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About this Guide

Macleay College warmly welcomes our international students to Sydney.

At Macleay College the whole student experience is important. Travelling overseas to study can be a daunting experience. The College provides support to assist overseas students in adjusting to study and life in a new environment, initially through the orientation program, and through the course of the year through the provision of student advisors. Following your arrival in Sydney, each overseas student is required make an appointment to meet with their Program Leader. The purpose of this appointment is to undertake a personal orientation program, which includes outlining the range of free academic and personal supports available at the College. In addition to this orientation, each faculty also has its own orientation lecture.

Orientation lectures are held during Orientation Week, which is held the week before the start of your first trimester. Student attendance at orientation is compulsory. The aim of orientation is to give students time to prepare for their year at Macleay. During the orientation lecture, students meet their Program Leader. All students are provided with a general overview of their course including learning outcomes and assessment strategies. Students are also provided with their timetable and a student handbook outlining student responsibilities and college rules and regulations. Students are assisted during orientation week in organising the following:

- student ID cards
- personal and emergency contacts
- applications for course credit
- permission to work applications through DIAC
- update of contact details to include current residential address

Students are advised on how to make appointments with the Program Leader (to discuss academic issues), the Registrar (to discuss issues such as student visas, work permits, finances or health cover and any personal issues, concerns or queries about transition to life and study in a new environment).

This guide should be read in conjunction with the Macleay Student Handbook which outlines Macleay policies and procedures and is applicable to all students, domestic and international. This is guide specifically for international students to give you some important information about living and studying in our exciting city.
Enrolling at Macleay College

CRICOS Provider Number 00899G Macleay College Pty Limited

Macleay College has allocated 100 places for international students. With the relevant CRICOS accreditation in place, it is our objective to increase our number of international enrolments each year until we have optimised the permitted quota. Macleay College subscribes to the TPS (Tuition Protection Service) and to the prescribed national standards in Education Services for Overseas Students (ESOS) legislation.

International Students will only be accepted into Macleay College programs if they meet the minimum English criteria and are in possession of a valid student visa.

Course Offerings for International Students

<table>
<thead>
<tr>
<th>Course Offerings</th>
<th>Code</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising</td>
<td>056023G</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Business (Management)</td>
<td>061395D</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Business (Marketing)</td>
<td>061396C</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Business (Accounting)</td>
<td>061394E</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Event Management and Marketing</td>
<td>061396C</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Journalism</td>
<td>056025F</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Public Relations and Marketing</td>
<td>061396C</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Sports Management and Marketing</td>
<td>061396C</td>
<td>Higher Education (573)</td>
</tr>
<tr>
<td>Tourism Management and Marketing</td>
<td>061396C</td>
<td>Higher Education (573)</td>
</tr>
</tbody>
</table>

Minimum Entry Requirements

All international students must apply for and be in possession of the appropriate student visa; and meet the following minimum entry requirements:

1. Completion of the equivalent to an Australian Senior Secondary Certificate, completed at the end of Year 12 in Australian secondary schools. Copies of academic transcripts must be included with the Application Form.

2. English Language Proficiency. To be accepted for enrolment, an international student whose native language is not English, must produce evidence of English language proficiency at the following level (or equivalent): Assessment Minimum Score IELTS 6.0 (band score) TOEFL 550. Journalism applicants are required to hold IELTS 6.5 (written)

Course Credit

Students can apply for course credit if they have suitable prior learning or experience - Recognition of Prior Learning (RPL) and Recognition of Prior Experience (RPE). Where an application for course credit for a unit is successful, the student is exempt from attending and completing that particular unit in order to complete the qualification. If gaining course credit will affect the duration of your course, it will also affect the duration of your visa.

International students should be aware that receiving RPL may affect the course cost, course duration and your student visa. Any changes will be reported to DIAC via PRISMS. Full details of the College’s RPL and RPE Policies are outlined in the Admissions Policy found in the Macleay College Student Handbook.
Tuition Fees

Payment of Trimester 1 fees is required prior to the processing of an application (33% of course fees). The balance of course fees (66% being for Trimesters 2 and 3) are due two weeks prior to the commencement of Trimester 2. A signed Letter of Offer and payment of Trimester 1 fees must be received by Macleay College prior to course commencement.

