



BRIGHT MINDS POINT

## **International Student SUPPORT SERVICES BOOKLET**



# BRIGHT MINDS POINT

## Overview

## Student Support Information

Welcome to Global Educational Initiative Pvt Ltd, Trading as Bright Minds Point

Throughout your studies we are here to support you.

We make student support information available to student in variety of formats and locations.

The primary sources of student services information available to you include:

- Student Services Booklet (this document)
- BMP Student Handbook - <https://brightminds.edu.au/wp-content/uploads/2019/06/Student-Handbook.pdf>
- Online Student Centres – website <http://bmpmoodle/moodle/login/index.php>
- Plus, a variety of individual factsheets, flyers or electronic messages

Information in all these locations are constantly updated and student should always refer to the latest version for information whenever possible.

Please always feel free to speak to the student services team in your campus with any questions.



# BRIGHT MINDS POINT

## CONTENTS OF THIS BOOKLET

STUDENT SUPPORT SERVICES .....	4
What support is available? .....	4
For Overseas students .....	5
International Student Orientation .....	6
English skill levels .....	7
Language, Literacy and Numeracy Support .....	8
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided .....	8
Reporting Students .....	9
Recognised difficulties in studying and learning .....	9
Tuition Protection Scheme (TPS) .....	10
Financial difficulties that prevent the full payment of fees in advance. ....	11
BMP Facilities .....	11
USI Help .....	12
Students with a disability .....	12
Rights of International Students as employees .....	12
Critical Incident .....	13
POINT OF CONTACT .....	13
EMERGENCY SERVICES .....	14
MOBILE AND INTERNET PROVIDER .....	15
ACCOMODATION .....	15
TRANSPORT & CONCESSIONS .....	16
BANKING .....	16
SMOKING LAWS IN AUSTRALIA .....	17
NEARBY MEDICAL SERVICES .....	17
TAX FILE NUMBER .....	17
DRIVING WITH AN OVERSEAS LICENSE .....	18
PLACES OF WORSHIP .....	18
LEGAL ADVICE /SERVICES .....	19
INTERPRETER ASSISTANCE .....	19
LIBRARY SERVICES .....	19
COUNSELLING SERVICES .....	20
THE FAIR WORK OMBUDSMAN'S TOP TOOLS AND RESOURCES FOR INTERNATIONAL STUDENTS .....	21
BEACH SAFETY .....	22
USEFUL CONTACTS .....	23
REFERENCES .....	23



# BRIGHT MINDS POINT

## STUDENT SUPPORT SERVICES

Throughout your enrolment process, BMP will engage with you on a number of occasions. We do this through requesting you to complete Pre-Enrolment Evaluation documentation, (for onshore applicant) or skype interview and GTE form (for offshore applicant), Enrolment Application and finally during your orientation LLN test and Pre-Training Interview. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

### What support is available?

BMP will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Pre- Enrolment Support (communication channels to Student Contact Officer, Student advisors, Marketing Manager and Campus Manager)
- Language, Literacy and Numeracy Support
- Academic Support
- Counselling Referral (onsite or external)
- Disability Access
- Emergency & Medical Services Referral
- Legal Services Referral
- USI Help
- Accommodation Services Referral
- Airport pick up

If you need support during your course, please approach and inform our front desk and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with front desk, simply inform front desk that you would like to meet with the Student Contact Officer or Campus Manager (Non-Academic support) or Academic Manager (for Academic support). It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course within course completion date. BMP is committed to our student's welfare both during and after hours of study.

