

# International Students Pre Arrival Pack



Published by the Canterbury Business College (CBC)  
Level 6, 29-35 Bellevue Street, SURRY HILLS NSW 2010  
Telephone (02) 9280 3733  
Facsimile (02) 9280 3858  
Email: [info@canterburybc.com.au](mailto:info@canterburybc.com.au)  
Web: [www.canterburybc.com.au](http://www.canterburybc.com.au)

## CBC- PRE ARRIVAL INFORMATION PACKAGE

This Pre Arrival pack is designed to assist you in organising and preparing for your arrival to Sydney. CBC wishes you well in your travel to Sydney. For further information about CBC please visit: [www.canterburybc.com.au](http://www.canterburybc.com.au)

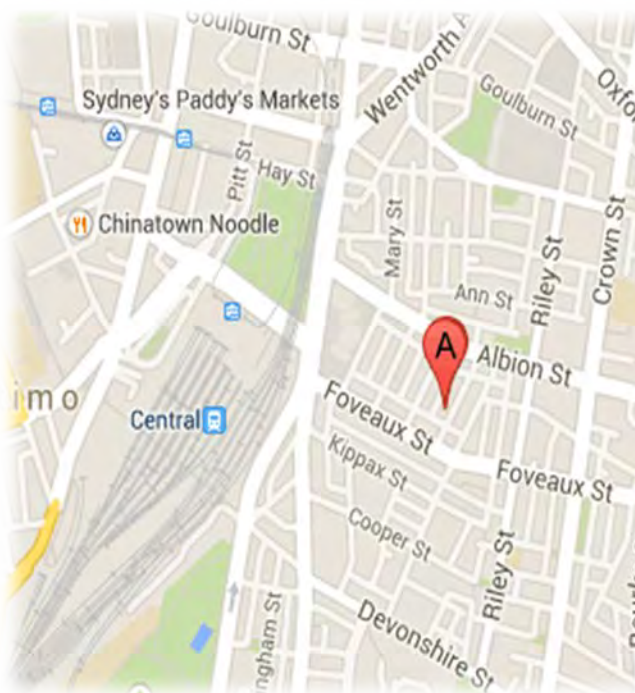
### CAMPUS LOCATION

CBC has its campus located in Bellevue St, Surry Hills. You can get to the college by bus or train. If you travel by bus get off at Central, and walk towards Elizabeth Street. For more information regarding bus fares and routes please refer to: <http://www.sydneybuses.info/>

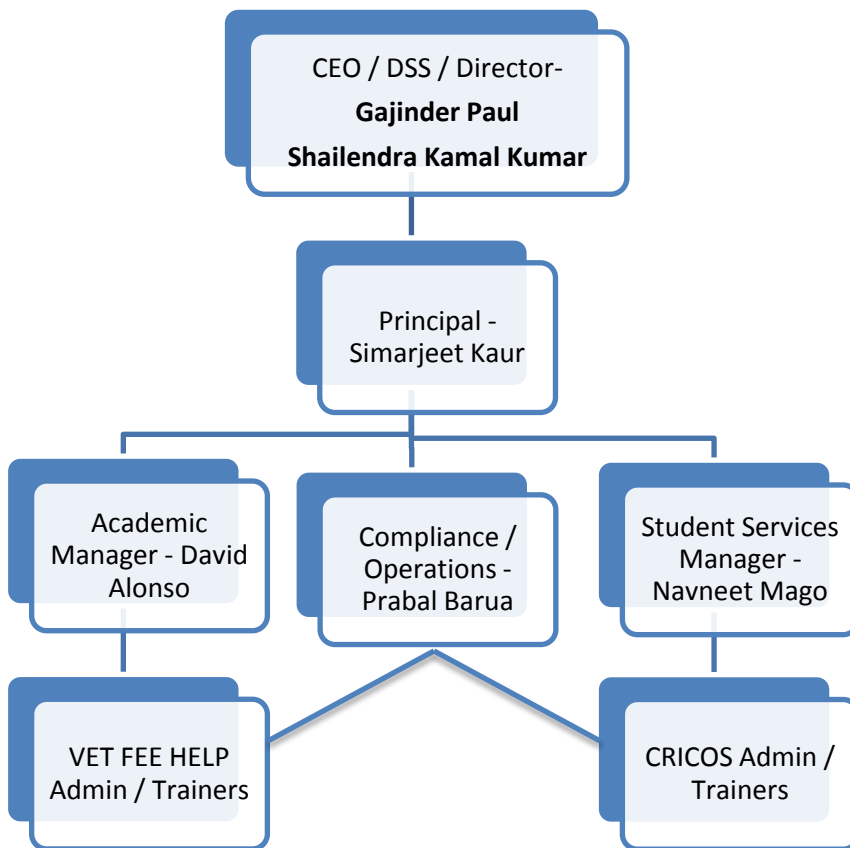
If you travel by train get off at Central Station, take the Elizabeth Street exit and walk towards Foveaux Street.

