

STUDENT SUPPORT SERVICES



SUPPORTING YOU IN AUSTRALIA

We want to help you study and live in Australia successfully. If you have any problems or worries during your time here, please make an appointment to see one of our Student Counsellors, Lyn Harrison or Chris Wright. Go to reception to make an appointment with one of our counsellors. Our in-house counselling support sessions are free. Alternatively, you can make an appointment with our National Manager, Lisa White, who is the official point of contact for overseas students.

Our counsellor can put you in contact with a range of organisations which can help you with accommodation issues, health services, legal support, financial counselling or other religious and community organisations.

You are also encouraged to take part in any out of class activities which may be organised for you and your classmates such as excursions. Students generally meet in our student break out area during their lunchtime. All of these are good opportunities for you to make friends with your classmates and reduce any isolation you may feel.

Other ways that we can help you adjust to study and life in Australia are set out below.

ACADEMIC SUPPORT

If you need help with your studies, we provide **FREE PERSONALISED STUDY CLASSES EVERY WEEK** generally on Wednesdays. These classes are conducted by our qualified trainers and run all day from 9am to 5pm. Of course, you may wish to only attend for part of the day and you may come back each week for as long as you need this support.

If you wish to take part in these workshops, make an appointment with the Training Manager by contacting reception. The Training Manager will arrange for an assessment of your individual support needs. If you cannot attend an arranged assessment, you must provide us with a medical certificate or other evidence about why you failed to attend. In addition to attending the free study workshops, you will be given a login to access additional resources on the intranet to help you gain additional knowledge and skills.

The academic support you may be offered includes:

- additional tuition in basic computing skills;
- study skills;
- English language support including comprehension and writing skills; and
- Literacy and numeracy support.

The workshops are not generic. This means that the trainers are there to help you with your specific problem or study issue. It's personalised tuition at no cost to you!

From time to time, the College also offers basic computing and keyboarding classes to assist with developing your computing skills.

ONLINE SUPPORT

If part of your learning activities include an online component, you will be supported in undertaking these tasks.

You should first contact your trainer for any help you need. Your trainer will already be checking you logons and time spent online as well as reviewing activity reports for your tasks. Approach your trainer if you need help to complete any of the online activities before they are due.

If you need more help than your trainer can give you in class, make an appointment with the Training Manager so that you can attend the free weekly study workshops. During that workshop, you will be given personalised help with all your study questions.

DISABILITY SUPPORT

If you have a disability, your trainer will arrange for additional support for you such as the use of adaptive technology, alternate font, physical access support and assessment support.



CRITICAL INCIDENT SUPPORT

In the event of a critical incident occurring in your personal life which requires emergency assistance, call **000**. Once the operator answers, you will be asked which emergency services are needed: Police, Fire or Ambulance and to provide the location you are calling from. Speak clearly and calmly and give the operator all your details.

To advise the College of a critical incident, call **0423 428 467**. This call will be answered by a member of the Critical Incident Team who will assist you (24 hours a day).

College Brochure: Student Personal Safety Tips available at reception and on the student noticeboard.

GENERAL WELFARE SERVICES

Accommodation




Homestay Accommodation can be arranged if requested. Please see Student Support Services for assistance.

The following is a list of temporary accommodation options in Bankstown

BreakFree Bankstown International Address: 477 Chapel Road, Bankstown Ph: (02) 9707 4700 Website: www.breakfreeresorts.com.au	Rydges Bankstown Address: Cnr Hume Highway and Strickland St, Bass Hill Ph: (02) 8707 2800 Website: www.rydges.com	Travelodge Bankstown Address: Mona Street, Bankstown Ph: (02) 9793 0000 or 1300 886 886 Website: www.travelodge.com.au
Aviation Links Address: Avro St Bankstown Airport Ph: (02) 9793 3424 Email: stay@aviationlinks.com.au Website: www.aviationlinks.com.au	Best Western Gardenia Motor Inn Address: 850 Hume Hwy, Bass Hill Ph: (02) 9644 9600 Fax: (02) 9645 3146 Email: reservations@gardeniamotorinn.com.au Website: www.gardeniamotorinn.com.au	Motel 10 Address: Hume Hwy & Northcote Rd Greenacre Ph: (02) 9642 7555 Fax: (02) 9742 5879 Email: hari@motel10.com.au Website: www.motel10.com.au
Banksia Motel Address: 966 Hume Hwy, Bass Hill Ph: (02) 9726 6666 Fax: (02) 9724 4337	Palm Hotel Motel Address: 167 Hume Hwy Chullora Ph: (02) 9642 7300	Sleep Express Motel Address: 97 Hume Hwy, Chullora Ph: (02) 9758 7999 Fax: (02) 9758 8808 Email: sleepinn@bigpond.com

Newspapers include the Bankstown Canterbury Torch and the Canterbury Bankstown Express.

