



# AUSTRALIAN LEARNING GROUP

## International Student SUPPORT SERVICES BOOKLET

A photograph showing a person's hands using a smartphone and a laptop keyboard, set against a blurred background. The image is partially obscured by a red geometric shape on the left side of the page.

# OVERVIEW

## STUDENT SUPPORT INFORMATION

Welcome to Australian Learning Group.

Throughout your studies we are here to support you.

We make student support information available to student in variety of formats and locations. The primary sources of student services information available to you include:

- Student Services Booklet (this document)
- ALG Student Handbook - [ALG.edu.au/studenthandbook](http://ALG.edu.au/studenthandbook)
- Online Student Centres – website [www.ACSF.edu.au](http://www.ACSF.edu.au)
- Plus, a variety of individual factsheets, flyers or electronic messages

Information in all these locations are constantly updated and student should always refer to the latest version for information whenever possible.

Please always feel free to speak to the student services team in your campus with any questions.

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## SUPPORT SERVICES

### English Placement Tests Available

ALG organises onsite and distance based English Proficiency tests with affiliated English schools for prospective students. Please refer to ALG's English Requirements Factsheet for more information on how to request for the placement test: [http://www.alg.edu.au/docs/alg\\_is\\_englishrequirements.pdf](http://www.alg.edu.au/docs/alg_is_englishrequirements.pdf)

### International Student Orientation and Student Advisors

Student Advisors are responsible for conducting a student Orientation with all enrolled international students before they start their course with ALG. If you feel you need further clarification beyond the Orientation, you can contact us at any time. In addition to the Orientation program, Student Advisors offer support throughout your studies and can help you with any of the following information:

- Support services available to assist in the transition into life and study in Australia;
- Legal services;
- Emergency and health services;
- Facilities and resources;
- Complaints and appeals processes; and
- Information on visa conditions relating to course progress and attendance.

The Student Handbook and this Brochure also outline some of this information.

### Reporting Students

ALG strives to operate as a supportive education provider for international students. However, ALG will not compromise its compliance with the National Code and the ESOS Act.

ALG is required to enter the enrolment of every student from overseas studying at ALG into Provider Registration and International Students Management System (PRISMS), a database reporting system for the Immigration Department. ALG has an obligation to report the following to the Immigration Department via PRISMS. If you:

- Do not commence (i.e. simply do not turn up, or have not arranged with us for a later start because of health or compassionate reasons); or
- Terminate your studies before program completion; or
- Change your program or its duration; or
- Fail to comply with your visa conditions regarding attendance or academic performance; or
- Commit misbehaviour.

If you are reported to the Immigration Department via PRISMS for breaching visa conditions, you are encouraged to contact the Department of Immigration to understand the implications this will have on your visa status. If a decision to report is overturned by the Immigration Department, ALG will be obliged to accept the student back to their studies if they wish, unless ALG has reached its approved capacity for International Student Enrolments.

## Tuition Protection Scheme (TPS)

The ESOS Act 2000 and associated legislation requires all providers who are not exempt from the requirement to pay annual Assurance Fund contributions to be a member of a Tuition Assurance Scheme (TAS), or to claim exemption from TAS membership under the ESOS Regulations. Therefore, ALG must maintain suitable tuition coverage.

You are provided with the following statement in the Student Handbook, which ensures the safeguard of your tuition fees:

*In the unlikely event that the Australian Learning Group is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by ALG at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If ALG is unable to provide a refund or place you in an alternative course, our Tuition Protection Scheme (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if our Tuition Protection Scheme cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.*

It is important for ALG to have safeguards in place to ensure the complete delivery of tuition and financial stability of ALG. This is achieved by Management observing sound financial strategies in the business.

## Overseas Student Health Cover (OSHC)

As an international student, you must show evidence that you have health insurance cover before a visa can be issued. OSHC is required for the total duration of your studies. There are various Health Insurance Providers available in Australia from where you can purchase OSHC. Upon application to ALG, you are advised to visit the following website in order to choose from the providers of OSHC: <https://www.oshcaustralia.com.au>

For more information on the OSHC requirements for international students in Australia, please visit:

<http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

## Address Details

Once you have acquired permanent accommodation to start your studies, you must notify ALG immediately. If you change your address at any time you must inform ALG within 7 days. Contact ALG to fill in a form to update these details.

## Working During Your Stay

As an international student, you can apply to work for up to 20 hours per week while you are enrolled in full time study, in Australia. There is no restriction on the hours you can work during the weeks that your course is not in session, for example during ALG holiday breaks. You will not be able to apply for your work permit until you have commenced your studies.

The Work Visa Application form (157P) can be obtained from the Department of Immigration website at <https://immi.homeaffairs.gov.au>. Once you have obtained permission to work, you will also need to obtain a Tax File Number (TFN) from the Australian Tax Office (ATO). Most students can apply for a TFN online by visiting [www.ato.gov.au](http://www.ato.gov.au).

