

International Student

SUPPORT SERVICES BOOKLET





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
- **Online Student Centres** – found on our websites www.ACSF.edu.au or www.SchoolofMassage.com.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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- Accommodation resources
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- Counselling and Support Services
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- Places of Worship
- Driving in Australia and support services

Useful Contacts:

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Support Services

English Placement Tests Available

If you are struggling throughout your studies due to language barriers, ALG offers onsite and distance based English Proficiency tests with affiliated English schools. Online tests are available if you are *not* in Australia and may be subject to an additional phone interview. If you are in Australia, you must take the on-campus test. Should you require English Support Services, refer to ALG's factsheet for more information: 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

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 www.immi.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.

Job postings and classifieds are available in national and local papers and also on specific job websites. Recommended websites include: www.mycareer.com.au, www.careerone.com.au, 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

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 you wish to 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/](http://www.oso.gov.au) or call 1300 362 072 for more information.

Other Services

Whilst the Overseas Student Ombudsmen 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.

For EMERGENCY

 **‘000’**

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

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.

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

Electricity Emergencies:

- **Energy Australia** - 13 13 88
- **Water Emergencies:**

Sydney Water 13 20 90	Clean & Dry Perth 1300 441	Melbourne Water 131 722	Brisbane Water 13 23 64
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- **Poison Information Line** - 13 11 26
- **Gas Emergencies: AGL** - 13 19 09

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

Mobile Phone Providers

Mobile phone providers in Australia are:

www.optus.com.au, www.virginmobile.com.au, www.telstra.com, www.vodafone.com, www.imobile.com.au.

Accommodation

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

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"> 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. Some include: www.gumtree.com.au, www.easyroommate.com.au, www.domain.com.au, www.flatmatefinders.com.au, www.realestate.com.au. 	<ul style="list-style-type: none"> Rental properties are advertised on the Real Estate Institute of Western Australia (REIWA) website and in Perth's local newspapers. Visit - http://reiwa.com, www.realestate.com.au, www.gumtree.com.au, www.nestoria.com.au. www.flatmates.com.au, www.fremantle.stays.com.au, www.studentflatmates.com.au are great websites when seeking a flatmate or rental accommodation. YMCA: www.perth.ymca.org.au Beatty Lodge: www.beattylodge.com.au Townsend Lodge: www.townsend.wa.edu.au YHA 300 Wellington St Perth: www.yha.com.au 	<ul style="list-style-type: none"> A useful site to search all sorts of accommodation in Melbourne is http://www.istudent.ws/international-student-accommodation.html. 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. 	<ul style="list-style-type: none"> A few useful websites are www.thepad.com.au/www.gumtree.com.au www.easyroommate.com.au www.domain.com.au www.flatmatefinders.com.au www.realestate.com.au urbanest.com.au/locations/Brisbane

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, www.auzziefamilies.com; **Melbourne:** www.study.vic.gov.au/deecd/live/live-in-victoria/en/homestay-family.cfm. In **Perth:** International Students requiring information on Home stay can contact Tim, Liz or Mara on: 9438 2747.

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

Transport & Concessions

Sydney	Perth	Melbourne	Brisbane
<ul style="list-style-type: none"> Trains/Buses - The closest train stations to the campuses are Town Hall, Central Station, Wynyard and Museum Stations. www.131500.com.au is also a good site to visit for general information about Sydney. Alternatively, you can telephone 131 500 to speak with an Operator at Sydney Transport who can assist with transport information and local trip planning. Taxis 131 008 - There are a number of taxi companies in Sydney. 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. Ferries - You may catch the ferry to come to ALG. Ferries stops at Circular Quay & King Street Wharf. Pre-paid tickets can be purchased at newsagencies, some convenience stores and/or some bus/train stations. <p>International Students are not entitled to use student concessions on Sydney Buses, Trains or Ferries UNLESS you hold an International Student Card. You can apply for a Student Card online, or see an International Student Advisor for instructions on how to apply.</p>	<ul style="list-style-type: none"> Transperth operates the city's public buses, trains and ferries. A single ticket allows you to travel on all forms of transport: www.transperth.wa.gov.au Boat—Ferries depart every half-hour, on the hour, from 7am to 7pm daily from the Barrack St Jetty to the zoo. 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. 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. 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. 	<ul style="list-style-type: none"> Night Rider: www.metlinkmelbourne.com.au/timetables/nightrider Metlink (buses and trams) http://www.metlinkmelbourne.com.au/ Info in other languages: www.metlinkmelbourne.com.au/using-public-transport/information-in-other-languages-2/ Riding your bike: http://www.bv.com.au 	<ul style="list-style-type: none"> http://translink.com.au/ operates the city's public buses, trains, trams and ferries. By buying a Translink Go Card you can save upto 30% on your fare. Follow this website to know how to get to ACSF: http://www.uq.edu.au/maps/directions.html?menu=1 Ride your bike with: http://www.citycycle.com.au/

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 licence 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

