s) must be addressed and rectified immediately. In such instances, The Academy will invite feedback from the dissatisfied party so that a resolution can be reached which will provide The Academy with an opportunity to review its policies and practices for future continuous improvement purposes.

There is no cost for lodging a complaint and/or appeal. All complaints and appeals will be treated with integrity and privacy will be maintained at all times as per the Privacy Act 1988. The complaints and appeal process will give the student the opportunity to formally present his or her case; and be accompanied or assisted by a support person. For more information, please refer to our Complaints and Appeals policy and procedure which is available from our website www.sbta.com.au

Privacy

The Academy collects student information to complete the enrolment process and to maintain and improve the quality of the Vocational Education and Training System sector. Enrolment details may be passed on to other Government agencies, or representatives thereof (e.g. Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS); Department of Home Affairs, Australian Skills Quality Authority and remain confidential to those agencies. Students may also be contacted to participate in surveys, essential to monitoring the quality of service provision. Please refer to our Privacy Policy from our website www.sbta.com.au

The Academy respects your privacy and is committed to safeguarding your personally identifiable information or "personal information" from unauthorized use or disclosure. This policy describes how your personal information may be collected. It also describes how your personal information is used or disclosed, and the steps we take to protect it from unauthorized use or disclosure as per the **Privacy Act 1988**.

CCTV Cameras

Please be aware that CCTV cameras installed in our classroom and corridors. The cameras are used to monitor our facilities, to prevent vandalism, malicious damage, anti-social behaviour and theft. There are CCTV signage installed, to make staff, students and visitors aware that video surveillance is in use on the campus.

Insurance

Students are not covered for personal accidents or any loss or damage to property whilst on campus at SBTA and SELA. However, The Academy is covered which provides Personal Accident cover for students who undertake unpaid work experience or work placement as part of your studies. Please note that It is the student's responsibility to arrange their own personal accident or private health insurance if they believe The Academy's coverage is not adequate.

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Refunds

SBTA will ensure that all students are provided with its fees, charges and refund information prior to enrolment so that the students can make an informed choice about studying at SBTA. SBTA will ensure that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.

Cancellation Prior to Your Scheduled Course or Package Commencement Date

If you send SBTA notification of cancellation 28 days or more before your originally accepted course or package commencement date, a refund equivalent to 75% of the tuition fees will be made. Offers for deferred commencement dates do not extend the period where a refund of 75% can be claimed.
If SBTA receives written notification of cancellation less than 28 days before your originally accepted course or package commencement date, a refund equivalent to 50% of the tuition fees will be made. Offers for deferred commencement dates do not extend the period where a refund of 50% can be claimed.

If your Australian visa application is refused, SBTA will refund all tuition fees less the lesser of 5% of the total amount of pre-paid tuition fees or the sum of $500 after receiving evidence from the relevant Australian authority that your visa application was refused. Any tuition received whilst awaiting visa approval must be paid for on a proportionate basis.

What happens if I withdraw on or after my scheduled course or package commencement date?

No refund of tuition fees will be made after the student's scheduled course or package commencement date.

- If you wish to withdraw from a commenced course or package, you must give SBTA four weeks' written notice prior to your next instalment due date or pay four weeks in lieu of notice. The total number of academic weeks delivered to you will form part of the withdrawal fee calculation.
- Any amounts that fall due prior to your withdrawal being submitted must be paid in full at the time your withdrawal is processed. For example, if a tuition payment or late fee is due this must be paid in full at the time you submit your withdrawal.
- Apart from refusal of your initial visa prior to course commencement, no refunds or credits will be provided for situations where your student visa or eCoE status prevents you from studying. This includes time missed where you have been reported for breaching a visa condition, irrespective of whether your visa is subsequently not cancelled.
- Please remember you **must** complete a minimum of six months of your **principle** course (being the highest qualification level in a package of courses) before you will be able to change to another provider.

Cancellation Due to Unmet Entry Requirements

It is essential that you understand and are capable of meeting all course entry requirements. If you are transferring from another provider, haven't finished 6 months of your principle course and unable to provide a letter of release all tuition fees will be refunded less the Enrolment Fee.

Miscellaneous

The following miscellaneous information is very important. Please ensure you read this information before enrolling into any SBTA/SELA courses.

