

**WESTERN SYDNEY**  
UNIVERSITY



**WELCOME**  
**INTERNATIONAL**  
**STUDENTS 2017**

# WELCOME TO WESTERN SYDNEY UNIVERSITY



It gives me great pleasure to welcome you to Western Sydney University. You are joining one of the largest universities in Australia which attracts world-class staff and students from Australia and around the world.

Ranked in the top three per cent of universities in the world\*, Western Sydney University aims to make a difference to your life, preparing you for your personal and professional success.

Throughout your learning journey, you will encounter some of the nation's most outstanding teachers who have an enthusiasm and passion for teaching. Our lecturers are industry-trained professionals who want to see you achieve future success by giving you the benefit of their experience.

Your first few weeks may be challenging and hectic but be sure to get involved in the activities running at Orientation. These events will help you settle into university life and build friendships that will last a lifetime.

This guide has useful information about important dates, support services, programs and workshops. Please take some time to browse and bookmark the important pages. In the meantime, I wish you every success with your studies and hope you enjoy your experience at Western Sydney University.

Associate Professor Linda Taylor  
Pro Vice-Chancellor (International)

*\*Times Higher Education World Rankings 2016 – ranked Top 400 in the world and 86 among universities under 50 years old*

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# Introduction

**The Welcome Guide is designed to help you find the information you need as a new international student at Western Sydney University. It includes useful tips and important contact information to help you adjust to living and studying in Australia.**

Take your time to adjust to this lifestyle. There are two important things to remember – firstly, you will not be alone in finding university life new, difficult and challenging as Australian students also go through the same experience. Secondly, there are plenty of services available to help you. Feel free to ask for help!

This Guide is designed to work together with other university information to provide you with details about:

- University policies and procedures
- Visa requirements
- Support services and key contacts
- Living in Sydney

If you have any questions, issues or concerns, please refer to [westernsydney.edu.au/students](https://westernsydney.edu.au/students) to access information or determine whom you should contact.

Have a wonderful stay, enjoy your learning and remember to experience the many delights of Sydney and Australia. We are always available to provide help and support at any time that you may require it. Don't be afraid to ask!

**Western Sydney  
International Team**



# Accommodation

## Have you sorted your accommodation?

One of the important decisions you need to make is about the kind of accommodation in which you wish to live while you are studying at Western Sydney University.

## On-campus accommodation

The University offers a wide range of quality, fully furnished accommodation options on each of its six campuses. Want your own space? Choose a studio apartment. Looking to meet new people? Choose a shared townhouse or villa! Room types vary on each campus, but chances are we'll have something for you whether you're looking to live in style or work to a budget.

Find out more about living on campus and book online at [westernsydney.edu.au/village](https://westernsydney.edu.au/village)

## Temporary accommodation

Temporary accommodation is also available on certain campuses. If you require a place to stay while you look for other accommodation, please contact the Village.

## HAVE QUESTIONS?

Give us a call at  
+61 2 8760 0012.



## KNOW YOUR RIGHTS AS A TENANT

Fair Trading: 133220

[fairtrading.com.au](http://fairtrading.com.au)

## QUICK LINKS

Off-campus accommodation

[domain.com.au](http://domain.com.au)

[realestate.com.au](http://realestate.com.au)

[sydneyproperty.com.au](http://sydneyproperty.com.au)

[tradingpost.com.au](http://tradingpost.com.au)

[gumtree.com.au](http://gumtree.com.au)

[flatmates.com.au](http://flatmates.com.au)

[flatmatefinders.com.au](http://flatmatefinders.com.au)

### Off-campus accommodation

The Greater Western Sydney region has a vast range of apartments and share housing.

In order to rent private accommodation, you will be expected to pay a rental bond (usually four weeks' rent) as well as two weeks' rent in advance (if your rent is more than \$300 per week, you will have to pay one month's rent in advance). Most houses and apartments are not furnished except for a stove and hot water heater. Make sure you carefully read and understand your rental agreement before you sign it. If you need tenancy advice, contact the Office of Fair Trading or Tenants Advice and Advocacy Services (TAAS).

### Tenancy advice and advocacy services

→ Western Sydney: 02 8833 0933

→ South Western Sydney:  
02 4628 1678

→ For renting and strata advice,  
call Fair Trading on 133220

→ Tenants NSW: [tenants.org.au](http://tenants.org.au)

→ Homestay information and  
options:

[globalexperience.com.au](http://globalexperience.com.au)

[ozhomestay.com.au](http://ozhomestay.com.au)

[homestaynetwork.org](http://homestaynetwork.org)

# Money and banking

## **Opening a bank account**

One of the first things you will need to do after you arrive in Sydney is to open an Australian bank account. Banks are generally open Monday to Thursday 9.30am – 4.00pm and Friday 9.30am – 5.00pm.

If you open a bank account in Australia within the first six weeks of your arrival, you will only need to present your passport to the bank to fulfil identification requirements. After six weeks, you will have to supply further identification.

Some banks offer accounts especially for students with fee-free facilities, meaning no account fees are charged. You will need to present your student card to open this type of account. Overseas bank drafts can take two to three weeks to clear, so make sure you have alternative means of obtaining cash in the first few weeks.

Once you have opened an account, you can access your money through an ATM at any time. To access your account through an ATM, you need to have a plastic access card and your PIN. Follow the instructions at the ATM to withdraw cash. ATMs are located at banks and other locations, including supermarkets, shopping centres and on campus. You will be charged an additional fee when you use an ATM that does not belong to your bank.

**Phone Banking** allows you to access your bank account by phone. You will need to apply for access to this service from your bank, and you will be provided with a secure password and instructions on how to use phone banking. Phone banking is a convenient way to pay bills and transfer money between your accounts.

**Internet Banking** also needs to be arranged through your bank and allows you to access your account details via the Internet (password secured) and perform basic transactions online. You can check your account balance, pay bills, transfer funds or view account statements. You can even instruct the bank to change your account details (e.g. change of address).

**BPAY** is provided on application by your bank and allows you to pay bills (e.g. telephone, electricity, credit cards, university fees) by phone or by Internet. The bill/invoice you want to pay will provide you with the service provider's BPAY biller code and an account reference number. This is a convenient and secure way to pay bills from home. You will have to register with your bank to have BPAY activated.

**Electronic Funds Transfer at Point of Sale (EFTPOS)** is available in many places. Instead of paying cash for goods and services, you swipe your plastic access card, enter your PIN and the amount of your purchase is automatically deducted from your bank account. Some outlets

will also let you withdraw cash with purchases. There is often a \$10 minimum on EFTPOS transactions.

## **Tax File Number (TFN)**

If you intend to work in Australia, you will need to apply for a Tax File Number. Your bank will also ask you for a TFN, as this will reduce the amount of tax you pay on any interest earned on your bank account. You can apply for a TFN online. You will need to have a permanent address before you apply for a TFN.

[ato.gov.au/Individuals/Tax-file-number/Applying-for-a-TFN](https://ato.gov.au/Individuals/Tax-file-number/Applying-for-a-TFN)

## TOP TEN HINTS TO SAVE MONEY

1. Before making purchases, think in terms of your needs and wants. Is it something you can do without? Can you get it another time?
2. Keep receipts for all purchases and money transactions to check against your bank statements.
3. Be aware of (and avoid if possible) the things that blow out the budget, such as a car, smoking, take-away food, alcohol and impulse buying.
4. Try to avoid having a credit card, as they create a debt that is very difficult to get rid of.
5. Buy second hand furniture and clothes from 'Opportunity Shops' such as those run by the Salvation Army, St Vincent de Paul and local churches.
6. Use a pre-paid mobile phone or a calling card and call overseas using a phone card.
7. Live close to frequent public transport and your campus.
8. Plan your weekly meals in advance and do food shopping only once each week. Search the Internet for cheap and easy recipes.
9. Carpooling saves you money by sharing the cost of fuel, tolls and parking. The more people in your carpool, the more everyone saves.
10. Buy second-hand textbooks from The University Store website: [secondhandbooks.westernsydney.edu.au](http://secondhandbooks.westernsydney.edu.au)

### Financial difficulties

If you are experiencing financial difficulties, please see your campus Student Welfare Officer as early as possible. Please note the University only offers small amounts of funds and not for the purpose of paying your tuition fees. However, the Student Welfare Service might be able to assist you in other ways. Textbook vouchers are available at the commencement of each session and are awarded on a needs basis. See details at: [westernsydney.edu.au/welfareservice](http://westernsydney.edu.au/welfareservice)

**MoneySmart** provides lot of resources and practical advice on budgeting and saving

Saving

[moneysmart.gov.au/managing-your-money/saving](http://moneysmart.gov.au/managing-your-money/saving)

Budgeting

[moneysmart.gov.au/managing-your-money/budgeting](http://moneysmart.gov.au/managing-your-money/budgeting)

### Automatic Teller Machine (ATM)

Locations on campus are:

- Bankstown in Building 1 (near the cafeteria)
- Campbelltown in Building 2
- Hawkesbury in Building L2
- Parramatta in Building EA (outside security office)
- Penrith (Kingswood site) at Building K

**PIN** means 'Personal Identification Number'



# Phone and internet

## Telephone

If you are making an international call from Australia, you have to dial 0011 + country code + area code + telephone number.

Pre-paid telephone cards offer competitive calling rates to all countries 24 hours per day. Pre-paid telephone cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.

## Mobile phones

Before bringing your mobile phone to Australia, check with the Australian Communications and Media Authority [acma.gov.au](http://acma.gov.au) to make sure it can operate here. There are many differences to the services provided. You should understand what costs you are accepting before signing a contract with a provider.

