

Student Support Services

We have a team of helpful and dedicated staff members to provide you with assistance in finding accommodation and homestay. We can also point you in the right direction when you need to inspect a potential accommodation by learning how to get there by public transport or by car.

If you wish to request for **our accommodation placement or homestay service**, you will need to inform us much earlier before your arrival in Sydney, preferably when you are applying for enrolment. This kind of temporary accommodation can be arranged through our college before you leave home, thus allowing you time on arrival to consider where and how you would like to be accommodated in the longer term. Please note that you will be charged nominal fees to use these special services, and your minimum stay in such pre-arranged accommodation or homestay shall be at least for four weeks. **Our Free Housing-Related Services** Our Housing Officer also provides **FREE housing-related services** as listed below.

- Helping you understand the lease and tenancy conditions
- Assisting you in your search for new accommodation options
- Making initial contacts with your prospective landlords over your mobile phone
- Giving you some useful house-hunting tips
- Recommending you local newspapers and websites with information on housing
- Showing you how to use the Sydney street directory to find the location of an address
- Pointing you to some contacts for revivalist services
- Approving your 'Roommates Wanted' flyers to be placed on student notice boards



Duty of Care and Welfare Arrangement for Students Under the Age of 18

Under the National Code of Practice 2007, all the registered training providers must discharge their responsibility under DIBP (Department of Immigration and Border Protection) requirements to approve accommodation and/or welfare arrangements for overseas students under the age of 18 years.

At Future College, each enrolment application is checked and the date of birth of each student noted to ensure that those who are under the age of 18 do not go undetected. All students under 18 years of age must stay in a homestay arranged by Future College authorised homestay provider. Please contact Student Counsellor for more information about the homestay arrangement.

If a student wishes to make alternative arrangements, he or she must provide details of his or her guardian's name, address and contact details and must satisfy the Student Counsellor that suitable care-giving arrangements have been made.

Accommodation and Welfare Arrangements for Students under 18 years of age

The Department of Immigration and Border Protection (DIBP) requires all international students who will be under 18 years of age upon entering Australia to study, to confirm that they have appropriate accommodation, support and general welfare arrangements in place. When you apply for a student visa, the following options are available to meet this requirement:

**Option 1: Living
with a parent or
custodian**

One of your parents or legal custodian must be eligible to remain in Australia until you turn 18. You can bring a parent or custodian to Australia on a Student Guardian visa. Please refer to the DIBP website for more information <http://www.border.gov.au/>

**Option 2: Living
with a relative**

A relative can be your brother, sister, step-parent, step-brother, step-sister, grandparent, aunt, uncle, niece, nephew, step-grandparent, step-aunt, step-uncle, step-niece or step-nephew. They must be over 21 years of age, of good character and eligible to remain in Australia until you turn 18. You can bring a relative to Australia as your guardian on a Student Guardian visa. Please refer to the DIBP website for more information <http://www.border.gov.au/>

**Option
3: Approved
care
arrangement
from the
education
provider**

You will need to apply for a homestay and welfare arrangement which has been approved by the Future College. The College will only sign the DIBP Education Provider's Confirmation of Appropriate Accommodation/Welfare for a Student Under 18 Years of Age form (CAAW form) once the approved

homestay and welfare arrangement provider has advised the College that you have enrolled and made the payment.

The CAAW form (Confirmation of Appropriate Accommodation/Welfare for a Student Under 18 Years of Age form) will then be sent to you by email and you must provide it to DIBP along with your student visa documents.



Homestay Program for Students under 18 years of age

If you are under 18 years old, it is part of your student visa conditions that you must be in a homestay program while studying in Australia. It means that you must live in appropriately supervised accommodation and you are hosted by a caring host family. In this program, you will have your own clean and comfortable bedroom with adequate study facilities and the homestay host family will provide you with breakfast and dinner on weekends and lunch on weekends. For more details on the living conditions in the homestay program, please consult our Housing Officer.

Note that many students who are over 18 years old also like to choose to stay with a host family for a short period of time and then move to shared accommodation once they have settled in. Homestay is a great chance to meet native Sydneysiders and share their ways of life, and living with an English-speaking host family also means that you will never stop learning and improving your English.

