



COMMUNITY
RELATIONS
COMMISSION
For a multicultural NSW

GUIDE TO

NEW SOUTH WALES SERVICES FOR INTERNATIONAL STUDENTS



SYDNEY AIRPORT

For information regarding Sydney airport, please visit www.sydneyairport.com.au

CUSTOMS

Prior to departure to Australia, students are advised to visit www.customs.gov.au or call 1300 363 263 if in Australia. From outside of Australia, please call +61 2 6275 6666. Download the popular 'Guide for travellers', for more information.

AUSTRALIAN QUARANTINE AND INSPECTION SERVICE

Australia has stringent quarantine requirements especially with regard to food. Learn what you can or cannot bring by visiting www.daffa.gov.au/aqis or call 1800 020 504. If you are calling from outside Australia, please call +61 2 6272 3933.

CONSULATES IN NSW

For information and assistance from your country's representative in Australia, visit http://protocol.dfat.gov.au/Consulate/list_rails or call +61 2 6261 1111

DEPARTMENT OF EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS (DEEWR)

Visit the DEEWR website to receive the latest updates on colleges and universities and other educational issues on www.deewr.gov.au and click on the link 'International', or call 1300 363 079.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP

The Department of Immigration and Citizenship is there to help and assist you. You are encouraged to contact them if you have any queries regarding your student visa. Log on to www.immi.gov.au/students/ or call 131 881.

AUSTRALIAN UNIVERSITIES

To research universities in Australia and courses offered, please visit www.australian-universities.com

NSW GOVERNMENT SCHOOLS & TAFE

Need advice about studying in NSW Government Schools & TAFE? Download the International Students – NSW Government Schools Guide or the TAFE NSW Institutes Guide on www.detinternational.nsw.edu.au You can also call 1300 302 456.



AUSTRALIAN COUNCIL FOR PRIVATE EDUCATION AND TRAINING (ACPET)

Most independent tertiary education and training colleges are members of ACPET. For more information, log on to www.acpet.edu.au

TRANSPORT

To access timetables for trains, buses and ferries, visit www.131500.com.au Travel costs can be reduced through monthly and weekly travel passes. For details on travel passes or multi trip tickets, visit www.myzone.nsw.gov.au

STREET MAPS

If you need directions or maps, please visit www.whereis.com/ or www.street-directory.com.au or www.maps.google.com.au and type in a location.

COMPULSORY CAR INSURANCE

Students looking for the best price for compulsory car insurance can visit www.maa.nsw.gov.au or call 1300 137 600.

NSW STATE LIBRARY

Visit in person at Macquarie Street, Sydney. For details on opening hours, please visit www.sl.nsw.gov.au or call (02) 9273 1414.

LOCAL LIBRARIES

To find a library near you, go to www.nla.gov.au/libraries/

MONEY MATTERS

It is advisable that students do not carry large amounts of cash. Banks and other financial operators such as Western Union offer international money transfer facilities.

OPEN A BANK ACCOUNT

For students wishing to open a bank account, a good starting point is www.bankers.asn.au Search under the 'Members' section to locate a bank.

PHONE DIRECTORY

To locate a person's residence, or phone number, or to find a business, call 12456. You can also visit www.whitepages.com.au or www.yellowpages.com.au

ENTERTAINMENT

To get a listing of upcoming events, visit www.eventsnsw.com.au The Art Gallery of NSW holds significant collections of art from all over the world. For exhibition details, call (02) 9225 1700 or visit www.artgallery.nsw.gov.au Find your local sport and recreation organisation by visiting www.dsr.nsw.gov.au/sportsclubs or call 131 302. To find a listing on restaurants, bars and clubs, movies, community events and social activities, go to www.sydney.citysearch.com.au

TOURISM NSW

For things to see and do in Sydney and NSW, go to www.visitnsw.com



TAX FILE NUMBER

To work in Australia you need a Tax File Number. For more information on how to obtain one, visit www.ato.gov.au or call 132 861.

EMPLOYMENT

Australia and NSW have strict laws that safeguard the rights of employees in relation to Occupational Health and Safety, employment conditions and a guaranteed minimum wage.

For further information, visit www.industrialrelations.nsw.gov.au

For up to date conditions and pay rates, go to the above website and click on 'NSW State Awards', or call 131 628.

FAIR WORK OMBUDSMAN

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

JOB VACANCIES

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

Interested in volunteering? Then visit www.volunteering.com.au and look under 'Become a Volunteer'.