- The Enrolment Fee is non-refundable.
- Overseas Student Health Cover is non-refundable once your course or package has commenced.
- Materials fees are non-refundable once your course or package has commenced.
- Requests for refunds must be made in writing to the Registrar by mail, courier or personal delivery as soon as practicable and should include any relevant documentary evidence. Refunds will be

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processed within 28 days after receiving your written request and made to the payment source, i.e. directly to you or your nominated agent.

Provider Default

Under section 46A of the ESOS Act 2000, The Academy is in default in relation to an overseas student or intending overseas student and a course at a location, if

- The Academy fails to start providing the course to the student at the location on the agreed starting day; or
- After the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Under section 46B of the ESOS Act 2000, The Academy must notify the Secretary and TPS Director (via PRISMS) in writing of the provider default within 3 business days after the default occurring. Under this section The Academy must also notify students in writing in relation to whom it has defaulted. Under section 46D of the ESOS Act 2000, The Academy will have 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to the student as set out in this section.

Under section 46F of the ESOS Act 2000, The Academy will have 7 days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F of the ESOS Act 2000.

Student Default

Under section 47A of the ESOS Act 2000, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- The Academy refuses to provide, or continue to provide the course to the student at the location because of one or more of the following:
  - the student failed to pay an amount payable to the provider for the course;
  - the student breached a condition of his/her student visa;
  - misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A (3) of the ESOS Act 2000.
  - If the student or intending student defaults then The Academy must provide a refund in accordance with the requirements under either section 47D or 47E of the ESOS Act 2000, depending on which section applies to the circumstances of the default situation.

In the unlikely event that SBTA is unable to deliver your course, you will be offered a refund of the unexpended pre-paid tuition fees which you have paid to date in accordance with the Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012.

Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

The TPS will ensure that you are able to either:

- Complete your studies in another course or with another institution, or
- Receive a refund of your unspent tuition fees.

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Under the Tuition Protection Service international students have a number of rights and obligations. For more information visit their website: https://tps.gov.au/

Work Health and Safety

We are committed to ensuring that staff, students and visitors are not exposed to anything in the work environment which may result in injury or harm to their health. Safety and health at work is both an individual and a shared responsibility of all and requires the co-operation and commitment of all staff and students. Please refer to our Work Health and Safety Policy and Procedures. A copy is attached for your information. You can also access the policy from our website at http://www.sbta.com.au/wp-content/uploads/2018/03/WHS-Policy-and-Procedure3.pdf

First aid and health

We have First Aid Officers located on Level 2 and Level 6. Our first aid officers are:

- Anthony Haddad located on level 2
- Thomas O'Keefe located on level 6
- Marcela Wenzel located on level 2.

The details of the First Aid officers are on the noticeboards. In case of injury you must report the nature of your injury to your trainer, nearest staff member or the Student Services Coordinator.

Please note, First Aid Officers offer first aid only and do not provide any medications. If you have a medical condition and need to take prescription drugs that could affect your safety, please notify your trainer before commencing class. This will enable staff to provide appropriate and timely assistance and enable us to fulfil our duty of care responsibilities. As per our Privacy Policy all information provided will be treated in strict confidence.

You must have Health Cover at all times. If you need to see a doctor, there is a medical centre on George Street, 11/501 George Street, Sydney, Phone: 02 8378 6666.

Emergency evacuation procedures on Campus

If there is an emergency you will hear a "whoop" "whoop" alarm sound, or a whistle. Our staff are trained to deal with emergencies. Please stay calm and follow your teacher. Do not exit the building in the lifts.

Wardens

Fire wardens will direct you out of the building. Fire wardens will be wearing a red hat.

Emergency Exits

If no member of staff is available, follow the green exit signs.

Can you work while you are studying in Australia?

Working while you study in Australia can help complement your study and living experience. There are a number of reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area.

Most student visas allow you to work for up to 40 hours every two weeks while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the Department of Home Affairs, https://immi.homeaffairs.gov.au/ website.

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Paid Work

You can find many employment opportunities in Australia which has paid work which includes:

- Retail - supermarkets, department and clothing stores.
- Hospitality - cafes, bars and restaurants.
- Tourism - hotels and motels.
- Agricultural - farming and fruit-picking.
- Sales and telemarketing.
- Administration or Clerical roles.
- Tutoring.

Finding work in Australia

You can search for work via the following methods:

- Newspapers
- Watch the noticeboards at SBTA and SELA for job opportunities
- Visit Seek website https://www.seek.com.au/ for job opportunities
- Visit Indeed website https://au.indeed.com/ for job opportunities

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.