For more information regarding train fares and routes please refer to: <http://www.sydneytrains.info/>

**Campus Location:** Level 6, 29-35 Bellevue Street, Surry Hills, NSW, 2010.  
Ph: + 61 2 9280 3733 Fax + 61 2 9280 3858



## CBC Organization Chart



## DRAFT OF THE ORIENTATION PROGRAM

9:30 am – 10:00 am	<b>Welcome</b>
10:00am - 10:30 am	<b>Meet Administration Staff</b>
10:30am - 11:30am	<b>Student Welfare Support and Information on Australian Culture &amp; Accommodation, Overseas Health Cover (OSHC) &amp; Safety and Equity Session</b> This session will cover counseling and support services offered to students on campus and an awareness of the Australian culture. It includes information on legal issues involved in renting, entry costs, Tenancy Agreement, shared accommodation, condition report. It also includes information on health cover, how to make a claim and insurance details. Students are given information on how to keep themselves safe in the new country and are given emergency contact details for their own reference.
11:30 am – 12:00pm	<b>Registration</b>
12:00 pm – 12:30pm	<b>Faculty Presentation</b> The Academic staff will introduce themselves to the students and provide an overview of the qualification and its details.
12:30 pm – 01:00 pm	<b>Discussion / Q&amp;A</b>
01:00 pm – 01:30 pm	<b>Student Identity Card</b>
01:30 pm – 02:00 pm	<b>Campus Tour</b>

Please note that some of the sessions noted in the above orientation program may change depending on the needs of the students and the availability of the speakers. If you are unable to attend the Orientation Program due to unavoidable circumstances please contact [info@canterburybc.com.au](mailto:info@canterburybc.com.au)

### Arrive early

CBC will provide an International Student Orientation before the commencement of classes. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you progress through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

### Arriving early to attend orientation gives you the chance to;

See and talk to the most important people who you will need to know at the institution.

- o Main Administration staff and their duties
- o Course or Academic Advisor
- o Student Services staff
- o Counsellors

By enrolling early, you will be able to obtain your student card sooner. The student card will help you to open bank accounts, borrow books from the library, and more.

- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus

- Library
  - Computer rooms and facilities
  - Recreation and eating areas
  - Clubs and Associations
  - Classrooms
- 
- Meet other International students, who may be doing the same course as you and become your class mates. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
  - Find your way around the public transport/ City/ to and from your accommodation.
  - Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