Job postings and classifieds are available in national and local papers and also on specific job websites. Recommended websites include: [www.mycareer.com.au](http://www.mycareer.com.au), [www.careerone.com.au](http://www.careerone.com.au), [www.seek.com.au](http://www.seek.com.au). For students studying in Australian College of Sport & Fitness, our website has a jobs page <http://www.acsf.edu.au/student-job-board/>. Please note, ALG expects you to make study a high priority and, therefore, if you are permitted by the government to be employed, then you must not let your employment interfere with your studies. ALG will not be held responsible for any employment related matters arising from your study timetable or changes in your study timetable that may need to be made from time to time.

### Academic Support and Learning Resources

If English is your second language you may be eligible for additional time to read your examination papers. You may also bring a non-electronic translation dictionary into your exam.

Whilst ALG provides you with the necessary reference materials to complete your courses, you may like to access further information. If you are looking for further reading and research materials you can access the following:

- Public Libraries –there are plenty of free public libraries in and around Sydney, Perth, Melbourne and Brisbane. See ‘Resources’ for a list of current and local libraries;
- Online Library – ALG keeps a comprehensive set of online links and websites that you will find useful for further research. Please visit our website and find the “Online Library Resources” page. Universities are posting more and more information (articles, references and links) in an online format to allow access 24/7 to further information and research. ALG will continually expand on our existing online resources. See [www.alg.edu.au](http://www.alg.edu.au);
- Student Area – 4Life students are able to access academic materials on the student area;
- Student Portal – Fitness and massage students can access learning resources through student portal on <http://acsf.edu.au/student-centre/>

### Third Party Mediation

Whereby a situation requires external counselling or mediation or judgment, then the student and ALG must both agree in writing on who this third party mediator will be, which will ensure fairness and independence. This third party will make the final judgment that will be binding to both ALG and student.

### Overseas Students Ombudsman

If a student is not successful in ALG’s internal complaints handling and appeals process, you have the right to access and lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.oso.gov.au/> or call 1300 362 072 for more information.

### Other Services

Whilst the Overseas Student Ombudsman is first preference, there may be situation where more suitable mediators are required. Some examples of other suitable counsellors or mediators ALG can provide to students include:

- **Department of Fair Trade** – for issues involving monies, services or product agreements.
- **Industry Associations e.g. ATMS** – for judgment on course content and learning outcomes.

In the case of direct costs associated to the third-party mediator, e.g. an external counsellor may charge an hourly fee rate to mediate, then the costs of this mediation process will be shared equally by both ALG and the student. Any expected costs of third-party mediation and the agreement to share these costs will also be outlined and agreed upon in writing.

**Mediation for West Australian Based Students**

Perth based students should also note there is additional mediation and conciliation services provided through the Western Australian Department of Education Services. This service is called the International Student Conciliator. Either party may consult the independent Conciliator at any stage during a dispute as part of a provider’s internal complaints and appeals process. The Conciliator will not become actively involved in the matter until the parties have made an initial attempt to resolve the dispute between themselves.

**EMERGENCY SERVICES**

On-Campus - In the event of an emergency during ALG hours, contact your Trainer or report issue to staff at the front desk/administration office.

Off-campus - In the event of a life threatening or urgent emergency outside ALG hours, please dial 000. This is a free call from any landline, payphone or mobile and will connect you to police, fire or medical services.

For EMERGENCY

'000'

If you are ever in an emergency and need help from FIRE, POLICE, AMBULANCE, dial “000” from ANY public phone.

Other phone numbers which may be of assistance during an emergency are:

**Electricity Emergencies:**

- **Energy Australia** – 133 466
- **Water Emergencies:**

<b>Sydney Water</b>	<b>Clean &amp; Dry Perth</b>	<b>Melbourne Water</b>	<b>Brisbane Water</b>
<b>13 20 90</b>	<b>1300 441</b>	<b>131 722</b>	<b>13 23 64</b>

- **Poison Information Line** - 13 11 26
- **Gas Emergencies: AGL** - 13 19 09

Sydney	Perth	Melbourne	Brisbane
<b>Fair Trading Centre</b> McKell Building, 2-24 Rawson Place Sydney NSW 2000 Telephone: 13 32 20 <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>	<b>Department of Commerce</b> Forrest Centre 219 St. Georges Terrace Perth WA 6000 Advice Line: 1300 304 054 <a href="http://www.commerce.wa.gov.au/ConsumerProtection/">www.commerce.wa.gov.au/ConsumerProtection/</a>	<b>Victorian Consumer &amp; Business</b> Centre 113 Exhibition Street Melbourne VIC 3000 Helpline 1300 55 81 81 <a href="http://www.consumer.vic.gov.au/">http://www.consumer.vic.gov.au/</a>	<b>Queensland Government Service Centre</b> Upper Plaza Terrace 33 Charlotte Street BRISBANE QLD 4000 Helpline: 13 74 68 <a href="http://www.fairtrading.qld.gov.au">http://www.fairtrading.qld.gov.au</a>

## MOBILE PHONE PROVIDERS

Mobile phone providers in Australia are:

[www.optus.com.au](http://www.optus.com.au), [www.virginmobile.com.au](http://www.virginmobile.com.au), [www.telstra.com](http://www.telstra.com), [www.vodafone.com](http://www.vodafone.com), [www.imobile.com.au](http://www.imobile.com.au).

