



STUDENT SERVICES GUIDE 2015

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NOTE: This document was developed to provide additional information to overseas students in accordance with the National Code of Practice 2007.



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WELCOME TO CITY INSTITUTE

Management and staff of the City Institute would like to extend a very warm welcome to all the new students. The City Institute delivers a diverse range of nationally recognised and fully accredited courses that provide students with entry opportunities to quality universities both in Australia and abroad.

City Institute is committed to high standards of education and other Student Support. We strive to assist students in achieving the best possible outcomes in a happy and congenial atmosphere. Every endeavour will be made by staff to accommodate your individual needs.

The following resource has been created to provide you with valuable information about their rights and responsibilities.

We sincerely hope your time at the college is a memorable and productive learning experience.

We wish you all the best in your studies!

The City Institute Team

ABOUT AUSTRALIA

History

For more than 50,000 thousand years, Australia's Aboriginal people have lived and thrived in Australia's unique and challenging natural environment. Australia's rich vegetation and native wildlife helped them establish their presence on the land. Today it is believed the Aboriginals are the world's oldest civilisation.

'Terra Australis' was the last landmass to be discovered by European explorers. Talk of this mystical land and the riches it held inspired explorers to sail into the unknown. It wasn't until Captain James Cook arrived in Botany Bay in 1770 that the great southern land was officially recorded as discovered by Europeans.

Overcrowded prisons in England and disruption caused by the American Revolution were two key reasons for the first shipment of convicts to the great southern land. It was the explorer and botanist Joseph Banks who, in 1779, suggested that New South Wales would be a fine site for a penal colony.

Australia at a Glance

Australia is the sixth largest country in the world. It's about the same size as the 48 mainland states of the USA and 50 per cent larger than Europe, but has the lowest population density in the world - only two people per square kilometre. The total population of Australia is over 23,000,000. Australia's biggest attraction is its natural beauty. The landscape varies from endless sunbaked horizons to dense tropical rainforest to chilly southern beaches. Australia boasts over 7,000 beaches, more than any other nation.

States and Territories

Australia is made up of six states (Victoria, New South Wales, Western Australia, Queensland, South Australia and Tasmania) and two territories (Northern Territory and Australian Capital Territory). Each state and territory has its own parliament, flag and floral emblem. Australia became a federated nation after the union of the six colonies on 1 January 1901. Bound by one parliament, one constitution and one flag, Australia celebrated its Centenary of Federation in 2001. The capital city of Australia is Canberra. The following provides information on some of the states.

NEW SOUTH WALES (NSW)

In 1770 Captain James Cook sailed into what is now called Botany Bay. Cook later claimed a section of Australia's East Coast for Great Britain under the name of New South Wales. The colony became a state in 1901 after Australia was officially declared a nation.



The original inhabitants of NSW, the Aborigines, have lived in the area for more than 45,000 years and many reminders of this period still exist today. In Sydney and the surrounding regions alone there are more than 2,000 aboriginal rock engraving sites and many of Sydney's suburbs have aboriginal names such as Woolloomooloo, Parramatta and Yagoona.

NSW is the home of Australia's tallest mountain peak, Mount Kosciuszko, which towers 2,228 metres above the snowcapped ski fields in the Southern Alps of the state while Australia's longest river, the Darling River, flows 2,740km from northern NSW to join with the Murray River near the Victorian border in the state's south-west.

NSW, is the most populated state in Australia and has a population of 6.72 million people, with over 60% population based in Sydney.

Sydney

Sydney is the largest and oldest city in Australia and the capital of NSW. With pristine sandy beaches to the east, National Parks to the north and south, and mountain ranges to the west, there is always something to do and see. Visit

Sydney is a vibrant, multi-faceted, cosmopolitan city that offers entertainment, shopping, sightseeing and relaxation to visitors all year round. Situated on the glorious Sydney Harbour, spanned by the landmark Harbour Bridge, Sydney's sparkling waters are constantly criss-crossed by busy ferries and colourful sailing yachts and cruisers. Overlooking the Harbour are the beautiful Botanic Gardens leading down to the world famous Sydney Opera House.

In September 2000 Sydney gained world attention as the host of the Sydney 2000 Olympic Games.

VICTORIA (VIC)

Australia's second-smallest state, Victoria is the most densely populated and industrialised. Victoria's landmass of 228,000 square kilometres is about the size of the United Kingdom or a little smaller than the US state of California. Apart from the capital, most visitors to Victoria travel down the Great Ocean Road, a winding 280km road with spectacular coastal scenery and ending with the 12 Apostles rock formation. The fabulous beach towns such as Lorne, Apollo Bay, Torquay and Queenscliff are bustling with thousands of beach going tourists during the summer months. For nature lovers, the idyllic Wilsons Promontory National Park (the "Prom") is a must. The mainly dairy region of Gippsland, or to the Goldfields, where the nineteenth-century gold rushes left their mark in the grandiose architecture of old mining towns such as Ballarat and Bendigo, are all very popular tourist locations. All routes in the state radiate from Melbourne, bang in the middle of the coastline on the huge Port Phillip Bay, and no point is much more than seven hours' drive away.

Melbourne

As the capital of Australia's smallest mainland state - Victoria, Melbourne is one of Australia's younger cities. The settlement that became what is now Melbourne was established in 1835. In 1851 the discovery of gold including the largest gold nugget the world had seen led to the Victorian Gold Rush. Melbourne's population grew seven-fold in a decade and stands at 3,600,080 at the moment. To this day Melbourne benefits in many ways, especially in our collection of magnificent Victoria-era buildings and gracious gardens.

Twenty-first century Melbourne is a modern cosmopolitan city. Often considered the most European of Australia's cities it has been voted as the most liveable city in the world. Melbourne is Australia's largest port, home to Australia's automotive industry and many of Australia's largest companies. Melbourne is the first Olympic host city in the Southern Hemisphere: home to Australian Football and Cricket - Melbourne is Australia's Sporting Capital.

Melbourne is the home, workplace and leisure center of one of the world's most harmonious and culturally diverse communities. Residents from more than 140 nations live side by side in Melbourne, making Melbourne today a welcoming, outgoing and confident city, a reflection on the generous and inclusive spirit



of its people. As one of the most multicultural cities in the world (over 30% of people were born overseas), Melbourne offers locals and visitors alike the opportunity to eat at a restaurant with a different cuisine every night of the month.

QUEENSLAND (QLD)

Queensland is known as the 'Sunshine State' and enjoys a pleasant, warm climate all year round. With the awesome beaches, isolated outback and lush rainforests it is a popular tourist location for visitors from overseas and for Australians. Queensland currently has a population of approximately 4 million people. Queensland is Australia's second largest state measuring more than 1.72 million square kilometres, 25% of Australia's land mass, which is four times the size of Japan, nearly six times the size of the UK and more than twice the size of Texas in the US.

Brisbane

Brisbane, the capital city of Queensland, is an ideal headquarters for an Australian holiday. Residents and visitors to Brisbane enjoy a wide range of landscapes and lifestyles. The inner-city, metropolitan Brisbane is surrounded by leafy, sometimes very hilly, suburbs. Further out in the suburbs, the traditional Australian house on a large block or even acreage dominates.

WESTERN AUSTRALIA (WA)

Western Australia is the largest state in Australia. It amounts to a third of the area of Australia, with a total area of more than 2,500,000 sq km. Perth is the capital of Western Australia with just over one million people and is said to be one of the most beautiful cities in Australia. The city centre is quite small when compared to other cities in Australia.

Perth

Perth has a mixture of the Californian and Mediterranean climates, with mild winters and hot dry summers. Perth is the sunniest capital in Australia with an average of eight hours sunshine a day. The skies above Perth are often bright blue without a cloud in the sky. Combine the warm weather and beautiful beaches and it's easy to see why so many people enjoy the outdoor lifestyle of Western Australia. In summer many people can be found at one of the many beautiful white sandy beaches along the coast line, cooling down in the clean blue Indian Ocean.

Time Difference

Most areas in Australia are 2-3 hours ahead of Asia, 4-5 hours ahead of the Indian subcontinent, 9-10 hours ahead of Europe and 16-20 hours ahead of the Americas. Daylight saving (Summer time) operates in most Australian states from late October to late March.

CLIMATE

Australia is in the southern hemisphere and the seasons are reversed to those in Europe, the USA and most of Asia. It often rains in Australia during summer and is quite sunny during winter. So it can sometimes be unpredictable, however, it is a comfortable environment to be in whatever the season is. Generally severe extremes of heat, humidity and cold are not experienced. Different types of clothes are needed throughout the year.

A chart below presents the average weather patterns throughout the year.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Rainfall (mm)	46	50	34	52	54	35	28	55	46	61	63	42
Rainfall (inches)	1.8	2.0	1.3	2.1	2.1	1.4	1.1	2.2	1.8	2.4	2.5	1.6
Min Temp (°C)	13	14	13	10	8	6	5	6	7	8	10	12



Max Temp (°C)	26	26	24	20	20	16	13	13	16	19	21	24
Min Temp (°F)	56	57	55	50	47	43	41	42	44	47	50	53
Max Temp (°F)	78	79	75	68	62	56	55	57	61	66	71	76

SEASONS

It is important to remember that Australian seasons are the reverse of those in the Northern Hemisphere. There are 4 defined seasons, although they are not as clearly defined as those of the Northern Hemisphere. The descriptions for these have been provided in the table on the next page.

Spring: September to November Spring offers a pleasant mild temperature, with occasionally unpredictable cold, wet and windy days.

Summer: December to February Australia enjoys a long summer with warm weather. The temperature ranges from 18°C to 32°C in summer, with occasional hot spells of over 38°C. Humidity in summer ranges from 60% to 70%.

Autumn: March to May Balmy weather with warm to mild temperatures

Winter: June to August Australia has a short and mild winter. Winter temperature ranges from 8°C to 18°C, with the overnight temperature sometimes dropping below 6°C.

Rainfall in Sydney is greater than many other Australian cities with nearly 50 inches in an average year. The peak rainfall is in the November to May period (summer and fall). The average frequency of measurable rainfall ranges from one rainfall event every 3 days in August to 1 event every 2 days in the summer and fall.