## Important contact details for International students

Information required on	Source	Contact details
AQF standards, National Code, ESOS Act	ASQA	<a href="http://www.asqa.gov.au/">http://www.asqa.gov.au/</a> <a href="http://www.legislation.nsw.gov.au">http://www.legislation.nsw.gov.au</a> <b>Postal address</b> GPO Box 9928, Melbourne, VIC, 3001 <b>Office Address</b> Level 10, 255 Elizabeth Street, NSW
<ul style="list-style-type: none"> <li>• Permission To Work</li> <li>• Student Visa Conditions</li> <li>• Applying For Other Visas</li> </ul>	Department Of Immigration And	<a href="http://www.immi.gov.au/">www.immi.gov.au/</a> General Inquiries: 131 881
Tax File Number (TFN)	Australian Taxation Office (ATO)	<a href="http://www.ato.gov.au/">http://www.ato.gov.au/</a>
Overseas Health Cover (OSHC)	Medibank	<a href="http://www.medibank.com.au/client/straticpages/oshchome.aspx">http://www.medibank.com.au/client/straticpages/oshchome.aspx</a> 24 Hour Emergency Helpline: 1800 644 325
<ul style="list-style-type: none"> <li>• Dispute resolution</li> <li>• Mediation Services</li> </ul>	<ul style="list-style-type: none"> <li>• LEADR</li> </ul>	LEADR Level 1, 13-15 Bridge Street Sydney, NSW, 2000 Telephone: (+61 2) 9251 3366
<ul style="list-style-type: none"> <li>• Overseas Students Ombudsman</li> </ul>	Ombudsman	Ombudsman NSW <a href="http://www.ombo.nsw.gov.au/">http://www.ombo.nsw.gov.au/</a> Ph : 02 9286 1000
<ul style="list-style-type: none"> <li>• Information On Renting</li> <li>• Real Estate Agents</li> </ul>	<ul style="list-style-type: none"> <li>• NSW Office Of Fair Trading</li> <li>• Domain</li> </ul>	<a href="http://www.fairtrading.nsw.gov.au/default.html">http://www.fairtrading.nsw.gov.au/default.html</a> <a href="http://www.domain.com.au">www.domain.com.au</a>
Employment Writing Applications & Resumes	<ul style="list-style-type: none"> <li>• Seek</li> <li>• My Career</li> </ul>	<a href="http://www.seek.com.au">www.seek.com.au</a> <a href="http://www.mycareer.com.au">www.mycareer.com.au</a>
Transport	<ul style="list-style-type: none"> <li>• City Rail</li> <li>• Sydney Buses</li> <li>• Ferries</li> </ul>	<a href="http://www.cityrail.com.au">www.cityrail.com.au</a> <a href="http://www.sydneybuses.info/">http://www.sydneybuses.info/</a> <a href="http://www.131500.info/realtime/default.asp">http://www.131500.info/realtime/default.asp</a>
Emergency: Police / Fire/ Ambulance	NSW State Emergency Services	<a href="http://www.ses.nsw.gov.au/">http://www.ses.nsw.gov.au/</a> Dial 000 In Case Of Emergency Police, Fire and Ambulance - Phone 000 for emergency assistance
Information On Location/ Street Maps	Where Is	<a href="http://www.whereis.com/">http://www.whereis.com/</a>
General Information	Yellow Pages	<a href="http://www.yellowpages.com.au/">http://www.yellowpages.com.au/</a>
Taxi Information	<ul style="list-style-type: none"> <li>• Taxi Combines Services</li> <li>• Premier Cabs</li> </ul>	133 300 13 10 17

Driving license / Vehicle	Road Traffic Authority (RTA)	<a href="http://www.rta.nsw.gov.au/">http://www.rta.nsw.gov.au/</a>
Professional Counselling Services	Family & Community Services Counsellors & Psychotherapists Association of NSW Inc	Child Protection Helpline: 132 111 Domestic Violence Line: 1800 656 463 <a href="http://www.community.nsw.gov.au/about_us/contact_us/support_and_counselling_numbers.html">http://www.community.nsw.gov.au/about_us/contact_us/support_and_counselling_numbers.html</a> <a href="http://capansw.org.au/">http://capansw.org.au/</a> Tel: 02 9235 1500

## **PRE DEPARTURE CHECKLIST**

As you prepare to depart your country for CBC Sydney, you may use this checklist to ensure you are adequately prepared for your journey.