## All Support and Referral Services are Free of Cost



## BRIGHT MINDS POINT

### For Overseas students

Student liaison is to be maintained by the Student Contact Officer and Campus Manager who will act as a central point of contact. The SCO and CM will provide advise and assist students with:

- transition to life and study in a new environment

<https://www.service.nsw.gov.au/guide/support-international-students>

- Accommodation options information:

<https://www.studyinaustralia.gov.au/english/live-inaustralia/accommodation>

- legal services

<https://rlc.org.au/our-services/international-students>

<https://www.ombudsman.gov.au/about/overseas-students>

- emergency and health services

- Call: 000
- For other services

<http://www.health.nsw.gov.au/pages/emergency.aspx>

<http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html>

<http://www.health.nsw.gov.au/pts/Pages/default.aspx>

- facilities and resources:

- Library
- Computers

- complaints and appeals processes; and

- any student visa condition relating to course progress and/or attendance as appropriate



# BRIGHT MINDS POINT

## International Student Orientation

Student Contact Officer is responsible for conducting a student orientation with all enrolled International Students before they start their course with BMP and insure all students attend this program with our failure. If you fill you need further clarification beyond the Orientation, you can contact us at any time.

The orientation program covers majority of what students will need to know about their course and BMP policies. For overseas students it also covers information on adjusting to life in Australia. As a minimum the orientation program must cover information on:

- About BMP
- BMP Staff and Campus Details
- BMP Facilities and Resources
- BMP Support Services
- BMP Complaints and Appeals Process
- BMP Course Progress and Attendance Requirements
- Introduction to the course (content, qualification gained, pathways).
- Completing and signing orientation documentation (inclusive of orientation attendance form, privacy notice and student declaration form, Excursion indemnity form).
- Health and Safety at BMP
- Emergency Evacuation and Incident Reporting
- Point of Contact
- Distributing training program and Term dates
- Issuance of International student handbook and explanation
- Plagiarism policy
- Disciplinary action
- Issuance of qualification and Statements of Attainment
- Fees and refund policy
- Student welfare services
- All legislation that may affect students
- Student visa obligations.
- ESOS rights and responsibilities
- Explanation of books and learning material required and associated cost
- Campus tour

For overseas students, it must also cover the following:

- English language and study assistance programs
- Emergency and health services





## BRIGHT MINDS POINT

- Relevant legal services
- General support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- Support services to assist with the transition into life and study in Australia.
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

BMP will ensure that appropriate staff members are available on the orientation day to respond to students' queries.

The Student Contact Officer collects all the completed forms, checking them to ensure they are filled correctly and files them in student files.

In the event a student commences their course late / has been granted credit or simply missed the orientation, the Student Contact Officer or Academic Manager will undertake an orientation program with that student prior to the commencement of classes

### English skill levels

Student may first try out with

BBC Learning English: <http://www.bbc.co.uk/learningenglish>

They have free quizzes to start with.

There is mobile app to test your English comprehension.

Mobile App: <https://www.duolingo.com/>

There are lots of MeetUp groups in Sydney, where persons less skilled in English can interact with native speakers and enhance their speaking capability.

BMP does not have scope to offer recognised English training. If the student needs further support on English, BMP has a paid subscription with English teaching website <https://www.fluentu.com/>. It has step-by-step English exercises with video content. The trainer and assessor will guide the student into this website so that the student learns how English is used into different contexts.

If a student's English skills are still not at the required level, the student will be referred to an ELICOS college to achieve the required standard before being enrolled in BMP's programs. It will be reflected in new CoE. ELICOS Course fee will be borne by student



## BRIGHT MINDS POINT

### Language, Literacy and Numeracy Support

Sometimes people have trouble with their language, literacy (reading and writing) and numeracy skills. LLN issues are very common and having trouble with these skills is nothing to be ashamed of. BMP conducts LLN test during enrolment process to identify support needs for our students. We have a range of strategies to assist learners who struggle with LLN including (but not limited to):

- Trainer support / Individual tutoring
- Assistance with writing
- Customising time table
- Reviewing drafts of your work and providing written or verbal feedback
- Adapting task to allow for more practice
- Flexible assessment method

We have listed some links for some helpful online information for LLN support:

BBC skill wise - <http://www.bbc.co.uk/skillswise/english>. This website has resources for developing skills like reading, writing, spelling, speaking and listening

Reading Writing Hotline - [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au). This site provides information that support literacy in forms of game and quizzes.