There are also several websites provided to you under Student Support Services which you can visit to find out more information about working in Australia.

Internships

Internships in Australia can either be paid or unpaid. At SBTA we run internship programs throughout the year to assist students decide if they wish to undertake internship programs. Internship programs are a great way for students to get exposure to real work environments ad transfer their skills back into an actual workplace.

govolunteer.com.au You may choose to undertake volunteer work if you wish to keep you busy and meet people if you are lonely. Vist their website to learn more http://govolunteer.com.au

Your Rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

To find out more about your work rights visit the Australian Government's Fair Work Ombudsman' website https://www.fairwork.gov.au/.

If you're a temporary resident working in Australia your employer has to pay super for you if you are eligible. When you leave Australia, you can claim your super as a departing Australia superannuation payment (DASP) if you meet all the requirements. To find out more about super for temporary residents visit the Australian Taxation Office's website on https://www.ato.gov.au/

Working in Australia - Tax File Number

You will also need to get a tax file number to work in Australia. Visit the Australian Taxation Office's https://www.ato.gov.au/ website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

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Living Costs in Australia

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

- **Hostels and Guesthouses** - $90 to $150 per week
- **Shared Rental** - $85 to $215 per week
- **On campus** - $90 to $280 per week
- **Homestay** - $235 to $325 per week
- **Rental** - $165 to $440 per week
- **Boarding schools** - $11,000 to $22,000 a year

Other living expenses

- **Groceries and eating out** - $80 to $280 per week
- **Gas, electricity** - $35 to $140 per week
- **Phone and Internet** - $20 to $55 per week
- **Public transport** - $15 to $55 per week
- **Car (after purchase)** - $150 to $260 per week
- **Entertainment** - $80 to $150 per week

Minimum cost of living

The Department of Home Affairs https://www.homeaffairs.gov.au/ has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12 month living cost is:

- **You** - $20,290
- **Partner or spouse** - $7,100
- **Child** - $3,040

All costs are per year in Australian dollars. To convert to your own currency, visit http://www.xe.com/(opens in a new window) the worlds trusted currency authority at https://www.xe.com/

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living https://www.service.nsw.gov.au/campaign/cost-living in Australia and access the insider guide at http://insiderguides.com.au/.

If you experience financial trouble while in Australia, talk to your Student Services Coordinator by emailing him on studentservices@sbta.com.au or calling him on 02 9048 6900 for assistance.

Personal Safety

While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.

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Going out

When you are out with friends or by yourself, here are some simple things to consider:

- Always plan your trip home, especially at night. You may want to pre-book a taxi or arrange transport with a friend. Always make sure you have enough money to get home.
- Try to travel with a friend or in a group.
- Keep your bag and belongings close to your body and where you can always see them.
- Never hitch hike.
- If you don't have a mobile phone, make sure you have a phone card or money to make a phone call.
- Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.
- Leave valuables at home if you don't need to take them with you. This includes jewellery, electronic equipment such as iPads and your passport. If you've recently arrived and don't have anywhere permanent to live yet, talk to your institution's international student support staff about secure storage facilities on campus.
- Don't carry large amounts of money with you. You can access your money at ATMs found in shops, supermarkets, petrol stations, shopping malls, bars, shop fronts and many other public places.
- **Call 000 in the event of an emergency**. Remember, calls to 000 are free of charge.

Using Public Transport in Australia

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. A number of security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However, you should still use caution when travelling on public transport:

- Avoid isolated bus, rail and tram stops.
- Check transport timetables to avoid long waits, particularly at night.
- Train carriages nearest to the driver or guard are lit and safest at night.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage.

Taxis

Some tips when using taxis in Australia:

- Sit wherever you feel most comfortable – it is normal for passengers to sit in the front or the rear of the taxi.
- Always ensure you know the address of your destination before getting into the taxi.
- Tell the driver the route you would like to take to your destination, and don't be afraid to speak up if the driver takes you a different route, particularly one you are unfamiliar with.
- If you don't want the driver to know exactly where you live, get them to drop you off a short distance away.