Summer

You may find the Australian summer a totally new experience. However, with sensible protection, there need not be a problem.

Even if you are from a hot tropical climate, you may not be prepared for the type of heat you will face on many summer days. During summer, the hottest time of the day is normally between 11am and 3pm. Temperatures can occasionally exceed 40 degrees centigrade. However, only rarely are there more than one or two hot days in a row, and the evenings usually bring relief from the heat.

Australia has one of the highest incidences of melanomas (malignant skin cancer) in the world. This is partly due to the intensity of the sun, and partly due to the Australian lifestyle.

To avoid skin damage caused by staying out in the sun for extended periods, you need to take precautions:

- Drink plenty of cool water. Dehydration can be dangerous and may lead to heat stroke.
- Avoid lengthy periods of exposure to the sun.
- If you must be out in the sun for long periods, wear a hat and use a good quality (at least 30+) sun screen to cover all parts of your body that are exposed to the sun.

Keeping cool

- If you are not used to the severe heat, it is important to keep cool.
- Eat cold foods such as salads, sandwiches and fruit.
- Avoid sugar drinks and drink lots of water.
- If you do not have air conditioning at home, try to find an air-conditioned place to stay during the day. Perhaps the campus library or a major shopping centre.
- To keep your house cool during the day, close all windows and curtains/blinds. In the evening, open the windows to allow cool air to circulate through the house.
- If you open windows, make sure they are protected by insect screens
- Be careful of security. Don't leave doors and windows open if you are not home.

Winter

Although Australian winters are generally not as cold as those seen in other parts of the world, temperatures do occasionally get down close to zero with some icy conditions.



Keeping warm

- Wear layers of clothing. This is the healthiest and most economical way to stay warm.
- Spending too much time in heated buildings can cause eye irritation as well as dryness of the skin etc.
- If heating is on, close all doors, windows and curtains to prevent drafts of cold air and loss of heat.
- Eating properly is a way of maintaining your body's natural balance during winter. Eating nutritious food, drinking soups and warm drinks are all ways of keeping warm.
- Wrap yourself up in a scarf, wear gloves and even ear muffs and beanies (woolen hats). It is usually your extremities (ear, nose, fingers etc) that will be exposed to the cold.

Clothing

Weather can change several times in a single day, so it is wise to carry an umbrella, a top and to put on sunscreen. Below is a season-by-season guide of things you might consider bringing with you to wear during the year.

Autumn (March, April, May)

- Light jumpers (sweaters)
- T-shirts
- Jeans
- Waterproof shoes and jackets.

Winter (June, July, August)

- A thick jumper (sweater)
- Tracksuit pants (warmer than jeans)
- Gloves and Scarf
- A thick jacket (waterproof is best)
- Thick socks
- Woolen hat
- Waterproof shoes/boots.

Spring (September, October, November)

- Light jumpers
- T-shirts
- Light casual pants and jeans
- Water proof shoes and jacket .

Summer (December, January, February)

- Light summer shirts and jumpers
- T-shirts, singlet
- Shorts/Skirts
- Bathers
- Light casual pants
- Sandals
- Beach Towel.

Generally students dress casually in Australia, but you may need to bring some more formal clothes with you in case you need to attend a job interview or you may wish to attend a special function. There are many markets and discount variety stores where you can buy any type of clothing or footwear.

ADJUSTING TO YOUR NEW 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 from 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.

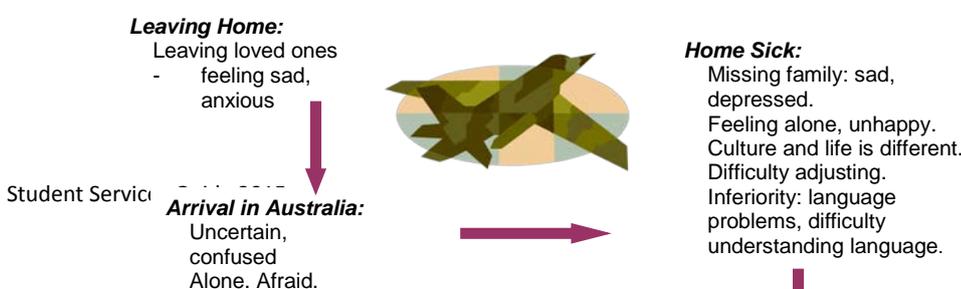
Sense of humour

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. City Institute offers student support services to assist students personally or by referral to outside organisation if you need help or just someone to talk to.

The chart below demonstrates the stages that many students go through in their adjustment to life and study in Australia.





Culture shock

Moving to a new country and culture different from your own can be very difficult. Although a change in culture is exciting, you may experience some “culture shock”. The people, customs and language are unfamiliar and not always easy to understand, and it is very common to feel homesick. Remember- it is only temporary.

What is “culture shock”?

It is a feeling of nervousness, fear and general unhappiness that is experienced when a person is living in a culture different from their own. It happens to everyone, but in different ways. For some people it is mild and does not take long to pass. For others it is stronger and makes them want to go straight home and so miss the opportunity to learn lots of new things.

What to do:

Remember, you are not alone, and help is at hand. Try to make new friends in Australia as they can become your support and share your experiences with you. A good way to do this is to be friendly to people at college and also to get involved in as many activities as you can (for example sports clubs, church groups etc). Hopefully this booklet can help you anticipate some of the challenges that lie ahead of you.

Please see the Student Support Officer if you need to discuss your circumstances.



Holidays: If you are away from your homestay for longer than a week and wish to have your room kept for you, you must pay a percentage of the homestay fee. This must be arranged in advance and directly with your homestay family.

Cancellation: If you wish to cancel your homestay booking after the booking has been confirmed, the Accommodation Placement Fee will not be returned. If you have started your homestay, but wish to leave early, you must advise the college and your host family two (2) weeks in advance or a cancellation fee may be charged.

What is provided at my homestay?

Meals: The homestay fee may include several meals per day. Students are required to prepare their own breakfast each day, and the host family will prepare dinner each night. On weekends lunch can be pre-packed and taken on outings.

If you plan to be away from your homestay for any meal, you **MUST** advise your homestay family at least two (2) hours before mealtime. There is no refund on the meals, if the student is not at their homestay. If the homestay family is away from home, the student may be required to cook their own food, whilst the homestay family will provide the food for them to prepare.

If you have any special food requirements, such as allergies, dislikes or religious observances, please describe those in the Homestay Booking Form and remember to let your homestay family know.

Bedroom: Unless share accommodation has been specifically requested, the homestay family will provide the student with their own bedroom. Clean bed linen and towels will be provided every week however, it is the student's responsibility to make their own bed and keep their room tidy. The student should approach their host family directly if they have certain food or other personal items that need to be stored.

Laundry: Homestay will provide washing and drying areas, with the student being responsible for washing, drying and ironing their own clothes.

Telephone: Please ask the permission of your homestay parents if you want to use the telephone. All calls must be paid for. It is easier for you to make overseas telephone calls from a public telephone or with a phone card. If it is necessary to telephone overseas from your homestay, and you do not have a phone card, these calls must be made through an operator. Either reverse the charges, or request a ring back price of the call. Please ask your host family which times you may receive calls, and advise friends and family in your home country.

For more information please see: www.homestaynetwork.org

Alternatives to homestay?

Aside from homestay, there are a number of accommodation options available, including renting houses/apartments, hostels, hotels and student share accommodation. You can get information from real estate agents and newspapers. The Student Support Officer may also be able to help you with finding appropriate accommodation if you need help.

Houses and Apartments

Range from 1 to 4 bedrooms and include a kitchen, bathroom and living area. Houses have laundry facilities and apartments usually have private or shared laundries. Most students rent a house or flat on a shared basis, which makes it more affordable. Rental accommodation rarely includes furniture, gas, electricity, water, or telephone.

The property owner usually requires one month's rent in advance as security when signing any rental contract or lease. The cost of any repairs for damage caused by the tenant will be deducted from the bond



BEFORE the money is returned at the end of the lease. You will be advised of your rights and responsibilities by the real estate agent. For more information about your rental rights please see www.tuv.org.au

Share Accommodation

This accommodation is usually a single or shared room (often unfurnished) in a rented flat or house with other students, groups or individuals such as a family or elderly person. The rent and expenses such as bond, electricity, gas, telephone, etc, are shared equally among the people living in the household. Buying food and cooking is done either individually or on a group basis. Each person is expected to help clean and tidy the shared living space (eg kitchen, bathroom, living room). They are also responsible for cleaning their own room and washing their own clothes.

Tips for renting

1. Don't feel pressured into taking accommodation that does not suit you.
2. Carefully check the property to ensure it meets your requirements. Note the condition of all fixtures, fittings and appliances (such as carpets, tiles, walls, phone and electrical outlets, ceilings and lights, and bathroom and kitchen items). Ensure that everything is clean and in working order. Anything not in serviceable condition should be reported to your landlord or real estate agent.
3. Once you have decided to rent a property, you are required to sign a legal document known as a lease or rental agreement which sets out the obligations of the landlord and the tenant (the person living in the accommodation). This written agreement is usually for a fixed term (generally six to 12 months) and both parties are committed for the period specified in the contract. The lease will require the landlord to make sure all utilities are properly installed and in working condition, and the tenant must keep the property in good order.
4. Before renting a property, you are entitled to a property inspection report which will list all items inside the property and their current condition. This property inspection report should be signed by you and the landlord or real estate agent. It will protect you from liability for damages not caused by you (such as damages from previous tenants).
5. Do not sign any documents unless you fully understand them and can meet all the necessary conditions. Ask us for help if you need it.
6. Ensure you obtain a receipt for all monies paid, including bond, rent or deposit. Keep a copy of all signed documents for your records.
7. You should buy contents insurance to cover your more valuable personal items.
8. You will probably be responsible for initial connection fees and all ongoing charges for electricity, gas, water and telephone. Deposits will be required before the electricity and telephone can be connected. Fees will vary depending on the state or territory you are settling in.

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A\$1,000 dollars. The bond is usually set at four weeks' rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will provide you with a checklist stating current condition of the property on commencement of your tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition



of these things will be your responsibility. The landlord (or an agent) may visit the property during your stay and for sure they will inspect it at the end of your tenancy. The final condition of the property may determine the return of your full security deposit.