BMP does not have any scope to offer nationally recognized training on LLN. However, you may also be referred to external services e.g. TAFE to further develop LLN skills. Course fee will be borne by student.

Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided

Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the student handbook, the applicable course flyer and the summary of fees and charges. It is preferable that these sessions are conducted face-to-face with BMP contracted agents and representatives.

Prospective students also can choose to contact us directly through email at [info@brightminds.edu.au](mailto:info@brightminds.edu.au).

Our Marketing Manager or admin officers will response to your queries towards understanding right and obligation towards fees and other support services. The support officer may escalate to higher management depending on support needs.





## BRIGHT MINDS POINT

### Reporting Students

BMP strives to operate as supportive education provider for International students. However, BMP will not compromise its compliance with the National Code, Standards for RTOs and the ESOS act.

BMP is required to enter the enrolment of every student from overseas into Provider Registration and International Students Management System (PRISMS), a database reporting system for Department of Home Affairs (DHA). BMP has an obligation to report the following to the DHA via PRISMS. If you:

- Do not commence
- Terminate your studies
- Change of course or its duration
- Fail to comply with your visa conditions
- Misbehaviour

### Recognised difficulties in studying and learning

Where appropriate to the program students identified with recognise difficulties in studying and learning are to be scheduled with additional one-on-one support sessions with Academic Manager at regular intervals throughout the course program. The support need will be identified through Trainer and Assessor's feedback or Early Intervention process.

Students are advised to approach their trainers with content specific questions, and Student contact Officers for other support. Academic progress support services provided by BMP include:

- a) Before-class workshop to provide students with the opportunity to points of confusion, and obtain feedback on their assignments, both in draft form and on completed work from the trainers:

Before-class workshop is held daily:

Weekday class: Monday ~ Thursday 4:30 PM ~ 5:00 PM

Weekend class: Saturday, Sunday 8:00 AM ~ 9:00 AM

Students must make an appointment with the trainers to arrange a before-class workshop session

- b) Pre-scheduled academic skills workshops covering the following topics to help students to develop skills and strategies to enhance students' learning:
  - Time and Task Management
  - Reading, Listening and Notetaking



## BRIGHT MINDS POINT

- Approaches to Study and Research
- Academic Writing
- Harvard Referencing Style
- c) Ad-hoc one-on-one academic support session scheduled by Academic Staff, Student Contact Officer or student to assist students with special needs or students at risk
- d) One-on-one academic consultation with Academic Manager by appointment. Appointments can be made in person with Student Contact Officers, by email or at Reception.

The following online resources are also useful for providing student support to study:

Effective Study skills A useful quick overview of study skills

[www.adprima.com/studyout.htm](http://www.adprima.com/studyout.htm)

### How to Study

A large directory to study skills websites, including how to study in specific subject areas.

[www.howtostudy.org](http://www.howtostudy.org)

### Study Guides and Strategies

A wide ranging overview of the skills needed at all stages of student life.

[www.studygs.net](http://www.studygs.net)

### Study Skills Self-Help

Covers important skills such as time management, note taking and exam preparation.

[www.ucc.vt.edu/stdysk/stdyhelp.html](http://www.ucc.vt.edu/stdysk/stdyhelp.html)

### Tuition Protection Scheme (TPS)

You are provided with the following statement in the Student Handbook, which ensures the safeguard of your tuition fees:

*In the unlikely event that the BMP is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by BMP at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If BMP is unable to provide a refund or place you in an alternative course, our Tuition Protection Scheme (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if our Tuition Protection Scheme cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will*



## BRIGHT MINDS POINT

*attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.*

It is important for BMP to have safeguards in place to ensure the complete delivery of tuition and financial stability of BMP. This is achieved by Management observing sound financial strategies in the business

Financial difficulties that prevent the full payment of fees in advance.

Upon request, during pre-enrolment process, if identified student with financial difficulties but academic excellence, BMP will offer payment plan in fortnightly or monthly payment terms which will be reflect on their Enrolment agreement.

