

International Students

Settling In



THE UNIVERSITY OF
SYDNEY



Welcome to Sydney!

We are thrilled that you have arrived in Australia and have chosen to study at the University of Sydney. Now that you've arrived in Australia, use this guide as a tool to help you settle into life in Sydney. This guide includes information on:

- Accommodation
- Money, banking and budgeting
- Communications
- Working and workers' rights
- Transport
- Health and well-being services
- Safety
- Discovering Sydney
- Resources and contacts

Find out more information

Still need more information? We have a range of resources available to international students that you may find helpful:

sydney.edu.au

You can also contact Services NSW for advice and referrals to services on 13 7788 (free call) or

service.nsw.gov.au/transaction/support-international-students

You can also email us and we will be happy to assist you:

international.support@sydney.edu.au and

connect with us on Facebook:

facebook.com/Student.Transition

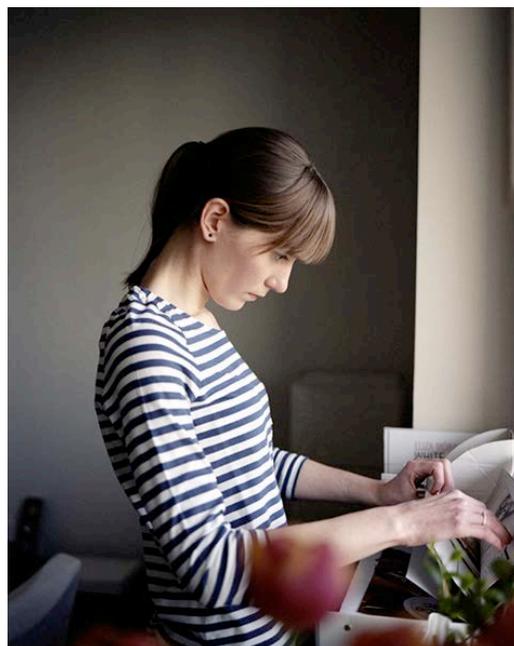
Student Transition & Retention

Level 5, Jane Foss Russell Building G02

T + 61 2 9036 7879

E international.support@sydney.edu.au

W sydney.edu.au





Accommodation

Finding a place to live

On-campus accommodation

There are a limited number of places for international students who want to live on the University campus. There are several options close to the Camperdown and Darlington campuses, including International House, Sydney University Village, Queen Mary Building and Urbanest, as well as a number of residential colleges. For more information about the various on-campus accommodation options and about how to apply, please visit sydney.edu.au/accommodation



Off-campus accommodation

If you choose to live off-campus, Accommodations Services recommends you **view the property in person**, and meet the landlord, agent or manager, **before signing any contracts or paying fees**. Make sure you allow time to look for accommodation by arranging temporary accommodation when you arrive in Australia. There are a range of off-campus accommodation options that range from shared accommodation, private rental, student residences and homestays.

Shared accommodation

Shared accommodation is where a number of housemates share an apartment or a house, and can offer good value for money to students. These are usually furnished and include internet connection. You may find shared accommodation listings on popular websites, such as flatmatefinders.com.au flatmates.com.au and gumtree.com.au. You should also explore the Accommodation Database at Student Accommodation: sydney.edu.au/accommodation

The City of Sydney has a translated brochure full of tips for share-housing that you can download cityofsydney.nsw.gov.au/live/report-local-issues/unauthorised-accommodation/share-accommodation-tips

Private rental

This is the most independent living option where you rent an apartment or house either alone or with housemates. Rented accommodation may come furnished or unfurnished, and in many cases you will need to set up your internet connection and other utilities by yourself. This is generally a more costly option as you also will be required to pay a rental bond. You can find property for rent at your local real estate agent or on websites, such as domain.com.au and realestate.com.au

Student residences

There are many purpose-built student residences around Sydney. Benefits include the ability to meet other students, comfortable facilities, internet access, and excellent location. However, student residences can be expensive. Search for student residence providers from Urbanest, Iglu and UniLodge.

Homestays

A homestay involves living with a family in their home. This is a great way of learning about the local culture. You also may be provided your meals, internet and a furnished bedroom as part of your homestay. Check out sydney.edu.au/accommodation/homestay where you can find a list of homestay providers.