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company or ask the landlord's agent.

Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/ stove, gas or electrical?
- Do the toilet and shower all work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/ pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs?

Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your overseas student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on important principles.

Bills & Expenses

Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone? If you are answering an advertisement for a roommate, what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

For more information see:

Useful website which will help you look for your own rented accommodation in Sydney are:

www.domain.com.au www.flatmates.com.au www.justlisted.com.au
www.realestate.com.au www.gumtree.com.au

SHOPPING

Shopping in the heart of Sydney is a pleasure compared to the haggling in south east Asia and hustle and the bustle of other cosmopolitan cities. Most of the large department stores and shopping centres are within a few blocks of each other and if it's raining you can make your way around under cover using the intricate



system of malls, arcades, interconnected department stores, tunnels and overhead walkways that link four blocks of local and overseas outlets.

Shops are generally open from 9-5pm Monday through Friday (with the exception of Thursday when most stores will open until 9pm), 9-5pm on Saturday and some stores in the city will open on a Sunday. Hours vary so it's best to call up and check. Almost all outlets accept the major credit cards like AMEX, Diners, MC, Visa and some city stores will accept JCB cards. You can also use Maestro or Cirrus electronic network debit cards in most stores.

The Queen Victoria Building was a purpose built shopping centre opened in 1898 celebrating Queen Victoria's Golden Jubilee. Today the QVB is one of the most stunning examples of Victorian architecture in Sydney. The Centre now houses a superb collection of 190 designer label and specialty stores and excellent eateries. The QVB occupies a full block along George Street between Town Hall and Market Street.

The Strand Arcade is a more hip and groovy version of the QVB. The Strand was opened in 1892 and was almost destroyed by fire in 1976. The resident shopkeepers restored the building which now houses some of Australia's top designer labels, jewellers, boutiques and beauty salons. The Strand extends from the middle of Pitt Street mall through to George Street, a block towards Circular Quay from the QVB.

Most shops and department stores open at 9:00 am and close at 5:30 pm (some at 6:00 pm) Mondays to Wednesdays and on Saturdays. Late night shopping is available on Thursdays (until 9:00 pm). Sunday opening hours are usually from 10:00 am to 5:00 pm.

For a list of Sydney shopping centers go to: <http://www.sydney.com.au/shopping.htm>

Large Supermarkets such as Coles and Woolworths are generally open until midnight. Convenience stores such as 7Eleven are open 24 hours.

Students wanting to try and save money should go to Sydney's Paddy's Markets which sell products as varied as fruit, vegetables, meat, clothing, CDs, flowers, homewares, sunglasses, jewellery and souvenirs, at prices lower than larger department stores. The markets are found in two locations: Haymarket and Flemington. Haymarket is open Wednesday to Sunday from 9:00 to 17:00; and Flemington on Friday and Sunday from 10:00 or 9:00 respectively to 16:30.

How to get to Paddy's Markets Flemington: By train: Catch the train to Flemington Rail Station and Paddy's is a 3 minute walk from the station. By bus: Click logo to view timetables. Catch the STA #408 bus from Burwood to Flemington rail station and 3 minute walk to Paddy's. By car: Follow the Sydney Markets signs along the M4 Motorway or Centenary Drive. Free undercover parking for over 2000 cars is available opposite the Sydney 2000 Olympic Park.

How to get to Paddy's Markets Haymarket: By train: Catch the train to Town Hall or Central Stations. It's only a five minute walk to Paddy's. By bus: The Sydney Explorer stops right outside the door. Click logo to view Sydney Explorer site. By Monorail: Alight at Haymarket station, right at the door of Paddy's. By LightRail: Alight at Haymarket, right at the door of Paddy's.

Service Seeker

A very good resource for finding various services around Sydney is <http://www.serviceseeker.com.au> This website enables you to specify, the service you require (ie Dentist) and also to specify additional requirements (ie language and public transport access).

Electrical Goods

Domestic electricity in Australia is 240/250 volts/50Hz. The Australian three pin outlet is different from most other countries, so you will need to purchase an adapter plus for any electrical appliances you bring with you



from your home country. Adaptors and transformers are easily obtained from electrical appliance or travel goods stores.

MONEY

You should be aware of the cost of studying and living in Australia and organise adequate funds before departing. You will need to bring about \$1500 - \$2000 Australian Dollars to cover expenses in Australia for the first few weeks. You should also organise other funds to be drawn when required from an Australian bank, such as an electronic transfer to your bank account or Credit Card.

Currency

One Australian Dollar (AUD\$) is the basic unit of exchange and is divided into unit values of 100 cents to each dollar. Both paper notes and coins are used.

Notes

Notes are different in colour and denominations are as followed:

- \$5 (purple/lilac)
- \$10 (blue)
- \$20 (red)
- \$50 (yellow)
- \$100 (green).

Coins

Coins are either silver or gold and denominations are as followed:

- \$2 (small gold)
- \$1 (larger gold)
- 50c (large 12 sided silver coin)
- 20c, 10c, 5c (all silver coins which increase in size as they increase in value)

Banking

The major banks in Australia are the Commonwealth Bank, ANZ Bank, Westpac, St George and the National Australia Bank. All banks have branches in the city and in most suburbs and handle overseas transactions, traveller's cheques or foreign currencies, accept electronic transfers and issue bank drafts.

Opening an account

To open an account with any bank, you will need to take in your student identification and your passport. Ask the bank about student accounts, which charge zero or a low account-keeping fee. Banks are usually open Monday to Thursday from 9:30 am to 4:00 pm and Fridays from 9:30 am to 5:00 pm. Banks are closed on public holidays and weekends.

Once you have opened an account, you can access your money through an ATM (Automatic Teller Machines) at any time. To access your account through an ATM you need to have a plastic access card and your PIN (Personal Identification Number). Follow the instructions on the small screen attached to the ATM to withdraw cash. ATMs are located at banks and other locations, including supermarkets and shopping centres. You will be charged an additional fee when you use an ATM that does not belong to your bank.

Never disclose your pin number to anyone. When withdrawing money at any ATM, be sure to put your money in your bag or wallet before walking away.

EFTPOS (Electronic Funds Transfer at Point of Sale) is widely accepted in Australia. Instead of paying cash for goods and services, you swipe your plastic access card, enter your PIN and the amount of your purchase is automatically taken from your bank account. Some outlets will also let you withdraw cash with purchases. There is often a \$10 minimum on EFTPOS transactions when purchasing items in a store. Using EFTPOS reduces the need for you to carry large sums of cash (Please check with your bank regarding fees and charges for this service).



Major credit cards are also accepted in Australia and although they can be useful, it is wise to remember that it is sometimes too easy to spend lots of money by using your credit card and your spending can then 'get out of hand'.

Phone Banking

This service allows you to access your bank account by phone. Your bank will provide you with a security password and instructions on how to use phone banking. It is convenient way to pay bills and transfer money between your accounts.

Internet Banking

This service allows you to access your account details via the internet (password secured) and perform basic transactions online. You can check your account balance, pay bills, transfer funds or view account statements. You can even email the bank to make minor changes to your account details (eg. change of address).

B-Pay (Short for Bill-Pay) service

This is provided by banks and many service providers to allow you to pay bills (eg, telephone, electricity, credit cards, college fees) by phone or by internet. The bill/invoice you want pay will provide you with the service provider's B-Pay biller code and your individual reference number. This is a convenient and secure way to pay bills from home. You will have to register with your bank to have B-Pay activated.

Living Costs

Provided below is an approximate price guide for typical daily items. This is only a guide so priced may vary depending on the brand, type of store and its location.

The list below outlines some of the costs you will incur when living in Australia (all the prices are indicative and should ONLY be used as a guide):

Share Accommodation

1 person in 1 room	\$170 - \$350 per week
2 people in 1 room	\$150 - \$250 per week

Food and Beverages

Supermarket

Bread	\$2.50 - \$4.50
Milk	\$2.00 - \$4.50
Sugar	\$2.50
Butter	\$2.00 - \$4.00
Chicken Breast	from \$10.00 per kg

Eating out

Cup of Coffee	from \$3.50
Fast Food	from \$10.00 per single meal
Take Away (Chinese, Thai)	from \$10.00 per single meal
Coffee Shop	from \$12.00 per meal
Restaurant	from \$20.00 per meal

Other

Movies	from \$15.00 - \$30.00
Haircut men	from \$15.00
Haircut ladies	from \$25.00
Petrol	from \$1.20 per litre
Taxi (Airport to Sydney City)	from \$35.00



Bus (Airport to Sydney City)	from \$12.00
Train (Airport to Sydney City)	from \$10.40

Approximate cost are valid at the date of printing, but may be subject to change.

When thinking about your budget, remember that you are responsible for paying:

- Tuition fees
- Overseas Student Health Cover (Overseas Students)
- Accommodation costs
- Living expenses including food, power, telephone, transport and entertainment
- Stationary
- Clothes
- Emergency expenses.

As a guide, allow at least \$400 per week for these living expenses. For a single student you will need around \$19,000 per year excluding tuition fees. This amount depends on your living arrangements, the type of food you buy and the amount of money you spend on entertainment. Married students should budget for an additional 35%. Owning a car, a mobile phone and having a computer linked to the Internet will see your living costs increase considerably.

EMPLOYMENT

Although many overseas and local students are successful in obtaining casual and part-time employment to help subsidise their living costs while studying, students should not rely on obtaining such work when calculating a budget.

In Australia, overseas student visa holders who do succeed in obtaining employment may work for up to 40 hours per fortnight during semester time and full-time during vacations. Please visit www.immi.gov.au for more information.

Tax File Number

Once you find a job and start working in Australia you will have to apply for a Tax File Number. Application forms are available from the Australian Taxation Office website www.ato.gov.au.

To look for part time or casual jobs visit www.seek.com.au or www.mycareer.com.au.

If you wish to find out the average rates of pay for working in Australia, refer to www.dir.nsw.gov.au.

Tax return

What do I need to provide a tax return?

1. Group Certificate (issued by your employer)
2. Tax File Number
3. Copy of passport and visas
4. Account Details
5. Address
6. Phone Number
7. What occupation did you work as
8. What course do/did you study
9. Keep receipts for work related expenses
10. Previous year tax return receipt (tax deductible expense).