## ACCOMODATION

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

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

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

**Apartments** - It is typical that most students will find their own apartment or find an apartment to share with others. Property websites are the best source to find apartments or flat shares. As most properties are unfurnished, you will need to purchase electrical items, furniture, bedding and kitchen utensils. You will also need to pay four weeks rent upfront (known as bond) as well as cover costs for connecting the electricity, gas and telephone land line.

Sydney	Perth	Melbourne	Brisbane
<ul style="list-style-type: none"> <li>• The Renting Services Branch of the NSW Office of Fair Trading may be able to assist, should you experience problems with your landlord or real estate agent or have any general enquiries relating to renting or paying bonds.</li> <li>• Some include: <a href="http://www.gumtree.com.au">www.gumtree.com.au</a>, <a href="http://www.easyroommate.com.au">www.easyroommate.com.au</a>, <a href="http://www.domain.com.au">www.domain.com.au</a>, <a href="http://www.flatmatefinders.com.au">www.flatmatefinders.com.au</a>, <a href="http://www.realestate.com.au">www.realestate.com.au</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• Rental properties are advertised on the Real Estate Institute of Western Australia (REIWA) website and in Perth's local newspapers. Visit - <a href="http://reiwa.com">http://reiwa.com</a>, <a href="http://www.realestate.com.au">www.realestate.com.au</a>, <a href="http://www.gumtree.com.au">www.gumtree.com.au</a>, <a href="http://www.nestoria.com.au">www.nestoria.com.au</a>.</li> <li>• <a href="http://www.flatmates.com.au">www.flatmates.com.au</a>, <a href="http://www.fremantle.stays.com.au">www.fremantle.stays.com.au</a>, <a href="http://www.studentflatmates.com.au">www.studentflatmates.com.au</a> are great websites when seeking a flatmate or rental accommodation.</li> <li>• YMCA: <a href="http://www.perth.ymca.org.au">www.perth.ymca.org.au</a></li> <li>• Beatty Lodge: <a href="http://www.beattylodge.com.au">www.beattylodge.com.au</a></li> <li>• Townsend Lodge: <a href="http://www.townsend.wa.edu.au">www.townsend.wa.edu.au</a></li> <li>• YHA 300 Wellington St Perth: <a href="http://www.yha.com.au">www.yha.com.au</a></li> </ul>	<ul style="list-style-type: none"> <li>• A useful site to search all sorts of accommodation in Melbourne is <a href="http://www.istudent.ws/international-student-accommodation.html">http://www.istudent.ws/international-student-accommodation.html</a>. This website also takes you through some places to go in Melbourne – cafés and restaurants, galleries, things to do and see AND it also offers help with your school work, such as editing your assignments.</li> </ul>	<ul style="list-style-type: none"> <li>• A few useful websites are <a href="http://www.thepad.com.au/">www.thepad.com.au/</a>, <a href="http://www.gumtree.com.au">www.gumtree.com.au</a>, <a href="http://www.easyroommate.com.au">www.easyroommate.com.au</a>, <a href="http://www.domain.com.au">www.domain.com.au</a>, <a href="http://www.flatmatefinders.com.au">www.flatmatefinders.com.au</a>, <a href="http://www.realestate.com.au">www.realestate.com.au</a>, <a href="http://urbanest.com.au/locations/Brisbane">urbanest.com.au/locations/Brisbane</a></li> </ul>

**Homestay** - Homestays allow students to have accommodation with carefully selected Sydney homestay families. These offer students a safe, friendly and caring 'home away from home' environment, as well as the opportunity to practise their English in real-life situations. Students are carefully matched with homestay families, to ensure the best possible homestay experience. For homestays across Australia, you can try: [www.homestaynetwork.com.au](http://www.homestaynetwork.com.au), [www.auzziefamilies.com](http://www.auzziefamilies.com); **Melbourne:** [www.study.vic.gov.au/deecd/live/live-in-victoria/en/homestay-family.cfm](http://www.study.vic.gov.au/deecd/live/live-in-victoria/en/homestay-family.cfm). **Perth:** <https://www.homestaynetwork.org/perth-pricing/>.

**Hostels** - When you arrive there are several youth hostels and budget accommodation venues that you can access via the internet. Simply go to [www.yha.com.au](http://www.yha.com.au) or [www.unilodge.com.au](http://www.unilodge.com.au) to search for youth hostels across Australia.