Health Insurance

Australian Government regulations require all international students to have current health insurance coverage for their period of time in Australia. This is referred to as Overseas Student Health Cover (OSHC). If requested, Macleay College can organise this insurance coverage for the student. Our recommended insurance provider is Medibank Private (http://www.medibank.com.au/) where the current cost for a single student for twelve months coverage is approximately AUD$480. If arranged by Macleay College, this cost is in addition to tuition fees. A student visa cannot be granted until the overseas student health insurance coverage has been paid.

Admission Procedure

1. Application Form
   All course information including course duration and content, fees and terms and conditions, will be issued to the student upon application. International students can complete their application online using the International Student Application Form at About Macleay College> International Students section of our website

2. Letter of Offer
   Successful applicants will receive a Letter of Offer within two weeks of receipt of their application. The Letter of Offer will request payment of Trimester 1 fees and overseas student health cover. Applicants will receive their Confirmation of Enrolment (CoE) once these fees have been paid.

3. Confirmation of Enrolment (CoE)
   If all entry and admission criteria are met and an application and fees have been received, the student will be issued a Confirmation of Enrolment (CoE) so that visa applications may commence. They will also be issued with a Student Handbook and an International Student Guide which includes information on homestay and medical services etc.

4. Course Commencement
   Once the student visa is granted, the student will receive confirmation of course commencement including a Student ID Number and timetable etc.

5. Track Student Progress & Default
   The following student defaults will be reported to the Secretary and the Tuition Protection Service (TPS) Director at Australian Education International or will be notified via PRISMS within five business days:
   - Student payments are not forthcoming
   - Student fails to arrive for their course
   - Student fails to attend scheduled classes
   
   If Macleay College is unable to deliver the nominated program due unforeseen circumstances, the Secretary and the TPS Director will be notified via PRISMS within three business days.

   Student data including attendance and assessment results will be tracked and updated in the Macleay College student management system.
Studying at Macleay

Macleay College Campus
28 Foveaux Street
Surry Hills NSW 2010

(Student Services and Registrar are located on Level 2)

Telephone: +612 9267 3311
Facsimile: +612 9264 8252
Email: study@macleay.edu.au
Website: www.macleay.edu.au

International students currently studying at or who have graduated from Macleay College have come from Brazil, China, Colombia, Fiji, France, Germany, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Luxembourg, New Zealand, Papua New Guinea, Poland, Russia, Singapore, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, the Netherlands, the Philippines, the United Kingdom, the USA, Vanuatu and Vietnam. Our courses are internationally recognised in all countries in which Australian educational credentials are recognised. All of our international students have been able to find work in their country of origin.

When studying at Macleay College, international students receive

- Internationally recognised qualifications
- Intensive diploma courses
- Language and study support
- Small classes
- Access to full-time student support services
- High quality premises in Sydney’s CBD
- Easy access to public transport routes
## Academic Calendar for 2013

<table>
<thead>
<tr>
<th>2013 Trimester 1</th>
<th>30 January - 23 April</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching Period</td>
<td>30 January – 23 April (Returning Students)</td>
</tr>
<tr>
<td></td>
<td>4 February - 30 April (New Students)</td>
</tr>
<tr>
<td>Census Date</td>
<td>15 February (Returning Students)</td>
</tr>
<tr>
<td></td>
<td>22 February (New Students)</td>
</tr>
<tr>
<td>Exam Period</td>
<td>24-29 April (Returning Students)</td>
</tr>
<tr>
<td></td>
<td>1-3 May (New Students)</td>
</tr>
<tr>
<td>Public Holidays</td>
<td>29 March</td>
</tr>
<tr>
<td></td>
<td>2 April</td>
</tr>
<tr>
<td></td>
<td>25 April</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2013 Trimester 2</th>
<th>20 May - 12 August</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching Period</td>
<td>20 May – 12 August</td>
</tr>
<tr>
<td>Census Date</td>
<td>11 June</td>
</tr>
<tr>
<td>Exam Period</td>
<td>13 August – 23 August</td>
</tr>
<tr>
<td>Public Holidays</td>
<td>2013 Trimester 3</td>
</tr>
<tr>
<td>Queen’s Birthday</td>
<td>10 June</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2013 Trimester 3</th>
<th>9 September – 2 December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching Period</td>
<td>9 September – 2 December</td>
</tr>
<tr>
<td>Census Date</td>
<td>30 September</td>
</tr>
<tr>
<td>Exam Period</td>
<td>3 December – 13 December</td>
</tr>
<tr>
<td>Public Holidays</td>
<td>2013 Trimester 3</td>
</tr>
<tr>
<td>Labour Day</td>
<td>7 October</td>
</tr>
</tbody>
</table>
Access & Student ID Cards