On campus

When you are on campus during the day or night, here are some tips to help keep you safe:

- Make sure you are aware of the security and emergency arrangements at your campus and in your local area. You will be provided with emergency arrangements at the time of your orientation and a floor plan of level 2 and level 6.
- If you drive to your institution, try to park close to your destination and use well-lit car parks.
- When leaving your institution at night try to walk with a friend or group, and take paths that are well lit and ideally frequently used by other people when walking to the station at night after your class.

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Under the Student Support Services, there are some organisations who provide additional information on using public transport in Australia.

Using the internet

When using internet, like anywhere in the world, you should protect yourself against spam, online scams like 'phishing', online bullying and identity theft. Many Australian internet service providers also offer guidance so check their website as well.

Home Safety

Safety at home is important, no matter where you live. Here are some tips to help keep you and your home safe.

- Always keep your doors locked – both when you are home and when you go out.
- Lock windows when you go out, or in rooms you are not in while at home.
- Do not let strangers into your house.
- Be careful of the information you give out to strangers through the internet, on social networking sites, or over the phone. If you are not at home or go on holidays do not make this information available to strangers.
- Smoke alarms will alert you to smoke on the property, so don't remove the batteries or tamper with them. If you live in a rental property, hostel or hotel it's the law to have smoke alarms fitted. If your property doesn't have them, talk to your landlord or real estate agent.
- If you come home to find evidence of a break in (broken window or door lock), contact the police from a safe location.

Sun and water safety

The Australian sun can be very hot and may be stronger than what you are used to in your home country. There are some steps you can take to protect your skin:

- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside.
- Apply sunscreen at least 25-30 minutes before swimming and ensure you re-apply sunscreen after swimming.
- Wear a hat and UV protective sunglasses.
- Avoid spending long periods of time in the sun between 10am and 3pm, as this is when the sun is strongest.
- Make sure you follow these tips even when it isn't sunny – you can still get burnt on cloudy or overcast days.

Australia has many beautiful beaches and waterways, but it is important to take care when swimming.

Here are some tips for staying safe in the water:

- Never dive into a body of water if you are not sure how deep it is.
- Only swim at patrolled beaches (a beach where there are lifeguards on duty - look for signs) and always swim between the red and yellow flags where lifeguards can see you.
- Many Australian beaches have 'rips'. These are strong underwater currents that can be hard to spot

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but which can draw you away from the shore quickly. If you swim between the flags you should not have any problem with rips. If you do find yourself in a rip, try not to panic or swim against it. Stay with your surfboard or other floating device if you have one. Swim gently parallel to the beach out of the rip zone, or wave and call for assistance from lifeguards or other swimmers and surfers.

For more information on water safety visit the Surf Life Saving website https://sls.com.au/
Also watch the noticeboards and your emails, SBTA offers sessions throughout the year on beach safety.

Fire Safety

Fire awareness is essential in Australia, even in city and urban areas. If you experience a fire emergency, follow these steps:

1. Call 000 from any phone or mobile – it is a free call even from a mobile phone.
2. Say the word "fire" to the operator.
3. Don't speak English? Just tell the operator your language and wait for instructions and you will be forwarded to a translator.
4. Answer the questions the operator asks.

Tips for fire prevention

- Make sure your house or room has a working smoke alarm.
- Wiring and electrical devices can overheat from too much use, especially in older buildings, so don't overload power boards or double adaptors.
- Keep electric heaters and radiators at least a metre from your bed, furniture or any curtains.
- Remember to turn off all appliances when finished cooking. Most household fires occur in the kitchen when grease, oil or other flammable cooking materials are left on the stove and forgotten.

Childcare services

There are also a wide variety of private and not-for-profit childcare centres available around Australia. The Australian government provides financial assistance to help parents with childcare costs. International students who receive direct financial assistance from the government, through a government scholarship, may be eligible to receive the child care benefit. To find out if you are eligible for child care financial assistance, read more at the Australia.gov.au website
https://www.australia.gov.au/information-and-services/benefits-and-payments/families

SUPPORT SERVICES FOR INTERNATIONAL STUDENTS

There are many consumer protection and support services available for international students. This includes services provided directly by institutions as well as those provided by a range of state, territory and federal government departments. Australia has a number of student associations representing and assisting students from Australian institutions. National associations which are also listed below

1. Consumer Protection
Australian has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australia Consumer Law sets out consumer rights that are called consumer guarantees. These include your rights to a repair, replacement or refund as well as compensation for damages and loss and being able to cancel a faulty service. You should contact the relevant government trade and consumer agency in your state or territory, if you:

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- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit their website https://www.accc.gov.au/consumers/consumer-protection for more information.