### **Please ensure you bring the following documents with you to Australia**

- Current and valid passport
- Current Student Visa OR other valid Australian Student Visa
- Exit visa (from your country, if necessary)
- Passport size photographs
- Medical records, vaccination records, doctor's prescription of any medication that you are currently prescribed
- Confirmation of Enrolment from CBC - eCOE
- Receipt/s of payment made to CBC
- ID card (driver's license, birth certificate)
- Credit card, Travelers cheques, and some travelling money.
- Transcripts, certificates and course syllabuses of any study undertaken by you
- Work experience certificates and resume
- Marriage certificate if you are bringing your spouse with you or intend to bring spouse to Australia
- If you have children, their birth certificates, academic transcripts

### **What you need to organise before you leave your country**

- Apply for and be granted a valid Australian Student Visa
- Book air travel and arrange to arrive in Sydney one week before classes commence in order to be settled and be familiar with Sydney before the classes commence.
- Complete all medical examinations and dental checks.
- Book and confirm temporary accommodation before arrival in Sydney or contact CBC to arrange accommodation and airport pickup.

### **Upon Arrival in Australia:**

- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation
- Get student ID card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (eg music, sporting and cultural clubs).



## Check List Of Clothing To Bring With You

- In summer most people wear light cotton clothes whereas in winter people wear slacks, a jacket / sweater / coat and closed shoes. It is advisable that you bring suitable clothes with you
- Please organise to bring with you clothes for winter such as thermals (special clothes designed to retain body heat), a winter jacket to keep you warm from cold and wind , wool socks, wool scarf, sweat shirt and slacks
- Shoes – a pair of black leather shoes, pair of slippers/sandals, pair of sports shoes
- Bed linen and a light blanket – quilt
- Umbrella, raincoat & torch

## What to Bring to Australia

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're 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. Students have received on the spot fines for not declaring items. Visit the Australia.com website for further information for visitors.

<http://www.australia.com/plan/before-you-go/customs-quarantine.aspx>

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights.

## Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

For further information regarding climate in Sydney please refer to:

<http://www.sydney.com.au/weather.htm>

## Electricity Info



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

## On Your Flight

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick “  YES if you are carrying any food, plant material including wooden souvenirs, or animal products”.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended**, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

## Entry into Australia

### Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

### Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

### Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours.

### Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined.

## **TRANSPORT FROM SYDNEY AIRPORT**

**From the airport you may choose to proceed by train, taxi or airport shuttle bus.**

- Taxi charges \$35 – \$40 from the airport to the city
- Train charges \$15 - \$25 from the airport to any station in the city

For more information on the transport facilities at the Sydney Airport visit:

<http://www.sydneyairport.com.au/>

### **Arrangement and Airport Pick Up Request**

CBC is able to make arrangements for student's airport reception and temporary accommodation at the cost of AUD\$220 per person. If you would like to utilise this service, please fill in the temporary accommodation arrangement and airport pick up form and email it to CBC. The completed form has to be submitted to CBC at least 2 weeks before your arrival in Australia.

You may send the form by post to CBC's physical address or fax: + 61 2 9280 3858

In case of emergency upon arrival in Sydney please call Navneet MAGO Student Service Manager on mobile number 0413 656 896.

### **Accessing Money**

All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

### **Cost Of Living in Sydney**

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$1500 to AU\$2000 available for the first two to three weeks to pay for temporary accommodation and transport.

You should allow approximately AUD \$18,610 for living expenses for each year of study.

### **Average weekly living expenses in Sydney**

- Accommodation (sharing) \$151- 300 per week (will depend on suburb you live in)
- Food/ Groceries \$60 per week
- Travel \$45 per week (will depend on distance traveled)
- Phone / other bills \$15 per week
- Eating out \$45 per week (will depend on which place you choose to eat)
- Miscellaneous \$50

**Average expenditure is \$370 per week**

### **Accommodation**

#### **Hotels, Motels & Backpackers**

Generally, the price you pay for accommodation will determine its quality. You can stay at budget accommodation such as motels, backpackers or hostels.

