



# Canterbury Business College

CRICOS Code: 01899K, NTIS Code: 6554

Level 6, 29-35 Bellevue St, Surry Hills, NSW 2010, Australia. Tel: +612 92803733 Fax: +612 92803858

Web: [www.canterburybc.com.au](http://www.canterburybc.com.au) Email: [info@canterburybc.com.au](mailto:info@canterburybc.com.au)

ABN: 58 083 780 330

## PRE ARRIVAL INFORMATION PACKAGE

This Pre Arrival pack is designed to assist you in organising and preparing for your arrival to Sydney. CBC wishes you well in your travel to Sydney. For further information about CBC please visit: [www.canterburybc.com.au](http://www.canterburybc.com.au)

### CAMPUS LOCATION

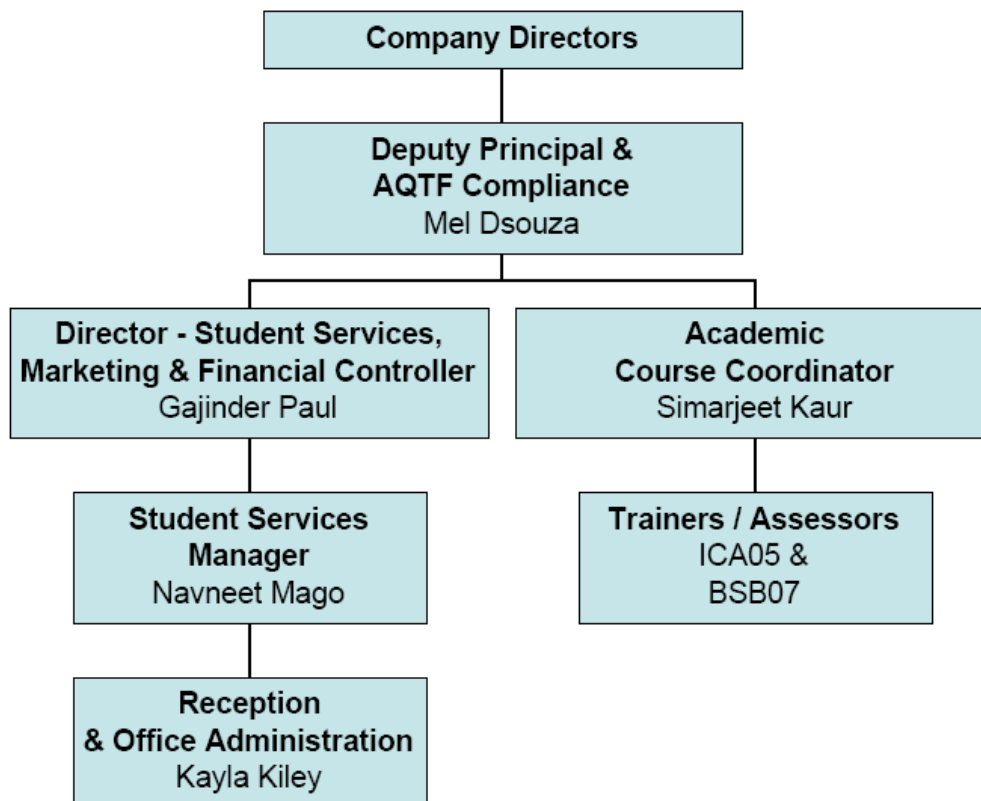
CBC has its campus located in Bellevue St, Surry Hills. You can get to CBC by bus or train. If you travel by bus get off at Central, and walk towards Elizabeth Street. For more information regarding bus fares and routes please refer to: [www.sydneybuses.nsw.gov.au](http://www.sydneybuses.nsw.gov.au)

If you travel by train get off at Central Station, take the Elizabeth Street exit and walk towards Foveaux Street. For more information regarding train fares and routes please refer to: [www.cityrail.nsw.gov.au](http://www.cityrail.nsw.gov.au)

**Campus Location:** Level 6, 29-35 Bellevue Street, Surry Hills, NSW, 2010.

Ph: + 61 2 9280 3733 Fax + 61 2 9280 3858

### CBC Organisational Chart:



## DRAFT OF THE ORIENTATION PROGRAM

9:30 am – 10:00 am	<b>Welcome</b>
10:00am - 10:30 am	<b>Meet Administration Staff</b>
10:30am - 11:15am	<b>Student Welfare Support and Information on Australian Culture &amp; Accommodation</b>  This session will cover counseling and support services offered to students on campus and awareness of the Australian culture. It includes information on legal issues involved in renting, entry costs, Tenancy Agreement, shared accommodation, condition report.
11:15 am – 12:00pm	<b>Registration</b>
12:00 pm – 12:45 pm	<b>Information Technology usage</b>
1:00 pm – 1:45 pm	<b>Light Snack Provided</b>
1:45 pm – 2:30 pm	<b>Faculty Presentation</b>  The Academic staff will introduce themselves to the students and provide an overview of the qualification and its details.
2:30 pm – 3:15 pm	<b>Student Identity Card</b>
3:15 pm – 4:00 pm	<b>Campus Tour</b>
4:00 pm – 4:30 pm	<b>Overseas Health Cover (OSHC) &amp; Safety and Equity Session</b>  Includes information on health cover, how to make a claim and insurance details. Students are given information on how to keep them selves safe in the new country and are given emergency contacts for reference.
4:30pm – 5:00pm	<b>Discussion / Q&amp;A</b>