A number of service providers offer a wide range of mobile phones and payment options, including pre-paid and post-paid. There are many differences to the services provided. Many students find it easier to buy a pre-paid plan; this will also help you keep track of your expenses.

## Public payphones

Public payphones that accept coins can be found in airports, post offices, railway stations, shopping centres and in the centre of the city. Local calls are untime. They cost 50c from a pay phone if you use coins. Long-distance and international calls are charged by the minute. Find a public payphone's location using Payphone Locator search tool at [envinsaonline.mapinfo.com.au/ppol](http://envinsaonline.mapinfo.com.au/ppol)

## Internet

When you are at campus, you can access free Wi-Fi using your smartphone or laptop with your student login and password. The Village also offers free internet access to all Western Sydney University students.

Major telephone service providers:

Telstra: [telstra.com.au](http://telstra.com.au)

Optus: [optus.com.au](http://optus.com.au)

TPG: [tpg.com.au](http://tpg.com.au)

Vodafone: [vodafone.com.au](http://vodafone.com.au)

Virgin mobile:

[virginmobile.com.au](http://virginmobile.com.au)

# Transport

## Getting to campuses

Each time you travel to campus you can save money, improve your health, avoid parking hassles and reduce pollution simply by using public transport, cycling or walking. Specific information about getting to a campus by car, train or bus is available at [westernsydney.edu.au/gettingtouni](http://westernsydney.edu.au/gettingtouni)

## Shuttle bus service

For the safety and convenience of students and staff, a free shuttle service operates on five campuses. The frequency and hours of each service varies to meet changing demands throughout the year. For details, check out the website or use our GPS shuttle tracker to get up-to-date information on where the buses are at any time.

Find out more about shuttle buses online at [westernsydney.edu.au/gettingtouni](http://westernsydney.edu.au/gettingtouni)

## Public transport

Sydney's extensive transport system operates until midnight in metropolitan areas (buses are available later in the night). For late night travellers, make sure you sit in the train carriage that is nearest to the guard's compartment, marked with a blue light. Train tickets are sold at railway stations either at ticket booths or by automatic ticket dispensing machines. You will be fined if you travel on a train without a valid ticket.

If you want to travel by bus, signal the driver by moving toward the approaching bus and raise your arm to stop the bus. If the bus approaching is not the one you wish to take, then stand back.

Alternatively, taxis operate throughout Sydney but are relatively expensive. Costs are calculated on a set rate per kilometre as displayed on a meter, with additional costs for luggage or phone bookings.

To travel on most NSW public transport (buses, trains, ferries, light rail) you will need an Opal travel card. For information on Opal Cards, please visit [opal.com.au](http://opal.com.au)

## Timetables and routes

For information on buses, trains and ferries, call **131500** between 6am and 10pm or visit [transportnsw.info](http://transportnsw.info)

## Private transport

Heavy fines are levied for breaking speed limits, dangerous driving, and for driving under the influence of alcohol or illegal drugs. There are three basic safety measures for both drivers and pedestrians:

- Drivers must always keep to the left-hand-side of the road.
- Pedestrians should always look both ways before crossing the road.
- Seat belts and child restraints must be worn by all vehicle occupants.
- Bicycle riders are expected to comply with normal traffic rules and the wearing of helmets is compulsory for both bicycle and motorcycle riders. Cycling is popular among students as a cheap and healthy form of transportation.



## ROAD SAFETY INFORMATION AND LICENCE REQUIREMENTS

Phone: 132 213

Website: [rms.nsw.gov.au](http://rms.nsw.gov.au)

### Drivers/motorcycle riders licence

If you intend to drive a car or ride a motorcycle, you must have a valid licence. Your licence must be carried with you at all times. You may drive on your home country licence or on an international licence for the period of its validity. An Australian licence has your photo on it and can also serve as a useful form of identification. To obtain an Australian licence, you must pass a driving/riding test. Before you start driving, check with Roads and Maritime Services (RMS) to make sure you have a valid licence. As a visiting driver, you are not required to get a NSW Drivers Licence. However, while driving or riding, you must carry and hold a current overseas driver's licence. If the licence is not written in English, a translation or International Driving Permit must also be carried.

For more information, visit:

[rms.nsw.gov.au/roads/licence/  
visiting-nsw.html](http://rms.nsw.gov.au/roads/licence/visiting-nsw.html)

### Buying a car or motorcycle

If you are considering buying a new or second hand car or motorcycle, please note that this can be expensive – you need to consider the costs of buying the vehicle, maintenance, running costs, insurance, parking and warranty periods. For more information, visit

[fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)

The law requires all vehicles to have Compulsory Third Party insurance (known as CTP or Green Slip) as part of the vehicle registration process. Every vehicle must be registered – it is against the law to drive an unregistered vehicle. Most second-hand cars are already registered, but the registration needs to be renewed each year.

You need to be aware of how to avoid buying a stolen vehicle and the various inspections, checks and other processes you'll have to go through to register the vehicle. The RMS website [rms.nsw.gov.au](http://rms.nsw.gov.au) offers comprehensive information on this. You should also make sure the vehicle you purchase does not have any money owing by calling the Register of Encumbered Vehicles (REVS). For more information, visit

[revs.com.au](http://revs.com.au)

### Parking on campus

All campuses have restricted parking areas. When on a campus, you must park in accordance with the Parking and Traffic Policy. This includes displaying a valid parking permit on the front windscreen of your vehicle and parking in the correct bay for your permit. Familiarise yourself with the different parking colour bays on campus. For example, if you have a yellow sticker, you can only park in yellow parking bays. To purchase parking permits and to learn more about parking, visit [westernsydney.edu.au/parking](http://westernsydney.edu.au/parking)

# Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is an insurance that provides cover for much of the costs of medical and hospital care for student visa holders while in Australia. You need to maintain OSHC throughout your stay in Australia.

OSHC by Allianz Global Assistance is the preferred provider for Western Sydney University. Be aware that while OSHC represents excellent value in health insurance, it does not cover every medical circumstance or cost. You should note the exclusions given in the policy document.

## Collecting your OSHC card

During Orientation, we recommend that you visit the OSHC by Allianz Global Assistance booth if you have any questions about OSHC. To collect your OSHC card, you should register at the OSHC by Allianz Global Assistance website and your card should arrive at your Australian home address within a week or so.

To register for your card, you'll need:

- your full name
- your date of birth, and
- your student ID number (this is the policy number).

You should receive your OSHC card to the address you supply within a week or so.

## Accessing services and making a claim

Should you require medical attention, you will have to pay for your medical treatment upfront unless your medical provider direct bills OSHC by Allianz Global Assistance. The OSHC Allianz website lists medical providers that bill directly to Allianz Global Assistance. The website also allows you to nominate medical providers for direct billing. If you have to pay at a medical centre, keep the original receipts to make a claim. You can claim online, by post or on campus. OSHC by Allianz Global Assistance staff visit some campuses each week to process claims.

## OSHC ALLIANZ GLOBAL ASSISTANCE

Phone: 1800 814 781

[oshcallianzassistance.com.au](http://oshcallianzassistance.com.au)

# Medical treatment

## Medical treatment

If you are unwell, you can go to a General Practitioner (GP) near you. The Allianz website [oshcallianzassistance.com.au](http://oshcallianzassistance.com.au) provides a list of doctors. You can see a GP in their private practice (office) or medical centre with part or all of the fee paid by OSHC. You need a referral letter from your GP for a specialist visit.

If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests e.g. blood tests or x-rays, or to see a specialist doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the doctor you see, you have the right to obtain an opinion from another doctor.

## Medical emergency

In case of a medical emergency, you should call an ambulance by dialling 000 or go to your local hospital. There are Public Hospitals, which are operated by State/Territory Governments and Private Hospitals, which operate on a commercial basis.

## Public hospitals

OSHC provides full cover in a shared ward in any Public Hospital, including treatment by your own doctor. The only amount you will have to pay is the difference (if any) between the OSHC benefit for medical services, and the actual fee charged. OSHC will cover all charges for outpatient medical treatment at a Public Hospital.

## Private hospitals

OSHC provides benefits towards treatment and accommodation in a Private Hospital. However, some Private Hospital charges are more than the benefit payable from OSHC. You will be responsible for paying the difference.

## 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. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

## Prescription medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than around AU\$37.70, you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a 'generic' brand of medicine. If the medicine the doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is only offered if the content of the medicine is exactly the same as that prescribed by your doctor.

It will, however, assist you to pay less for your medicine.

## Over-the-counter medication

Pharmacies/chemists also provide a variety of non-prescription medications useful for treating colds, headaches, allergies and the like, which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

## Lifeline Mental Health

Anyone can call Lifeline on 13 11 14. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

## YOUR CLOSEST PUBLIC HOSPITAL

**Bankstown:**

Bankstown-Lidcombe Hospital

**Campbelltown :**

Campbelltown Hospital

**Hawkesbury:**

Hawkesbury District Health Service

**Parramatta and Westmead:**

Westmead Hospital

**Penrith:**

Nepean Hospital

**Blacktown:**

Blacktown Hospital

## TOP TEN HINTS TO STAY HEALTHY

- 1.** A healthy diet includes: plenty of vegetables, legumes, fruit, cereals such as bread, pasta and noodles, lean meat, fish, poultry, reduced fat milk and other dairy products. Learn how to cook simple, healthy meals. Don't skip breakfast – it is very important!
- 2.** Cook at home and buy fresh food rather than tinned or processed.
- 3.** Keep in touch with your friends and family.
- 4.** Keep up to date with your studies.
- 5.** Be safe while driving, crossing the street and at the beach.
- 6.** Create opportunities for physical activity, e.g. ride a bike to uni.
- 7.** Limit your alcohol intake. Don't smoke.
- 8.** You have paid for OSHC so use it. Don't delay going to the doctor if you are feeling unwell. Make an appointment with a University counsellor (for free) if you are feeling unhappy.
- 9.** Accept invitations to places or events where you will meet new people.
- 10.** If you are feeling homesick, talk to someone else about how you feel – any new student will probably feel much the same as you do.