## TRANSPORT & CONCESSIONS

Sydney	Perth	Melbourne	Brisbane
<ul style="list-style-type: none"> <li>• Trains/Buses - The closest train stations to the campuses are Town Hall, Central Station, Wynyard and Museum Stations. <a href="http://www.131500.com.au">www.131500.com.au</a> is also a good site to visit for general information about Sydney. Alternatively, you can telephone 131 500 to speak with an Operator at Sydney Transport who can assist with transport information and local trip planning.</li> <li>• Taxis - There are a number of taxi companies in Sydney few taxi ranks located around the city. You can 'hail' a vacant taxi in the street, go to a taxi rank or order one by telephone, which costs you an extra \$1. Most taxis are licensed to carry only 4 passengers. Ordering Taxis: Legion Cabs 13 14 51/ Silver Service 13 31 00/ Yellow Cabs 13 19 24.</li> <li>• Ferries - You may catch the ferry to come to ALG. Ferries stops at Circular Quay &amp; King Street Wharf.</li> <li>• Pre-paid tickets can be purchased at newsagencies, some convenience stores and/or some bus/train stations.</li> <li>• International Students are not entitled to use student concessions on Sydney Buses, Trains or Ferries UNLESS they study is fully funded by specified Australian Government scholarships. For more information see: <a href="http://transportnsw.info/tickets-opal/ticket-eligibility-concessions">transportnsw.info/tickets-opal/ticket-eligibility-concessions</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• Transperth operates the city's public buses, trains and ferries. A single ticket allows you to travel on all forms of transport: <a href="http://www.transperth.wa.gov.au">www.transperth.wa.gov.au</a></li> <li>• Ferries— depart every half-hour on weekdays, on the hour, from 7am to 7pm daily from the Barrack St Jetty to the zoo.</li> <li>• Bus—You can get to most sights in the inner city with the free CAT bus services in the city centre, running from 6:50 am to 6:20pm on weekdays. There's a bit of a longer wait on weekends.</li> <li>• Train—Transperth also operates the Fastrak suburban train lines to Armadale, Fremantle, Midland and the northern suburb of Joondalup. There's free train travel (in the free transit zone) between the Claisebrook and City West train stations. All local trains leave from the Perth train station on Wellington St.</li> <li>• International Students in WA are eligible for a student discount on public transport. The student will need to apply for a Student SmartRider through ALG.</li> </ul>	<ul style="list-style-type: none"> <li>• Metlink (buses and trams): Unlike other Australian cities, Melbourne has an extensive tram network that stretches outward from the city centre. In fact, Melbourne's network is one of the largest in the world. During peak times, trams will run every seven to 10 minutes. Trams are free within the centre of the city. For more details access <a href="http://www.metlinkmelbourne.com.au/">www.metlinkmelbourne.com.au/</a> Info in other languages: <a href="http://www.metlinkmelbourne.com.au/using-public-transport/information-in-other-languages-2/">www.metlinkmelbourne.com.au/using-public-transport/information-in-other-languages-2/</a></li> <li>• Riding your bike: It is illegal to ride in Australia without a helmet and you must have a light on your bike if you plan to ride at night. Melbourne features extensive bike paths and bike lanes throughout the city. Make sure you stay in these designated bike lanes while riding and obey all the relevant road rules. Council websites are a good source of information on bike facilities around your area. For more details access: <a href="http://www.bv.com.au/">www.bv.com.au/</a> <a href="http://www.melbournebikeshare.com.au">www.melbournebikeshare.com.au</a></li> <li>• Taxis: There are a number of taxi companies in Melbourne. Ordering Taxis: 13 CABS (132 227) - <a href="http://13cabs.com.au">13cabs.com.au</a> Silver Top Taxi Service 131 008 - <a href="http://silvertop.com.au">silvertop.com.au</a> Yellow Cab Co - 132 227 Platinum Taxis - 9090 1800</li> <li>• International students are not entitled to student concession fares in Victoria, and the iUSEpass is the only discounted ticket available to international students. Do not purchase student concession tickets as you risk being heavily fined.</li> </ul>	<ul style="list-style-type: none"> <li>• Trains: there are 12 routes (Airport, Beenleigh, Caboolture, Cleveland, Doomben, Ferny Grove, Gold Coast, Ipswich/ Rosewood, Redcliffe Peninsula, Richlands, Shorncliffe and the Sunshine Coast). Most train routes run every 15-30 minutes, and depart hourly late at night</li> <li>• Buses: there are many options around Brisbane, which can take you from the CBD to the border of NSW at Tweed Heads</li> <li>• TransLink is in control of all of Brisbane's public transport timetables and ticketing. You can plan your journey via the TransLink website <a href="http://www.translink.com.au">www.translink.com.au</a></li> <li>• ACFS: Follow this website to know how to get to ACSF <a href="http://www.uq.edu.au/maps/directions.html?menu=1">www.uq.edu.au/maps/directions.html?menu=1</a></li> <li>• Riding your bike: check information on <a href="http://www.citycycle.com.au">www.citycycle.com.au</a></li> <li>• International Students who are studying full-time university, TAFE and post-secondary students can apply for a 50% concession fare on TransLink public transport services. To see if you are eligible and to apply for the concession fare, head to the TransLink website: <a href="http://gocard.translink.com.au/webtix">gocard.translink.com.au/webtix</a></li> </ul>

## BANKING

To open a bank account in Australia you must satisfy a 100-point system based on your identification. Types of identification may include your passport, driver's license and student card. Students who show proof of their student status, e.g. student enrolment ID card, may be exempt from paying fees and charges.