Please note that some of the sessions noted in the above orientation program may change depending on the needs of the students and the availability of the speakers. If you are unable to attend the Orientation Program due to unavoidable circumstances please contact [info@canterburybc.com.au](mailto:info@canterburybc.com.au)

### **Arrive early**

CBC will provide an International Student Orientation before the commencement of classes. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staffs who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

**Arriving early to attend orientation gives you the chance to;**

- See and talk to the most important people you will need to know at the institution.
  - International Office staff and their duties
  - Course or Academic Advisor
  - Student Services staff
  - Counsellors
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus
  - Library
  - Computer rooms and facilities
  - Recreation and eating areas
  - Clubs and Associations
  - Classrooms
- Meet other International students, who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.

Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

## Important contact details for International students:

Information required on	Source	Contact details
AQTF standards, National Code, ESOS Act	VETAB	<a href="http://www.vetab.nsw.gov.au/">http://www.vetab.nsw.gov.au/</a> <a href="http://www.legislation.nsw.gov.au">http://www.legislation.nsw.gov.au</a> <b>Postal address</b> VETAB Locked Bag 21, Darlinghurst, NSW 1300 <b>Street address</b> Level 14, 1 Oxford Street, Darlinghurst, NSW 2010 <i>Phone:(02) 9244 5335 Fax:(02) 9244 5344</i>
<ul style="list-style-type: none"> <li>• Permission To Work</li> <li>• Student Visa Conditions</li> <li>• Applying For Other Visas</li> </ul>	Department Of Immigration And Citizenship (DIAC)	<a href="http://www.immi.gov.au/">www.immi.gov.au/</a> General Inquiries: 131 881
Tax File Number (TFN)	Australian Taxation Office (ATO)	<a href="http://www.ato.gov.au/">http://www.ato.gov.au/</a>
Overseas Health Cover (OSHC)	Worldcare	<a href="http://www.oshcworldcare.com.au/">www.oshcworldcare.com.au/</a> 24 Hour Helpline: 1800 814 781 General Questions: 13 14 84
<ul style="list-style-type: none"> <li>• Dispute resolution</li> <li>• Mediation Services</li> </ul>	<ul style="list-style-type: none"> <li>• LEADR</li> <li>• Phoenix Mediation</li> </ul>	LEADR Level 9, 15-17, Young Street Sydney, NSW, 2000 Telephone: 02 9251 3366  Phoenix Mediation Services Level 1, 731 Pacific Highway Gordon NSW 2072 Tel: 02 9949 4300 / Fax: 02 9949
<ul style="list-style-type: none"> <li>• Information On Renting</li> <li>• Real Estate Agents</li> </ul>	<ul style="list-style-type: none"> <li>• NSW Office Of Fair Trading</li> <li>• Domain</li> </ul>	<a href="http://www.fairtrading.com.au">www.fairtrading.com.au</a> <a href="http://www.domain.com.au">www.domain.com.au</a>
Employment Writing Applications & Resumes	<ul style="list-style-type: none"> <li>• Seek</li> <li>• My Career</li> </ul>	<a href="http://www.seek.com.au">www.seek.com.au</a> <a href="http://www.mycareer.com.au">www.mycareer.com.au</a>
Transport	<ul style="list-style-type: none"> <li>• City Rail</li> <li>• Sydney Buses</li> </ul>	<a href="http://www.cityrail.com.au">www.cityrail.com.au</a> <a href="http://www.sydneybuses.info/">http://www.sydneybuses.info/</a> <a href="http://www.131500.info/realtime/default.asp">http://www.131500.info/realtime/default.asp</a>
Emergency: Police / Fire/ Ambulance	NSW State Emergency Services	<a href="http://www.ses.nsw.gov.au/">http://www.ses.nsw.gov.au/</a> Dial 000 In Case Of Emergency
Information On Location/ Street Maps	Where Is	<a href="http://www.whereis.com/whereis/home.do">http://www.whereis.com/whereis/home.do</a>
General Information	Yellow Pages	<a href="http://www.yellowpages.com.au/">http://www.yellowpages.com.au/</a>
Taxi Information	<ul style="list-style-type: none"> <li>• Taxis Combined</li> <li>• Premier Cabs</li> </ul>	131 008 / 8332 8888 131 017
Driving license / Vehicle Registration	Road Traffic Authority (RTA)	<a href="http://www.rta.nsw.gov.au/">http://www.rta.nsw.gov.au/</a>
Professional Counselling Services	Unifam Counselling & Mediation Transcultural Mental Health Centre	Unifam Counselling & Mediation Enhancing Life For Individuals, Couples & Families Ph: (02) 8830 0700 / Fax: (02) 9633 5610 <a href="http://www.unifamcounselling.org">http://www.unifamcounselling.org</a>  Life Line (phone counseling) Ph No: 131114 (24 hours , 7 days a week  Counseling /Support for Ethnic/Community groups Phone: (02) 9840 3767 Or (02) 9840 3899 Toll Free: 1800 648 911 Hours: 8:30 am – 5:30 pm , Monday – Friday