Can I get my tax back?

Your ability to claim part of the tax that has already been withheld from your wages will depend upon whether you are classed as a resident or non-resident for tax purposes, as outlined below:



Superannuation Return

Superannuation (Super) is a mandatory scheme of retirement saving (like a Pension) introduced by the Australian Government for all workers; including Working Holiday Travellers and students. Super is calculated at 9% of your gross weekly earnings however you are not entitled to Super if you earn less than \$450 per month. Super is paid by your employer on your behalf.

Who can claim Super?

If you are a foreign national who has worked in Australia on a temporary visa and intend to leave Australia permanently, you will most likely be entitled to a refund of your superannuation. (Please note New Zealand residents are not entitled to claim back their super).

When can I claim a super refund?

There are two general requirements:

1. You have permanently departed Australia
2. The visa upon which you entered Australia has expired.

Please contact an accountant who can provide you more information and/or tax and super returns.

SERVICES

Telephones

Public telephones are available in the city, train stations, shopping centers or other public centers. Local calls cost approximately AUD\$0.50 for unlimited time. Public telephones also use phone cards which you can purchase from newsagents and supermarkets. These cards come in AUD\$5.00, AUD\$10.00, AUD\$20.00 and AUD\$50.00 denominations.

Mobile telephones from home can be brought to Australia, however you will need to check whether it is compatible with the Australian mobile network (GSM). To make calls at the local rates in Australia, you will need to buy a local mobile starter pack, which normally includes a new SIM card and AUD\$10-30 worth of calls. In most cases, you will have to register your SIM card to start using the service (this is a legal requirement to ensure every user's safety).

Please be aware that the Australian mobile use etiquette may be different from your home country. Your ring bell and your voice should be kept to a minimum and don't cause disruption or distress to others (especially on public transport). We usually don't answer calls during a conversation unless it is really urgent. Some public venues (hospitals, libraries, concert halls, cinemas etc.) require that all mobile phones be switched off, and everyone is expected to adhere (there may be a fine for not complying).

Many students obtain mobile phones and enjoy long chats with their friends. However they do not feel so happy when the bill arrives. Mobile phone calls are charged by the length of the call and how far away the caller is. This means that mobile calls are usually much more expensive than those made from a home or public phone. Be aware of what you are being charged for and how long you speak so your bills are affordable.

There is a wide range of mobile telephone providers in Australia. For a comparison of rates and features please consult Phonechoice.com.au. Overseas calls are available through most networks. Check with your provider about the required procedures for making overseas calls. There are a number of prepaid discount calling cards available from Convenience shops, post offices or newsagents. The charges are much cheaper in comparison to the main phone line providers. Making a call through such a card involves dialing a local number (where you are charged AUD\$0.50 per entire call for connection with your service provider) and following prompts (i.e. input the xx-digit ID number provided on the card, top up with your credit card, etc.). The charges are deducted from your account denominated by the ID number on your calling card. Once you run out of credit, you can buy a new card or recharge your existing one using a credit card.



Another place where you can make cheap overseas calls is through the internet. You can use Skype or other internet calling systems which can be downloaded for free.

To have a landline (fixed phone line) connected in your flat you need to arrange for the connection with your chosen telephone company. If the flat has a landline and there is a telephone socket in the property, the connection takes about 2 working days and costs AUD\$59.00. If there is no land line, or there is no socket in the property, the connection takes 5 working days and can cost between AUD\$125.00 to AUD\$299.00. Ask for these rates before signing any contracts and consider if there is a contract minimum time frame.

If you're living in a homestay or a shared house, please discuss the phone use arrangements before making any calls.

Postal Services (Australia Post)

Post offices are located in all capital cities throughout Australia and in many suburban areas. Post offices are open 9.00am to 5.00pm Monday to Friday.

Their services include selling stamps, mailing of letters and parcels both in Australia and overseas, and sending facsimiles and telegrams. Bills for home telephones, gas, electricity and water can also be paid at post offices. You can purchase money orders, which can be used instead of cheques if you do not have a cheque account.

All overseas letters and Express Post Overseas (a priority airmail service for letters and documents up to 500 grams) do not require a customs form. Parcels over 2 kilograms require a customs form. Forms vary according to the value of the parcel you are sending.

For information on postal charges and to find your local post office please visit:
www.austpost.com.au

FOOD

There are many places where you can purchase different types of food. There are open air markets, specialty grocers, butchers and supermarkets where you can buy fruit, fish, vegetables, meat etc. There are also many cafes, restaurants, food courts and convenience stores where you can buy prepared meals and other grocery items.

There are many cafes, restaurants, supermarkets and butchers in Australia that cater to various religious requirements. To find the closest one to you check out these websites. If you need any help with finding a supplier appropriate for you, please speak to the Student Support Officer.

HEALTH AND WELLBEING

Overseas Students Health Cover (Insurance)

It is a student visa condition that all overseas students be covered by Overseas Student Health Cover (OSHC). This is the minimum level of health insurance, which you and your dependents are required to purchase as condition 8501 of your student visa. It is also a condition of your student visa that you maintain current OSHC for the duration of your study. Be aware that while OSHC represents excellent value in health insurance, it does not cover every medical circumstance or cost. You should note the exclusions given in the policy document.

What is covered:

- The standard ('scheduled') fee for a consultation with a general practitioner. You will have to pay the difference if the doctor charges more than the standard fee or go to a surgery where the standard fee only is charged..
- 100% of the standard costs for a stay in a shared ward of a public hospital.



- Emergency/ life threatening ambulance cover. (Routine ambulance transportation may be expensive.)
- Most prescription medication (except oral contraceptives). You pay a contribution and your provider pays the remainder (up to AUD\$50.00).

What is not covered:

- Dental, optical and physiotherapy.
- Medical examinations (x-rays and pathology) required for student visa conditions.
- Treatment for conditions in existence before you arrived in Australia.

For more information please visit the following websites:

www.oshcworldcare.com.au or www.medibank.com.au or www.ahm.com.au

Payment of medical consultations

You need to pay for your medical consultation immediately after the visit at the reception and you will receive a receipt. Take this receipt to your nearest Medical Insurance office and complete the required form. Present this form and receipt to receive a refund. If you are unable to make payment following your consultation, you will receive an account, which should be taken to your health insurer's office. You will receive a cheque by mail, which you must then forward to the doctor.

Non-emergencies

In Australia, people do not go to a hospital for non-emergency health concerns, their first point of call is a local doctor- General Practitioner (GP). It is usual to visit a doctor's clinic after first telephoning to make an appointment. People tend to visit the same doctor each time they are sick who keeps a record of their past visits. You can ask a friend to recommend a doctor they like or look in the Yellow Pages telephone directory under Medical Practitioners for a comprehensive list of doctors all over Sydney. The Student Support Officer at the college can help you to find some local or native doctor.

Visiting a Dentist

You can ask a friend to recommend a dentist or alternatively the Student Support Officer can help you to find a suitable dentist.

Staying Healthy

A good diet is important for good health. Your body needs nutrients to give you the energy and concentration to succeed – you cannot study well if you do not eat well.

A Good Diet

A diet containing breads (preferably wholemeal), potatoes, cereals, grains, fruits and vegetables, moderate amounts of milk and dairy products, meat, fish or meat/milk alternatives, and smaller amounts of foods containing fat or sugar is recommended.

Breakfast is the most important meal of the day and it is important that you have a good breakfast which can include a good quality cereal with milk (soy milk, or almond milk are good alternatives), porridge, fruit served with yoghurt (plain), an omelette, whole-wheat bread toasted and served with honey and tahini, cheese and tomato, avocado, or baked beans.

Water is essential for our bodies to work properly. Eight glasses of water are recommended each day. Tea and coffee are diuretics which cause us to lose water from our bodies. Each cup of tea or coffee should be replaced with two glasses of water.

Try to avoid fast food and takeaway food, as this is not a healthy alternative. If you have no time to cook a good meal consider having a meal at food court restaurants where you can get freshly made food. There are many of these scattered in the city, which offer healthy and cheap dishes. Sandwich bars are another healthier alternative.

Cooking Tips for Busy People



(Source: www.goforyourlife.vic.gov.au)

You may be tempted to order takeaway if your cupboards are bare and you don't feel like going to the supermarket. The secret is to stock long-life ingredients that can be combined in any number of ways to create interesting dishes.

Suggestions include:

- Buy extra of long lasting vegetables like potatoes, carrots and onions, which can form the basis of soups or casseroles.
- Stock plenty of dried pasta, such as spaghetti, fettuccine, macaroni and spiral varieties.
- Keep a selection of other long-life carbohydrates like rice (stock different varieties such as white, brown, arborio and jasmine), Asian-type dry noodles, lentils and couscous.
- Use tinned tomatoes, tomato paste, tinned corn and other vegetables (look for 'no added salt' varieties) for pasta sauces, soups or casseroles.
- Stock a range of canned meats including tuna, salmon, ham, crab meat, sardines, beef and chicken.
- Keep tins of legumes on hand (for example kidney beans, three bean mix, chick peas).
- Include canned and packet soups.
- Have a stock of oils and vinegars including olive oil, sesame oil, balsamic vinegar and red wine vinegar. You can make a wide range of salad dressings or marinades with these ingredients if you include a dash of herbs and lemon juice.
- Stock dried herbs including basil, coriander, mint, thyme, oregano and mixed herbs.
- Useful condiments include tomato sauce, mustard, mayonnaise, relish, stock cubes, ready-made stock, soy sauce and chilli sauce.
- Dried goods to stock include pine nuts, curry powder, sun-dried tomatoes and shiitake mushrooms.
- Store a variety of nuts - these are a great meat alternative, especially in pasta or rice dishes.

Keep your fridge and freezer stocked with handy healthy food. For example:

- Buy frozen vegetables. Contrary to popular belief, these products retain a high proportion of their nutrients.
- Fresh crushed garlic and ginger are available in jars to keep in the fridge and fresh herbs are available in tubes to keep in the freezer.
- Citrus fruits like oranges have a long life when refrigerated.
- Fresh lemon and lime juice can be bought in bottles and stored in the fridge.
- Grated cheese can be sealed and stored in the freezer to increase its shelf life.
- When buying fresh meat, choose de-boned varieties. Divide the quantities into meal-sized portions and freeze separately. Buy red meat and chicken already sliced or diced or marinated.
- Buy bread in bulk and keep it in the freezer until needed. Bake-at-home rolls can also be kept in the freezer to have as an accompaniment to many different meals.

