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**International**

**Student**

**Survival Kit**



*Induction Day*

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# Welcome to AH&B College

## Introduction

AH&B College is a Registered Training Organisation (RTO) with the Australian Quality Skills Authority (ASQA) for the delivery of training and assessment services in English, Business, Marketing and Communication and Hairdressing courses.

Our goal is to be the best provider of education in the Eastern Suburbs and for all our students to emerge from the College with the necessary skills that allow them to be capable of competing in the global market.

AH&B College is in the heart of Bondi Junction, just minutes away from the iconic Bondi Beach and Sydney CBD. There are a wide variety of activities and events that are always on for you to enjoy whilst you are studying in Australia. The College regularly organises field trips to expose our students to local businesses which will assist them in applying for jobs, as well as socialise with other students and local Australians.

We have an extensive orientation and student support program to assist new students with living and studying in Australia. Our friendly staff are always on hand to answer any of your questions and to guide you to any services you may require.

On your first day on campus, you will be introduced to all the staff. Your Orientation/Induction Day will also allow you to build relationships with other students. Our former and current students have enjoyed orientation as this helps them communicate with different students from a variety of backgrounds, making it easier to form friendships in a foreign land.

You will also be advised of our Student Representative Council (SRC), made up of students from different nationalities and backgrounds. These students have been appointed to guide and help you through your course(s). Welfare Officers also offer support for our students. If you find that you need assistance with anything, may it be personal or course related, one of our Welfare Officers will be sure to help you. Please contact the AH&B College Administration team to arrange a meeting with one of the Welfare Officers.

# Plan your departure and arrival

## Checklist before you depart

* Airfares
* Passport
* Australian currency
* Transport from the airport
* Accommodation details
* Student enrolment and orientation document
* Overseas Student Health Cover
* Contact details
* Travel Insurance

## Arrival to Australia

When first arriving at an international airport in Australia you will be required to make your way through Australian Immigration for Passport and Visa check purposes. Once you have passed through immigration checks you will move to baggage claim and collect your luggage.

When you have your luggage you will go through Customs and Border Protection. Students are often surprised by how strict the Australian Border Protection can be. If you are in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane just before landing. Declare all food, meat, fruit, plants, seeds, animal or plant materials or their derivatives. You will be subject to spot fines and risk of imprisonment for not declaring prohibited items.

For more information on prohibited and restricted goods please visit:

<https://www.homeaffairs.gov.au/busi/cargo-support-trade-and-goods/importing-goods/prohibited-and-restricted>

If you would like cheaper airfares then our partners STA Travel may be able to help. Click on the link on our [website](https://www.ahbc.nsw.edu.au/sta-travel) and STA Travel will find you the cheapest fares. You may also find them useful if you are booking flights for your holidays or to return home.

## Induction day

Induction day is important for both returning and new students in order to be up to date with changes, news and also to meet your educators and be familiar with the College and staff members.

On your first day at College you need to arrive between 9-9.30am and see reception. After signing in your orientation starts at 10am. During Induction we go through and discuss policies and procedures, remind you of information you may have forgotten and answer any questions you may still have. You will also visit Waverley Library and meet your educators at the end of your day.

For more information and detailed schedule on Induction day, please refer to our International and Local Student Handbook.

# Support and protection services for students

## Support services (General)

Emergency – 000

Lifeline – 13 11 14

Kids Helpline – 1800 551 800

Poison Information Centre – 131 126

Police Assistance Line – 131 444

Reading Writing Hotline – 1300 655 506

National Sexual Assault, Domestic and Violence Counselling Service – 1800 737 732

Most of these helplines have interpreting services to cater for people with limited English skills.

## Support services (AH&B College)

Welfare Officers - AH&B College has well educated counsellors for students in need of help.

 Sharon MacNay – Principal of AH&B College – 02 9389 0771 / 0418 165 705

Student Representative Council (SRC) – AH&B College has a team of students that are here to help you settling in to your new life. For SRC members and their contact details please contact the College’s Administration team on your Induction day.