WEATHER FORECASTS

For weather information go to www.bom.gov.au/weather/nsw or call 1196, if you are enquiring about Sydney metropolitan area. For other areas in NSW call 1900 926 102. Find out about current weather warnings at 1300 659 218.

NSW POLICE FORCE

The role of the NSW Police Force is to reduce crime and improve community safety. For more detailed information about the NSW Police Force visit www.police.nsw.gov.au

If you need help from the NSW Police Force and it is not an emergency, please contact the Police Assistance Line (PAL) on 131 444.

If you want to help solve or prevent crime call Crime Stoppers on 1800 333 000 (You do not have to give your personal information).

EMERGENCY NUMBER

POLICE, FIRE AND AMBULANCE, call 000 (Life threatening situation or if a crime is taking place).

PERSONAL SAFETY TIPS

Download some fact sheets on how to protect yourself, your property and your vehicle at www.crimeprevention.nsw.gov.au and click on 'community'.

CityRail also provides customer safety information on www.cityrail.info click on 'travelling with CityRail', and read the section under 'safety and education'.

Feedback on this card is appreciated.
Email internationalstudents@crc.nsw.gov.au

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ACCOMMODATION

NSW has well defined tenancy laws that support the rights of landlords and tenants.

Trying to find accommodation in NSW?

For home stay options, visit www.ozhomestay.com.au or www.homestaynetwork.com.au

For youth hostels, visit www.yha.com.au or www.getaroom.com.au

For student accommodation postings in Sydney, visit www.studyconnect.com/forums/ then scroll down and click on 'Sydney Student Accommodation (NSW)'.

If you want assistance in finding a room mate, visit www.housemates.com.au or www.studentflatmates.com.au or www.sydneymgumtree.com.au For a listing of real estate agents, visit www.realestate.com.au and enter a suburb, or go to <http://www.domain.com.au> and once again enter a suburb under 'Search to Rent'.



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.cttt.nsw.gov.au For the hearing impaired, please call (02) 9641 6521.

GOODS AND 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, refunds 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.

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 <http://www.legalaid.nsw.gov.au> and click 'Get legal help'.

For information on the legal system in NSW, visit www.lawlink.nsw.gov.au

HEALTH

There are four providers of Overseas Student Health Cover in Australia. They are: Australian Health Management; www.ahm.com.au BUPA Australia; www.overseasstudenthealth.com Medibank Private; and www.medibank.com.au OSHC Worldcare; www.oshcworldcare.com.au

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

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.

ALCOHOL AND DRUG INFORMATION SERVICE

This service provides information, referral and crisis counselling. If you are calling from metropolitan Sydney, call (02) 9361 8000. Otherwise call 1800 422 599.

QUITLINE

For support to stop smoking, visit www.13quit.org.au or call 137 848.

GAMBLING PROBLEMS

If gambling is a problem for you, call Gamblers Anonymous for assistance and support on (02) 9628 5065. You can also call the G-line (NSW), a confidential helpline on 1800 856 800.

COUNSELLING

If you or someone you know needs emotional support or is experiencing a crisis call Lifeline's 24 hour telephone counselling line on 13 11 14. Self help resources and information are available at www.lifeline.org.au

VICTIMS OF CRIME

The Victims Support Line provides 24 hour information, referral and support to victims of crime on 1800 633 063. More information can be found at www.lawlink.nsw.gov.au/vs

Support and counselling is available for victims of sexual assault. Please visit www.sexualassault.nsw.gov.au for further information. If you need urgent help call the Victims Support Line on 1800 633 063.

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, or (02) 9268 5544.

STUDENT ORGANISATIONS

National Union of Students www.unistudent.com.au All International Student Association www.aisa.asn.au

COMMUNITY RELATIONS COMMISSION

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

TRANSLATING & INTERPRETING SERVICE (TIS) NATIONAL

To use an interpreter over the telephone, call 131 450.

INTERNATIONAL STUDENT HOTLINE

This initiative provided by the Australian Government is a hotline for students to raise concerns. Call 1300 363 079 or visit www.studyinaustralia.gov.au and submit any queries you have about studying in Australia.



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RELIGIOUS PLACES OF WORSHIP

NSW 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.

COMMUNITY ORGANISATIONS

To contact a community organisation near you go to: www.crc.nsw.gov.au/communities/NSW_Community_Organisations



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EMERGENCY NUMBERS



0 0 0

1800 333 000

131 444

**POLICE, FIRE
AND AMBULANCE**

**To report crime call
Crime Stoppers**
(You do not have to give
your personal information)

**For police assistance on
non emergency matters**