### Trading hours of most banks:

Monday – Thursday 9:30 am – 4:00 pm, Friday 9:30 am – 5:00 pm  
(Some branches of some banks are open on Saturday mornings also.)

The following are web sites of the major banks in Australia. You will be able to find a branch which is most convenient to you. When opening an account enquire about services for students.

- **Commonwealth Bank of Australia (CBA)** - <http://www.commbank.com.au>
- **ANZ** - <http://www.anz.com.au>
- **Westpac (WST)** – <http://www.westpac.com.au>
- **St George (STG)** – <http://www.stgeorge.com.au>
- **Hong Kong Shanghai Bank (HSBC)** – <http://www.hsbc.com.au>
- **National Australia Bank (NAB)** - [www.national.com.au](http://www.national.com.au)

## SMOKING LAWS IN AUSTRALIA

Every state and territory ban smoking in enclosed public places. Indoor environments such as public transport, office buildings, shopping malls, schools and cinemas are smoke free across the country. It is illegal for anyone to sell cigarettes to you if you are under 18. Anyone who sells cigarettes to someone under 18 can be heavily fined. It is also illegal for someone else to buy cigarettes for you. In this circumstance, anyone can be fined.

## NEARBY MEDICAL SERVICES

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

## TAX FILE NUMBER

Tax file numbers can be obtained through the Australian Taxation Office (ATO). A tax file number is a unique number issued by the Tax Office. You must have a tax file number when starting or changing jobs. For further information, please contact the Australian Taxation Office at 13 28 61 (8.00 am-6.00 pm Monday - Friday).

## DRIVING WITH AN OVERSEAS LICENSE

### Sydney

If you are licensed to drive in your home country, you may be able to drive here in NSW (laws differ throughout Australia) using your original licence, however there are certain things you will have to do before you drive here. For example, the law requires that you carry an official translation of your licence if it was originally issued in a language other than English. Refer to the Roads and Traffic Authority (RTA) website ([www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)) for up to date information. Please note other states and territories of Australia may have different driving laws.

Enquire at the RTA about driving in other states and territories within Australia.

### Perth

You may decide to purchase your own car or motorcycle whilst you are studying in Perth. However, be aware that you will be responsible for the vehicle's registration, repairs, fuel, insurance and service costs. It is also compulsory to buy third party insurance, which will cover the damage to other vehicles or property if you have an accident.

If you will be in Australia for less than three months, you can drive with an international driver's license. (You must carry a translation if the document is not in English). If you plan to stay longer than three months, you will need to obtain an Australian driver's license by taking a test on our country's highway codes and regulations. Visit [www.dpi.wa.gov.au](http://www.dpi.wa.gov.au) for more information.

### Melbourne

If you are in Victoria on a temporary visa, you can drive on your overseas driver licence for as long as it is current provided it is in English or accompanied by an English translation or International Driving Permit. The translation is at your own cost. There is no requirement to get a Victorian driver licence. For more information, please visit: [www.vicroads.vic.gov.au/Home/Licences/NewToVictoria/OverseasDriversLicences.htm](http://www.vicroads.vic.gov.au/Home/Licences/NewToVictoria/OverseasDriversLicences.htm).

### Brisbane

If you are visiting Queensland from another country, you can drive if you have a valid overseas licence. If you are visiting Queensland from another Australian state or territory you can drive if you have a valid interstate licence. You can't drive in Queensland with your interstate or overseas licence if you have been issued with a Queensland licence. For more information please visit: <http://www.qld.gov.au/transport/licensing/driver-licensing/overseas/driving/>

## PLACES OF WORSHIP

### Sydney

Sydney is well known for its multiculturalism. With such a mixture of religions, it is very easy to find your preferred place of worship. Please find below a list of some of these places:

- **Christianity**
  - St. Mary's Cathedral – Cathedral Street, Sydney
  - Anglican Christ Church – 507 Pitt Street, Sydney
- **Judaism**
  - Great Synagogue – 166 Castlereagh Street, Sydney
  - Bet Yosef (The Caro Synagogue) – Bondi
- **Hinduism**
  - Sri Mandir – 286 Cumberland Road, Auburn
  - Sydney Hare Krishna Temple – 180 Falcon Street, North, Sydney

**• Islam**

- Sydney CBD Musallah – 84 Pitt Street, Sydney
- Wynyard Musallah – 60 Clarence Street, Sydney

**• Buddhism**

- Wah Tsang Temple – 2/209 Liverpool Rd, Greenacre
- Mahamakut Temple – 88 Stanmore Road, Stanmore