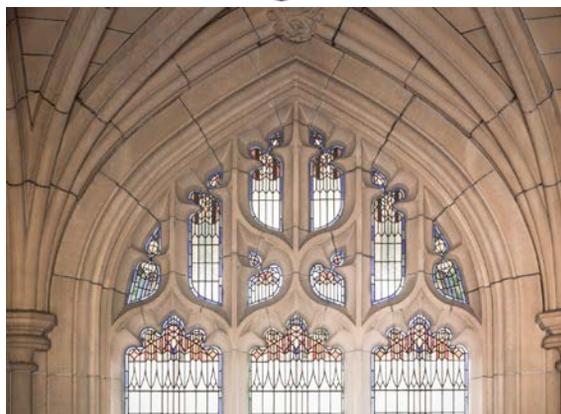
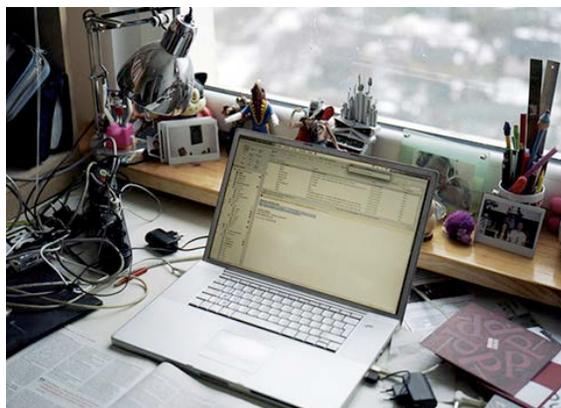
Tenant's Rights

Be aware of your rights as a tenant or lease holder. Visit tenants.org.au for information about renting, boarding house living, tenant's rights and contacts for advice and support.

Keep your information up to date! If you change address, log on to Sydney Student to update your personal contact details within 7 days. This is a requirement of your student visa!
Also make sure your next of kin details and emergency contacts are correct.

Money, Banking & Budgeting

Things to know



Cost of living

It is important to make sure you know how much it will cost to live in Sydney so you can manage your money. Information about estimated costs is available: sydney.edu.au/study/finances-fees-costs/living-costs.html

Setting up a bank account

To set up a bank account, visit a bank and let them know you are an international student and wish to open an account. You will need to have with you:

- Photo identification (such as your passport)
- Proof of Australian address
- Proof of Enrolment
- Tax File Number (TFN)

While you do not require a Tax File Number (TFN) to set up a bank account, you will be taxed heavily on the interest you earn in your account if you do not provide a TFN. To find out more about getting a TFN, visit:

ato.gov.au/Forms/TFN---application-for-individuals

Don't get scammed! Never give money or your details to anyone you don't know, especially if they phone or threaten you. Stay informed: scamwatch.gov.au

Banks on campus

The Commonwealth Bank of Australia (CBA) and the National Australia Bank (NAB) have branches on the University's Darlington campus in the Wentworth Building. There are Automatic Teller Machines (ATMs) from other institutions located around campus, including ANZ, Westpac and St George. NOTE: If you use another bank's ATM to get cash, you may be charged additional fees.

Banking

There are many banks, credit unions and building societies available in Australia – shop around to get the best exchange rates and financial services you require. Visit: moneysmart.gov.au

Exchange rates

The Australian currency uses dollars and cents. For current exchange rates between your home currency visit: xe.com/currencyconverter

Living costs and budgeting

Living in Sydney can be expensive but there are ways to save money on groceries, clothes, furniture and uni supplies. Shop at markets and Aldi for cheap food, a large range of second hand clothes shops and buy, swap and sell websites online like Gumtree where you can get cheaper, second hand items. A useful budgeting tool is available at: moneysmart.gov.au

Scholarships

The University's Scholarships Office administers the central scholarships programs and the financial assistance at the university. For information about scholarships, visit sydney.edu.au/scholarships

Student discounts

Lots of businesses offer discounts to students – look for signs and show your student card. On campus, purchase a USU ACCESS membership for discounts at most retail outlets on the Camperdown/Darlington campus: usu.edu.au

Know your consumer rights! Check out the NSW Fair Trading Consumer Guide: fairtrading.nsw.gov.au/Youth/International_students.html

Communications

Mobile phones and internet



Getting a mobile phone

To get a new mobile (cell) phone, you have several options.