Some of the benefits of being in a homestay program:

- It offers more opportunities for students to improve their English
- It allows the students to live with families who live locally and know the local environment
- It provides students with a caring family environment while they are away from their parents

- It is handy for the international students to have direct access to local knowledge
- It is easier for the students to understand and adapt to the Australian culture and lifestyles
- It is quicker for the students to learn more about the local culture, customs and traditions
- It is always possible to develop long lasting friendships with the host family members

If you have any problems regarding your homestay, please feel free to speak with our Housing Officer for further advice and assistance.

NEW TAB

Airport PICKUP

We understand that the first day in a new country can be quite daunting and difficult. With this in mind, we can arrange an airport pickup to take you to your pre-arranged accommodation. If you need an airport pickup service upon arrival in Sydney, please be sure to make a booking when you fill in the application form for enrolment. A nominal fee is applicable for an airport pickup service.

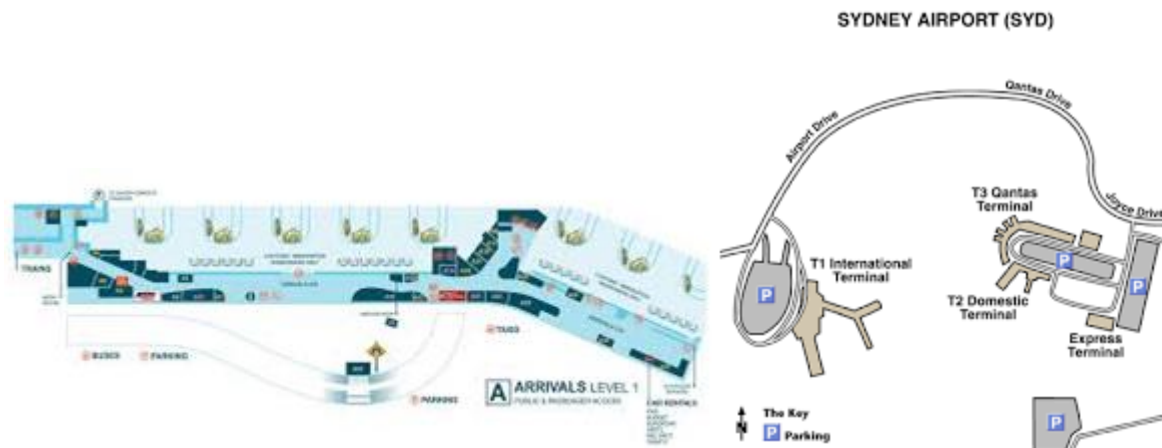
What to do...when you have confirmed your flight details:

It is very important that you provide us with your flight itinerary at least THREE DAYS before you arrive in Sydney. Please email or fax us your confirmed flight details as soon as possible.

What to do...when you arrive at the airport:

When you arrive at Sydney International Airport you will walk out into the Arrivals Area. Our representative will meet you at the **Information Desk** carrying a sign of Future College.

If you have been waiting for 30 minutes or longer at **the Information Desk** (with the sign) and our representative has not met you please telephone us on **02 9282 9280 or 0402254385**. The cost of this call will be \$1.00 coin.





Students arriving at the Domestic Terminal (taking local flights around Australia) should wait at the **Information Desk** in the Domestic Terminal. NOTE: If you need to transit within Australia (e.g. a stopover in Darwin or Perth), you are most likely to arrive in the Domestic Terminal at Sydney Airport.

What to do...if you change your arrival date and time:

It is important we receive changes to your flights as early as possible so that we can make proper re-arrangements with your airport transfer and accommodation. We also need you to notify us of any flight changes **at least 3 days** before your arrival.

If your flight details change 3 days (or less) before your expected arrival, or if you have not received a confirmation from us about our knowledge of your flight changes, you **MUST** notify us by phone.

You can reach us by phone on +61 2 92829280 (our office telephone) +61 402254385 (mobile number).

Please remember that our office is closed at 5:00 pm on Fridays, and on all public holidays.

NEW TAB

Counselling and Welfare Services

At Future College, we cater for diverse learning needs of our students and aim to identify and respond to them in a timely manner. Our students are always encouraged to express their views about their learning needs at all stages during their studies with us. Our excellent counselling and welfare services are in place to make sure that we take care of you while you are working towards your study goals and career plans.