**Perth**

Perth is well known for its multiculturalism. With such a mixture of religions, it is very easy to find your preferred place of worship. For a listing of all the ethnic, religious and community groups operating in Western Australia visit for details:

- <http://pertheducationcity.com.au>
- <http://www.multicultural.online.wa.gov.au/>

Here are some places listed:

- Catholic Church - 211 Aberdeen St, Northbridge
- Metrochurch - 142-146 Beaufort Street, Perth
- Churchlands Christian Fellowship - 154 Balcatta Road, Balcatta
- Methodist Church John Wesley - 123 Colin Street, West Perth
- Perth Mosque - 427-429 William St, Perth
- Maylands Christian Spiritualist Church - 123 Caledonian Avenue, Maylands
- Church of Scientology of Perth - 08 Murray Street, 1st Floor, Perth
- The Church of Jesus Christ of Latter Day Saints - 173 Wordsworth Avenue, Yokine
- Full Gospel Assembly Perth - 1-3 Hill View Place, Bentley

**Melbourne**

- St Michael's Uniting Church - St Michaels Walk, Melbourne VIC
- Collins Street Baptist Church - 174 Collins Street, Melbourne VIC
- South Yarra Presbyterian Church - 621 Punt Road, South Yarra VIC
- The Sunshine Mosque - 618 Ballarat Road, Sunshine, VIC
- Wesleyan Methodist Church of Australia - 184 Balwyn Road, Balwyn VIC

**Brisbane**

- Catholic Church - 87 Central Avenue, St Lucia QLD
- Tibetan Buddhist Society - 16 Rosslyn Street, East Brisbane QLD
- Masjid Al Farooq - Kuraby Mosque - 1408 Beenleigh Road, Kuraby QLD
- Brisbane Hebrew Congregation - 98 Margaret Street BRISBANE QLD
- Ann Street Presbyterian Church - 145 Ann Street, Brisbane QLD

## LEGAL ADVICE /SERVICES

Free legal advice can be obtained from the Legal Aid Telephone service on 1300 888 529 or visit a Legal Aid Office.

Sydney	Perth	Melbourne	Brisbane
<b>Legal Aid Head Office Sydney</b> Ground Floor, 323 Castlereagh St, Sydney NSW 2000 Phone: (02) 9219 5000 or 13 3677 <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>	<b>Legal Aid Western Australia Perth Office</b> 55 St Georges Terrace, Perth, WA 6000 Telephone: (08) 9261 6222 Info Line: 1300 650 579 <a href="http://www.legalaid.wa.gov.au">www.legalaid.wa.gov.au</a>	<b>International Student Care Service:</b> International Students are able to access legal services via the International Student Care Service. The Service is available to international students 24 hours a day, 7 days a week. The International Student Care Service is located at Level 1, 19-21 Argyle Place South, Carlton and can be contacted on: <a href="tel:1800056449">1800 056 449</a> or <a href="mailto:info@iscs.vic.gov.au">info@iscs.vic.gov.au</a> . The International Student Care Service also provides information, professional support and referral to local services and community resources, as well as crisis intervention and case work support to international students in emergency situations.	<b>Legal Aid Queensland-Brisbane</b> 44 Herschel Street Brisbane 4000 Phone: 1300 65 11 88 <a href="http://www.legalaid.qld.gov.au/">http://www.legalaid.qld.gov.au/</a>

## INTERPRETER ASSISTANCE

- Our Student Advisors can help you locate a suitable interpreter service.
- You should also be aware of Telstra’s twenty-four (24) interpreter service.
- Telephone 131 450 anytime if you are having difficulties communicating in English.

## LIBRARY SERVICES

Sydney	Perth	Melbourne	Brisbane
City of Sydney information page has many options for locations and opening hours of libraries close to you: <a href="http://www.cityofsydney.nsw.gov.au/Library/Branches/">www.cityofsydney.nsw.gov.au/Library/Branches/</a>	City of Perth information page has many options for locations and opening hours of libraries close to you: <a href="http://www.visitperth.com.au/see-and-do/libraries">www.visitperth.com.au/see-and-do/libraries</a>	City of Melbourne information page has many options for locations and opening hours of libraries close to you: <a href="http://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx">www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx</a>	Brisbane has several libraries: Brisbane City Council: <a href="http://www.brisbane.qld.gov.au/">http://www.brisbane.qld.gov.au/</a> State Library of Queensland: <a href="http://www.slq.qld.gov.au/">http://www.slq.qld.gov.au/</a>

## COUNSELLING SERVICES

Counselling Services are available by appointment. ALG provides a free counselling session to all students. Appointments with a Counsellor can be made through Student Advisors.

If the Student Advisor deems situation requires specialist advices, they may refer you to additional external counselling support that may incur additional costs.