Real Estate Agents

-  Century 21 Owen O'Donnell Real Estate - www.century21.com.au (02) 9708 1166
-  Ronis Real Estate - www.ronisrealestate.com.au (02) 9708 4544
-  JJ Crawford Real Estate - www.jjcrawford.com.au (02) 9708 5888

- ✚ Independent Property Centre - www.independentproperty.com.au (02) 9707 1244
- ✚ Warren First National Real Estate - www.bankstownre.com.au (02) 9709 5555
- ✚ LJ Hooker - www.ljhooker.com.au (02) 9708 2244



HEALTH AND WELLBEING SERVICES

Lifeline

Phone **13 11 14** to access 24 hour crisis support and suicide prevention services. www.lifeline.org.au



The college has various DVD's available in the library.

Phone 1300 22 4636 to get 24 hour support for mental health issues including anxiety, depression and suicide. You can also get support through web chat, email and an online forum on the beyondblue website www.beyondblue.org.au

Headspace

Whether you need information or someone to talk to- we'll can arrange support with an expert. www.headspace.org.au Helping you understand and work through life's challenges

EMERGENCY AND HEALTH SERVICES IN BANKSTOWN

If you are in an emergency, call 000 and ask for hospital, fire or police.

Hospital

The Bankstown-Lidcombe Hospital (often referred to as the Bankstown Hospital) is a 433 bed principal referral hospital. The hospital is located at Elridge Road, Bankstown. Telephone: (02) 9722 8000 Fax: (02) 9722 8570. You can attend the hospital if medical centres are closed or you have an urgent medical condition. Remember, if you are in an emergency, you should ring 000.

Medical Centres

<p>Rickard Road After Hours Medical Centre 41 Rickard Road Bankstown Telephone (02) 9708 3611 Doctors available by appointment with Asian and Pakistani language skills</p>	<p>Bankstown Women's Health Centre www.bwhc.websyte.com.au 47 Restwell St Bankstown NSW 2200 Telephone (02) 9790 1378</p>	<p>Bankstown Primary Health Care Medical Centre 67 Rickard Road Bankstown Telephone (02) 9790 0024 Doctors available with Arabic language skills</p>
<p>Dr Andrew F Czyniewski 376 Chapel Road Bankstown Telephone (02) 9790 1613 Doctors with Polish language skills</p>	<p>The Medical Centre 54 Kitchener Parade Bankstown Telephone (02) 9708 3388</p>	<p>Drs B N Lim & Patricia Lim 1st Floor 129 Old Town Plaza Bankstown Telephone (02) 9709 4769</p>
<p>Dr Ali Osman 38 Meredith Street Bankstown Telephone (02) 9790 0811</p>	<p>Dr Malek Restwell Street Medical Centre Shop 2&3-19 Restwell Street Bankstown Telephone (02) 9708 2937</p>	<p>Dr Maya (female Doctor) Restwell Street Medical Centre Shop 2&3-19 Restwell Street Bankstown Telephone (02) 9708 2937</p>

If your doctors needs you to undergo further medical testing, you may be asked to visit one of the following clinics:

Bankstown Diagnostic Imaging

Suite G 11 / 68 Eldridge Road Bankstown Telephone 9709 5599

Pathology

Douglass Hanly Moir Pathology, Bankstown Collection centre
 Ground Floor Suite 1,
 80 Kitchener Parade Bankstown
 Phone: (02) 9708 6363 Fax: (02) 9793 8901
 Monday to Friday 8,00am to 5.00pm; Saturday 8.30am to 11.30am

To buy medical or personal health items, you will need to visit a pharmacy (also called a chemist).

Pharmacies

<p>After Chemist Bankstown 359 Chapel Road BANKSTOWN Telephone (02) 9709 3444</p>	<p>Bankstown Pharmacy 113 Bankstown Square City Plaza BANKSTOWN Telephone(02) 9790 1548</p>	<p>Chau's Pharmacy 302 Chapel Road BANKSTOWN Telephone (02) 9796 2424</p>	<p>Chemist Warehouse 26-28 Bankstown City Plaza, BANKSTOWN Telephone (02) 9790 1548</p>
<p>John M Harper 171 Wattle Street BANKSTOWN Telephone (02) 9796 7585</p>	<p>Kim Huynh Pharmacy 310 Chapel Road BANKSTOWN Telephone (02) 9707 2385</p>	<p>Medical Centre Pharmacy 67 Rickard Road BANKSTOWN Telephone (02) 9793 8133</p>	<p>Mourad's Pharmacy 19 Restwell Street BANKSTOWN Telephone (02) 9708 1653</p>
<p>Rickard Road Dispensary 41 Rickard Road BANKSTOWN Telephone (02) 9708 3611</p>	<p>Rumore's Station Pharmacy 129 Old Town Centre Plaza BANKSTOWN Telephone (02) 9790 5323</p>	<p>Sidoti's Pharmacy Shop 1 372 Chapel Road BANKSTOWN Telephone (02) 9790 1602</p>	<p>Terry White Chemists Bankstown Square Shopping Centre Shop T206, North Tce, BANKSTOWN Telephone (02) 9709 2831</p>