Academic Intervention Support Classes (AISC) – As an International student you may find difficulties when it comes to studying and academic course progress. For those who has been identified as falling behind, the College offers support classes at no extra cost to help you get back on track.

## Consumer protection

Australia has a well developed and strong legislative framework to protect consumers. Whether you are an international visitor or Australian citizen, the Australian Consumer Law guarantees customer rights when purchasing goods and services.

Overseas Student Ombudsman (OSO) – The Ombudsman investigates complaints and problems that international students have with their education provider. The Ombudsman services are free and independent. For more information please visit: [www.ombudsman.gov.au](http://www.ombudsman.gov.au/)

Tuition Protection Service (TPS) – These services are offered to all students when a student has withdrawn or cancelled their course and are entitled to refund but their Education Provider has not paid them. Under the TPS international students have a number of rights and obligations. For further information please visit: [www.tps.gov.au](http://www.tps.gov.au)

# Student Visa and Compliance with Visa Conditions – Home Affairs

International students holding a student visa must comply with their visa conditions at all times. According to Home Affairs the visa holder is primarily responsible for their visa and its conditions whether or not they have a representative (migration lawyer or educational agency). It is advised that you have a copy of your visa and read through it to be aware of all the conditions, start and end date and all the other important information it may contain.

Please see some of the conditions below. (Important note: This list is inconclusive and only to be used as a guide. For actual conditions, please refer to your Visa Grant Letter)

8105 – Work limitation

You cannot work more than 40 hours per fortnight when your course is in session. You can work for more than 40 hours per fortnight during recognised vacation periods offered by your education provider. The same rule applies to any accompanying family member unless it is stated otherwise in the Visa Grant Letter.

8202 – Meet course requirements

You must remain enrolled in a registered course. You must maintain enrolment in a registered course that is the same level as, or at higher level than, the registered course for which you were granted a visa. You must also maintain satisfactory attendance and course progress in each study period as outlined by your education provider.

8501 – Maintain health insurance

You must maintain adequate arrangements for health insurance during your stay in Australia. For Student visas: Overseas Student Health Cover (OSHC).

8516 – Must maintain eligibility

You must continue to satisfy the requirements for grant of your student visa. I.e. have an active CoE.

8533 – Inform provider of address

You must provide your home address to your education provider within 7 days of your arrival to Australia. You must update your contact details within 7 days of moving addresses or changing phone number/email address

For other Student visa conditions and their detailed explanation, please visit:

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

# Working in Australia

International students must make sure that they comply with their work right conditions outlined in their student visa at all times.

There are plenty of ways to find work that suits you and your college timetable. You may look around in newspapers, online job sites, ask people you know or just walk around in your area looking for window ads. There are recruitment companies where you can get your profile set up and assist you with finding a job.

You may engage in:

* Paid work (retail, hospitality, tourism, administration)
* Internships
* Volunteer jobs

As an international student you have all the basic work rights including: minimum wage and superannuation, leave and holiday breaks and the right to a healthy and safe work environment. For more information please visit the Fair Work Ombudsman’s website [www.fairwork.gov.au](http://www.fairwork.gov.au)

In order to be able to engage in work in Australia and pay your taxes you will need to get a Tax File Number (TFN) which can be obtained from the Australian Taxation Office (ATO). For more information on TFN and paying taxes please visit: [www.ato.gov.au](http://www.ato.gov.au)

# Other relevant legal services

Justice of the Peace - JP

The role of the JP is to act as an independent and objective witness to documents people use for official or legal purposes. For more information or to find a JP in New South Wales please visit: [www.jp.nsw.gov.au](http://www.jp.nsw.gov.au)

Roads and Maritime Services - RMS

You may visit any RMS office to obtain an Australian Photo ID, and Australian Driver licence or when purchasing, selling or registering a car. For more information please visit: <http://www.rms.nsw.gov.au/roads/index.html>

National Accreditation Authority for Translators and Interpreters – NAATI

NAATI is a private association providing certified translating services and accreditation for translators. Unless directed otherwise by a government body, NAATI certified translator services can be used for legal purposes. For more information please visit:

<https://www.naati.com.au/>

Australian Federal Police – AFP

The AFP’s role is to enforce Commonwealth criminal law. AFP is the government body that issues National Police checks when needed. For more information please visit: <https://www.afp.gov.au>

# Living costs in Australia

According to the Department of Home Affairs you may be asked to provide confirmation of financial capacity to receive a student visa. From the 1st February 2018 the 12 months minimum living cost is:

**As of October 2019 the 12-month living costs are;**

* **For students or guardians - AUD$21,041**
* **For partners coming with you - AUD$7,362**
* **For a child coming with you - AUD$3,152**

Living costs in general may vary greatly depending on your preferences and circumstances. You may search for accommodation in newspapers, websites, real estate agencies or ask the College for assistance. Please see some options and prices below, however note that these are only estimates and should only be used as a guide.

Accommodation:

* Shared rental: $100 - $400 per week
* Rental: $300 - $1200 per week
* Homestay: $80 - $150 per week

Other living costs:

* Groceries: $60 - $180 per week
* Gas, electricity: $30 - $80 per week
* Phone and internet: $30 - $60 per week
* Public transport: $25 - $60 per week

# Health and Safety

## Visiting a doctor

As an international student you will have an Overseas Student Health Cover (OSHC) which will cover you for general services. At the reception you may be asked to show your insurance card when visiting a doctor. At the end of the appointment you will need to pay for the service which then can be claimed back from your insurance provider. The fee of each visit varies from $60 to $120 depending on the medical center. Your cover may offer you a gap free service in appointed medical centres. For this please refer to your insurance cover letter.

## General health and safety

Australia is a beautiful and generally safe and welcoming place to study and live, continuously ranking amongst the safest countries in the world according to [www.safearound.com](http://www.safearound.com)

However, it is still very important that you look after yourself and be aware of risks and dangers that exist. This is particularly important for international student arriving to Australia.

Following common sense is the best practice when safety comes into conversation. Here are a few tips that can help you:

* Only swim in patrolled beaches, even if you are a good swimmer. The ocean is dangerous and within seconds you may find yourself swept away by an unpredictable current. Do not swim at night.
* Keep safe from the sun. Skin cancer is one of the most common diseases diagnosed in Australian patients. It is caused by the high UV radiation. Wear a hat, sunglasses, sunscreen and light protective clothing when going to the beach.
* Be aware of dangerous and poisonous animals that may bite or sting you. In case you fall victim to a venomous bite or a sting it is very important that you remember, and can describe, the animal. In some cases taking a picture of the animal is the best way as receiving the right anti venom can be life-saving.
* Follow road rules. Many countries have different road rules. E.g.: you may come from a country where cars drive on the opposite side. Be aware when crossing the road and check both direction to make sure it is safe to do so. Only cross the road where it is safe and allowed to do so. *Jay-walking* is illegal and you can be subject to spot fines.
* Do not carry a large amount of cash. It is unnecessary as there are easy options to deposit your cash and have electronic access to funds.

# Critical Incidents

Unfortunately, there are extraordinary and unexpected events that can cause traumatic reactions. We all react differently to such incidents which include:

 - missing friends and family members

 - natural disasters

 - domestic violence or physical and emotional abuse

 - death to a family member

 - terrorist attack

Should an incident occur the College has implemented a procedure to protect your wellbeing. You should report to a member of staff that you feel comfortable confiding with. You can speak on condition of anonymity. The staff member will encourage you to seek counselling from our Welfare Officers, or an external body (such as [beyondblue](https://www.beyondblue.org.au/)). The Welfare Officer, and/or your educator, will monitor and check that you are receiving the help and assistance that you need.

All incidents are recorded on the Critical Incident Register.

# Insurance

Overseas Student Health Cover (OSHC) – this is the health cover that you have to have in order to receive your visa. All OSHCs supply standard cover, but depending on your insurance provider there might be slight differences in the coverage. Please check the benefits in your insurance cover letter for more information.