Current students who identified with financial difficulties or who required financial support, BMP will offer payment plan with small fortnightly/monthly payment terms

### BMP Facilities

All students enrolled at BMP have access to a range of on-campus facilities, which include, but are not limited to:

- Communal Kitchen Facility – BMP supplies tea, coffee, milk, and biscuits as a courtesy to students. A fridge and microwaves are available for use. Please note that everyone is expected to tidy up after themselves and maintain these facilities in a clean manner.
- Break-out / Simulated work environment rooms may be booked by students for group work, or private study groups.
- Computer access - Students have access to public computers in the computer laboratory.
- Wi-Fi access – All facilities at BMP have full student Wi-Fi access. Wi-fi details are available during induction and orientation sessions, or upon request from frond desk.
- Library – All students have access to a library of resources. Students are allow to borrow resources via front desk



## BRIGHT MINDS POINT

### USI Help

The USI system generates a unique student number, which students can use throughout their studies in Australia.

The USI allows access to a full range of study information fast and easy.

BMP support staff will request consent from the student to generate a USI for them and record the student's generated USI into RTO Manager (Student Management System).

### Students with a disability

All possible allowances may be provided to persons with disabilities.

Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner. It will be judged on a case-to-case basis.

Students with visual impairment can be supported by supplying internal learning resources with a larger printed font.

### Rights of International Students as employees

When students will be working in a workplace as permitted in student visa condition, it is critical to know about their rights as employees in a workplace.

Students should consult the following link

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/factsheets/rights-and-obligations/international-students>



## BRIGHT MINDS POINT

### Critical Incident

These are events which significantly impact a student's or someone else's wellbeing, psychological state or ability to study/work.

For example, an earthquake in a student's home country which caused death of a family member. If you, any student or any other member of BMP is a victim of critical incident, please contact Student Contact Officer. You may use the Incident Report provided in website.

BMP will investigate the issue and take necessary steps to support the affected by granting approved leave or suspension or referral to external counsellors.

### POINT OF CONTACT

Student assistance is available by contacting BMP front desk or Student Support team. Students may make an appointment with the Campus Manager / Student Contact Officer for assistance with their request relating to required support services.

Contact details for BMP are outlined as follows:

Address: Level 2,  
47 Rickard Rd,  
BANKSTOWN NSW 2200  
Phone: 02 9051 2436  
Mobile: 0474 573 718

Campus Manager

Devendra Shrestha

[dev@brightminds.edu.au](mailto:dev@brightminds.edu.au)

Student Contact Officer (**Point of Contact**)

Eunji Park (Loha)

Mobile: 0474 573 718

Kakao Id: BMPcollege

[studentservices@brightminds.edu.au](mailto:studentservices@brightminds.edu.au)





## BRIGHT MINDS POINT

Academic administrator

Jeff Kim

[jeff@brightminds.edu.au](mailto:jeff@brightminds.edu.au)

Student advisor

Seonjeong Bang

[admin@brightminds.edu.au](mailto:admin@brightminds.edu.au)

Student admin & Student advisor

Hyun Suk Lee

[admin@brightminds.edu.au](mailto:admin@brightminds.edu.au)

### EMERGENCY SERVICES

On-Campus - In the event of an emergency during BMP hours, contact your Trainer or report issue to staff at the front desk or Student Contact Officer.

Off-campus - In the event of a life threatening or urgent emergency outside BMP hours, please dial 000. This is a free call from any landline, payphone or mobile and will connect you to police, fire or medical services

For both On-campus or Off-Campus hours, you may also contact us on 0474 573 718. Our representation can provide you guidance where to report your Emergency.