# Safety and security

Coming to a new country always presents uncertainties to new students, unfamiliar with risks to personal safety and the resources available to support and protect them. It is important to know that Australia and Western Sydney in general are safe destinations on a world scale, but the need to be aware of risks and what to do in the unlikely event that you face real danger is the same as in your home country.

## Campus Safety and Security

Campus Safety and Security ensures a safe and secure environment for all students, staff and visitors.

### 24-hour security hotline 1300 737 003

Security can assist you in the following ways:

- 24/7 patrols of all University campuses
- security escort to or from your classroom, office, vehicle or on campus residence
- First Aid—in a First Aid emergency, call 0414 240 458 or internal extension 2300
- lost and found register on each campus.

Always remember to lock your car and secure your valuable items. You should report any accidents or injuries to University campus security by visiting any of our Campus Safety and Security Offices or filling out the 'Incident Report Form', which can be found online at [westernsydney.edu.au/security](http://westernsydney.edu.au/security)

Any criminal incidents, such as theft, assault or property damage, as well as any suspicious activity should be reported to the police on the Police Assistance Line - 131 444.

Find more information, visit [westernsydney.edu.au/security](http://westernsydney.edu.au/security)

### Emergency numbers

Call 000 for ambulance, police and fire 24 hours a day.

### Emergency contact points

Emergency contact points have a 24/7 link to Campus Safety and Security. When an emergency contact point is activated, the nearest security officer immediately goes to that contact point and the security staff in the control room continues to talk to the person who raised the alarm.

Find out more at [westernsydney.edu.au/emergencycontactpoints](http://westernsydney.edu.au/emergencycontactpoints)

### Personal safety

Some tips on how to stay safe:

- always take care when walking at night
- be aware of your surroundings - try to walk with other people rather than by yourself
- walk along well-lit streets and main roads
- avoid long conversations on your mobile phone when walking at night
- when travelling, conceal all valuables, including your wallet or purse, phone and laptop
- don't carry large amounts of money

- when using ATMs, be conscious of strangers nearby and put your cash away quickly
- when travelling by public transport at night:
  - On a train:** sit close to the guard's compartment (indicated with a blue light)
  - On a bus:** sit close to the driver or other passengers
- always tell someone where you are going and when you expect to return
- be aware of your campus security services
- program the University campus security numbers and other emergency numbers into your mobile.

### Walking

- Look towards oncoming traffic before you cross the road, then look the other way, then look towards traffic again
- Never assume a driver has seen you or will stop
- Use the footpath. If you must walk on the road, walk facing traffic
- Look for turning vehicles
- Avoid crossing the road between vehicles
- Never walk in front of a bus to cross the road
- Use pedestrian crossings where available
- Cross the road at traffic lights and ONLY cross the road when it is green (even if you see other people crossing when the light is red)
- Wear light-coloured clothes.



## Biking

- Always wear a helmet and ensure the strap is fastened
- Follow road rules
- Ride single file (one line)
- Use a hand signal before turning
- Ride at least a metre away from parked cars as doors can open unexpectedly
- Do not ride with your headphones on – you need to listen to traffic.

## Driving

- Do not drink alcohol and then drive
- Do not take drugs and then drive (also check prescription medication to see whether it will impair your ability to drive)
- Follow the speed limit
- Wear a seatbelt.

## Swimming

Summer is a great time to be at the beach but it also offers risks to international students (yes, you!).

Follow these guidelines to make sure your day at the beach is one of many to come.

- Swim at beaches patrolled by surf lifesavers
- Swim between the red and yellow flags
- Never swim alone and watch out for your friends
- Don't swim directly after eating
- Don't swim if you have been drinking alcohol or taking drugs
- Ask a lifeguard about the surf conditions

- Never dive headfirst in to the water
- If you get in trouble in the water, stay calm, raise an arm to signal for help, float and wait for help
- Don't swim against a current, even if it is taking you farther from shore. Float, raise an arm and wait for help
- If a friend is in trouble, do not try to save them yourself. Call a lifeguard for help
- Don't fish from rocks.

## Candles, oil burners and cigarettes

- Candles, oil burners and cigarettes can all be dangerous fire hazards
- **Do not** smoke in bed
- Dampen cigarette butts before putting them in the rubbish
- Make sure your candles are on properly designed candle holders
- **Do not** leave your room when a candle or oil burner is alight
- **Do not** put candles or oil burners near windows; be careful, curtains can catch fire easily.

## Sun-safety

The sun in Australia is very strong and you can burn at any time of year, even if it is a cloudy day. The sun is strongest between 11am and 3pm. So, wear:

- a hat
- sunscreen on exposed skin
- a shirt with sleeves and a high neckline sunglasses.

## Other

Sydney is a city of over four million people and petty crime does occur. Some students have had their bags snatched in the past or have been the victim of pickpockets. To combat this, walk with your handbag across your body and do not carry large amounts of cash, valuables, or your passport, around with you.

**24 hours Security Hotline  
1300 737 003**

# Your Student Visa

The Australian Government reviews its Student Visa Program regularly. Please check the department of Immigration and Border Protection website for updates:

[border.gov.au/Trav/Stud](http://border.gov.au/Trav/Stud)

## **Keeping your visa safe - progression requirements**

It is important that you maintain satisfactory academic progress and complete your course within the visa grant period. Unsatisfactory academic progress is a breach of a visa condition and therefore it can have serious consequences for student visa holders. Please seek advice and help as soon as you have any difficulties that may prevent you from meeting academic progress requirements. The University provides a wide range of assistance free of charge. Visit the progression page for further information: [westernsydney.edu.au/current\\_students/exams/progression](http://westernsydney.edu.au/currentstudents/current_students/exams/progression)

## **EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS)**

The ESOS Act regulates the provision of education to overseas students in Australia. It covers the conduct of providers (universities, colleges, and schools), students and the various government departments involved. Its main purpose is to provide consumer protection for overseas students.

National code:  
[westernsydney.edu.au/about\\_uws/leadership/governance/education\\_services\\_for\\_overseas\\_students\\_esos/esos\\_national\\_code\\_information\\_for\\_students\\_and\\_staff](http://westernsydney.edu.au/about_uws/leadership/governance/education_services_for_overseas_students_esos/esos_national_code_information_for_students_and_staff)



## **TUITION PROTECTION SERVICES (TPS)**

The Tuition Protection Service legislation further strengthens the financial protection of international students.

## **IMPORTANT LINKS TO FURTHER INFORMATION**

Further information can be found at:

ESOS

[westernsydney.edu.au/esos](https://westernsydney.edu.au/esos)

TPS [tps.gov.au](https://tps.gov.au)

International Student Refund

[westernsydney.edu.au/  
international/refund](https://westernsydney.edu.au/international/refund)

International Transfer Procedure

[westernsydney.edu.au/esos/  
transfer](https://westernsydney.edu.au/esos/transfer)

**Student visas come with a number of conditions. It is important that you do not breach them. The main ones are:**

- Satisfy course progression and attendance/participation requirements and maintain a valid enrolment for your course. If your progress is less than satisfactory, seek help from the various support services available and speak to your academics (teachers).
- Study enough units in each session to be able to finish in your visa period. If you are studying below a full-time load, make sure the University has approved your reduced load.
- Do not work more than 40 hours per fortnight in term time (including mid-term breaks). You can work unlimited hours during official holiday periods between study semesters/sessions.
- Maintain your Overseas Student Health Cover (OSHC) while in Australia. The Department of Immigration and Border Protection will require you to show OSHC for the duration of your student visa for any permanent residency (PR) application. The University requires all international students to show proof of OSHC prior to enrolment being finalised in each year.

- Leave Australia or apply for a new visa before your visa expires.
- If you change to a lower study level (for example from Bachelor to a Diploma or Certificate course, or from a Masters to a Bachelor or lower) you will have to apply for a new student visa.
- Remain with Western Sydney University for the first six months of the course for which you were given the visa. Important note: if you would like to make a request to transfer to another education provider, you must apply for a letter of release. Requests for transfers are not given automatic approval. The University will assess your transfer request on an individual basis. [westernsydney.edu.au/esos/transfer](http://westernsydney.edu.au/esos/transfer)
- Advise the University of your residential address within seven days of your arrival in Australia. If you change your address, you must notify the University of your new residential address within seven days.
- If you have dependents under 18 years of age with you in Australia for more than three months, you must make sure they are enrolled in school.

There may be other conditions on your visa, depending on your personal circumstances. For more information, see the Department of Immigration and Border Protection's website: [immi.gov.au/students/visa-conditions-students.htm](http://immi.gov.au/students/visa-conditions-students.htm) or visit [westernsydney.edu.au/internationalstudentsupport](http://westernsydney.edu.au/internationalstudentsupport)

# Financial requirements

International students are required to have genuine access to sufficient funds while studying in Australia. Funds should be sufficient to contribute to the cost of travel, tuition, school costs of any dependents, and living costs.