Disability Services	Wesley Mission National Disability Services, NSW	Wesley Mission Ph: (02) 9263 5555 / Fax: (02) 9264 4681  National Disability Services, NSW <a href="http://www.nds.org.au/nsw/">http://www.nds.org.au/nsw/</a> Phone: 02 9256 3111 / Fax: 02 9256 3123
Legal Services	Legal Aid	Legal Aid Help over the phone call 1300 888 529 <a href="http://www.legalaid.nsw.gov.au/asp/index.asp">http://www.legalaid.nsw.gov.au/asp/index.asp</a>
Bullying	Human Rights and Equal Opportunity Commission (HREOC),	Human Rights and Equal Opportunity Commission (HREOC), GPO Box 5218, Sydney. NSW 1042 Phone: (02) 9284 9600 Fax: (02) 9284 9611 E-Mail: <a href="mailto:paffairs@humanrights.gov.au">paffairs@humanrights.gov.au</a> Website: <a href="http://www.hreoc.gov.au">www.hreoc.gov.au</a>
Occupational Health And Safety	Work Cover, NSW Occupational Health And Safety	Occupational Health and safety <a href="http://www.occupationalhealthandsafety.net/">http://www.occupationalhealthandsafety.net/</a>  WORK COVER , NSW Work Cover Assistance Service Phone: 13 10 50 Fax: 02 9287 5491 Hours: 8:30am - 5:00pm Monday to Friday <a href="http://www.workcover.nsw.gov.au/LawAndPolicy/Acts/ohsact.htm">http://www.workcover.nsw.gov.au/LawAndPolicy/Acts/ohsact.htm</a>
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia <a href="http://www.relationships.com.au/">http://www.relationships.com.au/</a> Ph: 1300 364 277 Kids Help Line - 1800 551 800
Pregnancy Help	Centacare, Sydney	Centacare, Sydney <a href="http://www.familyrelationships.org/sydney/Pregnancy_Counselling1,77.html">http://www.familyrelationships.org/sydney/Pregnancy_Counselling1,77.html</a> <b>Free call: 1800063510</b> Office (02) 9793 7522 Direct Mobile : 0438 208 271
Domestic Violence	Domestic Violence Line Nsw Women's Refuge Resource Centre	Domestic Violence Line 24hr telephone support and referral. Ph. 1800 656 463 or TTY: 1800671442  NSW Women's Refuge Resource Centre <a href="http://www.wrrc.org.au/">http://www.wrrc.org.au/</a> Ph: Tel: (02) 9698 9777 Fax: (02) 9698 9771
Drug And Alcohol	Centre for Drug and Alcohol NSW Health	Centre for Drug and Alcohol NSW Health Level 3, 73 Miller Street North Sydney 2059 <a href="http://www.health.nsw.gov.au/public-health/dpb/about.htm">http://www.health.nsw.gov.au/public-health/dpb/about.htm</a>
Gambling Helpline	G- Line	G- Line For confidential gambling help. 24 hour telephone service. Ph. 1800-633-635 or TTY 1800-622-112
Mental Health Information	Mental Health Association	Mental Health Association <b>Telephone:</b> 1300 794 991 <b>Fax:</b> 02 9339 6066 <a href="http://mentalhealth.asn.au/resources/index.htm">http://mentalhealth.asn.au/resources/index.htm</a>

## **PRE DEPARTURE CHECKLIST**

As you prepare to depart your country for CBC Sydney, you may use this checklist to ensure you are adequately prepared for your journey.