Whenever you need any additional advice, guidance, support or special assistance from us in regard to your studies or welfare, you are most welcome to make an appointment with our professional staff members to see to your specific needs.

Below is a list of our student counselling and welfare services available to you.

- We provide you with one-to-one academic counselling
- We help you identify your learning styles and acquire new learning strategies and study skills
- We answer any academic inquiries for your future plans
- We conduct education and career counselling sessions and academic progress reports
- We discuss your academic progress or concerns with you in private
- We activate Intervention Strategies to guide under-performing students to achieve satisfactory progress
- We organise orientation programs for newcomers
- We facilitate and investigate grievances and complaints in a fair manner
- We handle conflict resolution
- We assist you in assessment appeal processes
- We give tips and advice on stress management
- We advise you of general welfare issues (home or school)
- We help you arrange homestay or other accommodation options
- We maintain regular and effective communication with our students' guardians or care-givers
- We promote access to independent support agencies if required
- We guide you with the instructions in securing your Australian Tax File Number online

Remember, whenever you need someone to talk to regarding your concerns or problems, please let us know about them as soon as possible so that we will reach out to you immediately. We may also get you a referral to external professional services if need be. Please rest assured that our counselling and welfare services meet the Future College's code of practice and confidentiality procedures.



Emergency Telephone Contacts

Emergency Contacts**Telephone numbers**

Emergency*
(dial
TRIPLE
ZERO)

000

Police

000

Fire

000

Ambulance
and police
emergency

000



* Please read the section “[Call triple zero for emergency services – 000](#)” available at the bottom of the page to understand more about the emergency calls.

24 hour Crisis Emergency Contacts

Lifeline (Counselling services)

131 114

Salvo Care Line

9331 6000

Salvo Suicide Prevention/ Crisis Line

9331 2000

Salvo Youth Line

9360 3000

Sexual Assault

NSW Rape Crisis Centre

98196565 or 1800 424 017

Eastern and Central Sexual Assault Services	99515 3680
Crisis Service-ask for after hours crisis workers	9515 6111
Salvo Suicide Prevention/ Crisis Line	9331 2000
Salvo Youth Line	9360 3000

Victims of Crime Support Line

24 hour information, support and referrals	9374 30000
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Emergency Accommodation

Women's refuges-referral to a women's refuge	9560 1605
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Alcohol and Drug Counselling

Alcoholics Anonymous (24 hours)	9799 1199
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Department of Immigration and Citizenship (DIAC at www.immi.gov.au)

General Enquiries and Appointments	131 881
Translating & Interpreting Service	131 450

Call Triple Zero for Emergency Services – 000

Call 000 for urgent assistance from Police, Ambulance or Fire Brigades. This is a free call from any phone in Australia, even a phone box or disconnected mobile phone. For TTY users (hearing/speech impaired), call 106.

After you dial 000, an operator will ask which service you require – ambulance, police or fire. When you are on the phone, it is important to remain calm and speak slowly. Do not hang up until the operator has received the required information. You should call 000 in a life threatening or time critical emergency, such as when:

- Someone is seriously injured or in danger
- There is serious risk to life or property
- A crime is being committed and/or a further crime may be committed
- Someone you suspect has committed a crime is close by or their location is known, and there is an opportunity to arrest the suspect
- Witnesses may leave the scene of a crime or evidence might be lost if police do not get there quickly
- A victim is seriously distressed

Note : The above information on 'Call triple zero for emergency services – 000' and the emergency triple zero logo are extracted from <http://www.secure.nsw.gov.au>

NEW TAB

Excursions and social Activities

At Future College, we understand that learning does not only occur in the classroom setting, but it also goes beyond the classroom. In addition, we are fully aware that students desire to have more cultural, social and learning experiences outside the school premises. As a result, we incorporate regular excursions as an integral part of our programs for students to make a real connection with the general Australian people outside the classroom.

Our professional and caring teachers arrange regular excursions and affordable social activities for our students to extend what they learn in the classroom. We also organise fun-filled and informative guided study tours for our students to visit those well-known universities within walking distance from our city campus. If you wish to join our excursions and social activities, you shall be obliged to follow and observe our Excursion Policies and Procedures strictly.

Below are the most popular places that our students enjoy visiting.