## FINANCIAL REQUIREMENTS PER YEAR

| Expenses per Type | Per Person                    | Amount Required in AUD\$   |
|-------------------|-------------------------------|--|
| Travel            | Applicant                     | Return air fare to Australia   |
|                   | Family members                | One return air fare to Australia per person  |
| Tuition           | Applicant                     | Course Fees<br>Refer to <a href="http://westernsydney.edu.au/international/fees">westernsydney.edu.au/international/fees</a> |
|                   | School-age children aged 5-18 | Refer to <a href="http://internationalschool.edu.au">internationalschool.edu.au</a>  |
| Living            | Applicant                     | AUD \$19,000 to AUD \$25,000 per year  |
|                   | Partner                       | AUD \$6,515 per year   |
|                   | First child                   | AUD \$3,720 per year   |
|                   | Each other child              | AUD \$2,790 per year   |

[border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds#](http://border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds#)

**NSW Public Schools education fees for holders of temporary visas (for children of Western Sydney University students)**

For more information about fees and payment, please go to the NSW Department of Education website [decinternational.nsw.edu.au/study/schools/temporary-residents](http://decinternational.nsw.edu.au/study/schools/temporary-residents)

## TEMPORARY RESIDENTS – RATE FOR A 12 MONTH PERIOD (40 SCHOOL WEEKS) OF ENROLMENT

|   |            |
|---|------------|
| Primary school Years K-6                                  | AUD\$5,000 |
| Junior high school (or IEC) Years 7-10                    | AUD\$5,000 |
| Senior high school (or IEC) Years 11-12                   | AUD\$6,000 |
| PLUS Non-refundable administration fee (inclusive of GST) | AUD\$110   |

# Students with families

## Childcare

UWS Early Learning Ltd Child Care Centres provide high quality child care and early learning experiences for children. We believe in a stimulating, inclusive and nurturing environment, and in working in partnership with families, Western Sydney University and our diverse community. Our Child Care Centres are located on six campuses. For more information, please email [uwsell@westernsydney.edu.au](mailto:uwsell@westernsydney.edu.au) or visit [westernsydney.edu.au/childcare](http://westernsydney.edu.au/childcare)

## New South Wales Schools

School attendance is compulsory for all children aged between six and 17 years of age, with most children commencing school at five years of age. School students are generally required to attend school from Monday to Friday, between 9.00am and 3.30pm. The academic year commences in late January and is divided into four terms of about 10 weeks each.

There are two main types of schools: Government (public), and independent (private) schools. There are different independent schools and many are connected with a particular religion, e.g., Catholic schools. Fees for independent schools vary greatly and you will need to contact the schools directly to find out what they charge.

## New South Wales Public Schools

As an international student studying in New South Wales, you can enrol your dependent children in NSW Government schools (Public Schools). Your dependent children can only be enrolled while you are studying full-time in New South Wales and your children's enrolment must not exceed the period stated on the visa.

If your dependent children are enrolled in a NSW Public School, you will be liable to pay the Temporary Visa Holders Education Fee. The only exceptions are dependents of international students who have a full scholarship from the Australian Government or a publicly funded Australian higher education institution.

If you wish to enrol your child of school age in a NSW Public School, you must contact the NSW Department of Education and Training regarding enrolment of Primary and Secondary school children.

[decinternational.nsw.edu.au](http://decinternational.nsw.edu.au)

## FREE MAGAZINE

[webchild.com.au](http://webchild.com.au)

Sydney's Child is a free magazine distributed through shopping malls, day care centres, libraries and baby stores. It contains a variety of useful information for parents.

# Working in Australia

International students may work 40 hours per fortnight during semester and full-time in vacations. Sometimes an employer may ask for a letter from the University confirming that you are on vacation and Student Central will provide you with this letter. The Careers and Cooperative Education Unit offers workshops which cover such topics as: Success at Job Interviews and One Stop Careers.

Jobs are advertised on CareerHub. [westernsydney.edu.au/careerhub](http://westernsydney.edu.au/careerhub)

Many international students choose to work part-time during their studies, but it is unrealistic to expect that you will find part-time work as soon as you begin looking for it. You will first need to become familiar with the city and the work areas where part-time employment is available. It is also important to understand your study obligations before you commit yourself to part-time work.

## Post-study work arrangements

Once you complete your degree, you may be eligible to apply for a post-study work visa. A visa in this category may be granted for up to four years, depending on your qualification. For more information, visit

[border.gov.au/Trav/Stud/Post](http://border.gov.au/Trav/Stud/Post)

## How to find a job

Many students like to find part-time work while they are studying. The following are some basic principles to give you a head start:

Start by registering with the CareerHub at [westernsydney.edu.au/careerhub](http://westernsydney.edu.au/careerhub) and check the listings for casual and part-time jobs regularly. Also check the graduate positions, although these employers are more likely seeking people to work full-time.

Disclose your visa status to employers and be prepared to show evidence of this.

## Avoid exploitation!

Although most employers do the right thing, some may try to take advantage of the fact that you are a young person living in another country and that your first language might not be English. Most employers will treat you fairly. To ensure that you avoid bad work situations, you should be in a workplace that:

- Complies with workplace Health and Safety legislation and standards
- Provides appropriate information, training, instruction and supervision
- Provides a non-discriminatory and harassment-free environment
- Ensures payment of appropriate wages.

If you are concerned about conditions in your workplace, you may seek the advice of the Student Welfare Service. The Fair Work Ombudsman has a helpful website and advice for international students called *Study your workplace rights!*

[fairwork.gov.au/resources/fact-sheets/workplace-rights/Pages/international-students-fact-sheet.aspx](http://fairwork.gov.au/resources/fact-sheets/workplace-rights/Pages/international-students-fact-sheet.aspx)

### **Working 'Cash-in-hand'**

Cash-in-hand refers to an employment arrangement where the employer does not declare you as an employee to the Australian Taxation Office. Problems with getting paid cash in hand include:

- Not being covered by insurance if you are injured at work
- You can be fined for not declaring income to the Australian Taxation Office
- Your employer might attempt to avoid paying you full entitlements, such as sick leave
- You might be paid below the minimum rate.

### **Working essentials**

- Maximum 40 hours fortnightly during term
- Get a Tax File Number (TFN)
- Visit the Careers and Cooperative Education Unit at [westernsydney.edu.au/careers](http://westernsydney.edu.au/careers)
- Higher degree research students can work unlimited hours
- Work rights start when the course starts – do not work before your course starts, it's a breach of visa conditions

Western Sydney University International recommends that you do not work 'cash in hand' as it is against the law.

For more information about your student visa work rights, visit [border.gov.au/Trav/Stud](http://border.gov.au/Trav/Stud)

NOTE: Although you are able to work in Australia, you cannot rely on that income to fund your tuition or living costs for the duration of your stay in Australia.



# Online services and systems

## Students website

Get to know the Current Students site. It has all the info you need as a Western Sydney University student, including latest news and events.

[westernsydney.edu.au/students](http://westernsydney.edu.au/students)

## WesternAccount

Your WesternAccount gives you access to online services, including student email, MySR (your online student record) and the Western Central Student Portal – a central online information hub for students.

Your WesternAccount is secure with a username and password.

To activate your WesternAccount, go to [westernaccount.westernsydney.edu.au](http://westernaccount.westernsydney.edu.au)

## Western Central

Western Central is the online information hub for students. You need to log into Western Central to access your student email account, MySR, PlatformWeb (exam timetable), vUWS (online learning), CareerHub and the Library website.

Important notices and announcements are also displayed in Western Central, so make sure you check it regularly!

## Student Email

All students have an official university student email account. This is the official communication channel between you and the University – so you must check it regularly! All emails from the University will be sent to your student email account and you must use your account to contact the University by email. If you don't check your student email account regularly, you may miss important messages, which can have serious consequences, such as cancellation of your enrolment.

## MyStudentRecords (MySR)

MyStudentRecords (MySR) is the online student records system where you manage your enrolment – adding, changing or dropping units (until the census date), updating your personal and contact details and checking your fees and results.

## iPay

iPay is suitable for those who don't have a credit card, don't wish to use their card over the Internet, or would prefer to use their own funds rather than credit.

[westernsydney.edu.au/ipay](http://westernsydney.edu.au/ipay)



## **SMS**

The University may contact you by SMS in an emergency. Emergencies include the risk of having your enrolment cancelled or the emergency closure of a campus. Make sure your mobile phone number is up-to-date and in the correct field in MySR so these emergency messages reach you.

## **Twitter**

Follow **WesternSydneyU** on Twitter to get regular updates and important information.  
[twitter.com/westernsydneyu](https://twitter.com/westernsydneyu)

## **Facebook**

Become a fan of the official Facebook page and join in the online discussion with students and staff.

[facebook.com/westernsydneyuinternational](https://facebook.com/westernsydneyuinternational)

## **Handbook (course and unit search)**

Once you've accepted your offer, you'll need to check what units are available in your course so you can enrol. The Western Sydney University Handbook is the official list of courses and units on offer. It also has detailed information such as the structure of each course, which campuses courses and units run on, the names and contact details of Directors of Academic Programs and Academic Course Advisors and even recommended enrolment patterns.

Find out more about what you'll find in the Handbook and how to read it at [westernsydney.edu.au/howtoguides](https://westernsydney.edu.au/howtoguides)

You can access the Handbook online at [westernsydney.edu.au/handbook](https://westernsydney.edu.au/handbook)

## **Allocate+**

Allocate+ is the online system used for registering for tutorials and creating your personalised timetable.

## **eLearning (vUWS)**

eLearning is the online learning environment. Your course and units may have a vUWS site, which may include your unit or course outline, information about your assessment tasks, study resources and announcements related to your unit or course. Make sure you check your vUWS sites regularly during session as they may be updated at any time.