For EMERGENCY - Call "000"

If you are ever in an emergency and need help from FIRE, POLICE, AMBULANCE, dial "000" from ANY public phone

Other phone numbers which may be of assistance during an emergency are:

Electricity Emergencies:

- Energy Australia – 133 466

Water Emergencies:

- Sydney Water – 13 20 90

Poison Information Line – 13 11 26

Gas Emergency – AGL 13 19 09





## BRIGHT MINDS POINT

### MOBILE AND INTERNET PROVIDER

#### Mobile and Internet provider

Mobile phone providers in Australia are

Optus - <https://www.optus.com.au/>

Telstra - <https://www.telstra.com.au/>

Vodafone - <https://www.vodafone.com.au/>

Virgin Mobile - <https://www.virginmobile.com.au/>

Boost Mobile - <https://boost.com.au/>

TPG - <https://www.tpg.com.au/>

### ACCOMODATION

When it comes to finding accommodation, you have many options to choose from ranging from finding your own apartment to homestays to short term rental accommodation.

Before moving in: confirm the weekly rate, and what it does or it doesn't cover; - establish whether there is a bond, make sure you get a lease contract;

Keep any receipts for payments you make: electricity, water, electronic transfers, they will help as evidence of your rent, in case of any disagreement.

- Apartments - It is typical that most students will find their own apartment or find an apartment to share with others. Property websites are the best source to find apartments or flat shares. As most properties are unfurnished, you will need to purchase electrical items, furniture, bedding and kitchen utensils. You will also need to pay up to four weeks rent upfront (known as bond) as well as cover costs for connecting the electricity, gas and telephone land line.
- Homestay - Homestays allow students to have accommodation with carefully selected Sydney homestay families. These offer students a safe, friendly and caring 'home away from home' environment, as well as the opportunity to practise their English in real-life situations. Students are carefully matched with homestay families, to ensure the best possible homestay experience.  
For homestays across Australia, you can try: [www.homestaynetwork.com.au](http://www.homestaynetwork.com.au),  
[www.auzziefamilies.com](http://www.auzziefamilies.com);



## BRIGHT MINDS POINT

- Hostels - When you arrive there are several youth hostels and budget accommodation venues that you can access via the internet. Simply go to [www.yha.com.au/](http://www.yha.com.au/) or [www.unilodge.com.au](http://www.unilodge.com.au) to search for youth hostels across Australia.

### TRANSPORT & CONCESSIONS

- Trains/Buses - The closest train stations to the campuses are Bankstown Station. <https://transportnsw.info/> is also a good site to visit for general information about Sydney. Alternatively, you can telephone 131 500 to speak with an Operator at Sydney Transport who can assist with transport information and local trip planning.
- Taxis - There are several taxi companies in Sydney few taxi ranks located around the city. You can 'hail' a vacant taxi in the street, go to a taxi rank or order one by telephone, which costs you an extra \$1. Most taxis are licensed to carry only 4 passengers. Ordering Taxis: Legion Cabs 13 14 51/ Silver Service 13 31 00/ Yellow Cabs 13 19 24.
- Ferries - You may catch the ferry to travel around Sydney. Ferries operates from Circular Quay & King Street Wharf. <https://transportnsw.info/routes/ferry>
- Sydney Buses – At Bankstown Central, you will be able to get buses services going to City or other suburban area.
- Opal Card – Opal is the smart ticketing system used to pay for travel on public transport in Sydney. Please do not forget to tap on and tap off on each travel. Opal card can be top up at vending machine located at stations or via online. All public transport are equipped with Opal card reader.
- International Students are not entitled to use student concessions on Sydney Buses, Trains or Ferries.

### BANKING

To open a bank account in Australia you must satisfy a 100-point system based on your identification. Types of identification may include your passport, driver's license and student card. For banking purposes to verify you are International student they may ask you to show your student visa and Confirmation of Enrolment (CoE)

Trading hours of most banks:

Monday – Thursday 9:30 am – 4:00 pm, Friday 9:30 am – 5:00 pm

(Some branches of some banks are open on Saturday mornings also.)



## BRIGHT MINDS POINT

At Bankstown Central Shopping Plaza, you will find all major banks and their ATM machines. The following are web sites of the major banks in Australia. When opening an account enquire about services for students.