1. Buying outright

You can buy your mobile phone device outright, which will give you the flexibility to choose a **month-to-month** service contract or a **pre-paid** SIM (see below for more information). This option is suitable for those students who plan on living in Sydney for less than two years, as you will not be locked into a contract period.

2. 24-month contract

You may sign a contract to pay a fixed monthly fee over a two year period. This option will normally give you generous usage inclusions, along with getting a brand new phone.

What to bring

When you decide on getting a new phone, make sure you take with you the following documents:

- Proof of address (such as a household bill with your name and address on it)
- Proof of identity (such as your passport)
- Proof of income or bank statement

As international students, some telecommunications providers may ask you for additional documents, such as proof of enrolment, especially if you are signing a 24-month contract.

Month-to-month

A month-to-month contract can give you greater flexibility as you will not be locked into a fixed contract period, and will be able to exit the agreement at anytime.

Pre-paid

A pre-paid option means you will need to pay money before you are able to use your phone. When you have used all of your credit, you will need to recharge your account. This is usually the cheapest option, and gives you the greatest control over how you spend your money.

Shop around for a provider

Speak to different mobile providers to find out who offers the best services for both local and international calling and texting as well as internet access. To compare providers, check youcompare.com.au/mobilephones/providers

Connecting to the internet

In a private home

If you live in a private/ rental property, depending on your agreement, you may need to set up an internet connection by yourself. If you have housemates, it is normal to share the cost of the internet bills. You may purchase a fixed term plan, where you pay a monthly fee for a fixed period of time (usually 24 months). If you need more flexibility, you may opt for mobile broadband plans. To compare providers, visit youcompare.com.au/broadband

On campus

All Sydney University students have access to free Wi-Fi on campus. Simply connect to the wireless network with your UniKey, or you can use the computers provided for you at the libraries and 24-hour Learning Hubs in these buildings:

Wentworth	Peter Nicol Russell
Carslaw	Brennan MacCallum

Contact ICT if you need any IT help:

E: ict.helpdesk@sydney.edu.au

W: sydney.edu.au/ict/student

T: 9351 2000



Working & Workers' Rights



Can I work while I study?

- You must have a valid student visa that also allows you to work in Australia. Generally, you cannot work until you have started your course and you are limited to working 40 hours per fortnight during semester. Visit the Immigration website for further information: border.gov.au/Trav/Stud
- It is important you know both your **rights** and **responsibilities** as a worker. Contact the Fair Work Ombudsman and download their guide for international students: fairwork.gov.au/internationalstudents
- If you need information about your rights as a worker in a language other than English, contact the Translating and Interpreting Service (TIS) on 13 14 50.

Finding a job

- You will need a up-to-date resume detailing your education and employment history and may need to respond to selection criteria detailing how you meet the requirements of the role. Popular job advertising websites include: seek.com.au & careerone.com.au or through Sydney Uni [Career Centre](#).

Volunteering

- Volunteering is a great way to meet people and build your experience. Check out: volunteering.nsw.gov.au
- Become a City of Sydney Ambassador: cityofsydney.nsw.gov.au/community/community-support/international-students/studying-and-working-in-sydney/leadership-ambassador-program/isla-applications

Sydney Careers Centre

The Careers Centre provides a range of services and resources to assist you to find employment and work opportunities while you study and after you graduate. These include:

- Sydney CareerHub: online job database and newsletter service: careerhub.sydney.edu.au
 - On-campus career events including careers fairs, employer networking and skill development workshops
 - Information about internships and cadetships
 - Australian resume writing assistance
 - Individual appointments with careers advisers
- Visit the Careers site: sydney.edu.au/careers

Get involved

There are a number of competitions for students to participate in to get project management and consulting experience. Find out more about:

- **Univariate:** sydney.edu.au/careers/student_events_workshops/univariate.shtml
- **Global Scope:** intersective.com/globalscope

Tax File Number (TFN)

- You will need a TFN if you want to work in Australia. Find out about how to getting a TFN at: ato.gov.au/Forms/TFN---application-for-individuals
- There are important details about tax and superannuation that depend on how long you will be in Australia. Find out about. How this effects you at the Australian Taxation Office website: moneysmart.gov.au

Have any more questions? Contact the Fair Work Ombudsman: fairwork.gov.au

Sydney Public Transport

Getting around Sydney



Sydney's extensive public transport system services the city centre and suburbs. Types of transport include **buses, trains, light rail and ferries**. There are also private bus companies that service some areas.