Some time saving suggestions:

- Make extra portions - while you're making your pasta sauce, casserole or soup, make double (or even quadruple) the quantity you need. Freeze the remainder in meal portions, and you have ready-made meals for later in the week or month.
- Double up on tasks - you can save time if you do two things at once. For example, prepare your pasta sauce while your spaghetti is cooking.
- Prepare easy meals - one-pot meals (such as soups, risottos, stews, curries and casseroles) save on washing up.
- Use a microwave - it's easier and faster to microwave foods than cook them in the oven or on the stovetop. Check your manufacturer's instructions on how to best cook different foods using your microwave.
- Use small, thin chunks of food - they cook faster than big chunks.



- Don't throw out leftovers - store them appropriately (such as refrigerated or frozen) for a quick meal the next day. Or reinvent the leftovers in a creative way; for example, pasta sauce can make a tasty jaffle filling or the base for a pie filling.
- Cook the night before - for example, cook in the evening. You can cook while you relax in the evening.

Some people who live alone don't like to cook for themselves. Different ways to motivate yourself include:

- Invite people over for dinner more often.
- Offer to go round to a friend's house to cook for them one night (hopefully they will then return the favour one night for you!)
- If you have a child in your life involve them in cooking sessions. Most children enjoy preparing and cooking food and you can have a lot of fun together making pasta sauce or soup in bulk.
- If your problem is coming up with interesting meals, a good cookbook can inspire you or browse the Better Health Channel for easy, quick-to-prepare recipe ideas. Some food packets also have easy recipes on them.
- Think of the money you'll be saving by cooking, instead of eating convenience foods (and how much better it is for you). Use the saved money to buy yourself a treat.

Healthy Cooking Tips

(Source: www.goforyourlife.vic.gov.au)

- Non-stick cookware can be used to reduce the need for cooking oil. To keep valuable nutrients, microwave or steam your vegetables instead of boiling them.
- It's a good idea to minimise 'hidden fats' by choosing lean meats and reduced fat dairy products. Processed foods can also have lots of hidden fats. Dietary fats are best when they come from the unrefined natural fats found in nuts, seeds, fish, soy, olives and avocado because this fat is accompanied by other good nutrients.
- A little added oil can be a good thing.

General suggestions on healthy cooking methods include:

- Steam, bake, grill, braise, boil or microwave your foods.
- Modify or eliminate recipes that include butter or ask you to deep fry or saute in animal fat.
- Avoid using oils and butter as lubricants - use non-stick cookware instead.
- Don't add salt to food as it is cooking.
- Remove chicken skin, which is high in fat. However, to retain the moisture in the chicken meat, remove the skin at the end of cooking.
- Eat more fresh vegetables and legumes.
- Eat more fish, which is high in protein, low in fats and loaded with omega 3.
- Scrub vegetables rather than peel them, as many nutrients are found close to the skin.
- Microwave or steam vegetables instead of boiling them.
- If you like to boil vegetables, keep the vitamin-rich water to use as a stock and do not overboil them.
- Include more stir-fry recipes in your diet. Stir-fried vegetables are cooked quickly to retain their crunch (and associated nutrients).
- Don't automatically salt your food - taste it first.
- Add a splash of olive oil or lemon juice close to the end of cooking time or to cooked vegetables - it can enhance flavours in the same way as salt.
- Choose fresh or frozen vegetables, since canned and pickled vegetables tend to be packaged with salt.
- Limit your consumption of salty processed meats, such as salami, ham, corned beef, bacon, smoked salmon, frankfurters and chicken loaf.
- Choose reduced salt bread and breakfast cereals. Breads and cereals are a major source of salt in the diet.



- Avoid salt-laden processed foods, such as flavoured instant pasta, canned or dehydrated soup mixes, chips and salted nuts.
- Margarine and butter contain a lot of salt but 'no added salt' varieties are available.
- Most cheeses are very high in salt so limit your intake or choose lower salt varieties.
- Reduce your use of soy sauce, tomato sauce and processed sauces and condiments (for example mayonnaise and salad dressings) because they contain high levels of salt.
- Use herbs, spices, vinegar or lemon juice to add extra zing to your recipe and reduce the need for salt.

To make a sandwich even healthier:

- Switch to reduced salt whole meal or wholegrain bread - for example, some brands of soy linseed bread.
- Don't butter the bread. You won't miss butter if your sandwich has a few tasty ingredients already. Try avocado instead. Limit your use of spreads high in saturated fat like butter and cream cheese; replace with scrapings of peanut butter or other nut spreads or low fat cheese spreads or avocado.
- Choose reduced fat ingredients when you can, such as low fat cheese or mayonnaise.
- Spend a little time on presentation. You are more likely to enjoy a meal if it's visually appealing as well as tasty.
- Make every meal an occasion. Set the table. Eat with your family or friends. Give yourself the opportunity to enjoy your food without distractions like television.
- You are less likely to overeat if you eat slowly and savour every mouthful.

Sexual Health

It is important to follow safe sex practices for both women and men. The following sites will provide helpful information:

Sexual Health Information:

www.mshc.org.au/

www.accessinfo.org.au/

Useful Links

www.goforyourlife.vic.gov.au

www.health.gov.au/nutrition

www.betterhealth.vic.gov.au

EMERGENCY CONTACT NUMBERS

Life Threatening Emergencies

Phone 000 for Fire, Police or Ambulance in any life-threatening emergency.

Poisons Information Centre: 13 1126

For Property damage or theft ring 13 1444

Sydney Hospitals

Serious Medical Issues

Sydney Children's Hospital: (02) 9382 1111

Children's Hospital at Westmead: (02) 9845 0000

Royal Hospital for Women: (02) 9382 6111

Sydney Eye Hospital: (02) 9382 7111

St Vincent's Hospital: (02) 8382 7111



First Aid Emergency

First Aid, is the on the spot provision of emergency treatment and life support for a person suffering an injury or illness. There are qualified first aid staff at the college. If you hurt yourself, or if you see someone else getting injured, immediately contact reception or the nearest staff member.

College Emergency Evacuation

An emergency evacuation from the college may be required in any case of a fire, a fire threat, a bomb threat or a terrorist threat. When the building is required to be evacuated, an evacuation siren will sound (as a continuous whoop-whoop-whoop). An alert siren may sound first (as a beep, beep, beep). DO NOT use lifts in case of emergency.

Emergency Evacuation Procedure

In a case of emergency wait for instructions from your trainer. If there are no staff members around move towards the Exit signs leading to the stairs in an orderly manner and wait for instructions from Emergency Evacuation Staff. The Emergency Evacuation Staff will be wearing one of the following hats: White Hat: Chief/Deputy Chief Warden, Red Hat: Floor Wardens, Green Hat: First Aid Floor Warden.

Once you are outside the building proceed to the meeting areas. At all times listen and obey the instructions given to you by the Emergency Evacuation Staff. Please do not just wonder off on your own, but make sure you get to the meeting area as quickly as you can.

You will have been provided with a copy of emergency evacuation procedures during the Orientation and you also have a copy of the policy and procedure in your Student Handbook. There are maps posted in each room and next to the lifts in the lobby area. Please familiarise yourself with these as well as the quickest exit route from your class or recreation area. There will be evacuation practices periodically throughout the year.

SAFETY

It is important to keep yourself safe. This means being mindful of a few things and more importantly, trusting your intuition: if a situation does not feel right, then trust this feeling. Although most people consider Australia to be a fairly safe country, it is still important to be careful.

Your Belongings

- Do not leave your bag or any other belongings unattended at any time either at the college or in public places. It is better to carry your purse in your bag or on your body than in your hand when walking along the street. Keep your bag closed so its contents are not visible to others.

At Home

- Always ask who it is at the door, before opening it. If it is a stranger, only talk to them via a locked security door.
- Always request formal identification from trades people. If you are in doubt, do not let them in. Phone their company to check they are genuine.
- If a stranger asks to use your phone, direct them to a nearest public phone box or make the call for them. Do not let them into your house.
- Do not give personal information over the phone to strangers, for example your marital status, working hours, numbers of house occupants etc.
- If you suspect that an intruder is in your house, DO NOT ENTER. Use your mobile phone or go to a neighbour and phone the police. Keep out of sight and a safe distance from the house.
- If you see the intruder leave take notice of their personal description, car registration/model/colour.
- When going out tell your friends or housemates where you are going and when you expect to return. Try traveling with a friend or in a group.



On the Street

- Be aware of your surroundings.
- Walking alone at night in quiet streets with little lighting is not advisable. When possible travel at night with a friend.
- If you are walking at night, keep to major well-lit streets.
- If you think you are being followed, walk close to the road or cross to the other side and get to a well lit area as quickly as you can. If you are feeling worried about your wellbeing, call the police on 000.
- When using an ATM (Automatic Teller Machine) look around first, to make sure nobody is watching you. Try to use your body as a shield to prevent anyone from seeing you enter your PIN (Personal Identification Number). Immediately place all the money in your wallet/pocket- never count it in front of the ATM.
- Where possible, use the ATM during the day.
- When crossing roads, look left, right and left again for cars, trams, cyclists and other pedestrians.
- Beware of strangers on foot or in cars asking you for directions.

If you are Driving

- Check inside your car by looking through the windows before getting in.
- Drive with the doors of your car locked and the driver window wound up.
- At service stations, keep your car locked when you are not in it.
- If you are being followed, find a place where you can get help/attract attention, such as a police station, convenience store or open service stations.

Public Transport

- Get into train carriages with other people.
- If traveling at night, travel in the carriage with guards or train staff.
- If you are being harassed or assaulted complain loudly and draw attention to yourself.
- Check timetables in advance- avoid long waits at platforms, especially at night. Be vigilant if you have a long wait for your train, tram or bus. Stay in well-lit areas or wait near local shops.
- Park your car as close to the station as possible. Have your keys ready when you leave the station.

Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made.
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination.
- Speak up if the driver takes a different route to the one you have specified or are familiar with.
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required.
- If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics.
- If you don't want your home address known, stop a few houses away from your destination.
- If the driver harasses you when travelling in a taxi your options include:
 - Ask the driver to stop. You may choose to make up an excuse to do so.
 - Leave the taxi when it stops at a traffic sign or lights.
 - Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop.



- Read out the fleet number and advise the driver you will report him/her if they don't stop.

Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

DANGER: Drink Spiking !

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured. If you suspect you or your friends have had a drink spiked, call 000 (zero zero zero) immediately to report it and get help.

(Source: Australian Drug Foundation)

Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

HOWEVER: Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into. Our advice to you is: DON'T HITCH-HIKE ! It simply is not worth the risk.

Avoiding Dangerous Areas and Activities

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. For example: The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. Alcohol consumption has now become a factor in these places, and for many (particularly for women), some areas may become less safe.

A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark. A college area between the hours of 8 am and 6 pm is usually lively and active. Being in a place when it is busy is very different from when the place is isolated. There is often no reason to be afraid, but – be alert, be aware, and be careful.

Making New Friends

There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. Be kind to yourself - remember that making friends takes time. If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.



However you meet people, remember to be careful. When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. With people you don't know well; always arrange to meet them in a public place, like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many overseas students spend time socialising with other students and people from their own country and culture while they're in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background.

But remember, you need to be careful at first, until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, remain cautious until you feel you know them reasonably well and can trust them. Crimes against overseas students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication "norms" (widely acceptable behaviour), make an appointment to talk it over with Student Contact Officer.

Sexual Assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service.

1. Call the police on 000.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.
3. Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.
4. Try to remember everything you can about your attacker.
5. Remember, you are the victim. You have nothing to feel guilty or ashamed about.

Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.



Sun Safety:

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practicing sun safe behaviours. There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm.
2. Seek shade.
3. Wear suitable clothing that provides good sun protection.
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears.
5. Wear UV protective sunglasses.
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

Beach Safety:

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

Remember the **F-L-A-G-S** and Stay Safe

F - Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach. Swimming between the flags is free in Australia.

L - Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

A - Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

G - Get a friend to swim with you - so you can look out for each other's safety and get help if needed.

Children should always be supervised by an adult.

S - Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

And remember – NEVER

- Never swim at unpatrolled beaches
- Never swim at night
- Never swim under the influence of alcohol
- Never run and dive into the water
- Never swim directly after a meal.

Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. The larger the surf the stronger the rip. Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water.
- murky brown water caused by sand stirred up off the bottom.



- smoother surface with much smaller waves, alongside white water (broken waves).
- waves breaking further out to sea on both sides of the rip.
- debris floating out to sea.
- a rippled look, when the water around is generally calm.

Surf Skill

Escaping From a Rip

- Don't Panic - stay calm.
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore.
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help by raising your arm calling out for help.
- Remember to stay calm and conserve your energy.

Bush & Outback Safety

Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

In the Bush

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- Never walk alone. Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- Never dive into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

Student Support Service

City Institute supports students to adjust to study and life in Australia, to achieve satisfactory progress towards meeting their learning outcomes. Our Student Support Services assist students to adjust in the transition to life and study in a new environment and provide information about:

- Legal Services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa inquiries relating to course progress and/or attendance.

Student Support Officer

The City Institute has a Student Support Officer who assists students free of charge when experiencing difficulties. The Student Support and Welfare Officer's duties include:

- Overseeing views and rights of students



- Supporting students in hardship regarding studies, accommodation, work and safety
- Maintaining an up-to-date information relating to welfare, financial, housing, legal or health professionals
- Maintaining up to date information on local agencies offering work and/or work placement
- Moderate students complaints with the college (should the need arise).

The below details are for additional emergency services, nationally and/or interstate-based.

List of External Counseling Services and Assistance

Service	Phone number/s	Web site/s
Abortion & Grief helpline	1300 363 550	
AIDS line	9332 9700 or 1800 451 600	
Alcoholism	9387 7788	www.aa.org.au
Anxiety	9879 5351	www.ada.mentalhealth.asn.au
Anxiety	9740 9539	www.serenitynsw.com.au
Asthma	1800 645 130	www.asthmansw.org.au
Australian Search & Rescue	1800 641 792 (Maritime) 1800 815 257 (Aviation)	
Community Relations Commission of NSW	1300 651 500	
Consumer credit and debt	1800 808 488	www.cclcnsw.org.au
CrimeStoppers	1800 333 000	
Crisis counselling (Wesley Mission)	9951 5522 / 13 11 14	www.lifelinesydney.org
Department of Families, Community Services and Indigenous Affairs	1300 653 227	http://www.community.gov.au
Depression		www.depressiondoctor.com
Depression (National Initiative)	1300 22 4636	www.beyondblue.org.au
Disabilities	1800 029 904	www.ideas.org.au
Domestic violence	1800656463 or 87456999	
Drug addiction: Narcotics Anonymous	1300 652 820	www.na.org.au
Drug addiction (Christian help)	9418 8728	www.naranon.com.au
Drugs and mental health	9358 6577	www.thewaysidechapel.com
Families & friends with mental illness	9805 1883	www.arafmi.org
Eating disorders	9412 4499	www.edf.org.au
Epilepsy	9856 7090	www.epilepsy.org.au
Eczema	1300 300 182	www.eczema.org.au
Emergency services (police, fire, ambulance)	000	
Family planning information	1300 658 886	www.fpahealth.org.au
Gamblers anonymous	9550 0430	
Gambling Counselling (Wesley)	9951 5566	www.wesleymission.org.au
G-Line (gambling)	1800 633 635	
Gay men's health line	1800 009 448	
Gay & lesbian counseling line	8564 9596	www.glccs.org.au



Grief support	9489 6644	
Grief support	9519 2820	www.solace.org.au
Homicide victims' support	8274 8900	
Hepatitis C	9332 1599	www.hepatitisc.org.au
HIV/AIDS	9332 9700	www.sesiahs.health.nsw.gov.au
Legal information and advice	1300 888 529	www.lawaccess.nsw.gov.au
Lifeline	9951 5577	
Mental health advice	9816 5688	www.mentalhealth.asn.au
Parent line	132 055	
Poison Information Centre	131 126	
Police Assistance Line (non-emergency)	131 444	
Pregnancy counselling	1300 737 732	www.pregnancysupport.com.au
Rape Crisis Centre	1800 424 017	www.nswrapecrisis.com.au
Relationship counselling	9745 5544	www.interrelate.org.au
Schizophrenia	9879 2600	www.sfnsw.org.au
Smoking - Quitline	137 848	
Suicide helpline	9331 2000 or 1300 651 251	
Suicide Prevention	1300 360 980	www.suicideprevention.com.au
Translating and Interpreting Services	131450	
Victims of crime support	9374 3000	
Women's refuge referral service	9560 1605	

All of these services are also able to provide you with referrals to help you deal with the issue you are facing.

If you wish to find professional services in your area on your own you can either have a look in the Yellow Pages or go ask your friends for suggestions or go on <http://www.serviceseeker.com.au/> and have a look at what's available in your area. If you're having trouble finding what you're looking for, feel free to see the Student Support Officer for assistance.

Places of Worship

The following are websites where you will find the place of worship either in the central business district or nearest to your home:

Churches <http://www.australianchurches.net>

Mosques <http://www.afic.com.au>

Temples – Australia http://www.hindunet.com.au/australian_temples.html

LANGUAGE AND CULTURE

It may take some time for new arrivals to get used to the Australian pronunciation. Even people who have studied English for some years may feel that Australian English is a completely different language. We tend to speak very quickly and run our words together. Many Australians also use a lot of slang/colloquialisms (common words that often don't make it into the dictionary, but everyone knows). If you are unsure what something means, don't be afraid to ask. You will learn some interesting expressions.

We have provided you with some common examples of **Australian slang** below.

Avagoodweegend

Have a good weekend

Arvo

Afternoon



Barbie	Barbecue/BBQ
Beut	Fantastic
Bloke	Man
Brekkie	Breakfast
Brunch	Between breakfast and lunch (around 11.00)
BYO	Bring your own (drink)
Fair Dinkum	Really?
G'day	Good Day/Hello
Good on ya	Well done
Hang on	Wait a moment
I dunno	I don't know
Jumper	Pullover/sweater
Lollies	Sweets/Candy
Sweet	Good
Ta	Thank you
Mate	Friend
Buddy	Friend
Na/nuh/nope	No
No worries	No problem
See ya	Good bye
She/He'll be right, mate	Everything will be ok
Yeah/Yep	Yes
You reckon?	Do you think so?
You right?	Do you need any help?
Your shout	Your turn to pay for the next round of drinks/dinner
Aussie/Ozzy	Australian
Oz	Australia
Bush	Forest

A number of people have tried to compile lists of these kinds of colloquialisms, and some of the best places to start tracking down these colloquialisms are via books or on-line resources. Here are some great starting points for you:

<http://goaustralia.about.com/od/language/>

<http://home.st.net.au/~dunn/ozatwar/aussieslang.htm>

<http://www.travel-library.com/pacific/australia/stybrlanguage.html>

Australian Culture

Australia is a clean and safe country that welcomes overseas visitors. There are certain behaviours in Australia that may seem strange to you. The same way there are also certain behaviours in your country that most Australian would find unusual. If you try to understand a little bit about the Australian lifestyle, you will find it easier to meet Australians and become more comfortable living here. Below are some points which you may want to be aware of:

Common Australian habits

- Most Australians are relaxed and friendly and relate to all levels of staff with respect and politeness, whether they are receptionists, trainers or managers.
- Men in Australia treat all women respectfully, with both men and women being considered equal in all aspects of life. In fact, it is against the law to mistreat someone on the basis of their gender.
- Australians do not have servants.
- Most Australians do their own housework, with men and women sharing the jobs around the house.
- It is considered good manners to say "excuse me" "please" and "thank you" when you ask for something, and once you get it.