- The Sydney Opera House, the Sydney Harbour Bridge, Circular Quay, Botanical Gardens, Mrs. Macquarie Point
- Sydney Aquarium and Wildlife World around Darling Harbour
- Australian Museum, Museum of Contemporary Art, Art Gallery of NSW
- Hyde Park, Centennial Park, Sydney Olympic Park, Luna Amusement Park
- Fish market, Paddy's market, Chinatown
- Watsons Bay, beaches in Bondi, Manly and Coogee of Sydney for BBQ and swimming

What's more, we also organise weekend activities for students to experience fantastic adventures that are affordable and memorable, such as

- Dolphin watching and sand boarding at Port Stephens
- Day tours to the Blue Mountains
- Kayaking at Manly Beach
- Wine tasting at the Hunter Valley

Ski trips to Snowy Mountains

New TAB

Health and Travel insurance

We would like to advise you that most international students are not entitled to publicly-funded health services while studying in Australia unless they are:

- A resident or citizen of Australia; or
- A resident or citizen of the United Kingdom; or
- The holder of a temporary permit that is valid for two years or more.

If you do not belong to one of these special categories and you receive any medical treatment during your stay in Australia, you will be liable for the full costs of the medical treatments and hospital charges. We therefore strongly recommend that you have OSHC (Overseas Student Health Cover) insurance that will cover the costs of possible medical treatments in Australia for the whole duration of your stay here. We also strongly suggest that you obtain insurance to cover your travel to and from Australia to avoid costing an arm and a leg for any untoward happening.

What is OSHC?

If you have an Overseas Student Health Cover (OSHC) insurance while studying in Australia, it means that OSHC helps you pay for medical and hospital care. Additionally, it will contribute towards the cost of most prescription medicines (up to applicable limits) as well as medically necessary ambulance transport. A card will be provided after you have paid for your OSHC. Please bear in mind OSHC may not cover:

- Treatment for pre-existing illness or disability until the student has been in Australia for 18 months
- Treatment required when travelling to and from Australia
- Treatment not considered medically necessary e.g. cosmetic surgery
- Pharmaceuticals under the value of \$20 per item.
- Dental care or treatment
- Physiotherapy
- Optical (glasses and contact lenses)
- Specialists (if not referred by a doctor)
- Pregnancy related services if the length of stay is 3 months or less
- Treatment for any of the student's children over 18 years of age

After arriving in Australia, students may wish to be covered by the above extra expenses by paying for 'Extras' insurance. For more information on OSHC, please visit http://www.medibank.com.au/Client/Documents/Pdfs/OSHC_Brochure.pdf

Important Note:

It is a condition of your student visa (Condition 8501) that you must have a valid private health insurance (namely, OSHC), for the entire duration of your stay in Australia. If not, your student visa will be cancelled.

As part of our student support services at Future College we arrange a comprehensive OSHC insurance policy for you through Medibank Private and our staff will explain to you about OSHC during the Orientation Day on Day 1.

Note that you can usually obtain your Medibank Insurance Number/Card one week after the commencement of your course at **Future College**. Before you receive your actual number, you are still covered by the insurance but you should make sure to keep all receipts for reimbursement from Medibank.

Reminder: ALWAYS HAVE YOUR OSHC MEMBERSHIP CARD IN YOUR WALLET OR HANDBAG WHEN YOU ARE IN AUSTRALIA

For further information on Medibank OSHC, please go to its website

At <http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx>

or <https://www.oshcallianzassistance.com.au/>

NEW TAB

State Library information

Future College is associated with State Library for additional learning resources.

There are several libraries available in different locations which can be found in the link below.

Web address: <http://www.cityofsydney.nsw.gov.au/>

Hay Market Library is the nearest state library from college location. Information are as below:
Opening Hours: Monday to Friday: 8.30am to 6pm || Saturday: 10am to 4pm || Closed: Sundays and public holidays

Haymarket Library

744 George Street
Sydney NSW 2000
02 8019 6477
library@cityofsydney.nsw.gov.au

Alternatively Custom House Library is located on below given location.

Customs House Library

31 Alfred Street

Circular Quay NSW 2000

02 9242 8555

TTY: 02 9242 8575 (hearing impaired people)

library@cityofsydney.nsw.gov.au