2. Overseas Students Ombudsman (OSO)

The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers. A private education provider can be a school, college or university in Australia.

Overseas Students Ombudsman provides support to future, current or former students. Its service is free and OSO does not charge for making a complaint. OSO also provide information on best practice complaint-handling for private education providers.

The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: http://www.ombudsman.gov.au/How-we-can-help/overseas-students

What OSO can help you with:

If you are unhappy with any of the following, you can complain about:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.

3. Service NSW

No matter what type of study you're doing, whether you're here for a few months or a few years, Service NSW is committed to helping you have a safe and rewarding experience. Some of the useful information you can find on their website include:

- accessing support services
- staying safe and well
- working while you study
    - getting around by car or public transport
    - staying in off-campus accommodation.

Visit their website for more information https://www.service.nsw.gov.au/

You can also contact Service NSW by calling them on 13 77 88.

Some of the assistance Service NSW can provide are:

- Identity documents
- Using translation and interpreter services
- Staying safe and well
- Working while studying
- Travelling in NSW
- Staying in off-campus accommodation
- Other things to consider

Visit their website on https://www.service.nsw.gov.au/support-international-students

4. The Council of International Student Australia (CISA)

The Council of International Student Australia (CISA) is the national peak student representative organisation for international students studying in Australia. CISA is there to support and assist students in reference to:

- quality education

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- immigration
- employment/work rights
- travel concessions
- accommodation
- access to education

Visit their website for more information - http://www.cisa.edu.au/about-us/

5. StudyNSW

You can also find more useful information from the StudyNSW's website https://www.study.sydney/ This website has information about

- Studying in Sydney and New South Wales
- Living in Sydney which is voted as the world's friendliest and most culturally diverse city
- Find out about work experience and job opportunities in NSW
- International student's news and events
- Beach awareness
- International student's stories
- What is it like to study in Sydney

6. Insider Guides

You can also find more useful information by visiting the "Insider Guides" website http://insiderguides.com.au/ . Information includes:

- **Planning your trip**
  - Living costs calculator
  - Pre-departure kit
  - First steps
  - Australian culture
  - Cities
  - Accommodation
  - Scholarships
- **You can download free international student guides on:**
  - how to order coffee in Australia?
  - accommodation options
  - how to buy a bike in Australia?
  - how to do tax return as an international student.
- **Money and Banking**
  - What international students need to know about how to do a tax return in Australia
  - The ultimate guide to saving money
  - How to transfer money overseas?
  - Managing your share house responsibilities
  - Setting up a bank account
  - Take your super home with you
  - Managing your budget
  - Top tips for finding student discounts
  - Quick dinners for students on a budget
  - Top 7 tips for credit card comparison
  - Where to find student discounts
  - Best way to save money on food and groceries
  - 7 tips to survive an Australian winter on a budget
  - A step-by-step guide to saving money on textbooks
  - Secret travel hacks to save you money

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- Life on the cheap in your city

- **Employment**
  - 7-Step Guide to Get a Job in Australia
  - Busting Common Workplace Myths
  - International Student Story: Adelaide's Patisserie Superstar
  - Five Cool Careers in the Food Industry
  - How to Find a Job in the Food Industry
  - International Student Story: Becoming a Cybersecurity Expert
  - Careers of the Future: Mental Health Worker
  - International Student Story: How to Become the Next Iron Chef
  - International Student Story: How I Want to Help the World as an Engineer
  - Are You Getting The Correct Pay And Conditions?
  - New Minimum Wage Pay Rates
  - Starting a New Job – Important Things You Should Know
  - How to Start a Business as an International Student
  - What International Students Need to Know About How to do a Tax Return in Australia
  - Get Paid Correctly – John's Story
  - Learn About Your Workplace Rights in Your Own Language
  - Employment: Secret Advantages Of International Students
  - Top 5 Mistakes Students Make on Resumes
  - Busting Myths About Australian Workplaces
  - How I Got Work Experience
- **Phone and the internet**
  - Setting Up Your New Phone in Australia
  - Questions To Ask Before You Sign A Phone Contract
  - Wi-Fi spots in your city
  - How to get connected online
- **Health**
  - Frequently Asked Questions – International Student Healthcare
  - Eight Clever Ways to Beat the Flu
  - How to Relieve Stress Without Spending a Cent
  - Drinking Culture in Australia
  - Why You Should Try Yoga and Pilates
  - Taking care of your mental health while study abroad
  - Why can't you smoke on campus?
  - Resources for LGBTI International Students
  - Dealing with stress
  - Tips for curing homesickness
  - Doctor, is it cold or is it the flu?
  - Learning to swim
  - How to combat loneliness in a foreign country?
  - Medical treatments in Australia
  - Health issues faced by international students
- **Transport**
  - Getting around your city
  - Bike riding in Australia
  - Public transport guide
  - Buying a bike
  - Car sharing
  - Driving in Australia
- **Student Life**