### **Please ensure you bring the following documents with you to Australia**

- Current and valid passport
- Current Student Visa OR other valid Australian Student Visa
- Exit visa (from your country, if necessary)
- Passport size photographs
- Medical records, vaccination records, doctor's prescription of any medication that you are currently prescribed
- Confirmation of Enrolment from CBC
- Receipt/s of payment made to CBC
- ID card (driver's license, birth certificate)
- Credit card, Travelers cheques, AUD\$600 in cash
- Transcripts, certificates and course syllabuses of any study undertaken by you
- Work experience certificates and resume
- Marriage certificate if you are bringing your spouse with you or intend to bring spouse to Australia
- If you have children, their birth certificates, academic transcripts

### **What you need to organise before you leave your country**

- Apply for and be granted a valid Australian Student Visa
- Book air travel and arrange to arrive in Sydney one week before classes commence in order to participate in the Orientation program. Important information that will help in your adjustment to the new environment will be given during Orientation
- Complete all medical examinations and dental checks. Dental treatment is not covered by Overseas Student Health Cover (Health insurance), and is an expensive treatment in Australia
- Book and confirm temporary accommodation before arrival in Sydney

### **Upon Arrival in Australia:**

- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (eg music, sporting and cultural clubs).

## Check List Of Clothing To Bring With You

- In summer most people wear light cotton clothes whereas in winter people wear slacks, a jacket/ sweater/ coat and closed shoes. It is advisable that you bring suitable clothes with you
- Please organise to bring with you clothes for winter such as thermals (special clothes designed to retain body heat), winter jacket to keep you warm from cold and wind , wool socks, wool scarf, sweat shirt and slacks
- Shoes – a pair of black leather shoes, pair of slippers/sandals, pair of sports shoes
- Bed linen and a light blanket – quilt
- Umbrella, raincoat & Torch

## What to Bring to Australia

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage [www.aqis.gov.au](http://www.aqis.gov.au)

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

## Climate In Sydney

**The four seasons in Sydney are listed below:**

- Summer is from 01 December to 28 February
- Autumn is from 01 March to 31 May
- Winter is from 01 June to 31 August
- Spring is from 01 September to 30 November.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Rain is expected anytime through the year. Sometimes there are light showers and at other times thunderstorms. In summer day temperatures can exceed 35 degrees Celsius and in winter the average day temperatures (June/ July) is 16 degrees Celsius. For further information regarding climate in Sydney please refer to: <http://www.sydney.com.au/weather.htm>

(Please note that the above is not an exact representation of the climate in Sydney, however an estimate from past weather conditions)

## Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

## Other Items You Might Need to Include (most can also be purchased in Australia)

- Alarm clock
- Bath towels, bed sheets, pillow cases
- Dictionary (bilingual)
- Small sewing kit
- Music CDs or iPod
- Sporting equipment
- Toiletries
- Umbrella
- Scientific or graphics calculator
- Camera
- Micro recorder for lectures
- Spare spectacles or contact lenses
- Your optical prescription
- Photos of friends and family
- Swimming costume
- Small gifts from home



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

## **Bringing Your Computer**

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide cash security to Australia Customs upon arrival.

## **Mobile Phones & Laptops**

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be **Austel Approved** in order to function in Australia.

## **On Your Flight**

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

## **Entry into Australia**

### **Australian Immigration**

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

## **Baggage Claim**

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

## **Detector Dogs**

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

## **Australian Customs and Quarantine**

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit [www.daffa.gov.au/aqis](http://www.daffa.gov.au/aqis)

## **TRANSPORT FROM SYDNEY AIRPORT**

**From the airport you may choose to proceed by train, taxi or airport shuttle bus.**

- Taxi charges \$35 – \$40 from the airport to the city
- Train charges \$15 - \$25 from the airport to Station in the city

For more information on the transport facilities at the Sydney Airport visit:

<http://www.sydneyairport.com.au/Sacl/>

### **Arrangement And Airport Pick Up Request**

CBC is able to make arrangements for student's airport reception and temporary accommodation at the cost of AUD\$220 per person. If you would like to utilise this service, please fill in the temporary accommodation arrangement and airport pick up form and send it to CBC. The complete form has to reach us least 2 weeks before your arrival in Australia.

You may send the form by post to CBC's physical address or fax: + 61 2 3280 3858

**In case of emergency upon arrival in Sydney please call Student Services Manager (Navneet Mago) on mobile number 0413656896**

### ***Adjusting to Life in Australia:***

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

#### **Listen, observe and ask questions**

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand, as this will reduce the chance of confusion or misunderstandings.

#### **Become involved**

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

#### **Try to maintain a sense of perspective**

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place, Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

### **Maintain some of the routines and rituals you may have had in your home country.**

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

### **Keep lines of communication open with those at home.**

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

### **Sense of humour**

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

### **Ask for help**

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

### **Finally, relax and enjoy the journey!** (Source: Macquarie University)

#### ***Culture Shock:***

**Culture shock** is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

#### **Overcoming Culture Shock**

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

1. **Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
2. **Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!

3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.
4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

### **Accessing Money:**

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

### **How Much to Bring**

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$1500 to AU\$2000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

### **Currency Exchange**

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in [city], you can also change money at any bank or at currency exchanges at [include location of currency exchanges].