## **Library**

Check out the Library website for services and resources, as well as help with the assignment writing process and referencing. There's an online librarian who can answer your questions and a series of online and face-to-face tutorials to help you get the most out of your research. There is also an online tutorial on how to use 'Turnitin', the online assignment submission platform. See [library.westernsydney.edu.au](https://library.westernsydney.edu.au)

## **Student responsibilities and policies**

While you're a student at Western Sydney University, you need to make sure you are aware of the policies that affect you and your responsibilities. A list of the student-related policies is available online at [policies.westernsydney.edu.au/students.php](https://policies.westernsydney.edu.au/students.php)

A summary of student responsibilities is online at [westernsydney.edu.au/studentresponsibilities](https://westernsydney.edu.au/studentresponsibilities)

# International student fees

Tuition fees are due by the authorised commencement date of the session. The term 'tuition fees' refers to course fees paid by students for each unit in which they are enrolled. Please note that tuition fees do not include other expenses associated with university study such as books, equipment, accommodation and living expenses. Tuition fees are charged according to the approved fees schedule. In order to be properly enrolled in your program of study, you must pay your fees, including the Student Services and Amenities Fee (SSAF), by the due date.

## Important points to remember about fees

Your tuition fees must be paid by the due date of each session, at the latest.

- You can pay fees electronically using the University's secure online payment system [onestop.westernsydney.edu.au](https://onestop.westernsydney.edu.au) or by credit card or through Western Union. Refer to your Statement of Account for details on how to pay.
- If you require a letter from the University to have your fees released from your home country, please make this request to Student Central well in advance of the due date of your fees.
- If you do not pay your fees by the due date, you are at risk of having your enrolment cancelled.
- Fee refunds are granted in

accordance with the Refund Policy once a Refund Request Form has been lodged.

[westernsydney.edu.au/international/refund](https://westernsydney.edu.au/international/refund)

## Enquiring about tuition fees

Enquiries about fees can be made by calling Enrolments on 1300 668 370, or emailing your enquiry to [enrolments@westernsydney.edu.au](mailto:enrolments@westernsydney.edu.au)

## Student fees account

As a commencing international student, you would have already paid part fees when you accepted your offer of admission to the University. You must pay the balance of your fees before the commencement of your course.

For continuing students, your next session's Statement of Account will appear on MySR prior to commencing that session.

Please ensure your address is correct in MySR and mark the payment due date in your calendar to assist you in planning and organising for funds from overseas to be made available in time.

## INTERNATIONAL STUDENT FEES

International fee information  
[westernsydney.edu.au/international/fees](https://westernsydney.edu.au/international/fees)

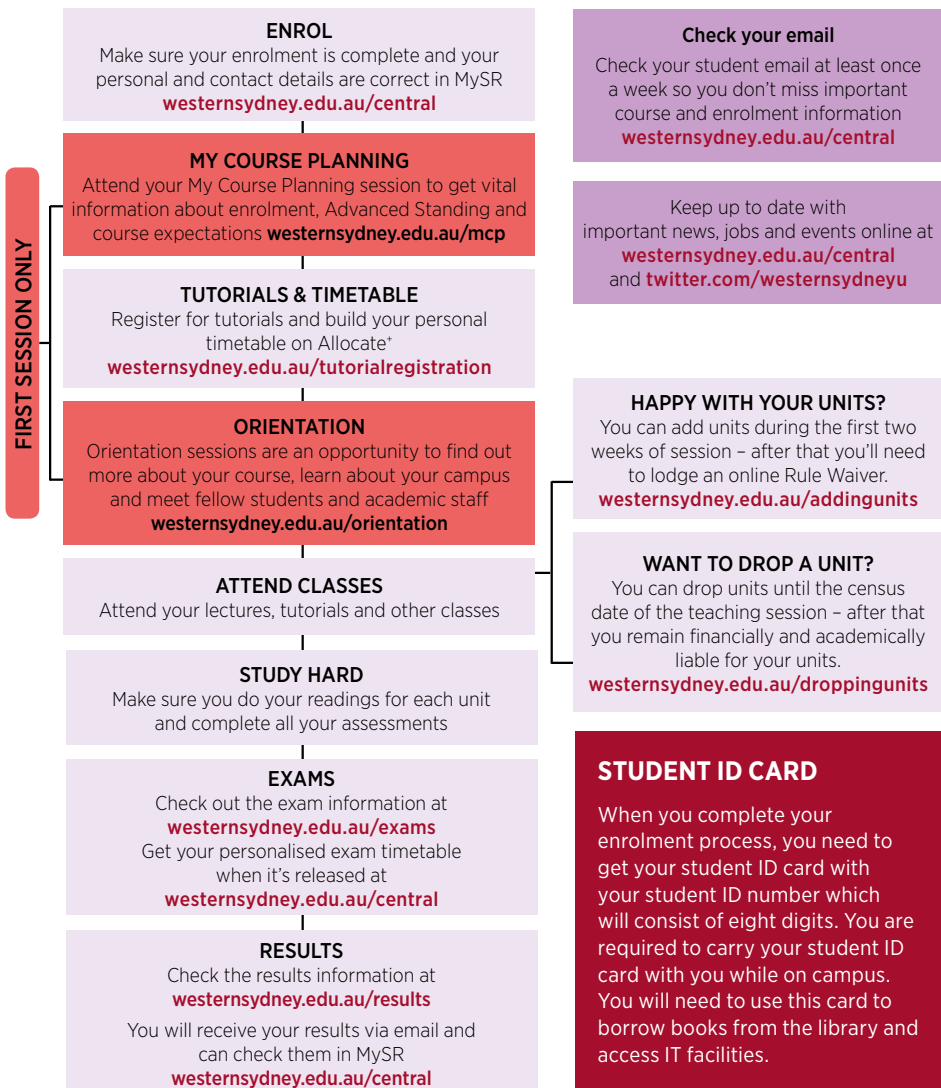
International student refund agreement  
[westernsydney.edu.au/international/refund](https://westernsydney.edu.au/international/refund)

# Enrolment

## What I need to do each session

It is your responsibility to ensure you are correctly enrolled each session.

To enrol, visit [westernsydney.edu.au/enrolments](http://westernsydney.edu.au/enrolments)



# Academic information

All students beginning at Western Sydney University will undergo a period of adjustment. As an international student, you will have to not only adjust to a new country, but to new learning and teaching methods as well. This section will provide information about the general academic system at the University and help to prepare you for what to expect during your study.

To be successful at university, it is important that you:

- Understand what is required of you in terms of study and assessment tasks at your university
- Attend all of your lectures, tutorial and examinations
- Do not plagiarise.

## Assessment tasks

Forms of assessments can include written assignments, oral presentations and exams.

Assignments are academic tasks that you have to submit to your lecturers or tutors to show your understanding and engagement with your subject.

## To produce good assignments, you should:

- Know your course outline, course objectives, important dates, and recommended readings (always seek clarification if you do not understand what you've been asked to do)
- Read the set readings (e.g. text book) as well as recommended references

- Write academically
- Manage your time well.

## Lectures

Lectures will form a large part of your study at university. Some lectures will be held in larger lecture theatres with a large number of students, others will be in smaller surroundings.

You should try to take clear and concise notes rather than writing every word that the lecturer says. You can always compare notes with other students in your lecture, or ask the teachers themselves if you feel unsure about anything. Don't be afraid to approach your lecturers for assistance – that is what they are there for.

You may have trouble understanding a lecturer's accent or may find that some speak too quickly. Be patient, as you get used to the language, things will become easier. But also – don't hesitate to ask your teacher to speak slowly.

## Tutorials

Tutorials, or 'tutes' as they are called, are another important part of academic life. You must attend your tutorials and you will have to register for them. Note that some units have no tutorials.

A tutorial is usually a period of class time that is in addition to the lecture. Sometimes it can be a laboratory or practical session. It consists of a tutor, who is a teacher and a small number

of students (from 15 up to 35 students).

The tutorial time is spent in discussion or some problem-solving activities.

Your active participation shows that you are keen and interested in your subject, and it gives you great opportunities to discuss and debate issues and ask questions.

## You must attend your tutorials because:

- They provide you with the opportunity to speak to a tutor or lecturer, which can be a good time to ask about course outlines and assignments
- They will allow you to practise communicating your ideas by giving presentations
- They provide very valuable training in the purposes and dynamics of formal discussion groups.

### **How to avoid plagiarism**

The act of using the words or ideas of another person without acknowledgment is called plagiarism. Plagiarism is a kind of cheating and is considered a crime. If you hand in an assignment without acknowledging your sources, you are likely to fail and be asked to rewrite it. You may fail that unit or even be suspended from university.

Each School handbook also contains rules, policies and processes.

You can avoid plagiarism by using the accepted referencing technique. Referencing means acknowledging/citing in your writing the sources of your information and ideas. These sources may include books, journal or magazine articles, newspapers, company, government or institutional reports, websites or personal communications, amongst others.

### **Why referencing is essential**

Referencing is a way of showing recognition and respect for intellectual property. Your references show how widely you have read and indicate the quality of research and the sources that have influenced your thinking.

### **Academic support programs**

To help and guide you in your understanding of academic requirements, there are Student Learning Unit staff who provide academic preparation courses and literacy workshops. These services are free to all students.

### **Academic skills workshops**

The Student Learning Unit offers a number of workshops on each campus throughout the year, covering topics such as:

- Essay writing
- Referencing
- Essay structure
- Mathematics and statistics
- Nursing maths
- Academic writing
- Developing writing skills
- Critical thinking
- Assignment preparation
- Spoken English

[westernsydney.edu.au/  
workshops](http://westernsydney.edu.au/workshops)



# Requirements for studying at uni

## Independent learning

At university, your learning is your responsibility. Teachers are there to help you understand what you have to study and give you feedback on your assessments. However, it is your responsibility to learn, understand and complete course and administration requirements.