Private health insurance (Extras) – These are extras you may add to your existing OSHC, such as dental and optical coverage or any other special cover you may need or are concerned about. For more information on these please consult with your OSHC provider.

Travel insurance – On course breaks you might want to visit other countries other than Australia. It is advised that you take out a travel insurance for these occasions and/or seek advice from you current provider about whether you are covered.

There are other insurances you may consider taking out such as home and content insurance and vehicle insurance.

# Banking

In Australia there are 4 major banks:

* National Australia Bank (NAB)
* Westpac
* Australia and New Zealand Banking Group (ANZ)
* Commonwealth Bank

All banks offer different benefits to their customers. Internet banking, electronic access and international transfer are offered by most banks. However, it is worth shopping around and consider also smaller banks when opening a bank account. Individual circumstances will determine your best option when choosing bank.

On a student visa most banks will not grant a credit card for you as you are considered to be residing in Australia only temporarily.

# Phone and internet

## Mobile phones and internet

The competition in the phone and internet market is huge giving many benefits to customers. You may choose to bring your unlocked phone from overseas and only purchase a sim card when arriving to Australia.

You may choose:

* Prepaid (monthly recharges)
* Post-paid (phone plan for 12 or 24 months)

If you choose a post-paid plan, you might be asked to present your visa when purchasing the contract. This only acts as a security for the provider to show that you will be in the country for the length of your contract.

Most mobile phones come with internet access, however if you wished to sign up for home internet there are also many providers you may choose from. For this you may search around for the best and most suitable option for yourself. It is good to keep in mind that WiFi access is available in most shopping centres as well as libraries. AH&B College offers unlimited free WiFi on campus.

## International calls

Landlines: To make an overseas phone call you need to dial 0011 followed by the country code, the area code and the telephone number. Be aware of costs when making international phone calls. Your sim plan may not include international calls. In this case you can purchase minutes for international calls or you may purchase a card from a post office to make international calls.

Mobile phone applications: There are many different applications that you can use to make phone calls to overseas, such as using free WiFi you can make these calls for free: Whatsapp, Facebook – Messenger, Skype.

# Transport

In Australia there are many ways to get around. It is good to consider the distance and accessibilities when planning to get from A to B.

## Public transport

There are different travel cards in different states:

* New South Wales – Opal card
* Victoria – Myki card
* Queensland – Go card
* Tasmania – Greencard
* Western Australia – SmartRider
* South Australia - Metrocard
* Northern Territories – Tap and Ride card

The cards above work as electronic travel tickets and they are also rechargeable. It is important that you pay your travel fees otherwise you may be subject to spot fines.

International students are generally not eligible for concession travel cards in New South Wales.

## Taxi

Taxi ranks can be found outside most bus and railway stations, shopping centres and on major streets in Sydney CBD. They are available when the light on top is lit and they can be easily flagged down.

## Uber/ Taxify/ Ola

These are taxi companies that are booked online and are well-known transport option all around the world. In order to be able to use any of these service, you need to set up an account, link your bank card to the account and you are ready to go. Before confirming a ride, you are able to check an estimate of travel time and cost. This service is quite affordable for short and medium travel distances.

# Life in Australia – Social and Cultural

Australia is one of the most diverse and multi-cultural country in the world. Respecting and accepting each other is the first rule people have to adopt when coming to Australia. The Australian Government and Home Affairs takes all necessary steps to help people from other cultures to adopt to their new lives. Home Affairs developed the “Life in Australia” booklet outlining Australian values and principles and describing the society. This booklet is available in electronic version in English and another 17 languages. For more information and the booklet please visit:

<https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

# Other Useful Websites

Study in Australia - <https://www.studyinaustralia.gov.au/>

Home Affairs - <https://www.homeaffairs.gov.au/>

Reading Writing Hotline - <https://www.readingwritinghotline.edu.au/>

Australian Lifeguard Services - <https://lifeguards.com.au/>

Australian Federal Police - <https://www.afp.gov.au>

Fire and Rescue NSW - <https://www.fire.nsw.gov.au>