Commonwealth Bank of Australia (CBA) - <http://www.commbank.com.au>

ANZ - <https://www.anz.com.au>

Westpac (WST) – <https://www.westpac.com.au>

St George (STG) – <https://www.stgeorge.com.au>

Hong Kong Shanghai Bank (HSBC) – <https://www.hsbc.com.au>

National Australia Bank (NAB) - [www.national.com.au](http://www.national.com.au)

Common Wealth Bank of Australia (CommBank) – [www.cba.com.au](http://www.cba.com.au)

### SMOKING LAWS IN AUSTRALIA

Every state and territory ban smoking in enclosed public places. Indoor environments such as public transport, office buildings, shopping malls, schools and cinemas are smoke free across the country. Selling cigarettes to under 18 is illegal which can be heavily fined.

### NEARBY MEDICAL SERVICES

You can find many practitioners near all campus. For more details of local doctor's services please check more details on this website: <https://healthengine.com.au/appointments/gp/>

### TAX FILE NUMBER

Tax file numbers can be obtained through the Australian Taxation Office (ATO). A tax file number is a unique number issued by the Tax Office. You must have a tax file number when starting or changing jobs. For further information, please contact the Australian Taxation Office at 13 28 61 (8.00 am-6.00 pm Monday - Friday) or To apply Tax file number please go to <https://www.ato.gov.au/Individuals/Tax-file-number/> or visit nearest Australian Taxation Office to apply paper application.

Once they verify your passport or Identification number with Department of Home Affairs record, ATO will send you your TFN number within 28 days. Once you have received your TFN number it's important that you keep it and all your personal information secure to prevent identity theft.



## BRIGHT MINDS POINT

### DRIVING WITH AN OVERSEAS LICENSE

If you are licensed to drive in your home country, you may be able to drive here in NSW (laws differ throughout Australia) using your original licence, however there are certain things you will have to do before you drive here. For example, the law requires that you carry an official translation of your licence if it was originally issued in a language other than English. Refer to the Service NSW website (<https://www.service.nsw.gov.au/>) for up to date information. Please note other states and territories of Australia may have different driving laws.

Enquire at the Service NSW about driving in other states and territories within Australia.

### PLACES OF WORSHIP

Sydney is well known for its multiculturalism. With such a mixture of religions, it is very easy to find your preferred place of worship. Please find below a list of some of these places:

#### Christianity

Southwest Christian Life Center – 50 Canterbury Rd, Bankstown

Bankstown Community Church – 381 Hume Hwy, Bankstown

St. Mary's Cathedral - Cathedral Street, Sydney

#### Judaism

Great Synagogue – 166 Castlereagh Street, Sydney

Bet Yosef (The Caro Synagogue) – Bondi

#### Hinduism

Sri Mandir – 286 Cumberland Road, Auburn

Sydney Hare Krishna Temple – 180 Falcon Street, North, Sydney

#### Islam

Bankstown Masjid – 30 Merdith St, Bankstown

Sydney CBD Musallah – 84 Pitt Street, Sydney

#### Buddhism

Pho Minh Temple – 61 Northam Ave, Bankstown

Wah Tsang Temple – 2/209 Liverpool Rd, Greenacre



## BRIGHT MINDS POINT

### LEGAL ADVICE /SERVICES

Free legal advice can be obtained from the Legal Aid Telephone service on 1300 888 529 or visit a Legal Aid Office.

Legal Aid Head Office Sydney  
Ground Floor,  
323 Castlereagh St,  
Sydney NSW 2000  
Phone: (02) 9219 5000 or 13 3677  
[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

### INTERPRETER ASSISTANCE

Our Student Contact Officer and Student services staff can help you locate a suitable interpreter service.

You should also be aware of Telstra's twenty-four (24) interpreter service.

Telephone 131 450 anytime if you are having difficulties communicating in English.