## Critical thinking and critical analysis

Critical thinking is breaking information into parts, comparing, questioning and evaluating it. When you learn to think critically, it means you can think rationally and objectively. Critical analysis is applying critical thinking so you can understand what you read or hear. It also means drawing links to other readings and lecture material. These skills are essential for writing effective assignments – showing your own position and argument while separating it from the evidence and references you use. More information and samples of student critical writing are available under 'critical thinking' in the online learning sections of the Student Learning Unit website at [westernsydney.edu.au/slu](http://westernsydney.edu.au/slu)

## Know what's expected from you – be prepared

Get all the information about your classes, weekly topics, assessments, and timelines yourself! Your unit outline and learning guide are very good

sources of this information. Read them thoroughly and check the marking criteria.

Engage with your topic – give yourself time to read, re-read, understand, discuss with others and think about it. Time management is an important skill to develop at university.

## Tips to get the best from your lectures

### Do not miss lectures

**Before the lecture:** always read before the lecture to become familiar with the topic and terms, phrases and words (key vocabulary) used in your unit.

**In the lecture:** listen carefully; do not write everything but take selective notes about the important points.

**After the lecture:** revise your notes and/or handouts. Do further reading/research to fill in the gaps.

## Participate actively in tutorials

**Before the tutorial:** do some preparation, revise your lecture notes, do your weekly readings, have something to share, or a question to ask. You may be marked on your tutorial participation.

**In the tutorial:** try to join in the discussion, listen to others, and listen to the comments of other students and the answers the lecturers/tutors give. Your contribution to the discussion may be assessed – check this!

**After the tutorial:** revise what you have learnt, do further reading/research to fill in the gaps.

## Essay writing at university

Writing essays at university is different from school or TAFE. In a university essay, you are expected to:

- present your position (thesis/argument in answer to the essay question and not only what others say. This means writing in your own voice (words) as much as possible
- structure your essay well – introduction, body, conclusion and well structured paragraphs using references
- write in an academic writing style: formal, grammatically correct and research-based
- produce a good essay, check the marking criteria, analyse the question, plan your research and reading and write in a clear and coherent manner. Make sure you have enough time to edit and proofread before handing in an assignment.

If you're not sure what's expected of you, check your unit outline or learning guide. You can also talk to your lecturer or tutor or find out about workshops that can help at [westernsydney.edu.au/workshops](http://westernsydney.edu.au/workshops)

## Paragraphs in university writing

Structure: topic sentence, supporting statements, references, concluding sentence, flow in writing and linking phrases (first of all, such as, therefore, however, etc).

The topic sentence states the main thesis/topic of the paragraph and the rest of the sentences explain and/or elaborate (support) the main point. Evidence is in the form of other writers' ideas (referenced) to support the main points and finally a concluding sentence indicating the writer's argument on the topic or linking to the next paragraph is given.

## Reading at university

Reading university text books and related material is a skill and is essential for researching and writing essays and assessments. Be selective about what you read, choose a relevant book or article and skim or scan read for the key information. Be an active reader, know why you're reading, think about how it relates to the lecture or other material and take notes.

### Be a selective reader

Select a relevant book/article to read then skim and/or scan, for example:

- look at the title, table of contents and index for specific information and key words
- quickly read through the preface or introduction and conclusion to get a general idea or read the abstract of a journal article.

## Referencing at university

Referencing is acknowledging the sources you've read and used in an assignment. Details of how to reference should be in each unit outline. If you have questions, talk to your lecturer or tutor.

You must reference all assignments at university. If you don't, you will be disciplined for plagiarism.

To avoid plagiarism:

- acknowledge (reference) everything that you borrow; ideas, words, music, images, tables, graphs
- always provide full references for sources you have consulted and used
- use the referencing system that your school prefers
- be consistent in your referencing style.

The Western Sydney University library also has referencing guides online at [library.westernsydney.edu.au/citing.php](http://library.westernsydney.edu.au/citing.php)

Find out what resources and workshops are available to help improve your academic skills at [westernsydney.edu.au/workshops](http://westernsydney.edu.au/workshops)



# Tips for a good first year

## **Be bold**

You have nothing to lose. Most students starting university don't know anyone either. It's worth saying 'hello' and starting a conversation because you might just make a new friend.

## **Ask questions**

You're expected to follow up on anything that you have questions about and University staff encourage students to do that. The Academic Course Advisor or Director of Academic Program can help you with choosing the right units to enrol in, assessments and any questions about your course. Student Central can help you with all non-course related questions.

## **Make the most of every opportunity**

University life is not just about academic study and we want you to have the best experience possible.

## **Plan your time and be organised**

University study is very independent and self-directed and that might be different to what you're used to. Make sure you know the important dates that relate to you and set reminders for them.

[westernsydney.edu.au/dates](http://westernsydney.edu.au/dates)

## **Learn new skills**

Aim to become more self-sufficient.

Find some good advice at [westernsydney.edu.au/livinginaustralia](http://westernsydney.edu.au/livinginaustralia)

## **Set short, medium and long-term goals**

Starting university study has many unknowns and setting goals for the things you want to achieve can help keep you motivated and give you a sense of certainty.

## **Stay up to date**

'Like' the Western Sydney University Facebook page to see updates, follow [@WesternSydneyU](https://twitter.com/WesternSydneyU) on Twitter and keep up to date with Campus Life. It's also worth getting involved with your Student Campus Council for updates on what's happening around the University and your campus.

## **Manage your budget**

Living and studying in Australia can be very expensive. The costs for food, transport, accommodation and socialising can easily get out of control. Be aware of how much money you have, how much you can spend per week/month/session and plan how to get the most value for your money.



### **Stay healthy**

A healthy body is essential for a healthy mind. Why not join the University's fitness gym at a student discounted rate.

[gym.westernsydney.edu.au](http://gym.westernsydney.edu.au)

[westernsydney.edu.au/mentalhealthandwellbeing](http://westernsydney.edu.au/mentalhealthandwellbeing)

### **Manage your stress**

An overly stressed mind is an inefficient mind. Take time out every day to unwind and relax mentally as well as physically. Make sure you have normal sleep patterns and do not miss sleep for work or study.

### **Explore the area**

The University has five main campuses in different areas of Western Sydney. These are vibrant areas with a range of recreational and entertainment options. Check the local newspaper, the council's website or like them on Facebook to find out what's happening in the community.

### **Check out the cultural and artistic life at Western Sydney University**

There are regular art shows, theatre performances, museum exhibitions and events to celebrate cultural diversity. Check the University events calendar to find out what's happening around campus. [westernsydney.edu.au/home/events](http://westernsydney.edu.au/home/events)

### **Understand Western Sydney University terminology**

There are lots of terms you need to understand so make sure you check the online glossary.

[westernsydney.edu.au/glossary](http://westernsydney.edu.au/glossary)

### **Know where to get help and don't be afraid to ask**

The University provides a wide range of services that are free for students to access.



# Support programs

## Transition Success

The Transition Success program gives new students the opportunity to speak to a senior student about settling into university study and any problems they might be facing. Senior students are available in each campus library during the first week of session. They can help you with University systems, refer you to the services you need and provide directions. They'll be wearing a bright green shirt that says 'Ask us' on the back.

The Transition team also try to call all new undergraduate students before census date each session (31 March for Autumn and 31 August for Spring). The call is to check in and see how you're settling in to university life.

If you have a question about the Transition Success program, please email [transition@westernsydney.edu.au](mailto:transition@westernsydney.edu.au)

## Skills workshops

A range of workshops are available on most campuses before and during session.

[westernsydney.edu.au/workshops](http://westernsydney.edu.au/workshops)

## Academic skills workshops

The University offers free workshops and programs to help students improve their academic performance and develop skills in language, learning and mathematics.

## Study and life skills workshops

The Counselling Service runs a range of study and life skills workshops. They're free to students and can help you improve your skills and succeed in your studies.

Workshops include: Time Management, Thinking of Dropping Out?, Do Presentations and Stress Less, Master Your Memory, Manage Exam Worry— Be Your Best and Motivation and Planning.

[westernsydney.edu.au/workshops](http://westernsydney.edu.au/workshops)

Online resources are also available in vUWS on time management, procrastination, motivation, group work and secrets to success at uni. You might find these helpful if you can't make it to a workshop.

## MATES

MATES is a peer mentoring program. It's all about connecting first year students with students who are in later years of study. This helps new students create social networks and gives them knowledge and skills to help them settle into life at university.

Our objectives are to help new students by:

- providing an excellent source of information about the University and its resources by connecting them with a more experienced student who acts as a mentor
- reducing social isolation by introducing them to a small

- group of peers on their campus
- raising awareness of student services and resources available and how they can access them
- giving them a personal connection with the University.

Whether you are a new student wanting to be matched with an experienced Mentor, or an experienced student willing to help out, we want to hear from you!

For more information and to register your interest, visit [westernsydney.edu.au/mates](http://westernsydney.edu.au/mates) or you can email [mates@westernsydney.edu.au](mailto:mates@westernsydney.edu.au)

### **Equity Buddies**

Equity Buddies is a coaching and mentoring network that runs at Bankstown campus. We welcome students from Afghanistan, Somalia, Southern Sudan, Sierra Leone, Sri Lanka, Iraq, Burma and Libya, and there are plenty of opportunities for all students to get involved too.

Student buddies are mentored in understanding Western Sydney University expectations, assignment expectations, planning study and life/work balance and accessing University resources. They are also provided with a friendly support network.