- If you need to speak to someone, knock on their door and wait. Do not try to push the door in before or after knocking. Once the door is open, say “Hello” and wait to be invited in. Do not just walk in uninvited.
- Australians are “outdoors people”. They like going to the beach, the park, to picnics, having barbeques and camping in the bush.
- Australians love playing and watching sport, and sport is often the topic of conversation. (It might be a good idea to familiarise yourself with the basics of the main national sports – Rugby, Australian Rules football and Cricket).
- In every city you will find many forms of entertainment. Australians enjoy going to cinemas, nightclubs, bars/pubs and restaurants.
- Punctuality is very important. Australians may think it rude if you don’t keep an appointment. It is polite to telephone and let the person know if you are going to be late.
- People stand in queues when waiting for a bank teller, to get on the train, to get into a lift or toilet or to buy tickets. It is very rude to push ahead of someone else waiting in the queue.
- When travelling on an escalator, if you wish to stand keep to the left hand side, if you wish to walk up walk on the right hand side.
- If you get a seat on public transport is it considered rude to not give up that seat if an elderly/disabled person or a pregnant woman/woman with a small child is standing near.
- All cultures are seen as equal in Australia and racial discrimination and vilification of any kind is not accepted at college, in the workplace or anywhere else.
- Most Australians are Christian, but there are also Buddhists, Muslims and Jews. Australians are free to follow a religion they choose. Churches, mosques, synagogues and temples are located in most major cities.
- Smoking is not permitted in all public places such as restaurants, airports, beaches, shopping centres and areas in and around train stations.
- Eating with your fingers at an informal meal such as a BBQ or a picnic is fine. Meals served at home or in a restaurant are eaten with a knife, fork and spoon. If you are not sure what to do, watch other people and follow their lead.
- It is essential that hands are washed thoroughly with soap and hot water after going to the toilet.
- Generally you can call an Australian at home up until 9pm. It is not usual to call after this time, and may be considered rude.

The longer you live here the more aware you will become of different acceptable ways of behaving. In the first few months, be mindful of your surroundings and you’ll be surprised just how much you can learn.

Public Holidays & Special Celebrations

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia. The fireworks display is considered to be one of the best in the world. January 1 is a public holiday.

Australia Day

Australia Day, January 26, is the National day of celebration. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.



Easter

Easter commemorates the resurrection of Jesus Christ following his death. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings. Many restaurants and pubs close for some days.

Easter Traditions

Hot Cross Buns: Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter. A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.

Easter Eggs: Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.

The Easter Bunny: Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world. The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

Anzac Day

Anzac Day is on April 25 the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart as the day of remembrance of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.

TWO-UP

ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of "TWO-UP", a game of chance played by the ANZACS where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day. The atmosphere is one of "mateship" and friendliness to all and the experience of a game of two-up is a memorable one.



Labor Day

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers' rights.

Queen's Birthday

The Queen's Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also the Head of State for Australia, where the Queen's Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen's Birthday on a Monday, results in a three-day long weekend.

Melbourne Cup Day

The Melbourne Cup is not a holiday in most states but it is an exciting day in Australia. It's a 2 mile horse race run on the first Tuesday of November each year attracting the finest racehorses from around the world. Known as the "race that stops a Nation" due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stop to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory "Cup Day Breakfast", lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a "Cup Sweep" where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, & 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the "Spring Racing Carnival" which attracts celebrities from around the world. Women dress in their best outfits, hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It's a very colourful time to be in Melbourne.

STARTING YOUR STUDIES

Before commencing your studies, you need to ensure you are very well aware of what are your visa requirements and to know how to comply with these.

Looking After Your Student Visa

For many overseas students, obtaining a student visa is a long and difficult process. The college wants to help you keep your student visa and have provided details of some of the mandatory visa conditions to assist you. The staff at the college are not immigration officers. We are here to assist students in successfully completing their studies. The Student Support Officer is available for assistance and support during the course of your study. However, the college also has legal obligations to provide information to DIBP in some circumstances, especially if you withdraw from your course of study, and/ or seek to transfer to another education provider, or fail to comply with any of the conditions on your student visa. So, help us by making sure you meet your student visa conditions and by contacting the Student Support Officer whenever you have questions or need help.

Student Visa conditions

Visa conditions are the rules of your visa. They are set by Australian law and cannot be changed or disregarded to suit your circumstances. It is important that you understand these conditions, as the Department of Immigration and Border Protection (DIBP) may cancel your visa if you break them. If your visa is cancelled, you will be sent a letter asking you to go to the DIBP office in person within 28 days. Your visa may then be cancelled and you will become an illegal resident. You can be imprisoned and deported if this happens. The main conditions are set out below:

Notify the College of Your Address (Condition 8533)

You must notify the college of your new address within 7 days of arriving in Australia or moving. If you move house during your stay, you must again, notify the college of your new address as soon as possible. If you do



not do this, and there is a problem with your visa, you will not receive communication from DIBP and your visa may be cancelled without your knowledge. If this happens, you may be deported from Australia and prevented from completing your studies. Please see Reception or download the forms from the webpages so you can inform us about your new address as soon as you know.

Work Limitations (Condition 8101)

These have already been discussed in an earlier section. Please note that student visa holders have to make their studies the top priority and not the work. Make sure that your work hours are organised around your study timetable, because working too much will not be accepted by DIBP as an excuse for non attendance/academic failure.

Attendance and Academic Requirements (Condition 8202)

You must study full-time, and attend at least 80% of your classes each term. You must also pass at least 50% of your subjects each term. If you do not comply, you be asked to see the Student Support Officer. It is the student's responsibility to contact the college regarding absences or issues. Once the student can no longer achieve 80% attendance for the term they will be reported to DIBP which may result in cancellation of the student visa.

Remain at the college for 6 months (Condition 8206)

You must study with the College for 6 months of your principal course. If you have come to study several (packages) and courses, you must complete all courses up to 6 months of your principal course. If you decide to change to another university or college after 6 months of your principal course, you must inform administration immediately. You will also need to organise an appointment with DIBP and provide them with details such as the new offer of study and confirmation of enrolment and obtain permission from DIBP before you transfer. If you fail to inform the college of your transfer to another education provider, you may be reported for non-attendance and your visa may be cancelled.

Maintain acceptable OSHC cover (Condition 8501)

This was discussed earlier on in the booklet, but in short – you must have insurance during your whole stay in Australia on a student visa. This can also be arranged by the college on payment by you.

Visa Renewal and Extension

When the visa is about to expire, it is your responsibility to renew it. In order to renew your visa you will need to:

- Obtain a Confirmation of Enrollment from the college, at least two weeks before you wish to lodge your request for a visa renewal with DIBP.
- Have a medical examination as required by DIBP (forms are available on college's webpages).
- Complete visa application form 157A (available on college's webpages).
- Payment for the visa extension (see www.immi.gov.au for information on fees and charges).

You should apply for a visa extension at least two weeks before your visa expires, otherwise your visit becomes illegal. Your visa is normally issued for the duration of your course only.

Passport Renewal

Make sure that your passport remains current. If you need to extend or obtain a new passport, contact your embassy or consulate in Australia. Check with them to find out the documents they require for the application to be submitted. Refer to the section titled Consulates and Diplomatic Representatives, which contains a list of embassies and consulates and their contact details. Your passport should be valid for another 6 months when you applying for renewal of student visa.

STUDYING AT CITY INSTITUTE



All students beginning at City Institute will undergo a period of adjustment. As an overseas student you will have to not only adjust to new learning and teaching methods, but to a new country as well.

This section will provide information about the general academic system at City Institute and help to prepare you for what you will experience during your studies here. As well as this handbook, your college diary is also a good source of information on the policies and procedures of the college. Also please make sure you always check with your trainers about their individual expectations and requirements.

Learning Style

Students in Australia are expected to be independent and self-reliant. Although we run small classes with trainers who give you a lot of guidance and individual attention, you are also expected to do a lot of studying and research by yourself. If you are having difficulties adjusting to the different learning situation do not be afraid to talk to your trainers or the Student Support Officer as early as you can.

General rules and responsibilities

ENROLMENT:

All students must fill out an enrolment form to be processed by administration.

STUDENT CARDS:

All students are required to have a student card and carry it with them while on campus. These must be made available to the staff on entry to the college and/or at any time to any staff member while on campus. Student Cards are required by all students for every examination.

New students will have student cards made for them. Students who have lost their student cards will need to replace these with a covering cost of \$25.00.

TIMETABLE:

- The campus operates from 8.00am to 9.30pm. Students are expected to be on campus from 10 minutes prior to scheduled classes.
- Students are required to schedule all their private appointments and commitments outside required class times.
- All students are expected to be punctual to every class and/or college activity.
- Please use the time in-between (breaks) classes to use the toilets and have a drink. You are not permitted to eat/drink during lesson times or be excused from the lesson unless urgent.

REPORTS:

All students have access to their academic results and attendance on the intranet. Student will obtain transcripts and certification after completion of each course. Students can request an interim student progress report and attendance at any time during the year for no or minimal cost.

ATTENDANCE REQUIREMENTS:

It is the student's responsibility:

- All students are expected to have 100% attendance except in the case of legitimate illness or personal emergency.
- If you are on a Student visa you must maintain a minimum attendance of 80% in every subject. If you are sick, you should get a doctor's certificate from a registered practitioner with a Provider Number and stating the dates you were unable to attend the college. (Letters and notes from traditional healers and/or natural medical practitioners are not accepted as proof of illness for the purpose of attendance.)
- You should hand in the original certificate within 2 weeks of your absence. A copy of the original certificate will be made and the date handed in also recorded. The original will be returned to you. Keep the original in case you need to show it to DIBP.
- If you are away from college for more than 4 days you must contact the college and/or Student Support Officer [Telephone: +61 2 9279 0041 or email info@cityinstitute.com.au] and provide reason/s for your absence.

COURSE PROGRESS REQUIREMENTS:

You are required to maintain satisfactory course progress to comply with your student visa requirements. You may be reported to DIBP and DEEWR (Department of Immigration and Border Protection & the



Department of Education, Employment and Workplace Relations) for unsatisfactory course progress and your visa may be cancelled.

FINANCIAL REQUIREMENTS:

You are required to maintain full financial status throughout the duration of your course to comply with your student visa requirements. You may be reported to DIBP and DEd (Department of Immigration and Border Protection & the Department of Education) for unsatisfactory payment of fees and your visa may be cancelled.