For timetables, maps, fares and general transport information: transportnsw.info

There is also a useful trip planner to help you work out where to go and how to get there at this site or you can call 13 15 00.

Opal Cards

The new electronic ticketing system, Opal, is an easy, convenient and fast way of travelling on the public transport network in Sydney, Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands. Opal cards can be automatically or manually topped up with funds. Single trip tickets are also available. Visit the Opal website for information about how to purchase and use Opal: opal.com.au

Your Opal card works on trains, buses, light rail and ferries. Fares depend on how far you travel

Avoid a fine! It is an offence to use public transport without an Opal card.

TAP ON and **TAP OFF** your Opal card to get the correct fare!

Stay safe on public transport! Police Transport Command officers regularly patrol public transport to ensure your safety. Don't be afraid to speak to them - let them know if you have any concerns or call 000 in an emergency.

Taxis

Taxis are widely available around Sydney. Call to book or wave your arm from the road at taxis with a light. The metre must start once you are in the taxi. Drivers must follow the route you request if you know where you are going.

Bicycles

There are some bicycle lanes around Sydney that are safer than riding on the road. Maps and other information are available: sydneycycleways.net

There are bicycle maps of the University campus available: sydney.edu.au/campus-life/getting-to-campus/cycling.html

It is a legal requirement that you wear a helmet when you ride on the road in Australia. It is also recommended that you wear a bright vest to make you more visible.

University campus shuttle buses

There is a free security bus service to Redfern Station that encircles the Camperdown and Darlington campuses that runs on week days from 4:30pm. Timetable and route available: sydney.edu.au/current_students/transport_safety/campus-bus.shtml

Driving and driver licenses

If you want to get a NSW driver's license to drive a car in Sydney, contact Services NSW to find out what you need to do. You may need to take a computer or driving test. **T: 13 77 88**

REMEMBER: Australians drive on the left hand side of the road! Look **LEFT AND RIGHT** before you cross the road and use traffic lights and pedestrian crossings wherever possible.

Health Services

Looking after yourself



Health Insurance

Overseas Student Health Cover (OSHC)

If you have chosen to have the University organise your OSHC, then this will have been arranged with Allianz as your provider. You may change health insurer at any time. Please explore the OSHC Allianz website to understand the extent of and limits to your cover. To arrange your OSHC Allianz membership card, click on the Students Toolbar and then select “Order a Membership Card”.

If you need to see a doctor before you get your membership card or you have chosen to arrange your own OSHC, you will need to pay first and then make a claim for a refund from your OSHC provider.

OSHC Allianz has a representative on campus to help you obtain your membership card and assist with claims and other queries at Level 4, Wentworth Building, Monday to Friday, 9am–5pm. For more information about OSHC, visit sydney.edu.au/students/overseas-student-health-cover-oshc.html

Accessing Health Care in Australia

In Australia, if you don't feel well, the first place you will usually go is a General Practitioner, also known as a GP (like a family physician). These types of doctors are skilled in a broad range of medical conditions and can assist you if you feel unwell, need a prescription, blood tests or a vaccination. Your GP can also provide general sexual health assistance, including contraceptive advice and birth control, pap tests, sexually transmitted disease testing and pregnancy testing and advice. You can also see a doctor in their private practice or a medical centre, with part or the entire doctor's fee being covered by OSHC (see above). You'll usually need to make an appointment to see a GP. You will need to have your OSHC card with you, but some GP surgeries will request full payment at the time of consultation and you'll need to get a receipt to claim the rebate from your OSHC provider.

You can search for a local GP here: cesphn.org.au/directories-search-form

Talk to your GP about what is concerning you and they will either assist you directly or provide you with a REFERRAL to a specialist to assist you further. NOTE: specialist services may incur costs.