Equity Buddies coaches learn valuable teaching and mentoring skills, focusing on:

- working with students with a language background other than English
- learning how to evaluate the needs of other students who may not have had the same learning opportunities they have had
- learning to build and integrate knowledge so that others can learn.

Student facilitators from various cultural backgrounds help coaches with information about cultural expectations and the course structures.

Please email [equitybuddiesnetwork@westernsydney.edu.au](mailto:equitybuddiesnetwork@westernsydney.edu.au) for more information.

### **Peer Assisted Study Sessions (PASS)**

Peer Assisted Study Sessions (PASS) is a free student-centred learning program. In PASS, you will work with other students to understand the content of your unit/s and develop various study strategies to help you improve your academic performance.

PASSwrite is a discipline-based reading and writing enrichment program. It provides you with more opportunities to develop your academic writing skills in small groups and receive individual feedback on your writing from a successful and experienced student.

For more information about these programs, see [westernsydney.edu.au/pass](http://westernsydney.edu.au/pass)

## **INTERNATIONAL ACADEMIC LITERACY WORKSHOP**

To support you in adjusting to a university learning environment, new international students are invited and encouraged to attend a free two-day International Academic Literacy Workshop.

For more information, visit [westernsydney.edu.au/workshops](http://westernsydney.edu.au/workshops)

# Student support services

## Student Central

Student Central is your first point of contact for information, advice, brochures, forms and referrals to other services.

Each campus has a Student Central where you can get general advice and help with a range of things, including enrolment and fees, exams and results and graduation. You can also pick up a form or brochure, lodge your forms, apply for a travel concession pass or a Student ID card and get help lodging online forms.

Find out more at:  
[westernsydney.edu.au/studentcentral](http://westernsydney.edu.au/studentcentral)

## Contact us

Student Central Infoline:  
1300 668 370  
[studentcentral@westernsydney.edu.au](mailto:studentcentral@westernsydney.edu.au)

(All email enquiries must be sent from your University student email account).

## Standard hours of operation

Monday to Friday 9.00am – 5.00pm

Student Central operating hours may be extended during peak times at the beginning of Autumn and Spring Sessions and during the exam period.

Student Central is closed on public holidays.

## Locations

### Bankstown campus

Building 1 (at the main entry)

### Campbelltown campus

Building 5 (opposite the Ceremonial Lawn)

### Hawkesbury campus

Building K4

### Parramatta campus

Building EJa (next to The University Store)

### Parramatta City campus (100 George St)

Ground Floor

### Parramatta City campus (IPSQ)

Level 1

### Penrith campus

K, Room 1.16 (opposite Security)

## Student Welfare Service

The Student Welfare Service provides welfare and support to all international students.

The Student Welfare Service operates on all campuses and has professionally trained staff to help you work through unexpected problems. University welfare officers can help you with information and advice about your options and the right services to consult.

The Student Welfare Service provides advice on financial assistance, accommodation and health related issues and can also assist with student advocacy needs. If you have any personal issues and would like to know how it would affect your study and visa, we strongly encourage you to meet with a Student

Welfare Officer on your campus as early as possible for support and further assistance.

You are welcome to call, email, or make an appointment to see a welfare officer.

**E:** [welfareservice@westernsydney.edu.au](mailto:welfareservice@westernsydney.edu.au)  
**W:** [westernsydney.edu.au/welfareservice](http://westernsydney.edu.au/welfareservice)  
[westernsydney.edu.au/internationalstudentsupport](http://westernsydney.edu.au/internationalstudentsupport)

## Chaplaincy

The University Chaplaincy is a multifaith service, supporting all students and staff by encouraging spirituality, offering hospitality and creating community. We believe in embracing our diversity, encouraging conversation and respecting our similarities and differences.

Our chaplains come from a variety of spiritual traditions, and provide:

- a safe place and a listening ear
- opportunities to nurture, express and explore your spirituality
- links to religious groups and faith communities
- connection of life and faith through critical thinking, exploration of ethical issues and action for social justice issues
- care and support in times of uncertainty, crisis and loss
- thoughtful acts of service with, and for others.

**E:** [chaplaincy@westernsydney.edu.au](mailto:chaplaincy@westernsydney.edu.au)

**W:** [westernsydney.edu.au/chaplaincy](http://westernsydney.edu.au/chaplaincy)

### **Multifaith facilities**

Multifaith facilities are available for students and staff on all campuses. For locations, visit the chaplaincy webpage at [westernsydney.edu.au/chaplaincy](http://westernsydney.edu.au/chaplaincy)

### **Complaints Resolution Unit**

The Complaints Resolution Unit is here to help students deal with problems at Western Sydney University, whether it's about a University decision or someone's behaviour.

When a problem arises, you should:

- talk directly to the relevant person if you can (the one who made the decision/whose behaviour caused the problem)
- if that doesn't fix it, talk to their supervisor.

You can also get support from the University Counselling Service.

If none of these strategies work or the matter is very serious, contact the Complaints Resolution Unit.

**P:** (02) 9678 7900

**E:** [complaints@westernsydney.edu.au](mailto:complaints@westernsydney.edu.au)

**W:** [westernsydney.edu.au/complaints](http://westernsydney.edu.au/complaints)

### **Counselling service**

This service helps you with personal, emotional, social and relationship difficulties or if you're just having trouble adjusting to uni life. Counselling is free and confidential. Appointments are available on all campuses, as well as over the phone.

A range of skills workshops, online help and study resources is also available. For further information, go to [westernsydney.edu.au/skillsworkshops](http://westernsydney.edu.au/skillsworkshops)

To make an appointment to see a counsellor:

**P:** (02) 9852 5199

**E:** [counselling@westernsydney.edu.au](mailto:counselling@westernsydney.edu.au)

**W:** [westernsydney.edu.au/counsellingservice](http://westernsydney.edu.au/counsellingservice)  
[westernsydney.edu.au/ecounselling](http://westernsydney.edu.au/ecounselling)

### **Disability Service**

This service provides students with a disability or a chronic health condition with assistance, support and services to make sure they can access University campuses and facilities, participate and compete equally in their studies.

They work with University staff to implement all necessary reasonable adjustments for each student registered with the disability service, which can involve many things, such as providing note takers, sign interpreters and class notes in alternative formats, as well as assistance for all exams and tests.

All work complies with the *Disability Discrimination Act (1992)* and the *Disability Standards for Education (2005)*.

To discuss your requirements with the campus disability advisor, please make an appointment.

**P:** (02) 9852 5199

**E:** [disability@westernsydney.edu.au](mailto:disability@westernsydney.edu.au)

**W:** [westernsydney.edu.au/disabilityservice](http://westernsydney.edu.au/disabilityservice)

### **Equity and diversity**

Western Sydney University is a 'Fair Go' university that celebrates and respects the diversity of its students and staff. Our role at Western Sydney University is to develop a range of policies, procedures and structures that encourage and support students and staff of diverse backgrounds to participate fully as members of the University community.

We provide and support programs that promote a peaceful, equitable and safe environment and host various events that are open to students, including:

- Women's Seminars – a forum where women from different areas of the University can meet, network, share information and discuss issues of particular interest to women.
- Open Forums – exploring a range of social issues of relevance to the University and wider Greater Western Sydney community.

### **Ally Network**

Western Sydney University staff and students who support gay, lesbian, bisexual, transgender and intersex (GLBTI) staff and students by promoting greater visibility and awareness of GLBTI issues.

### **Get Healthy Information and Coaching Service**

Get Healthy Information and Coaching Service is a free information and health coaching service developed by the NSW Government.

The service can provide you with an information kit on healthy eating, physical activity and achieving and maintaining a healthy weight, to help you on your way to achieving your goals.

You can also get free, personal health coaching. The coaching happens over the phone and is confidential. A qualified health professional will talk to you and help you with setting goals, making plans and staying motivated.

Find out more and register now at [westernsydney.edu.au/gethealthy](http://westernsydney.edu.au/gethealthy)

### **Learning and Teaching Unit (LTU)**

We provide a range of online resources and free workshops and programs to help students improve their academic performance and develop skills in language, learning and mathematics.

Find out more and register online at [westernsydney.edu.au/workshops](http://westernsydney.edu.au/workshops)

### **Student Representation and Participation**

Student Representation and Participation at Western Sydney University is about getting involved, finding your voice and making it heard. The goal of student representation is to provide all students with the opportunity and ability to be part of the Western Sydney University community and the decision-making process.

Student Representation and Participation has two levels:

- Student Campus Councils (SCCs) – Campus level opportunities for viable change.
- Student Representative Council (SRC) – Wider level opportunities for viable change.

There are also opportunities for you to represent your peers at an academic level through the various university academic governance committees such as the Academic Senate.

Student Representation and Participation gives you the chance to get involved in something outside the lecture theatre and develop useful skills and experience.

It's also an opportunity to represent your fellow students and give a strong voice to student issues.

The SCCs and SRC are run by students for students and will listen to your concerns, whether it's an issue with your course, access to resources on campus or an equity issue. We'd also love to talk to you about new ways we can engage with students to increase participation and democratic student input.

Find out more about Student Representation and Participation at [westernsydney.edu.au/student\\_representation](http://westernsydney.edu.au/student_representation)

Look out for **R U OKAY?** Day on 14 September 2017 and Mental Health Month in October 2016.

## PROOF OF IDENTITY AND AGE

While your passport provides evidence of your identity and age, it is not always convenient or appropriate to carry it with you everywhere. The NSW Photo Card is a great solution.