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- Studying in Australia
- Events in Australia
- Student Deals available
- Career
- Activities
- Safety
- Travel

Other support services available to international students are listed below.

Redfern Legal Centre (Free legal advice)

Redfern Legal Centre provides free, confidential legal advice to international students living in New South Wales.

International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. The Centre can also advise how these problems affect student visas.
Visit the Redfern Legal Centre's website https://rlc.org.au/ to find out more about their free legal advice service for international students.

Redfern Legal Centre have made a film to highlight the legal problems many international students face when studying in Australia. International students are away from their usual support networks and many have a lack of understanding of Australian laws. Watch the film now!
To access the service:

- Call **(02) 9698 7645**. Advice is by appointment on a Wednesday evening, either in person, by phone or using video-link up.
- To call using a **free** telephone interpreter, call the Translating and Interpreting Service on **131 450**.
- Please note that Redfern Legal Centre can make arrangements to advise students living anywhere in NSW.

Counselling and support services

In an emergency, such as a life threatening situation, car crash or fire, call 000 (triple zero).

Lifeline

Call **13 11 14** to access 24 hour crisis support and suicide prevention services. Visit the Lifeline website to find out more - https://www.lifeline.org.au/

Beyondblue

Call **1300 22 4636** to get 24 hour support for mental health issues including anxiety, depression and suicide. You can also get support through web chat, email and an online forum on the beyondblue website. https://www.beyondblue.org.au/

Kids Helpline

Call **1800 551 800** if you would like to talk about feelings you have about your studies and personal relationships. This service is targeted at people aged between 5 and 25 years. Visit the Kids Helpline website to find out more - https://kidshelpline.com.au/

Multicultural Problem Gambling Service for NSW

The Multicultural Problem Gambling Service (MPGS) for NSW provides free, confidential, and accessible counselling for international students and others affected by gambling. MPGS also provides in-language training workshops and presentations to interested groups (e.g. communities

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and service providers) on problem gambling and other issues that can impact families (e.g. mental health, relationships).

To find out more information about MPGS and its free services that are provided in different languages, please call **1800 856 800** or visit the Multicultural Problem Gambling Service's website for more information - http://www.dhi.health.nsw.gov.au/mpgs

Disability support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).

SBTA and SELA can offer services for students who require assistance with their studies because of a disability or chronic medical condition. These may include voice-recognition software, hearing aids or note-taking services. You should contact us several weeks before you arrive to make the appropriate arrangements for your specific needs. Please note that whilst we can make every effort to accommodate a student with a disability we will not alter the outcome of the study you will be undertaking.

If you are experiencing a problem whilst at our campus, you should first talk to staff at. If informal discussions do not resolve the problem, you have the option of lodging a formal complaint. If you feel you have a legitimate complaint that is not being recognised by your institution, you should approach the Australian Human Rights Commission. Confidential enquiries can be made by telephone but a formal complaint must be lodged in writing before the commission can take action. Find out more about disability rights in Australia at Human Rights Commission https://www.humanrights.gov.au/

Emergency matters

Emergency matters

- **Contact details** – 000 and ask for Police, Fire or Ambulance (Please note that if you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist.
- **Service details** - Life threatening situations, such as a car crash or a fire.

Local police – non urgent matters

- **Contact details** - Call 131 444 (everywhere except Victoria). In Victoria you need to call your local police station (consult your local Telephone Directory)
- **Service details** - Police attendance for non-urgent matters.

Poison Information Centre

- **Contact details** - 131 126
- **Service details** - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

Sexual Assault counselling service

- **Contact details** - Search online for 'rape crisis centre' in your home state
- **Service details** - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24 hours, 7 days a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

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