All students who are enrolled at Macleay College will be issued with an ID card that provides:

- photographic identification
- access into the Student Zone on Ground Level
- access to Level 1 and 2 via lifts, lobby doors and internal stairs
- a facility for cashless photocopying and vending

Student ID cards cannot be issued until tuition fees have been paid.

Campus Facilities

Macleay College is situated in Surry Hills, a suburb in the Inner East of Sydney on the edge of the CBD, which attracts a lively and youthful community. The College conveniently situated near Central Station and Railway Square, a major railway and bus hub providing public transport connecting all areas of Metropolitan Sydney, Sydney Airport and NSW Regional Centres. In addition, there is medical centre, pharmacy, bank, computer shop, restaurants and post office all within a 2-15 minute walk of campus:

<table>
<thead>
<tr>
<th>Public Transport</th>
<th>Central Station (trains)</th>
<th>intersection of Foveaux and Elizabeth Streets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Railway Square (bus)</td>
<td>George Street (southern end of Central Station)</td>
<td></td>
</tr>
<tr>
<td>Central Station (light rail)</td>
<td>Concourse Level of Central Station</td>
<td></td>
</tr>
<tr>
<td>Medical Centre</td>
<td>Surry Hills Medical Centre</td>
<td>569 Crown Street, Surry Hills NSW 2010</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Centennial Plaza Pharmacy</td>
<td>corner Foveaux and Elizabeth Streets, Surry Hills</td>
</tr>
<tr>
<td>Hospital</td>
<td>St Vincent's Public Hospital</td>
<td>Victoria Street, Darlinghurst</td>
</tr>
<tr>
<td>Bank &amp; ATM</td>
<td>Commonwealth Bank</td>
<td>corner Foveaux and Elizabeth Streets, Surry Hills</td>
</tr>
<tr>
<td></td>
<td>National Australia Bank</td>
<td>134 Liverpool Street, Sydney</td>
</tr>
<tr>
<td></td>
<td>Westpac</td>
<td>671-675 George Street, Sydney</td>
</tr>
<tr>
<td></td>
<td>HSBC</td>
<td>570 George Street, Sydney</td>
</tr>
<tr>
<td>Post Office</td>
<td>Australia Post</td>
<td>Sydney Central, Shop 13, 477 Pitt Street, Sydney</td>
</tr>
<tr>
<td></td>
<td></td>
<td>World Square, Liverpool Street, Sydney</td>
</tr>
</tbody>
</table>

Students enrolling in Macleay College courses will find a purpose-built learning environment with the latest in technology, a TV studio, a radio studio, and access to online resources. We expect the best from our students, and we provide the learning environment to help them achieve it. The campus is open to students from 8.00am to 6.00pm every Monday, Wednesday and Friday, and from 8.00am to 9.30pm every Tuesday and Thursday.

- **Ground Level**

  The Student Zone is on this level and is accessible during Macleay College business hours. Its facilities include:
  - **Kitchen** with vending machines, hot and cold filtered water, café tables and chairs
  - **Break Out Area** with a long table and chairs, café tables, ottomans and Wi-Fi
  - **Quiet Zone** with lounges, coffee tables, chill out space and Wi-Fi
  - **Study Area** that has workstations, computers, Wi-Fi and cabled access
  - **Student Services Desk** where members of the Student Services team are here to help you - Registrar, IT, Student Advisor and Student Services Administrators - check the schedule to book a time or just drop in for a chat.
MACLEAY COLLEGE

- **Level One**

Classrooms are on this level, as well as radio and digital production studios and a facilities area with a colour photocopier. All classrooms have lecterns, whiteboards, WiFi and projection facilities.