### **Electronic Transfer**

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

### **ATMs**

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo** (if your ATM card has international access). Check this with your financial institution before leaving home.



## Credit Cards

All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

## Cost Of Living In Sydney

It is strongly recommended that you organise to bring with you enough funds to support you at least during the first semester. Finding accommodation, applying for work permit, taking care of household chores and adjusting to a new study environment can take up your time. Therefore it may not be easy to find a job in the first few weeks or months upon arrival in Sydney. You should allow approximately AUD \$12,000 for living expenses for each year of study. Please note that there will be additional costs for dependents.

### Average weekly living expenses in Sydney

- Accommodation (sharing) \$150 - \$200 per week (will depend on suburb you live in)
- Food/ Groceries \$ 40 per week
- Travel \$ 30 per week (will depend on distance traveled)
- Phone / other bills \$ 10 per week
- Eating out \$ 30 per week (will depend on which place you choose to eat)
- Miscellaneous \$ 20

**Average expenditure is \$ 280 per week**

### Establishment (initial) cost of shared accommodation in Sydney

- Rent per person/week \$150 - \$200
- Bond - One month rent in advance
- Bond refunded on leaving provided there is no damage \$400
- 2 weeks rent in advance \$200
- Electricity (\$120), gas (\$120) and telephone (\$50 - 300)
- Connection fees \$290 - \$540
- Household items \$600

**Approximate total cost: \$1590 - \$ 1840**

### *Temporary Accommodation:*

#### Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

#### Staying With Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

## ***Bringing My Family***

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Citizenship See: **Arranging Visas**). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

### **Issues to Consider**

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

For more information visit: [www.immi.gov.au](http://www.immi.gov.au)

### **Child Care**

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30 am- 8:45 am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

### **Schools:**

*If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:*

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school *[check the starting age for your state]*.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
  - o Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
  - o Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

#### **Other costs**

- Ladies Clothing \$20 - \$80
- Gents Clothes \$20 - \$80
- Gents Haircut \$15
- Ladies Haircut \$25 - \$70
- Shoes \$40 - \$100
- Doctor's (GP) consultation fee \$35 - \$45

**Please note that the costs indicated above are not fixed and are may vary based on student's lifestyle and accommodation arrangement.**

## MEDICAL INSURANCE

It is an Australian Government requirement for overseas students and their dependants to maintain self-funded medical and hospital cover for the duration of their study in Australia. There are several companies that provide health cover.

CBC preferred Overseas Health Cover provider is Worldcare. The cost of health cover through Worldcare is approximately **AUD\$380** for 1 year, **AUD\$722** for 2 years for single applicants. These prices are to be used as a guide only. You must pay the appropriate premium to CBC before leaving your home country. If you are accompanied by a spouse and/or dependant children, you will need to pay a family premium, **AUD\$760** for 1 year and **AUD\$1444** for two years. For further information please refer to the following website: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

### Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

### How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC, which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at: <http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascover.htm>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

### What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals. For further information please refer to the

following website: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

### **How do I use my OSHC card?**

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the medical centre may process the government fee component of that. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

### **How do I make a claim?**

For further information please refer to the following website: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

### **Renewal information**

For further information please refer to the following website: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

### **Types of Health Care in Australia**

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

#### **Public System**

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities.

See also: Attending an Australian hospital.

#### **Private System**

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Private practitioners provide most dental services. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

#### **Attending an Australian Hospital**

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several

hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

See also: Public hospital waiting times.

### **General Practitioners (GPs)**

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

### **Medical Services**

#### **What do I do if I'm sick?**

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

#### **Seeing a Doctor**

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

### Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital, which has a general practice clinic, attached. If not, and you attend an emergency room to see a Doctor, be prepared to **wait a VERY long time**. It is not uncommon to wait **more than 3 hours**, and at some hospitals you could wait as long as **5-6 hours** to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

### Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

### Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than \*AU\$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If a company, which produces generic brands at cheaper prices, also makes the prescription medicine the Doctor has prescribed available this option will be offered to you. This is **ONLY** offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

### Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

### Dental and Optical

Dental and optical health services are **not covered by your OSHC** unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

### Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used. For more information visit [www.immi.gov.au](http://www.immi.gov.au) or phone **131 450**