Other assistance may be found at:

Sydney	Perth	Melbourne	Brisbane
<ul style="list-style-type: none"> <li>New South Wales Domestic Violence Line: <a href="http://www.lawlink.nsw.gov.au">www.lawlink.nsw.gov.au</a> Phone: 1800 656 463</li> <li>NSW Rape Crisis Centre: <a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a> Phone: 1800 424 017</li> <li>Sexual Assault Crisis Line: Phone: 9819 6565</li> </ul>	<ul style="list-style-type: none"> <li>Sexual Assault Resource Centre: 9340 1828 (crisis line 24 hours)</li> <li>Women’s Domestic Violence Helpline: This free state-wide 24-hour service provides support and counselling for women experiencing family and domestic violence 1800 007 339</li> </ul>	<ul style="list-style-type: none"> <li>Nexus Psychology in Melbourne: 4 locations - Burwood, Prahran, Windsor and Balwyn with Prahran being the closest to our college. Telephone (03) 9500 0751 or web: <a href="http://nexuspsychology.com.au">nexuspsychology.com.au</a></li> <li><a href="#">Suicide Helpline (24 Hour telephone counselling)</a>: 1300 651 251</li> <li><a href="#">CASA (Centre Against Sexual Assault)</a>: 96353610 or 1800 806 292</li> <li><a href="#">Women's Domestic Violence Crisis Service</a>: 93730123</li> <li><a href="#">Direct Line (Drugs &amp; Alcohol Counselling)</a>: 1800 888 236</li> <li><a href="#">G-Line (Problem Gambling)</a>: 1800 156 789</li> </ul>	<ul style="list-style-type: none"> <li>The Mental Health Association Queensland offers free help: <a href="http://www.mentalhealth.org.au/">http://www.mentalhealth.org.au/</a> Phone: 1300 729 686</li> <li>Sexual assault, domestic and family violence : <a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a> Phone: 1800 737 732</li> </ul>
<b>Australia Wide</b>			
<ul style="list-style-type: none"> <li>BeyondBlue: A free counselling service that you can contact if you are feeling depressed or anxious. <a href="http://www.beyondblue.org">www.beyondblue.org</a> - Phone: 1300 22 4636</li> <li>Reachout - <a href="http://www.reachout.com.au">www.reachout.com.au</a></li> <li>Lifeline (24 hour emergency number) Phone: 13 11 14 - <a href="http://www.lifeline.org.au">www.lifeline.org.au</a></li> </ul>			

## THE FAIR WORK OMBUDSMAN’S TOP TOOLS AND RESOURCES FOR INTERNATIONAL STUDENTS

The table below provides an overview and includes links to the FWO’s top five tools and resources most relevant to international students.

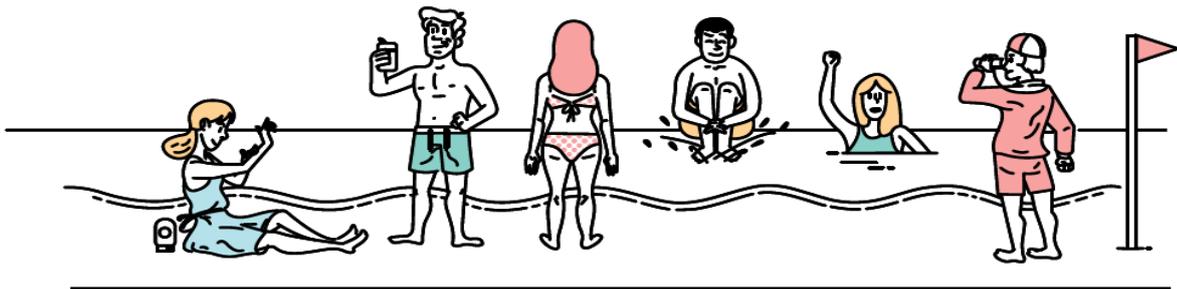
Tool or Resource	Description	Links to resources
General information for international students	The Fair Work Ombudsman (FWO) has tailored information on its website for visa holders, including international students. It covers basic workplace relations information, common issues faced by students, such as unpaid work and information about visa protections.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/internationalstudents">www.fairwork.gov.au/internationalstudents</a></li> <li>• <a href="#">Visa protection</a></li> <li>• <a href="#">International students fact sheet</a></li> <li>• <a href="#">Jessica’s story</a></li> <li>• <a href="#">Unpaid work</a></li> <li>• <a href="#">Student Placement and Internships</a></li> </ul>
Community presentation package	The working in Australia community presentation package is designed to assist people like international student support officers and advisors train their colleagues about workplace laws. Anyone can use the package – the user does not need to be an industrial relations expert.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/presentationpackage">www.fairwork.gov.au/presentationpackage</a></li> </ul>
Record My Hours app	The Record My Hours app assists workers to easily record and store their hours of work. The app is <b>free</b> to download, available for both Apple and Android, and developed with young visa workers in mind. It’s available in <b>18 languages</b> and automatically detects the language settings on a user’s smartphone.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/app">www.fairwork.gov.au/app</a></li> <li>• <a href="#">iTunes store</a></li> <li>• <a href="#">Google Play</a></li> </ul>
Anonymous Report	An online interactive form allows anyone to report a workplace concern anonymously. Information provided to the FWO helps it plan its current and future education and enforcement activities. The form is available in English and <b>16 other languages</b> .	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/tipoff">www.fairwork.gov.au/tipoff</a></li> <li>• <a href="http://www.fairwork.gov.au/inlanguageanonymousreport">www.fairwork.gov.au/inlanguageanonymousreport</a></li> </ul>
In language content	The FWO website translates into <b>40 different languages</b> and recognises browser settings automatically translating content into a user’s preferred language. The FWO’s website also delivers professionally translated information in <b>30 languages</b> . The content includes downloadable resources and more detailed topic based information to address the common questions asked by international students. It also includes <b>in-language video</b> resources in <b>16 languages</b> .	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a></li> <li>• <a href="http://www.fairwork.gov.au/languages">www.fairwork.gov.au/languages</a></li> </ul>