## INFORMATION ON TEMPORARY ACCOMMODATION IN SYDNEY

CBC does not have on campus accommodation facilities for International students.

The following is a list of private hotels/ hostels that you may contact to organise temporary accommodation when you arrive in Sydney.

- Alfred Park – [www.alfredpark.com.au](http://www.alfredpark.com.au)
- Footprints Westend - [www.footprintswestend.com.au](http://www.footprintswestend.com.au)
- Sydney Central YHA – [www.yha.com.au](http://www.yha.com.au)

For further information on Sydney city and accommodation please refer to:

<http://www.sydney.com.au/hotels.htm>. The above hotels/hostels provide budget accommodation in the Sydney (city) CBD. They are located within walking distance to CBC.

## HOME STAY

Home Stay provides accommodation for students with a local family. The following is a list of some of the Home Stay organizations

### **Auzzie Families Homestay Care**

795 New South Head Rd, Rose Bay NSW 2096

Phone: (61 2) 9301 0900

[www.auzziefamilies.com](http://www.auzziefamilies.com)

### **Homestay Network**

PO Box 270, Beecroft NSW 2119

Phone: (61 2) 9412 3100

Fax: (61 2) 9012 0392 [www.homestaynetwork.com.au](http://www.homestaynetwork.com.au)

## **Staying With Friends or Family**

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia.

## ***Bringing My Family***

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances with the Department of Immigration and Citizenship See: **Arranging Visas**). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially.

### **Advice for those considering to bring their family members**

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

## Child Care

Many schools offer before- and after-school care programs (usually 7:30 am- 8:45 am and 3:30pm- 6:00pm).

### Schools:

*If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:*

1. It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school[*check the starting age for your state*].
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

## Adjusting to 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 such as culturally and socially. 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. Be aware that you are not alone and can ask for assistance from your friends and college.

### 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 and help to keep you connected socially.

## Culture Shock

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you. The potential stress of dealing with these persistent challenges can result in feelings of loneliness and frustration with your host country as well as a profound longing for home.

## Ask for help

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations to ensure you have a successful and enjoyable time in Australia.

## MEDICAL INSURANCE

It is an Australian Government requirement for overseas students and their dependents to maintain self-funded medical and hospital cover for the duration of their study in Australia. There are several companies that provide health cover.

CBC's preferred Overseas Health Cover provider is Medibank. Health cover prices are subject to change, please refer to the following website: [www.medibank.com.au](http://www.medibank.com.au) for updated price list.

### Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders.

### How do I get OSHC?

You will be requested for an OSHC payment from CBC in the offer package or you may choose your own health cover provider. If you are bringing your dependents to Australia, you will need to obtain additional health cover for each family member.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider.

You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/Home>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

### What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. For further information please refer to the following website: [www.medibank.com.au](http://www.medibank.com.au)

### **How do I use my OSHC card?**

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee, pay the total amount, keep the receipt and you can claim the refund back from your OSHC provider.

### **How do I make a claim?**

For further information please refer to the following website: [www.medibank.com.au](http://www.medibank.com.au)

### **Renewal information**

For further information please refer to the following website: [www.medibank.com.au](http://www.medibank.com.au)

### **Medical Services**

#### **What do I do if I'm sick?**

Choose a doctor from the list of medical facilities in this handbook or use the internet to search for local GP's and make an appointment.

#### **Seeing a Doctor**

If you have or need to take time off studies you will need to get a medical certificate from the doctor to provide to CBC. It is essential to provide doctor's certificates for any period taken off from your studies.

#### **General Practitioners (GPs)**

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

#### **Attending an Australian Hospital**

If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition.. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.



## **Pharmacies**

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication

## **Prescription Medication**

Medication prescribed by your doctor is not free. You must pay the pharmacy. You may be eligible for a refund of the cost of medication depending on your health cover policy.