State of the art computer labs for Macs or PCs are available here, and are accessible outside normal class times.

A teacher staff room is located on this level along with a small student lounge and bathrooms.

- **Level Two**

The Student Services team is located on Level 2, and can assist you with equipment and room bookings, student advice, and general student services.

A 70-seat lecture theatre is also located on this level, as is the television studio.

Please remember that you are responsible as an individual for the equipment you use during any session at the college. Be careful and respectful around the equipment, and please report any faults or maintenance issues that you either cause or notice. Access to the equipment at Macleay College is part of your studies, and we ask that you show respect in how you use it and in consideration of others. Any student found deliberately acting in an inappropriate manner around the facilities and equipment will have their access suspended and/or enrolment reviewed.

**Conditions of a Student Visa**

Students must comply with their visa conditions in order to retain their visa. For example, a student may be reported to the Department of Immigration and Citizenship (DIAC) and a visa cancelled where a student:

- Fails to provide the College with their current address or change of address
- Takes a leave of absence without College approval
- Fails to meet course requirements, including attendance
- Has unsatisfactory academic performance, including attendance
- Works without permission, or above the maximum number of hours permitted on a student visa
- Doesn’t maintain Overseas Student Health Cover (OSHC)

Information is collected from your application form and during your enrolment in order to meet our obligations under the *ESOS Act 2000* and the National Code 2007, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. The authority to collect this information is contained in the *ESOS Act 2000*, the ESOS Regulations 2001 and the National Code 2007. This information can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, this information can be disclosed without your consent where authorised or required by law.

We remind you that you are required to provide the College with your Australian residential address and telephone numbers. When you change address or update your personal details, a Change of Details Form must be lodged via the Student Zone (http://www.macleay.edu.au/student-zone.html).

**Course Progress & Attendance**

Macleay College monitors and records students’ course progress and attendance, and is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. The College requires 90 percent attendance at all classes.

Students are expected to provide appropriate documentation to explain all absences from classes. Students unable to attend due to illness will be required to produce a medical certificate. Holidays, part-time employment and personal appointments should be arranged so that attendance is not affected.
Grievance & Appeals Process

All current and prospective students of Macleay College’s accredited courses are entitled to raise a concern or grievance relating to non-academic matters. All students of Macleay College’s accredited courses are entitled to raise a concern or grievance relating to an academic matter and/or have an academic decision reviewed.

Macleay College believes that all concerns or grievances should be resolved promptly, seriously, with strict confidentiality and professionalism, and a minimum level of formal procedure. Any student raising a concern or grievance, or requesting a review of an academic decision, is entitled to maintain their enrolment while the complaints and appeals process is ongoing.

If a student wishes to lodge a grievance, an Appeals & Grievance Form must be lodged via the Student Zone (http://www.macleay.edu.au/student-zone.html). For full details please refer to the Grievance Policy outlined in the Macleay College Handbook.

Suspension or Cancellation of Studies

Under the National Code 2007, students may only suspend their studies (including taking leave of absence) through formal agreement with Macleay College and on the grounds of compassionate or compelling circumstances.

Macleay College will suspend a student if any of the following circumstances occur:

- Failure to meet course requirements and attendance
- Student misbehaviour
- Non-payment of tuition fees

Where the cancellation or suspension is initiated by Macleay College, the College will notify the student of its intention to suspend or cancel the enrolment which may affect his/her student visa. Macleay College will notify the Secretary, DIAC as required under the ESOS Act. The student will then be provided with 20 working days to access the internal Grievance and Appeals process. The suspension or cancellation of enrolment will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Language Support

Macleay College provides language support services to all students free of charge. Language Support is provided by individual appointment as student needs are identified. Students can also request appointments. Language Support includes:

- Assistance with English language
- Assistance with undertaking research and associated assessment tasks
- Homework support