## Medical Facilities in Sydney

### Hospitals

Balmain Hospital Booth St, Balmain, NSW 2041 (02) 9395 2111	(02) 9787 0000		
Hunters Hill Private Hospital 9 Mount St, Hunters Hill, NSW 2110 (02) 8876 9300	Wesley Private Hospital 220 Pitt Street, Sydney, NSW 2000 (02) 9799 2639		
Strathfield Private Hospital 3 Everton Rd, Strathfield, NSW 2135 (02) 9745 7444	Royal Alexandra Hospital for Children Hawkesbury Road, Westmead, NSW 2145 (02) 9845 0000		
Sydney Children's Hospital Foundation 19 Eurimbla Ave, Randwick, NSW 2031 (02) 9382 1188	Alwyn Rehabilitation Hospital 1 Emu Street, Strathfield, NSW 2135 (02) 9747 5333		
The Canterbury Hospital Canterbury Road, Campsie, NSW 2194	St George Private Hospital & Medical Centre 1 South St, Kogarah, NSW 2217 (02) 9598 5555		

### Medical Centres

George Street Medical Centre 308 George Street, Sydney, NSW 2000 (02) 9231 3211	(02) 9749 2444		
Chinatown Medical Centre 768 George St, Haymarket, NSW 2000 (02) 9212 0228	Allcare Laser Dental & Cosmetic Centre 120 Longueville Rd, Lane Cove, NSW 2066 (02) 9420 5577		
Sydney Airport Medical Level 3 International Terminal, Mascot, NSW 2020 (02) 9667 4355	Eye Associates 187 Macquarie St, Sydney, NSW 2000 (02) 9247 9972		
Macquarie Medical Centre Shop 456 "the Loft", Macquarie Shopping Centre, 197 Herring Road North, Ryde, NSW 2113 (02) 9878 6666	St. Luke's X-Ray & Imaging 18 Roslyn St, Potts Point, NSW 2011 (02) 9356 0200		
Auburn Road Family Medical Centre 4A Auburn Road, AUBURN, NSW 2144	Inner West Spinal & Sports Injury Centre 170 Parramatta Road, Stanmore, NSW 2048 (02) 9518 0722		
<i>CBC-PAP-V2009.1-010509</i>	Marriage & Relationship Counselling Sydney 3 Spring Street, Sydney, NSW 2000 0416 041 699		

## Pharmacies

Chifley Plaza Pharmacy  
2 Chifley Square, Sydney, NSW 2000  
(02) 9232 3126

Newtons Pharmacy  
119 York Street, NSW 200  
(02) 9296 7889

Railway Square Pharmacy  
2 Lee St, Haymarket, NSW 2000  
(02) 9212 5506

Maxim Health & Beauty Pharmacy  
501 George St, Sydney, NSW 2000  
(02) 9264 7028

Pulse Pharmacy  
500 Oxford St, Bondi Junction, NSW 2022  
(02) 9387 1977

Centennial Plaza Pharmacy  
27 Goulburn St, Sydney, NSW 2000  
(02) 9281 9331

Alderson's Pharmacy  
496 Princes Hwy, Rockdale, NSW 2216  
(02) 9567 2632

Xtreme Chemist Superstore Burwood  
35 Burwood Rd, Burwood, NSW 2134  
(02) 9715 1077

Rockdale Soul Pattinson Chemist  
487 Princes Hwy, Rockdale, NSW 2216  
(02) 9567 3404

Chemist Warehouse Campsie  
265 Beamish St, Campsie, NSW 2194  
(02) 9787 5077

## General Health

General & Health Counseling, Mediation & Consultancy  
PO Box 4869, North Rocks, NSW 2151  
Baulkham Hills, NSW 2153  
(02) 9639 1069

General & Health Counseling, Mediation & Consultancy  
North Rocks, NSW 2151  
(02) 9639 1069

Kids & Co. Clinical Psychology  
6 Robert St, Rozelle, NSW 2039  
(02) 9555 1168

Quality Dental  
Suite 1, Level 3, Ground Floor,  
1 Elizabeth Plaza, North Sydney, NSW 2060  
(02) 9922 1159

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad **is not** a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates **unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.**

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)

### Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website [www.nutritionaustralia.org](http://www.nutritionaustralia.org).

- Exercise** – do at least 30mins of moderate exercise a day
- Sleep** – get at least 8-9 hours of sleep a night
- Nutrition** – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- Binge drinking** – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.



### Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner’s health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. **Always use condoms** as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

## INFORMATION ON TEMPORARY ACCOMMODATION IN SYDNEY

CBC does not have on campus accommodation facilities for International students.

The following is a list of private hotels/ hostels that you may contact to organise temporary accommodation when you arrive in Sydney.

- Alfred Park – [www.alfredpark.com.au](http://www.alfredpark.com.au)
- Footprints Westend - [www.footprintswestend.com.au](http://www.footprintswestend.com.au)
- Sydney Central YHA – [www.yha.com.au](http://www.yha.com.au)

For further information on Sydney city and accommodation please refer to: <http://www.sydney.com.au/hotels.htm>. The above hotels/hostels provide budget accommodation in the Sydney (city) CBD. They are located within walking distance to CBC. This accommodation is temporary until you find permanent (long term) accommodation while you are studying in Sydney.