To apply for it, you will need to provide your passport and either proof of residential address or a statement from a full NSW driver's licence holder who has known you for 12 months or more. The NSW Photo Card is the only locally produced card that can prove age and identity as its only purpose.  
[rms.nsw.gov.au/licensing/photocard.html](https://rms.nsw.gov.au/licensing/photocard.html)

## STUDENT SERVICES FAIR

The Student Services Fair is on twice a year – just before the Autumn and Spring Session census dates. It's a free, on-campus event where you can find out more about the services available to you as a Western Sydney University student.

There are interactive stalls and information from a wide range of services and programs.

Staff are available to offer advice and answer any questions you may have. There are also giveaways, prizes and food. More information is available online at [westernsydney.edu.au/servicesfair](https://westernsydney.edu.au/servicesfair)

If you have any questions, please email [transition@westernsydney.edu.au](mailto:transition@westernsydney.edu.au)

## STUDY, MONEY AND LIFE SKILLS

Check out Study, Money & Life Skills, an online program with strategies and skills for success and to maintain good wellbeing.

Find out more about Study, Money & Life Skills at [westernsydney.edu.au/currentstudents/current\\_students/services\\_and\\_facilities/study\\_and\\_life\\_skills\\_workshops/study\\_money\\_life\\_skills](https://westernsydney.edu.au/currentstudents/current_students/services_and_facilities/study_and_life_skills_workshops/study_money_life_skills)



# Careers service

Western Sydney University Careers provides a wide range of online and face-to-face services to enhance student career readiness. Some of these services include:

- Individual appointments tailored to your needs
- Career building and job seeking workshops
- Networking events such as careers fairs and expos

To access our services, you must logon to the careers noticeboard known as CareerHub, which can be found on the Careers webpage [westernsydney.edu.au/careers](https://westernsydney.edu.au/careers). This is your gateway to our career services. From there, you can book into workshops and consultations, search for jobs, research information specific to your degree and keep track of upcoming events. International students will be particularly interested in the following services:

## Student Employment and Experience

We offer fantastic opportunities for students and arrange over 100 external jobs for students annually. Our recruitment program is specifically designed to link students with degree-relevant opportunities. Many international students have taken up roles in various areas such as design, marketing, business, engineering, finance, accounting, research, science and health.

## Jobs on campus

Western Sydney University understands it is tough juggling study and work, so we have established the Jobs on Campus Program, which provides paid professional experience right here at the University! Whether you are seeking some extra income or in need of degree-relevant work experience, be sure to join the 'Jobs on Campus' pool and have access to these valuable opportunities.

## Other services for international students:

The following online services are to assist you with your career preparation during your time at Western Sydney University. Be sure to look for these:

- Star Pronunciation – An online course to help improve your English pronunciation
- Harrison Assessment – Available in several languages, this career assessment identifies areas of strength and matches it with careers you might enjoy
- Going Global – a database that contains country-specific career and employment resources for more than 80 locations.

## Contact us

To find out more about any of the above services, simply visit our careers service website: [westernsydney.edu.au/careers](https://westernsydney.edu.au/careers). Alternatively, you can phone the student assistance line on **(02) 4736 0424** or email [careers@westernsydney.edu.au](mailto:careers@westernsydney.edu.au)

To meet our friendly team and collect resources, drop into our offices located in:

- Building P, Ground Floor, Room 60-71 Kingswood Campus; or
- Building EA, First Floor, Room 32 Parramatta South Campus.

# Graduation and Alumni

## Graduation

You must apply to graduate to be able to attend your graduation. Carefully follow the instructions at: [westernsydney.edu.au/applytograduate](http://westernsydney.edu.au/applytograduate) and make sure your application form is on time. You may also seek a letter of completion. This is best done during your last study session so that the letter can be issued as soon as possible after official results are posted.

[westernsydney.edu.au/graduation](http://westernsydney.edu.au/graduation)

## Stay connected with your University after graduation

Following completion of your studies at Western Sydney University, you automatically become a member of the University Alumni Community, joining close to 170,000 of your fellow graduates worldwide.

Upon graduation, a personalised GradLife alumni membership card will become available and provide you with immediate access to a range of free benefits and offers exclusive to Western Sydney University alumni. To find out what's on offer, visit [westernsydney.edu.au/GradLife](http://westernsydney.edu.au/GradLife)

Remarkable things happen when knowledge meets passion. Working with a mentor accelerates your success with the expertise and guidance you need.

Join our new online GradLife e-mentoring platform as a mentee for unique opportunity to build trusting relationships

with experienced professionals. The community is designed to support the sharing of skills and foster an environment that encourages mentoring relationships amongst the different generations of alumni.

To join the program, visit [westernsydney.edu.au/gradlifementors](http://westernsydney.edu.au/gradlifementors)

Keep an eye out for the Alumni team on campus during your time as a student, and when the time comes, we look forward to welcoming you to the Alumni Community as a graduate of Western Sydney University!



# Understanding Australian culture and language

Just as in any country, Australian language has a character, which reflects the culture of the people using the language. The language of the Australian people varies according to age, socioeconomic status, education and residential community and other factors.

It can be hard for an international student to adjust to the number of unfamiliar terms used by their student peers. These often include colloquialisms; common words that often don't make it into the dictionary, but everyone knows. It includes slang and other words only found in the local dialect.

A number of people have tried to compile lists of these kinds of colloquialisms, and some of the best places to start tracking down these colloquialisms are via books or online resources. The online introductions can be great and really amusing, but they don't always answer your queries about Australian terms. This can be because many of the lists focus on terms used by older speakers, and many of these words are not used by younger speakers. Instead, younger speakers tend to mix terms that are of non-Australian origin, especially from US and UK TV and film, and local terms. So you may hear an Australian version

of a non-Australian colloquialism, which can be quite confusing.

It is not unusual for there to be a big range of accents and terms used among your local student peers. Similarly, there can be big differences between speakers on the basis of age, residential area and educational level. Finally, don't be afraid to ask your lecturers and tutors what they mean if they use a term that you do not understand, especially if you hear it more than once. It is quite reasonable for you to have these words explained and it is also valuable for the lecturer to be aware of the effects of their language usage for students.



The decision to study in a foreign country involves many changes, which can be unexpectedly difficult to adjust to, for example, finding accommodation and suitable flat-mates, adjusting to new learning and social environments and dealing with the impact of missing family and friends. These social and practical adjustments can impede your ability to study effectively and have a negative impact on your life as an international student.

But don't worry! Learning a new culture always takes time and includes being puzzled about why things happen the way they do, and making mistakes or wrong assumptions. Make the effort to connect to your peers and you might be amazed at how much easier the whole thing can become.

It is really important that you acknowledge any difficulties as early as possible and take action. Contact any one of the various support services that are there for you, and in particular, talk to your campus Student Welfare Officer. Your international and local classmates can also be fantastic support for you.



# Lifestyle Greater West

## Join a Western Sydney University Out & About trip.

Meet new friends and experience what our great country has to offer. From one day bushwalks to multi day hikes and high adrenaline activities, there is something for everyone. Designed specifically for our students, at a subsidised cost, there are lots of fun experiences on offer.

[westernsydney.edu.au/campuslife](http://westernsydney.edu.au/campuslife)

## Top things to do in and around Greater Western Sydney

- Sydney Olympic Park Aquatic Centre – how fast are you going? Test your lap speed against that of Olympic athletes. Visit [sydneyolympicpark.com.au](http://sydneyolympicpark.com.au)
- Featherdale Wildlife Park – be the envy of your family and friends and send them photos of you feeding the kangaroos and wallabies. Featherdale offers you the chance to touch the animals in a relaxed setting and is a great day out.
- Visit Muru Mittigar Aboriginal Cultural Centre at Penrith to learn about Australia's first peoples. Muru Mittigar provides you with the opportunity to participate and interact with members of local Aboriginal communities through educational and enriching activities. The

Centre provides employment opportunities for local Aboriginal people and is a great meeting place to share cultural experiences – including yours!

- Hear tales of passion, anguish, and political skulduggery by visiting historic sites in Parramatta like Elizabeth Farm and Old Government House. At Elizabeth Farm, you may wander freely around as if you were the original inhabitants; there are no barriers, fragile furniture or untouchable ornaments. Make yourself at home and imagine what life would have been like 200 years ago.
- Go to a restaurant in Parramatta – visit [parracity.nsw.gov.au/dining](http://parracity.nsw.gov.au/dining)
- Allow fresh air in your lungs and exercise away any worries by renting (hiring) a bike from the Visitors Centre at Sydney Olympic Park. Explore Olympic venues, Bicentennial Park and Parramatta River.

### Useful tip

Looking for cheap or free activities in and around Sydney? Get some friends together and check out [sydney.com](http://sydney.com)

This useful website lists what is going on in Sydney each month. See what interests you and get out and about!

## GREATER WESTERN SYDNEY QUICK FACTS

- Home base to 150 of the top 500 companies in Australia
- One of the largest manufacturing regions in Australia along with high-tech business districts, retail and service centres
- Central to the latest industrial developments, two-thirds of which are occurring in Western Sydney
- The location for the majority of all Sydney's future growth.

# Notes

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**Contact information**

Student Central

1300 668 370

[studentcentral@westernsydney.edu.au](mailto:studentcentral@westernsydney.edu.au)

[westernsydney.edu.au/international](https://westernsydney.edu.au/international)

Student Welfare Service

02 9685 9751

[welfareservice@westernsydney.edu.au](mailto:welfareservice@westernsydney.edu.au)

[westernsydney.edu.au/welfareservice](https://westernsydney.edu.au/welfareservice)

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**WESTERNSYDNEY.EDU.AU**