Graduation

Macleay College conducts a formal graduation ceremony for students each year in the second last week of December. Staff, students, parents and friends are invited to the official ceremony, which normally attracts about 1,000 people. As well as the presentation to graduands, the graduation ceremony includes an address by a distinguished guest speaker. Full details about graduation are sent to graduating students in late November.
School Aged Dependants

Students are advised that any school aged dependants accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

Student Advisors & Pastoral Care

Macleay College’s educational philosophy is to provide personal attention to students. This includes the ability for students to access free welfare related support services to assist with academic, social or personal issues that may arise during their study including course progress and attendance requirements and accommodation issues. Advisors are available to provide confidential and free advice to all students from diverse cultural backgrounds. These advisors can give you individual support, act as a mediator when appropriate and assist in the event of a personal crisis or emergency. There may be times when you need support or advice about your social environment, personal relationships, academic studies including your rights and obligations, time management, employment, or finance. Speaking with an advisor helps you gain perspective and clarity on a particular issue and helps you explore the options more clearly. Where a student requires professional advice, this student can be referred to an appropriate professional counsellor. Macleay College does not charge for this referral.

Students wishing to speak with an advisor can arrange a personal appointment through Student Services or by contacting the College on (02) 9267 3311. All information is strictly confidential and is not disclosed to another party except in the following circumstances: where a student has given permission to disclose information to another party; in exceptional circumstances where failure to disclose information would place you or another person at serious and imminent risk; or where we are required by law to disclose information.

Timetables

Timetables will be published in advance of each trimester and can be accessed via the Online Student Portal (http://www.macleay.edu.au/student-zone.html). You will be given a timetable for your first trimester when your enrolment has been completed. The Exam Timetable will be published in Week 6 and the next trimester’s timetable will be published in Week 9.

Internships

Students at Macleay College have the opportunity to enhance their industry education by undertaking an internship. The purpose of internship is to enhance knowledge of the related industry/course workplace, expose students to industry practices and procedures, and provide feedback from the workplace on the participant’s employability skills. The College will assist with placements of students where. For more detail please refer to the Internship Handbook on the Macleay Website.
Living in Sydney

Prospective international student visa applicants must provide evidence of funds of $18,610 per annum to meet living costs in Australia. For further details, please refer to DIAC Student Visa Living Costs and Evidence of Funds [http://www.immi.gov.au/students/student-visa-living-costs.htm](http://www.immi.gov.au/students/student-visa-living-costs.htm)

Accommodation

Macleay College does not provide accommodation to students. However, we are able to provide information about sources of student accommodation and can recommend the following as a guide to finding short and long-term accommodation in Sydney.

1. **Student Notice Board on the Student Zone**
   Displays ‘wanted to share’ or ‘accommodation available’ especially late January and early February. Or visit [www.studyconnect.com/forums](http://www.studyconnect.com/forums) then scroll down to ‘Sydney Student Accommodation (NSW)’.

2. **Homestay Network**
   This is a network of accommodation provided by host families in Sydney. For homestay options, visit [www.ozhomestay.com.au](http://www.ozhomestay.com.au); [www.aussiefamilies.com](http://www.aussiefamilies.com); [www.homestaynetwork.com.au](http://www.homestaynetwork.com.au) or [www.meridianhomestay.com](http://www.meridianhomestay.com).

3. **Hostels & Boarding Houses**
   Hostels and boarding houses are listed in the Yellow Pages Online at [www.yellowpages.com.au](http://www.yellowpages.com.au). Similar accommodation listings can be found under ‘Accommodation Available’ online through the Sydney Morning Herald at [www.smh.com.au](http://www.smh.com.au). Past students have found suitable short-term accommodation at the following hostels and boarding houses:

<table>
<thead>
<tr>
<th>Hostel</th>
<th>Website</th>
<th>Hostel</th>
<th>Website</th>
<th>Hostel</th>
<th>Website</th>
</tr>
</thead>
</table>

4. **Flats, Units & Houses**

5. **Share Accommodation**

NSW has well defined tenancy laws that support the rights of landlords and tenants. For more information go the NSW Fair Trading website at [http://www.fairtrading.nsw.gov.au/Tenants_and_home_owners.html](http://www.fairtrading.nsw.gov.au/Tenants_and_home_owners.html). If you are experiencing a problem with your landlord, call NSW Fair Trading on 13 32 20 (or 13 14 50 for language assistance).
Consulates in Australia

For information and assistance from your country’s representative in Australia:

Telephone   +61 2 6261 1111
Website        protocol.dfat.gov.au/Consulate/list.rails

The website link above lists the contact details for all embassies in Australia.