## HOME STAY

Home Stay provides accommodation for students with a family. The facilities provided may differ from one organisation to the other. The following is a list of some of the Home Stay organizations

### **Auzzie Families Homestay Care**

58 Nancy Street, Bondi 2026

Phone: (61 2) 9365 4898

Fax: (61 2) 9130 8680

[www.auzziefamilies.com](http://www.auzziefamilies.com)

### **Homestay Network**

5 Locksley Street, Killara 2071

Phone: (61 2) 9498 4400

Fax: (61 2) 9498 8324

[www.homestaynetwork.com.au](http://www.homestaynetwork.com.au)

## SELF-CARE

Students who live in shared accommodation are expected to share household tasks like cleaning and cooking. Therefore if you do not know to cook, it is advisable to bring along simple recipes and learn to cook simple meals prior to arriving in Sydney.

## STUDENT VISA ISSUES

All students must have a valid Student Visa and are required to abide by the conditions attached to that visa by the Department of Immigration and Citizenship (DIAC), while they remain in Australia. Not being fully aware of the conditions governing a stay in Australia does not free visa holders from the possible penalties associated with a breach of any visa condition. Students finding themselves in breach or possible breach of visa conditions may contact Reception, for assistance and support.

### **Classes of student visa**

Student visas comprise seven subclasses. Each subclass is based on the education sector of the principle (main) course of study. Those applying for a student visa should select the subclass applicable to their proposed principal course of study. For further information please visit website: <http://www.immi.gov.au/>

### **Conditions and compliance**

Mandatory conditions are attached to ALL student visas, while discretionary conditions are attached according to individual circumstances. If students bring family members with them, then additional conditions

may apply. A full list of conditions is available on the DIAC website at: <http://www.immi.gov.au/>

### **Deferral of studies / leave of absence**

Students who fall ill and are expected to require leave from their studies for a significant period should apply to Reception, Level 6, Bellevue St, to defer their studies. Students who defer are expected to leave Australia during the period of their deferral, unless exceptional circumstances prevent them from leaving Australia. DIAC assess whether “exceptional circumstances” exist.

All approvals for deferral should be notified to Reception, to ensure DIAC are advised on the student’s behalf, thus ensuring visa compliance. Students who need to leave Australia for compassionate reasons during semesters should apply through Reception, Level 6, Bellevue St for leave from their program, with evidence of a genuine reason for their inability to study. CBC will notify DIAC on the student’s behalf to ensure visa compliance.

### **Student visa with permission to work**

All students are able to submit an application to obtain a student visa with permission to work after they have commenced their program of study. Once a Student Visa with permission to work has been granted by DIAC students are limited to working 20 hours per week during university academic study periods and unlimited hours during university scheduled vacation periods. Applications can be submitted to DIAC online at: <http://www.immi.gov.au/>

### **Re-entry to Australia**

Most Student visas permit multiple entry to Australia – please check the visa label in your passport or eVisa email. Students, who have left Australia during the university study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by DIAC. A list of DIAC contacts around the world is available at: <http://www.immi.gov.au/>

## **STUDENT SUPPORT SERVICES AT CBC**

CBC has resources and staff available to help students if necessary. If you are facing problems of any kind, please do not hesitate to contact our staff. Our highly trained staff is always happy to help you whenever possible. Please take advantage of the support facilities available before any problems becomes an issue, so that you may have a happy and rewarding experience while you are studying in Sydney.

The details of student support services are as follows:

### **Orientation program**

The orientation program is conducted for all new students arriving on campus at the beginning of each semester. A briefing is conducted on the Australian culture and the study style in Australia. Information is given to students regarding student visa conditions, accommodation, work permit, overseas health cover, academic support, student services and use of information technology facilities within CBC.

### **Counseling services**

The student counseling service is designed to assist international 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 difficulty that students may have.

Manager – Student Services assist's with all student counseling in the first instance. However for further professional counseling needs, CBC will advise / recommend students to seek professional counseling assistance through qualified and approved practitioners.

The recommended counselor will be trained in cross-cultural counseling and is therefore able to communicate with students from different cultural backgrounds. The counseling service assists students in coping with their difficulties leading to reduction of stress. Learning to cope with stress will enable students to improve academic grades and complete their study program successfully.

### **Academic support**

In addition to regular lectures and tutorials students are provided with extra academic support such as revision tutorials and peer aided learning. For academic support and assistance please contact the respective Trainer / Academic Course Coordinator. Students can borrow books from the library for referencing and study purposes. Please see the reception for further details

### **Customer complaints and appeals**

#### **Complaints / Appeals Handling Policy and Procedures**

It is the policy of Canterbury Business College (CBC) to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. CBC and its staff members will act on any complaint that can be substantiated.

It is the policy of the Institute to act upon the subject of any complaint found to be substantiated immediately as possible.