MULTICULTURAL PROBLEM GAMBLING SERVICE FOR NSW



The Multicultural Problem Gambling Service (MPGS) for NSW provides free, confidential, and accessible counselling for international students and others affected by gambling. MPGS also provides in-language training workshops and presentations to interested groups (e.g. communities and service providers) on problem gambling and other issues that can impact families (e.g. mental health, relationships).

To find out more information about MPGS and its free services that are provided in different languages, please call **1800 856 800** or visit <http://www.dhi.health.nsw.gov.au/mpgs>.

FINANCIAL COUNSELLING

Students experiencing financial difficulties can discuss their concerns with a member of the Student Support Team. Where appropriate, a member of the Student Support Team may refer the queries or concerns to the accounts team. The Salvation Army provides a free financial service

FREE LEGAL ADVICE



Redfern Legal Centre provides free, confidential legal advice to international students living in New South Wales. International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. The Centre can also advise how these problems affect student visas.

To access the service:

- Phone (02) 9698 7645. Advice is by appointment on a Wednesday evening, either in person, by phone or using video-link up.
- To call using a free telephone interpreter, call the Translating and Interpreting Service on 131 450.
- Please note that Redfern Legal Centre can make arrangements to advise students living anywhere in NSW.

There are also private legal practitioners (also known as solicitors) who can help you. The College does not recommend any particular private legal firm but these can be found on the internet or by contacting the NSW Law Society. If you use a private legal practitioner, you will have to pay legal fees and these may be significant depending on your matter. Always ask for a fee estimate first.

ARE YOU HAVING PROBLEMS AT WORK?

We know that many of our students may also be working part time or casually. In Australia, you have the right to be paid fairly and work under safe conditions. To find out more about your employment rights, or for help in resolving a workplace problem, contact the Fair Work Ombudsman (see www.fairwork.gov.au).

COMMUNITY ORGANISATIONS

A community directory is available for free at student services and you can find a lot of community organisations which may help you. Ask one of our receptionist staff for help with finding a particular organisation or make an appointment with a Student Counsellor for more support. Some community organisations are:

- Riverwood Australian Arabic Association - Social and community service group for Arabic speakers of all ages. Meets first Wednesday of each month at Riverwood Senior Citizens Centre. Riverwood Community Centre, 151 Belmore Rd North, Riverwood NSW 2210
- Bangladesh Community Council Inc- Provides assistance to the Bangladeshi Australian Community, teach new generation our community language, community language weekend school every Sunday at Hampden park Public School campus and festivals every year month of December and March for National Victory day and Independence Day of Bangladesh. Mr. Masood Chowdhury JP President 0433211668, 960320752195
- Chinese Australian Services Society (CASS) Migrant and Community Services www.cass.org.au 44-50 Sixth Ave, Campsie NSW 2194
- Somali Islamic Centre, 79 Haldon St, Lakemba NSW 2195 02 9740 9276
- United Muslim Women's Association 47 Wangee Road Lakemba NSW 02 9750 6916
- Polish Club www.bankstownpolishclub.com.au 11 East Terrace Bankstown NSW

COMPLAINTS AND APPEALS

If you have a complaint or appeal, please download our Complaints and Appeals Policy which is available on our website. This will tell you how to lodge a complaint or appeal. We will always respond to any complaint or appeal made with us.

NSW FAIR TRADING



NSW Fair Trading is the state government agency that resolves disputes between consumers and businesses on issues such as shopping, refunds, renting, cars, buying and selling property, home building, product safety, scams and more. This information aims to help you understand your consumer rights and responsibilities in NSW. Visit the NSW Fair Trading website to find out more www.fairtrading.nsw.gov.au

OVERSEAS STUDENTS OMBUDSMAN

The Overseas Students Ombudsman (OSO) investigates complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia.

The Ombudsman's services are free, independent and impartial. If you want to make a complaint in your language call the Translating and Interpreting Service (TIS) on 131 450.

NSW SERVICES FOR INTERNATIONAL STUDENTS

Pocket Guide to NSW Services for International Students – NSW Govt, Community Relations Commission, www.crc.nsw.gov.au (available at reception)