Consumer Protection and Your Rights

Consumer, Trader & Tenancy Tribunal
The Consumer, Trader and Tenancy Tribunal resolves disputes between tenants, landlords, traders and consumers. You can contact them on 1300 135 399 or visit www.ctt.nsw.gov.au. For the hearing impaired, please call (02) 9641 6521.

Goods & Services
A competitive environment exists in Sydney for the provision of goods and services. It is advantageous to compare prices and shop around before you buy.

NSW Fair Trading
As consumers of everyday goods and services you can find out your rights and responsibilities in such matters as renting, refund and resolution of disputes by calling 13 32 20, or visit www.fairtrading.nsw.gov.au. For language assistance call 13 14 50. Download the consumer guide for international students at www.fairtrading.nsw.gov.au/Youth/International_students.html.

NSW Ombudsman
If you think that you have not received fair treatment from NSW Government agencies or their employees, you can complain to the Ombudsman. Visit www.ombo.nsw.gov.au and click ‘Students and young people’ under quick links. You can also call (02) 9286 1000 and ask to speak to an inquiry officer.

Fair Work Ombudsman
If you have issues with your workplace, visit www.fairwork.gov.au or call the Fair Work Info Line on 1300 724 200.

Anti-Discrimination Board (ADB)
If you have been discriminated against or vilified, contact the ADB on www.lawlink.nsw.gov.au/adb or call 1800 670 812.

Legal Matters
If you need legal support, visit www.lawaccess.nsw.gov.au or call the Law Access hotline on 1300 888 529. You can also contact Legal Aid, visit www.legalaid.nsw.gov.au and click ‘Get legal help’. For information on the legal system in NSW, visit www.lawlink.nsw.gov.au.
Emergency & Police Assistance

In Australia, the emergency number is 000 (Triple Zero) and is to be used in the following situations:

1. Is someone seriously injured or in need of urgent medical help?
2. Is your life or property being threatened?
3. Have you just witnessed a serious accident or crime?

If the answer is YES, call Triple Zero (000). Triple Zero calls are free.

When you call Triple Zero (000):

a. Do you want Police, Fire or Ambulance?
b. Stay calm, don't shout, speak slowly and clearly
c. Tell us exactly where to come. Give an address or location

It is important to only use the emergency 000 number for genuine emergencies. For Police Assistance, please use the following numbers as appropriate:

<table>
<thead>
<tr>
<th>To Report a Crime</th>
<th>Crime Stoppers</th>
<th>1800 333 000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Emergency Matters</td>
<td>NSW Police Assistance Line</td>
<td>131 444</td>
</tr>
</tbody>
</table>

The role of the NSW Police Force is to reduce crime and improve community safety. When you call Crime Stoppers or the Police Assistance Line, you do not have to give any personal information if you do not wish to do so.

Weblinks:

- NSW Police: www.police.nsw.gov.au

Personal Safety Tips

A number of key stakeholders in Sydney and NSW, such as government, police, businesses and resident groups, work together to increase safety in the city through community awareness and education.

There is much information available but we provide links to download some fact sheets on how to protect yourself, your property and your vehicle

Weblinks:

- CityRail: http://www.cityrail.info/travelling_with/safety_and_education/

Victims of Crime

The Victims Access Line provides 24 hour information, referral and support to victims of crime on telephone 1800 633 063 (or +61 8688 5511) and information can be found at their website www.lawlink.nsw.gov.au/vs.


For a more comprehensive list of emergency numbers and contact details, please see pages 20-22 of this Guide.
Employment

Under student visa regulations, overseas students can work for up to 20 hours per week in part-time or casual employment, and full-time during gazetted vacation periods. A part-time job must not interfere with your study course, as study is your number one priority. It is not designed to subsidise your course or living costs. Students should also check the Immigration website for information on the work rights of your dependants at www.immi.gov.au. Your working hours should meet your visa conditions. For more information refer to NSW Industrial Relations provides a fact sheet for international students on Working in NSW.