## **Dental and Optical**

Dental and optical health services **are not covered by your OSHC** unless you take out extra cover.

## **Interpreter Services**

If you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used.

Call 131-450 for immediate access to the translation services.

## Medical Facilities in Sydney

### Hospitals

Balmain Hospital  
Booth St, Balmain, NSW 2041  
(02) 9395 2111

Hunters Hill Private Hospital  
9 Mount St, Hunters Hill, NSW 2110  
(02) 8876 9300

Strathfield Private Hospital  
3 Everton Rd, Strathfield, NSW 2135  
(02) 9745 7444

Sydney Children's Hospital Foundation  
19 Eurimbla Ave, Randwick, NSW 2031  
(02) 9382 1188

The Canterbury Hospital  
Canterbury Road, Campsie, NSW 2194  
(02) 9787 0000

### Medical Centres

George Street Medical Centre  
308 George Street, Sydney, NSW 2000  
(02) 9231 3211

Chinatown Medical Centre  
768 George St, Haymarket, NSW 2000 (02)  
9212 0228

Sydney Airport Medical  
Level 3 International Terminal, Mascot,  
NSW 2020, (02) 9667 4355

Macquarie Medical Centre  
Shop 456 "the Loft", Macquarie Shopping  
Centre, 197 Herring Road North, Ryde, NSW  
2113 (02) 9878 6666

Auburn Road Family Medical Centre  
4A Auburn Road, AUBURN, NSW 2144  
(02) 9749 2444

Wesley Private Hospital  
220 Pitt Street, Sydney, NSW 2000  
(02) 9799 2639

Royal Alexandra Hospital for Children  
Hawkesbury Road, Westmead, NSW 2145  
(02) 9845 0000

Alwyn Rehabilitation Hospital  
1 Emu Street, Strathfield, NSW 2135  
(02) 9747 5333

St George Private Hospital & Medical Centre  
1 South St, Kogarah, NSW 2217  
(02) 9598 5555

St. Luke's X-Ray & Imaging  
18 Roslyn St, Potts Point, NSW 2011  
(02) 9356 0200

Inner West Spinal & Sports Injury Centre  
170 Parramatta Road, Stanmore, NSW 2048  
(02) 9518 0722

Marriage & Relationship Counselling Sydney  
3 Spring Street, Sydney, NSW 2000  
0416041699

Allcare Laser Dental & Cosmetic Centre  
120 Longueville Rd, Lane Cove, NSW 2066 (02)  
9420 5577

Eye Associates  
4/187 Macquarie St, Sydney, NSW 2000 (02)  
9247 9972

## Pharmacies

Chifley Plaza Pharmacy  
2 Chifley Square, Sydney, NSW 2000  
(02) 9232 3126

Newtons Pharmacy  
119 York Street, NSW 200 (02) 9267 7889

Railway Square Pharmacy  
2 Lee St, Haymarket, NSW 2000  
(02) 9212 5506

Maxim Health & Beauty Pharmacy  
501 George St, Sydney, NSW 2000  
(02) 9264 7028

Pulse Pharmacy  
500 Oxford St, Bondi Junction, NSW 2022  
(02) 9387 1977

Centennial Plaza Pharmacy  
256-300 Elizabeth St, Sydney, NSW 2000  
(02) 9281 9331

Alderson's Pharmacy  
496 Princes Hwy, Rockdale, NSW 2216  
(02) 9599 5135

Xtreme Chemist Superstore Burwood  
35 Burwood Rd, Burwood, NSW 2134  
(02) 9715 1077

Rockdale Soul Pattinson Chemist  
487 Princes Hwy, Rockdale, NSW 2216  
(02) 9567 3404

Chemist Warehouse Campsie  
265 Beamish St, Campsie, NSW 2194  
(02) 9787 5077

## General Health

General & Health Counseling, Mediation & Consultancy  
PO Box 4869, North Rocks, NSW 2151  
Baulkham Hills, NSW 2153 (02) 9639 1069