Nearby Medical Services

Sydney		
Kent Street Medical Centre Level 3, 362 Kent Street Sydney NSW 2000 Phone: (02) 9290 3477	Town Hall Clinic 44 Town Hall Arcade Sydney NSW 2000 Phone: (02) 9267 5399	Women's Medical Centre Benchmark Medical, No 2 Martin Place Sydney NSW 2000 Phone: (02) 9231 2366
Perth		
Subiaco Station Medical Group (near Subiaco Train Station) 1/400 Roberts Road Subiaco WA 6008 Phone: (08) 9346 9999	Hay Street Medical Centre 159a Hay Street Subiaco WA Phone: (08) 9381 7004	Central City Medical Centre (Corner Wellington & Barrack Streets) Shop 14, City Station Concourse 378 Wellington St Perth WA 6000 Phone: (08) 9225 1188

Melbourne		
For residents living in the cities of Melbourne and Moonee Valley (the Parkville Campus of the University of Melbourne and its surrounding suburbs come within this area) the local service is: Waratah Area Mental Health Service, (03) 9342 2333.	Hospitals near the University: Royal Melbourne Hospital: (03) 9342 7000 St. Vincent's Hospital: (03) 9288 2211	Doctors: www.oshcworldcare.com.au/member_student/medical_providers.aspx Look up 'Doctors' or 'Health Practitioners' in the Yellow Pages at www.yellowpages.com.au/
Brisbane		
The University of Queensland has their own Medical Centre on campus. Contact the clinic at (07) 3365 6210 or visit http://www.uq.edu.au/healthservice/	Hospital close to the University: Princess Alexandra Hospital: 199 Ipswich Road, Woolloongabba Qld 4102 Tel: (07) 3176 2111	Bulk Bill doctors in CBD: http://www.cbdmedical.com.au.sdwt.com.au/

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 Licence

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) 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 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.

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
<p>Legal Aid Head Office Sydney Ground Floor, 323 Castlereagh St, Sydney NSW 2000 Phone: (02) 9219 5000 or 13 3677 www.legalaid.nsw.gov.au</p>	<p>Legal Aid Western Australia Perth Office 55 St Georges Terrace, Perth, WA 6000 Telephone: (08) 9261 6222 Info Line: 1300 650 579 www.legalaid.wa.gov.au</p>	<p>International Student Care Service: 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: 1800 056 449 or info@iscs.vic.gov.au. 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.</p>	<p>Legal Aid Queensland- Brisbane 44 Herschel Street Brisbane 4000 Phone: 1300 65 11 88 http://www.legalaid.qld.gov.au/</p>

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
<p>City of Sydney information page has many options for locations and opening hours of libraries close to you: www.cityofsydney.nsw.gov.au/Library/Branches/</p>	<p>City of Perth information page has many options for locations and opening hours of libraries close to you: www.cityofperth.wa.gov.au/web/Living/City-of-Perth-Library/Library-Services</p>	<p>www.librarysearch.melbourne.vic.gov.au/opac/ is a useful online search engine that will enable you to search library throughout Melbourne.</p> <p>City of Melbourne information page has many options for locations and opening hours of libraries close to you: www.melbourne.vic.gov.au/MelbourneLibraryService/Pages/Librarylocations.aspx</p>	<p>Brisbane has several libraries: Brisbane City Council: http://www.brisbane.qld.gov.au/</p> <p>State Library of Queensland: http://www.slq.qld.gov.au/</p>

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"> New South Wales Domestic Violence Line: www.lawlink.nsw.gov.au Phone: 1800 656 463 NSW Rape Crisis Centre: www.nswrapecrisis.com.au Phone: 1800 424 017 Sexual Assault Crisis Line: Phone: 9819 6565 	<ul style="list-style-type: none"> Rape Crisis Centre: www.womenshealthworks.org.au Sexual Assault Resource Centre: 9340 1828 (crisis line 24 hours) 	<ul style="list-style-type: none"> 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: nexuspsychology.com.au Suicide Helpline (24 Hour telephone counselling): 1300 651 251 CASA (Centre Against Sexual Assault): 96353610 or 1800 806 292 Women's Domestic Violence Crisis Service: 93730123 Direct Line (Drugs & Alcohol Counselling): 1800 888 236 G-Line (Problem Gambling): 1800 156 789 	<ul style="list-style-type: none"> The Mental Health Association Queensland offers free help: http://www.mentalhealth.org.au/ Phone: 1300 729 686 Sexual assault, domestic and family violence : https://www.1800respect.org.au/ Phone: 1800 737 732

Australia Wide

- BeyondBlue - www.beyondblue.org - Phone: 1300 22 4636
- Reachout - www.reachout.com.au
- Lifeline (24 hour emergency number) Phone: 13 11 14 - www.lifeline.org.au

Useful Contacts

- **Department of Immigration and Border Patrol (DIBP)**

Sydney	Perth	Melbourne	Brisbane
Street Address: 26 Lee Street, Sydney NSW 2000 Postal Address: NSW Student Centre, GPO Box 9984 Sydney NSW 2001 Telephone: 13 18 81 Website: www.immi.gov.au	Level 3 Wellington Central 836 Wellington Street West Perth WA 6005 09.00 – 16.00 Mon – Fri Telephone: 13 18 81 Website: www.immi.gov.au	Casselden Place 2 Lonsdale Street Melbourne Vic 3000 <i>Note: Client Service access is from Spring Street</i> Telephone: 13 18 81 Website: www.immi.gov.au	Ground Floor 299 Adelaide Street Brisbane Qld 4000 Telephone: 13 18 81 Website: www.immi.gov.au

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

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

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