Students can apply to the DIAC for permission to work in Australia once their course has started. Full details are listed on the Immigration website at www.immi.gov.au.

To work in Australia, you will require a Tax File Number (TFN). For information on how to obtain a TFN, visit the Australian Taxation Office at www.ato.gov.au or call 132 861.

Employment opportunities are widely publicised through newspapers and websites such as www.seek.com.au or www.careerone.com.au


Health Insurance and Health Services

The health care system in Australia initially may appear quite complex. As an overseas student you are required by the DIAC to have health insurance at all times while on a student visa – Overseas Students Health Cover.

There are five providers of Overseas Student Health Cover in Australia. They are:

- Australian Health Management; www.ahm.com.au
- BUPA Australia; www.bupa.com.au/health-insurance/cover/oshc
- Medibank Private; www.medibank.com.au
- OSHC Worldcare; www.oshcworl dcare.com.au
- NIB OSHC; www.nib.com.au

The facilities and services you have access to will depend on the health insurance provider you choose for your Overseas Students Health Cover (OSHC). OSHC covers you for certain medical costs if you need to visit a doctor or go to hospital whilst you are studying in Australia. Macleay College's preferred provider is Medibank Private. If you want to find information on general treatment cover with any Australian private health insurer, visit www.privatehealth.gov.au or www.iselect.com.au.

If you visit a doctor, although you have private health insurance, you may not be refunded the full fee. Some doctors charge more than the basic scheduled fee recommended by the Government. Normally you will get back 85 percent of this fee from the health fund. Always ask before making an appointment whether that medical practice charges the scheduled fee or bulk bills i.e. bills your medical fund direct. Doctors and medical practices, locations and telephone numbers can be found in the Yellow Pages Online at www.yellowpages.com.au.

Each public hospital has a 24-hour Emergency Department where you can seek help after hours and during weekends. Expect to wait a long time to see a doctor at a public hospital except in the case of an emergency. Your health insurance covers the total cost of your stay and treatment in a shared ward at a public hospital. Private hospitals are very expensive for treatment and accommodation. Your health insurance will cover some of the cost of a private hospital, but you will have to pay the difference. Hospital names, locations and telephone numbers can be found in the Yellow Pages at www.yellowpages.com.au

The Private Health Insurance Ombudsman (PHIO) deals with complaints from the private health sector. Call 1800 640 695 or visit www.phio.org.au to find out more.
Motor Vehicle Registration in NSW

To register a motor vehicle in NSW, the car must have CTP Insurance (Green Slip). CTP Insurance is a compulsory third party personal injury insurance required for each motor vehicle before registration can be completed.

The NSW Motor Accident Association (http://www.maa.nsw.gov.au/ or telephone 1300 137 600) website provides fact sheets on CTP insurance as well as an online tool to obtain quotes.

Opening a Bank Account

For students wishing to open a bank account, a good starting point is the Australian Bankers Association website which lists the banks at http://www.bankers.asn.au/About-Us/Members.

Religious Places of Worship

Sydney is a multi-faith society where most religions of the world are practiced. All faiths have places of worship and they can be easily located on the internet.

Translating & Interpreting (TIS) National

If you require interpreting and translating services, visit www.crc.nsw.gov.au and click on ‘Interpreting and Translation’ or call 1300 651 500.

To use an interpreter over the phone, contact TIS National on 131 450.

Transport & Getting Around Sydney

Street Maps

There are a number of online maps which will give directions from your location:

- Google Maps: www.maps.google.com.au
- Whereis: www.whereis.com
- Street Directory: www.street-directory.com.au

Public Transport Timetables

ESOS Framework

*the ESOS Framework – providing quality education and protecting student rights* ¹

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the *National Code 2007*.

Protection for Overseas Students

As an overseas student on a student visa, students must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at [http://cricos.dest.gov.au](http://cricos.dest.gov.au). CRICOS registration guarantees that the course and the education provider at which the student studies meets the high standards necessary for overseas students. Please check carefully that the details of the course – including its location – match the information on CRICOS.