If you have any questions about the Fair Work Ombudsman’s tools and resources, please contact the FWO at [community.engagement@fwo.gov.au](mailto:community.engagement@fwo.gov.au).

## BEACH SAFETY

### Beach Safety

A day spent at one of Australia's 10,685 beaches is rarely a day wasted. If you're planning a day out by the water, here's your guide to staying safe and having a great day.



Check the weather forecast before you leave. If there's heavy rains or storms, consider postponing. Make sure you apply and pack sunscreen. Even if it's cloudy the UV can be high. Don't go swimming if you have consumed drugs or alcohol.

Don't go swimming alone - grab a couple of friends and head to a patrolled beach. Once there, check for any signs and follow the instructions. Swim between the yellow and red flags, this is the monitored spot that's been deemed safest for swimming. Don't dive into water, you may overestimate the depth and this can have very serious consequences.

If you ever find yourself in trouble while swimming, try to stay calm and raise your hands to show that you need help. If you see someone else in distress in the water, emergency dial Triple Zero (000). For more information see Royal Lifesaving Australia.  
[www.royallifesaving.com.au](http://www.royallifesaving.com.au)

## USEFUL CONTACTS

- **Department of Immigration**

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

- **Australian Diplomatic Missions Overseas:** Website: [www.dfat.gov.au/missions](http://www.dfat.gov.au/missions)
- **Tourism - Australian Tourist Commission Website:** [www.australia.com](http://www.australia.com)

Sydney	Perth	Melbourne	Brisbane
Tourism NSW Web: <a href="http://www.tourism.nsw.gov.au">www.tourism.nsw.gov.au</a> City of Sydney Web: <a href="http://www.cityofsydney.nsw.gov.au">www.cityofsydney.nsw.gov.au</a> Sydney Transport Info Web: <a href="http://www.131500.com.au">www.131500.com.au</a>	Tourism WA Web: <a href="http://www.westernaustralia.com">www.westernaustralia.com</a> City of Perth Web: <a href="http://www.cityofPerth.wa.gov.au">www.cityofPerth.wa.gov.au</a> Perth Transport Info Web: <a href="http://www.transperth.wa.gov.au">www.transperth.wa.gov.au</a>	Tourism VIC Web: <a href="http://www.visitmelbourne.com">www.visitmelbourne.com</a> City of Melbourne Web: <a href="http://www.melbourne.vic.gov.au">www.melbourne.vic.gov.au</a> Melbourne Transport Info Web: <a href="http://www.metlinkmelbourne.com.au">www.metlinkmelbourne.com.au</a>	Tourism and Events Queensland: <a href="http://teq.queensland.com/">http://teq.queensland.com/</a> City of Brisbane Web: <a href="http://www.brisbane.qld.gov.au/">http://www.brisbane.qld.gov.au/</a> Brisbane Transport Infor Web: <a href="http://translink.com.au/">http://translink.com.au/</a>

- **CRICOS** Website: <http://cricos.education.gov.au/>
- **Newspapers:**
  - **Sydney:** [www.newspapers.com.au/sydney.html](http://www.newspapers.com.au/sydney.html)
  - **Perth:** [www.newspapers.com.au/perth.html](http://www.newspapers.com.au/perth.html)
  - **Melbourne:** [www.newspapers.com.au/melbourne.html](http://www.newspapers.com.au/melbourne.html)
  - **Brisbane:** [www.newspapers.com.au/QLD/](http://www.newspapers.com.au/QLD/)
- **Health Insurers**
  - A list of health providers of OSHC can be found at: [www.studyinaustralia.gov.au/en/Study-Costs/OSHC](http://www.studyinaustralia.gov.au/en/Study-Costs/OSHC)
- **English Language Websites**
  - **International English Language Testing System (IELTS):** [www.ielts.org](http://www.ielts.org)
  - **Test of English as a Foreign Language (TOEFL):** [www.toefl.org](http://www.toefl.org)

## REFERENCES

**International Student Guide.** Sydney & New South Wales, Brisbane, Perth, Melbourne. 2019 ed. Available on <https://insiderguides.com.au/international-student-guides/> Accessed on 28/07/2019.