LATENESS:

A trainer will record your attendance on commencement and at the end of each session. Students with late arrival or early departure will be marked off on the attendance sheet. Students with less than 50% of the daily attendance will be marked absent for that particular day.

COMPUTERS:

When you start classes, make sure you are familiar where computer labs are located. There is strictly no eating or drinking in the computer labs. Students are asked not to sit on tables as they may break. Please note that the labs are to be used primarily for study purposes. As such priority will be given to students attempting to do their work rather than just surfing the web. It is also requested that students keep their voices low; if they require sound they must use their headphones.

Looking and downloading inappropriate materials is strictly forbidden. These include, but are not limited to: pornography, offensive explicit materials and materials promoting hate, vilification or encouraging violence. The consequences if you are caught looking at such materials are subject to the Misconduct Policy.

COUNSELLING:

If you have a problem please see Student Support Officer immediately. However in the event Student Support staff are unable to assist, you may be referred to a qualified professional for further assistance.

COMPLAINT & APPEALS:

If you would like to lodge a formal complaint or appeal see the college's Complaints and Appeals Policy and Procedure (available on the website or at the Reception).

SOME IMPORTANT COLLEGE RULES:

FOOD AND DRINK: Please do not eat or drink in the classrooms (water only is permitted). You may only eat in the designated common areas. Please keep the classrooms clean and put all rubbish in the bins!

NO SMOKING: There is strictly no smoking anywhere in the college building. This includes: Class rooms, toilets, stairwells and at the entrance to the college.

MOBILE PHONES: Please turn off your mobile phones in class. If your phone rings in class, your trainer will take it away and give it back to you at the end of the class. Do not listen to music/play computer games in class.

HOLIDAYS:

Students are not permitted to take a holiday time during the term. Check the term calendar for all term dates. Generous holiday leave is provided between teaching terms and students are expected to organise their holiday time during the term breaks. The term calendar is available at the college administration and also at www.cityinstitute.com.au.

MORE INFORMATION:

Contact Student Service Officers/Reception or log on to www.cityinstitute.com.au for more information, to get forms or policies and procedures.

Upon Arrival in Australia:

- Call home ?
- Settle into accommodation ?
- Contact/visit City Institute ?
- Purchase household items and food ?
- Enroll children in school (if applicable) ?
- Attend Orientation at City Institute ?



- Get student ID card ?
- Get health insurance card ?
- Open a bank account ?
- Get resources (if applicable) ?
- Start classes ?
- Apply for tax file number if seeking work ?
- Get involved in student life and make new friends ?

LIVING IN SYDNEY

Consulates and Diplomatic Representatives

The contact details of some consulates and diplomatic representatives are provided below. If your country has not been included please check <http://www.dfat.gov.au/homs/index.html> or the telephone directory.

GETTING AROUND SYDNEY

A Sydney street directory can help you find your way around Sydney quite easily as it provides detailed maps of the City of Sydney and suburbs. It not only provides extensive indexes of suburbs, localities and streets but also offers indexes of beaches, churches and other places of worship, hospitals, hotels, motels, parks, reserves, swimming pools, sporting venues, tertiary institutions, theatres and other places of interest. The Sydway is a commonly used street directory in hard copy, and is available from petrol stations and newsagents. The following websites are a very useful for finding locations and planning trips:

www.street-directory.com.au or www.maps.google.com.au

Public Transport

Public transport in Sydney is relatively cheap and accessible. Timetables, maps and service information for all modes of transport are available at the <http://www.131500.info>. Alternatively you can call Transport Infoline on 131 500 to speak to an operator.

The metropolitan public transport system incorporates trains, light rail, monorail, buses and ferries. The variety of ticketing options available allows students to choose the type of ticket they require and enables them to change services as often as you like on the one ticket.

Students should note that it is their responsibility to always travel with the correct and valid ticket. People who fail to produce a valid ticket or to provide their correct address upon request from Authorised Ticketing Inspectors can face fines of up to \$500. Currently, overseas students are not eligible for concession prices.

Airport Link

This rail service runs from approximately 5am until Midnight seven days a week, to and from the Domestic and Overseas Terminals and all City Circle railway stations. For more information, call 02 8337 8412 or visit www.airportlink.com.au.

Sydney Explorer

Sydney's only government guided bus tour, the Sydney Explorer bus makes a 35km circuit of all the major attractions in the City, The Rocks, Sydney Opera House, Kings Cross, Chinatown, Queen Victoria Building and Darling Harbour. One day tickets, available from the driver, enable passengers to board and leave the bus at any one of its 22 stops. Buses operate at 20 minute intervals from 9am daily or visit www.sydneypass.info/sydneyexplorer/

Taxis

Traveling by taxi is the most expensive method of travel, but are a relatively affordable way to cover short to medium distances in Sydney. Extra charges may be added for phone bookings and a late night pick up.

You can get a taxi either by telephoning one the major taxi companies, online or by hailing (waiving to the driver) from the street when the top white light is lit up or by entering the front car at a taxi rank in the city, or at shopping centers, train stations, hotels.



Combined Taxis:	133100
St George Cabs:	13-2166
Sonic Express Couriers:	9150 9400
Dolphin Water Taxis	1300 130 742
Premier Cabs:	13-1017
RSL Taxis:	9581 1111
Taxis Combined:	8332-8888

Be careful when travelling at night by a taxi and try to travel with a friend.

Private Transport: car, motorcycle, bicycle

Heavy fines are levied for breaking speed limits, dangerous driving, and for driving under the influence of alcohol. There are three basic safety measures for both drivers and pedestrians:

- Drivers must always keep to the left hand side of the road.
- Pedestrians should always look right first before crossing the road
- Seat belts and child restraints must be worn by all vehicle occupants.

Bicycle

Bicycle riders are expected to comply with normal traffic rules and the wearing of helmets is compulsory for both bicycle and motorcycle riders. Cycling is popular among students as a cheap and healthy form of transportation.

Car and Motorcycle

If you intend to drive a car or ride a motorcycle you must have a valid licence. It is against the law to drive without a license. Your licence must be carried with you at all times and has to be produced when requested by the police. You may drive on your home country licence for the first three months or on an overseas licence for the period of its validity. If your home licence is not in English, it has to be accompanied by an official English translation from the NSW Community Relations Commission, to be valid.

An Australian licence has your photo on it and can also serve as a useful form of identification. To obtain an Australian licence you must pass a driving/riding test. Before you start driving, check with Road and Maritime Services, NSW (RMS) to make sure you have a valid licence.

Road laws in Australia are very strict, and can differ from state to state. Therefore before you start driving in Australia, you should take some lessons to familiarise yourself with local driving conditions and road laws. We drive on the left-hand side of the road in all states of Australia. It is a legal requirement that seatbelts must be worn by the driver as well as all passengers. Driving when over the blood alcohol limit (0.05%) can result in heavy fines or even loss of license (including overseas license).

The following link has all the required information and contact details of your nearest office and road rules: <http://www.rms.nsw.gov.au/> or phone 132 213 (Monday – Friday)

Buying a car

If you are considering buying a new or second-hand car or motorcycle please note that this can be expensive - you need to consider the costs of buying the vehicle, maintenance, running costs, insurance and warranty periods. The law requires all vehicles to have Compulsory Third Party insurance (known as CTP or Green Slip) as part of the vehicle registration process. Every vehicle must be registered - it is against the law to drive an unregistered vehicle. Most second-hand cars are already registered, but the registration needs to be renewed each year. A sticker on the left hand side of the vehicle shows the date the vehicle needs its registration renewed. You need to be aware of how to avoid buying a stolen vehicle and the various



inspections, checks and other processes you'll have to go through to register the vehicle. Road and Traffic Authority, NSW (RTA) website offers comprehensive information on this.

While bartering (over price) is generally not done in Australia, you should do it when buying a car (either new or second-hand). Before you start looking, familiarise yourself with the approximate market value of your car, its maintenance costs, etc. When buying a second-hand car you will generally get a low price if you go through private sale rather than a car yard, but you need to be very careful about what you're getting and have a mechanic inspect the vehicle before handing over money.

The links below are some of the major car sales websites:

www.carsales.com.au

www.carpaint.com.au

www.automarket.com.au

Insurance

Compulsory Third Party Insurance (CTP) is mandatory. A 'Greenslip' must be produced before registration of the vehicle is approved. CTP Insurance can be obtained from all major insurance companies. Third Party Property Damage Insurance is advisable as a minimum insurance protection. This insures you, in case of an accident, against the cost of damages to another vehicle. Comprehensive Insurance protects you against damage to both other people's property and your own, but is more expensive. Home Contents Insurance provides cover for your personal belongings against damage or theft. Remember, the compulsory insurance covers injury essentially and you normally need additional insurance to protect and cover you for damage to other vehicles and property..

Legal Services

Refer to the following organisations for information on free legal services:

Banking and Financial Services Ombudsman: www.abio.org.au/ABIOWeb/abiowebite.nsf

Community Legal Centre's: www.nswclc.org.au

Consumer Law Centre Victoria: www.clcv.net.au

Refugee & Immigration Legal Centre Inc: www.rilc.org.au

NSW Legal Aid: www.legalaid.nsw.gov.au

City Campus: Level 4, 22 Market Street
Sydney NSW 2000
Australia

Brookvale Campus Level 2,
14 Williams St., NSW, 2100
Australia

Postal Address: PO Box A1211
Sydney South NSW 1235
Australia

Phone: (+61 2) 92790041

Fax: (+61 2) 92790042

Email: info@cityinstitute.com.au

Emergency (24/7) contact number: +61 406 969 306

Who to contact?

As a basic guide here's a list of who to go to for your various queries:

Administration: Changes to enrolments, CoE, withdrawals, changes to personal



details, student cards etc.

ICT Support:

Please see your lecturers for all your IT and printing issues.

Student Support Officer:
and attendance issues.

Welfare (counselling, accommodation assistance etc)

Admissions:

Additional assistance or advice regarding your studies.

Accounts:

For all finance enquire see administration staff.

From all the staff here at CITY INSTITUTE, we hope you have a wonderful learning experience and enjoy your time in Australia. If you have any questions or problems at any time please let us know and we will do our best to assist you in any way we can.