Student Rights

The ESOS framework protects student rights, including the right to:

- receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from the provider and the provider’s agent.

- sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. Students should keep a copy of the written agreement.

- get the education you paid for. The ESOS framework includes consumer protection that will allow students to receive a refund or to be placed in another course if the provider is unable to teach the student’s course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information students have a right to know and services that must be offered, including:

- orientation and access to support services to help students study and adjust to life in Australia

- who the contact officer or officers is for overseas students

- if students can apply for course credit

- when a student’s enrolment can be deferred, suspended or cancelled

- what the provider’s requirements are for satisfactory progress in the courses students study and what support is available if students are not progressing well

- if attendance will be monitored, and

- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study. If students want to transfer beforehand, they need the provider's permission.

Student Responsibilities

As an overseas student on a student visa, students have responsibilities to:

- satisfy student visa conditions
- maintain Overseas Student Health Cover (OSHC) for the period of stay
- meet the terms of the written agreement with the education provider
- inform Macleay College of any change your address within seven days
- maintain satisfactory course progress
- if attendance is recorded for the student’s course, follow the provider’s attendance policy

Contact Details

For ESOS rights and responsibilities


ESOS Helpline: +61 2 6240 5069

Email: esosmailbox@deewr.gov.au

The Department of Immigration and Citizenship (DIAC) for visa matters

Web: www.immi.gov.au
Phone: 131 881 in Australia
Emergency Numbers & Contact Details

Emergency Numbers

POLICE 000
AMBULANCE 000
FIRE 000

Abortion, Pregnancy & Grief Counselling

The National Pregnancy Support Helpline
- www australia gov au/pregnancyhelpline
  - 1800 88 24 36

Crisis Centre, Wayside Chapel
- www thewaysidechapel com
  - +612 9518 9100

Salvation Army Care Line
- http://salvos org au/
  - 1300 36 36 22

Lifeline
- http://www lifeline org au/
  - 13 11 14

Victims Support Line
- http://www lawlink nsw gov au/vs
  - 1800 633 063 (Toll Free or +612 8688 5511)

Alcohol & Drug Information

Alcohol and Drug Information Service
  - 1800 422 599 (Toll Free or +612 9361 8000)

Alcoholics Anonymous
- http://www aa org au/
  - 1300 22 22 22

Narcotics Anonymous
- http://www na org au/community/index php
  - +612 9519 6200

Australian Search & Rescue

Australian Search and Rescue
  - www amsa gov au
  - Maritime
    - 1800 641 792 (Toll Free or +61 2 6230 6811)
    - 1800 815 257 (Toll Free or +61 2 6230 6899)
  - Aviation

Child Protection

DOCS Helpline
- http://www community nsw gov au/
  - 132 111

Child Abuse Prevention Service
- www childabuseprevention com au
  - 1800 688 009 (Toll Free or +612 9716 8000)
Consulates in Australia

To speak to your country’s representative in Australia visit protocol.dfat.gov.au/Consulate/list.rails or call +61 2 6261 1111

Counselling

Crisis Centre, Wayside Chapel
- www.thewaysidechapel.com
- +61 2 9518 9100

G Line (Problem Gambling)
- 1800 633 635

Gay and Lesbian Counselling Line
- www.glcnswnsw.org.au
- +612 8594 9596

LifeLine
- http://www.lifeline.org.au
- 13 11 14

Salvation Army Care Line
- http://salvos.org.au
- 1300 36 36 22

Victims Support Line
- 1800 633 063 (Toll Free or +612 8688 5511)

Youth Line Sydney
- 1300 36 36 22

Domestic Violence

Domestic Violence Line (NSW)
- 1800 656 463

Eastern and Central Sexual Assault Services
- www.sexualassault.net.au
- +612 9515 9040 (After Hours +612 9515 6111)

Rape Crisis Centre
- www.nswrapecrisis.com.au
- 1800 424 017

Interpreting Services

Interpreting Services (TIS National)
- 13 14 50
Legal Services

LawAccess NSW Legal Help Line

- 1300 888 529

Poisons Information Centre

Poisons Information Centre

- 13 11 26

Quitline

Quitline

- 13 78 48