### LIBRARY SERVICES

#### Sydney

City of Sydney information page has many options for locations and opening hours of libraries close to you:

<https://www.cityofsydney.nsw.gov.au/explore/libraries/locations>

Bankstown  
Bankstown Library and Knowledge Centre  
80 Rickard Rd, Bankstown

<https://www.cbcity.nsw.gov.au/community/library-knowledge-centres/locations-memberships/bankstown-library-knowledge-centre>





## BRIGHT MINDS POINT

### COUNSELLING SERVICES

The student counselling service is designed to assist overseas students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be upsetting the student.

**The Campus Manager, Student Contact Officer and other support staff at BMP are not professional counsellors**, however can assist students as a first point of contact

After assessing requirement of counselling services, student will be referred to onsite counsellor. Student may book appointment with our onsite counsellor.

Sooyeon Seo

Onsite Student Counsellor

Availability: Every fortnightly on Monday between 10 am to 1 pm (by appointment only)

Nearby General Counsellor / mental health / alcohol and drug support

Headspace

Suite 1, 41-45 Rickard Road

Bankstown NSW 2200

Ph: 02 9393 9669

Student may be referred to:

Sydney NSW

- New South Wales Domestic Violence Line: [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au)  
Phone: 1800 656 463
- NSW Rape Crisis Centre:  
[www.nswrapecrisis.com.au](http://www.nswrapecrisis.com.au)  
Phone: 1800 424 017
- Sexual Assault Crisis Line:  
Phone: 9819 6565

Australia wide

- Lifeline 13 11 14
- Beyond Blue – [www.beyondblue.org](http://www.beyondblue.org) Phone: 1300 22 4636
- Reachout – [www.reachout.com.au](http://www.reachout.com.au)
- Salvation Army Family Welfare Centres
- CatholicCare, Family Support Service





## BRIGHT MINDS POINT

### THE FAIR WORK OMBUDSMAN'S TOP TOOLS AND RESOURCES FOR INTERNATIONAL STUDENTS

The table below provides an overview and includes links to the FWO's top five tools and resources most relevant to international students.

Tool or Resource	Description	Links to resources
General information for International students	The Fair Work Ombudsman (FWO) has tailored information on its website for visa holders, including international students. It covers basic workplace relations information, common issues faced by students, such as unpaid work and information about visa protections.	<ul style="list-style-type: none"> <li>• <a href="https://www.fairwork.gov.au/fin-d-help-for/visa-holders-and-migrants">https://www.fairwork.gov.au/fin-d-help-for/visa-holders-and-migrants</a></li> <li>• Visa protection</li> <li>• Paying for visa sponsorship</li> <li>• Pay and conditions</li> <li>• Jessica's Story</li> </ul>
Community presentation package	The working in Australia community presentation package is designed to assist people like international student support officers and advisors train their colleagues about workplace laws. Anyone can use the package – the user does not need to be an industrial relations expert.	<ul style="list-style-type: none"> <li>• <a href="https://www.fairwork.gov.au/how-we-will-help/helping-the-community/community-presentation-package">https://www.fairwork.gov.au/how-we-will-help/helping-the-community/community-presentation-package</a></li> </ul>
Record My Hours app	The Record My Hours app assists workers to easily record and store their hours of work. The app is free to download, available for both Apple and Android, and developed with young visa workers in mind. It's available in 18 languages and automatically detects the language settings on a user's smartphone.	<ul style="list-style-type: none"> <li>• <a href="https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/record-my-hours-app">https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/record-my-hours-app</a></li> <li>• iTunes store</li> <li>• Google Play</li> </ul>
Anonymous Report	An online interactive form allows anyone to report a workplace concern anonymously. Information provided to the FWO helps it plan its current and future education and enforcement activities. The form is available in English and 16 other languages.	<ul style="list-style-type: none"> <li>• <a href="https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/anonymous-tipoff">https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/anonymous-tipoff</a></li> <li>• <a href="https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/report-a-workplace-issue-in-your-language">https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/report-a-workplace-issue-in-your-language</a></li> </ul>
In language content	The FWO website translates into 40 different languages and recognises browser settings automatically translating content into a user's preferred language. The FWO's website also delivers professionally translated information in 30 languages. The content includes downloadable resources and more detailed topic based information to address the common questions asked by international students. It also includes in-language video resources in 16 languages.	<ul style="list-style-type: none"> <li>• <a href="https://www.fairwork.gov.au">www.fairwork.gov.au</a></li> <li>• <a href="https://www.fairwork.gov.au/language-help">https://www.fairwork.gov.au/language-help</a></li> </ul>