The University Health Service

The University Health Service offers experienced general practitioner and emergency medical care services to all students and staff. Male and female GPs are available and a nurse is on-site to assist with standard procedures like vaccinations and wound care. University Health Service is located at Level 3, Wentworth Building. You can make an appointments Monday to Friday from 8:30am–5:30pm during semester. You can call 9351 3484 or make [appointments online](#). Please note, fees apply for late cancellations or missed appointments. Pathology services and some other allied health services including a dentist, optometrist and physiotherapist are also available in the Wentworth Building. Further information is available: sydney.edu.au/health-service/international-students

Sexual Health

Sexual health information, advice and testing is easily accessible in Australia. You can speak to your GP or attend a free sexual health clinic like the Sydney Sexual Health Centre: sshc.org.au. There is also information and links on the PlaySafe website: playsafe.health.nsw.gov.au/

REMEMBER: Keep your OSHC card with you at all times



For Emergency Services (Police, Fire Brigade or Ambulance) dial **000**

Student Support Services

Help on campus



The University of Sydney has a range of personal and academic support services to provide you with advice and support to enhance your well-being and help you to succeed.

Counselling and Psychological Services

Counselling and Psychological Services assist with any issue, problem or concern that may be affecting your studies.

Lvl 5, Jane Foss Russell Building

T: 8627 8433 **E:** caps.admin@sydney.edu.au

There are also translated mental health resources available for download here:

dhi.health.nsw.gov.au/Transcultural-Mental-Health-Centre/Resources/Translations/default.aspx

Disability Services

Find out about the many services we offer, including assistive technology, faculty liaison officers and support groups.

Lvl 5, Jane Foss Russell Building

T: 8627 8422 **E:** disability.services@sydney.edu.au

Multifaith Chaplaincy Centre

Chaplains are professional women and men who have been appointed by their faith community and officially recognised by the University to provide spiritual support and pastoral care. M240, Level 2, Merewether Building, Darlington Campus

Childcare Information

Information about childcare services on and near campus.

Lvl 5, Jane Foss Russell Building

T: 8627 2004

Learning Centre

The Learning Centre provides resources for students to build and extend the skills they need for study and research at university.

Room 722, Level 7, Education Building A35

T: 9351 3853 **E:** learning.centre@sydney.edu.au

Maths Learning Centre

Mathematics Learning Centre offers bridging courses and assists students to develop mathematical knowledge, skills and confidence.

Level 1, Carslaw Building

T: 9351 4061 **E:** mlc.enquiries@sydney.edu.au



Student Advocacy and Legal Support

There are student representative organisations on campus to support you with any academic issues, legal advice or support you require.

Student Representative Council (SRC): Undergraduate

Wentworth Building, Darlington Campus

T: 9660 5222 **W:** srcusyd.net.au

Sydney University Postgraduate Representative Association (SUPRA): Postgraduate

Level 2, Holme Building (A09)

T: 9351 3715 **W:** supra.net.au

You can access independent legal assistance for international students at the **Redfern Legal Centre**.
Phone: 9698 7645 to make an appointment or visit rlc.org.au

Safety & Wellbeing

Staying safe in Sydney



Safety at the University

This University of Sydney Security Service ensures your campus is secure 24 hours a day, seven days a week. It also provides a free bus from Fisher Library to Redfern station from 4pm to 10pm Monday to Friday during semester, along with safety tips and safe pedestrian routes around the University. Security staff are friendly, trained to help and are committed to keeping you safe.

T 1 300 226 787 (free call) **T 02 9351 3333** (in emergencies) **T 02 9351 3487** (information)

For more tips, visit sydney.edu.au/current_students/student_services/safety.shtml

Beach safety

Sydney has some of Australia's most beautiful and popular beaches. Enjoy them safely:

- Always swim between the red and yellow flags on patrolled beaches and do not swim alone
- Raise and wave your hand if you need help when you are in the water
- Feel free to speak to the lifesavers and ask them advice or report any problems
- Visit Surf Lifesaving Australia: lifesaving.com.au

Bush safety

Sydney and NSW have many spectacular national parks and areas of natural beauty we encourage you to explore and enjoy safely:

- Make sure someone knows where you are going, try to go with others, preferably a guide who is familiar with the area
- Wear good walking shoes, take a first aid kit, plenty of food and water
- Check the weather forecast and take anything you might need if the conditions change – a jumper, rain coat etc
- Stay on trails and walking tracks and be very careful if you plan to swim in lakes or rivers. Do not dive in and look for signs advising of any dangers.
- Do not feed or touch animals.
- Know emergency first aid and try to stay within mobile phone range.
- Visit NSW National Parks: nationalparks.nsw.gov.au/safety/bushwalking-safety

Pedestrian safety

Traffic travels on the left hand side of the road in Australia, which is different to many other parts of the world. Always be aware and alert around traffic and on roads.