General & Health Counseling, Mediation & Consultancy  
North Rocks, NSW 2151 (02) 9639 1069

Kids & Co. Clinical Psychology  
6 Robert St, Rozelle, NSW 2039 (02) 9555 1168

Quality Dental  
Suite 1, Level 3, Ground Floor,  
1 Elizabeth Plaza, North Sydney, NSW 2060 (02) 9922 1159

## STUDENT VISA CONDITIONS

All students must have a valid Student Visa and are required to abide by the conditions attached to that visa by the Department of Immigration and Border Protection (DIBP), while they remain in Australia. Not being fully aware of the conditions governing a stay in Australia does not free visa holders from the possible penalties associated with a breach of any visa condition.

## Conditions and compliance

Mandatory conditions are attached to ALL student visas, while discretionary conditions are attached according to individual circumstances. If students bring family members with them, then additional conditions may apply. A full list of conditions is available on the DIBP website at:

<http://www.immi.gov.au/>

## **Deferral of studies / leave of absence**

CBC expects its students to plan their course of study without any interruption based on the term dates and break periods. However CBC does understand where this is not possible CBC makes reasonable provision for students who cannot do so to temporarily suspend their studies

Student cannot request leave/s of absence until they have officially commenced their course of study. Request for leave should be made via a "Student Request" form and be submitted to the ACC / MSS.

CBC will consider all leave application based on DIBP's rules on the basis of compassionate or compelling circumstances. Students must realize that a request for Leave / Course Deferment / Cancellation will affect their student visa and / or the duration of their course of study. This information will be provided by the MSS through the orientation program and also when making the application for leave.

Students will normally be required by DIBP to leave Australia for the period of the Leave of Absence where it exceeds 28 days. Students should be aware of their visa durations and must make appropriated arrangement to renew / extend their visa prior to leaving Australia.

Approved Leave of absence will not be considered as an "absence" and will not affect the students overall attendance percentage. The student needs to contact CBC and make arrangements prior to returning to CBC with regards to the course timetable and possibility of continuing their course from where they stopped. If a student fails to report to campus after the period of approved leave of absence, following efforts by CBC administration staff to contact the student, CBC will report the student to DIBP via PRISM as "student notified cessation of studies". CBC is not obliged to notify the student of the intent to report nor to allow 20 days for an appeal.

## **Re-entry to Australia**

Most Student visas permit multiple entry to Australia – please check the visa label in your passport or eVisa email. Students, who have left Australia during the university study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by DIBP. A list of DIBP contacts around the world is available at: <http://www.immi.gov.au/>

## **STUDENT SUPPORT SERVICES AT CBC**

CBC has resources and staff available to help students if necessary. If you are facing problems of any kind, please do not hesitate to contact our staff. Our highly trained staff are always happy to help you whenever possible.

The details of student support services are as follows:

### **Orientation program**

The orientation program is conducted for all new students arriving on campus at the beginning of each term. The orientation covers a range of topics including student visa conditions, accommodation, work permit, overseas health cover, academic support, student services and use of information technology facilities within CBC.

### **Counseling services**

The student counseling service is designed to assist international students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other difficulty that students

may have. Manager – Student Services assist's with all student counseling in the first instance. However for further professional counseling needs, CBC will advise / recommend students to seek professional counselling assistance through qualified and approved practitioners.

### **Computer Labs**

CBC has a computer lab with free Internet facilities. Students can use email for all correspondence with CBC. Computer Lab operating hours are:

- 9.00am – 6:00pm - Monday to Friday

### **Academic support**

In addition to regular lectures and tutorials students are provided with extra academic support such as revision tutorials and peer aided learning. For academic support and assistance please contact the respective trainer / Academic Course Coordinator. Students can borrow books from the library for referencing and study purposes. Please see the reception for further details