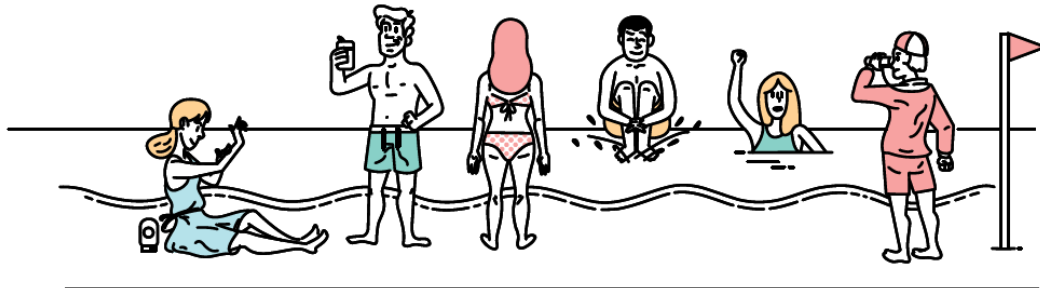


# BRIGHT MINDS POINT

## BEACH SAFETY

### Beach Safety

A day spent at one of Australia's 10,685 beaches is rarely a day wasted. If you're planning a day out by the water, here's your guide to staying safe and having a great day.



Check the weather forecast before you leave. If there's heavy rains or storms, consider postponing. Make sure you apply and pack sunscreen. Even if it's cloudy the UV can be high. Don't go swimming if you have consumed drugs or alcohol.

Don't go swimming alone - grab a couple of friends and head to a patrolled beach. Once there, check for any signs and follow the instructions. Swim between the yellow and red flags, this is the monitored spot that's been deemed safest for swimming. Don't dive into water, you may overestimate the depth and this can have very serious consequences.

If you ever find yourself in trouble while swimming, try to stay calm and raise your hands to show that you need help. If you see someone else in distress in the water, emergency dial Triple Zero (000). For more information see Royal Lifesaving Australia.  
[www.royallifesaving.com.au](http://www.royallifesaving.com.au)



# BRIGHT MINDS POINT

## USEFUL CONTACTS

- Department of Immigration  
This government department handles visa enquiries and issues.  
<https://immi.homeaffairs.gov.au/>
- Australian Diplomatic Missions Overseas: Website: [www.dfat.gov.au/missions](http://www.dfat.gov.au/missions)
- Tourism - Australian Tourist Commission Website: [www.australia.com](http://www.australia.com)

Tourism NSW Web: [www.tourism.nsw.gov.au](http://www.tourism.nsw.gov.au)

City of Sydney Web: [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)

Sydney Transport Info Web: <https://transportnsw.info/>

CRICOS Website: <http://cricos.education.gov.au/>

Newspapers:

Sydney: [www.newspapers.com.au/sydney.html](http://www.newspapers.com.au/sydney.html)

Health Insurers

A list of health providers of OSHC can be found at: [www.studyinaustralia.gov.au/en/Study-Costs/OSHC](http://www.studyinaustralia.gov.au/en/Study-Costs/OSHC)

English Language Websites

International English Language Testing System (IELTS): [www.ielts.org](http://www.ielts.org)

Test of English as a Foreign Language (TOEFL): [www.toefl.org](http://www.toefl.org)

## REFERENCES

International Student Guide. Sydney & New South Wales, Brisbane, Perth, Melbourne. 2019 ed. Available on < <https://insiderguides.com.au/international-student-guides/> > Accessed on 13/01/2020.