- Always cross at traffic lights when the green signal flashes or at pedestrian (zebra) crossings.
- Always **look to the left** and then the right and the left again when crossing the road, even at traffic lights and pedestrian crossings.
- Walk on footpaths (sidewalks) wherever possible.

Download a printable brochure with all the important safety contact numbers:

http://www.cityofsydney.nsw.gov.au/_data/assets/pdf_file/0016/142234/9722-Safe-City-Int-Student-Safety-Wallet-Card-for-WEB-FA1.pdf



Sydney is an exciting, cosmopolitan, multi-cultural city, listed as one of the world's most liveable cities. There are so many places to visit – from the beaches, the mountains, the parks through to the historic buildings and cultural artefacts.

And all throughout the year, a wide range of vibrant events and festivals take place. Get involved and really get to know Sydney!

Information about key events is available:

- Our Facebook page: facebook.com/Student.Transition
- Our Instagram: instagram.com/internationalstar_usyd
- Insider guide: insiderguides.com.au/sydney
- City of Sydney: cityofsydney.nsw.gov.au
- Sydney the Harbour City: sydney.com.au
- What's on Sydney: whatson.cityofsydney.nsw.gov.au
- The Urban List Sydney: theurbanlist.com/sydney
- StudyNSW: study.sydney
- Services NSW: service.nsw.gov.au/transaction/support-international-students

University events

There are also events, activities and festivals running at the University of Sydney throughout the year. Keep an eye on the website to stay up to date with what is happening and join in the fun: sydney.edu.au

Cultural organisations and services in Sydney:

- Translating and Interpreting Services: tisonational.gov.au
- Multicultural NSW: multicultural.nsw.gov.au/communities/new_arrivals_to_nsw
- Community Groups: cityofsydney.nsw.gov.au/community/community-support
- Ethnic Communities Council of NSW: eccnsw.org.au

Other Contacts



International Student Support

Services and supports to assist you with your academic and administrative needs.

For advice on who to contact, email:
international.support@sydney.edu.au

International Compliance Officers

International Student Advisers, who provide support to international students related to student visas, enrolment and progression.

T: 1800 SYD UNI (1800 793 864)

E: student.compliance@sydney.edu.au

W: sydney.edu.au/student-advisers-international

Student Centre

The Student Centre provides important student administration services, including academic records, admissions, examinations, graduations, HECS and timetabling.

T 1800 793 864 (toll free)

T +61 2 8627 1444 (outside Australia)

Libraries

There are 11 libraries across the University of Sydney campuses with a wealth of hard copy and online resources. Fisher is open 24/7

W: sydney.edu.au/library

Information & Communications Technology

Assistance with accessing ICT services and systems on campus including WiFi, learning management systems, software and printing.

T 1800 SYD UNI (1800 793 864)

E ict.support@sydney.edu.au

W sydney.edu.au/ict/student

Alumni Office

This office provides social events and student-oriented services like mentoring, scholarships and professional networks. Ask about the Welcome to Sydney program that will link you in with local alumni and help you settle in Sydney.

T 1800 SYD UNI (1800 793 864)

E alumni.office@sydney.edu.au

W sydney.edu.au/alumni/welcome-host

The University of Sydney Union (USU)

The student unions run student clubs and societies on campus, give member access to discounts across and coordinate festivals and other events throughout semester.

The ACCESS Centre

Level 1, Manning House, Camperdown Campus

<http://www.usu.edu.au/>

International Student Lounge

Level 4, Wentworth Building, Camperdown Campus

T 02 9563 6000

E info@usu.usyd.edu.au

Cumberland Student Guild

Building U, Gate 1, Cumberland Campus

T 02 9351 9970

Security Service

T 1300 226 787 (free call)

T 02 9351 3333 (in emergencies)

T 02 9351 3487 (information)

Free campus security shuttle bus to Redfern:

www.sydney.edu.au/campus-bus

Student Helpline

For students in distress to report sexual assault or harassment.

T 1800 SYD HLP (1800 793 457) (free call)

Student Affairs Unit

Trained staff provide confidential advice and assistance relating to student appeals, cases of misconduct and complaints.

T 02 8627 5559

E studentaffairs@sydney.edu.au

Student Liaison Officers

One on one support, advice, advocacy and case management if you experience sexual assault, harassment or domestic violence.

T 02 8627 6808

E safer-communities.officer@sydney.edu.au