Complaints / Appeals may be a result of issues such as but not limited to:

- Course information, publicity or advertising material
- Course fees information or relating to financial matters
- Programme content or structure
- Equipment, teaching resources or programme delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal

#### **Procedures**

1. CBC encourages students to express concern about work/study-related issues and to raise concerns.
2. Students need to follow CBC's defined protocol, while addressing their concern or wishing to make a complaint.
3. The student is expected to first contact their subject tutor to address their concern.

4. If the student is not satisfied with the tutor's response, he has the right to escalate the matter to the Manager - Student Services and seek resolution.
5. If the resolution reached is not to the satisfaction of the student, he has a further right of appeal, which has to be done in writing to the Principal / Deputy Principal.
6. The written statement will detail the issue and the outcomes reached by other staff members, including reasons for the decision and a rationale for the appeal.
7. The student needs to include all relevant information within their documented complaint. A template of "required information for formal complaint" is available in the student handbook.
8. The student has to submit the documented complaint in a sealed envelope to the Principal / Deputy Principal
9. The Principal / Deputy Principal will respond it writing about their decision within 10 working days from the date of submission.
10. If the complainant is not satisfied with the solution provided, they are advised to take the matter to an independent mediation board, such as LEADR to hear the appeal.

Any student who feels that his/her case has not been adequately heard may contact an independent mediator appointed by CBC before a disciplinary action is taken. The mediation / arbitration service details are listed below:

**LEADR**

**Level 9, 15-17**

**Young Street Sydney, NSW, 2000**

**Telephone: 02 9251 3366**

**New South Wales Department of Fair Trading**

**1 Fitzwilliam St, Parramatta NSW 2150**

**Telephone: 13 32 20**

**Mediation costs:**

For example, LEADR will appoint a suitably qualified mediator, liaise between the parties as necessary and manage the administrative side of things. This is included in the annual subscription paid. I remind you that mediation is not a substitute for your existing internal grievance system. Rather, the service is an effective means of lowering the prospect of a dispute escalating to litigation.

In the instance of fee-paying mediations, fees associated with these processes are

- \$97.00/hr (incl GST) for the intake process, which usually takes between 1 and 2 hours (if there are two parties involved)
- \$185.00/hr (incl GST) for the mediation process, with two mediators, which usually takes between 3 to 4 hours

CBC would bear the cost of the intake process for the first 2 hours and the mediation process for the first four hours only. If a mutual agreement is not reached within the specified hours, then both parties will equally share the mediation costs for the subsequent hours.

Students should note that:

- If you wish you can formally present your case to the Principal / Deputy Principal
- CBC will advise the student in a written statement of the appeal outcomes, including reasons for the decisions.
- CBC will keep appropriate records of complaints/appeals for at least 2 years in their respective folders, and allow parties to the complaint appropriate access to these records;
- CBC will ensure that all records are treated as confidential;
- In the case of an appeal against an assessment competency the result may be that the final outcome is either Competent or Not Yet Competent; and
- A representative can be present or included in the complaint addressing process if the student wishes to do so.
- Students, who feel that they have serious issues or complaint, which needs urgent attention, can arrange a meeting with the Deputy Principal. This will have to be done by filling out the “Student complaint form” and its seriousness for immediate attention. The Deputy Principal if deems it appropriate will confirm the appointment for further discussion, if not it will have to follow the normal protocol of student complaint process.

### **Computer Labs**

CBC has a computer lab with free Internet facilities. Students can use email for all correspondence with CBC. Computer Lab operating hours is:

- 9.00am - 6.00pm - Monday to Friday

### **Road Rules**

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers’ licence or not, **YOU MUST KNOW THE ROAD RULES** before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the “white line” (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

### **Owning a Car**

#### **Registration:**

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver’s licence details and your residential address in Australia.

#### **Insurance:**

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

## Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. **Speed kills.**

## Mobile Phones and Driving

The use of **mobile phones** when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you **nine times more likely to be killed** in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit point's penalties do apply. You should be aware of how to legally use a mobile phone while driving.

## Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law. Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section. (Source: Roads and Traffic Authority, NSW)

## Licence Requirements

In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:

- You remain a temporary overseas visitor

- Your overseas licence remains current

- You have not been disqualified from driving in that State or elsewhere and

- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian licence if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

**Note:** If you are a license holder from New Zealand, you must obtain an Australian driver license within three months of residing in Australia or you must stop driving.

When driving in NSW you must carry your overseas driver license. Your license must be written in English or, if the license is not in English, you must either carry an English translation or an International Driving Permit.

If you are a temporary overseas visitor and you wish to obtain an Australian license seek advice from your local Police Station. (Source: Roads and Traffic Authority, NSW)

## Drinking Alcohol and Driving

**If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol.** Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk

of being involved in an accident. **Driving with blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply.** If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term