



ELICOS

Student Handbook

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1. Introduction

Welcome to WIN-- an ELICOS (English Language Intensive Courses for Overseas Students) centre based in Sydney, Australia. Our mission is to make learning English enjoyable, while ensuring students understand they are here to learn.

The English courses are taught only in English, and focus on listening, speaking, reading and writing as well as critical thinking, which is connected to the four macro skills. Topics allow students to practise conversational and academic English, and vocabulary and grammar are presented in context. Our English instructors use a range of approaches and materials with the aim of creating a positive, supportive English language learning environment for our student.

WIN College (WIN) offers the following 3 courses:

English for Academic Purposes, General English and Intensive English & Proficiency Test Preparation.

1.1 General English (5– 72 weeks)

6 levels of a General English programme:

- Beginner (12 weeks)
- Elementary (12 weeks)
- Pre-intermediate (12 weeks)
- Intermediate (12 weeks)
- Upper-intermediate (12 weeks)
- Advanced (12 weeks)

Our general English classes aim to help you learn effective communication, not just English, gain valuable skills for future work or study aims, and to express yourself confidently and create opportunities.

Each level can operate as a stand-alone course. Classes are subject to student numbers.

1.2 English for Academic Purposes (EAP) 1 and 2 (5 – 20 weeks)

Here's what our teacher Bruce has to say about this course:

“For too long, education providers believed that English proficiency was all overseas students needed to gain a qualification or progress their early career. We now know the ability to communicate effectively and rapidly acquire new knowledge are the real success factors for work or study.

The fast-paced new program targets the core success skills and more. Students join at any time, depending on their readiness for their intended study or career objectives, and must attend at least 80% of classes.

Students with lower proficiency in English or communication skills can stay with the program for as long as needed to ensure their abilities match their future study or career objectives. Intending university students passing the exit test are guaranteed a place at Wentworth Institute for their

degree of choice.

We offer 2 Levels of the English for Academic Purposes programme: EAP Level 1 and 2 (10 weeks each)

- Concentrates on academic skills needed for listening, speaking, reading, and writing.
- Each level can operate as a stand-alone course.
- Progression to higher level occurs only after lower level completed successfully.

Course Outcomes: At each level, students will develop Academic English skills. Such as:

- Ability to communicate in higher academic education environments
- Academic note taking and writing essays
- Preparation of both oral and written presentations

Conduct research and evaluate primary and secondary resources/data/critical thinking

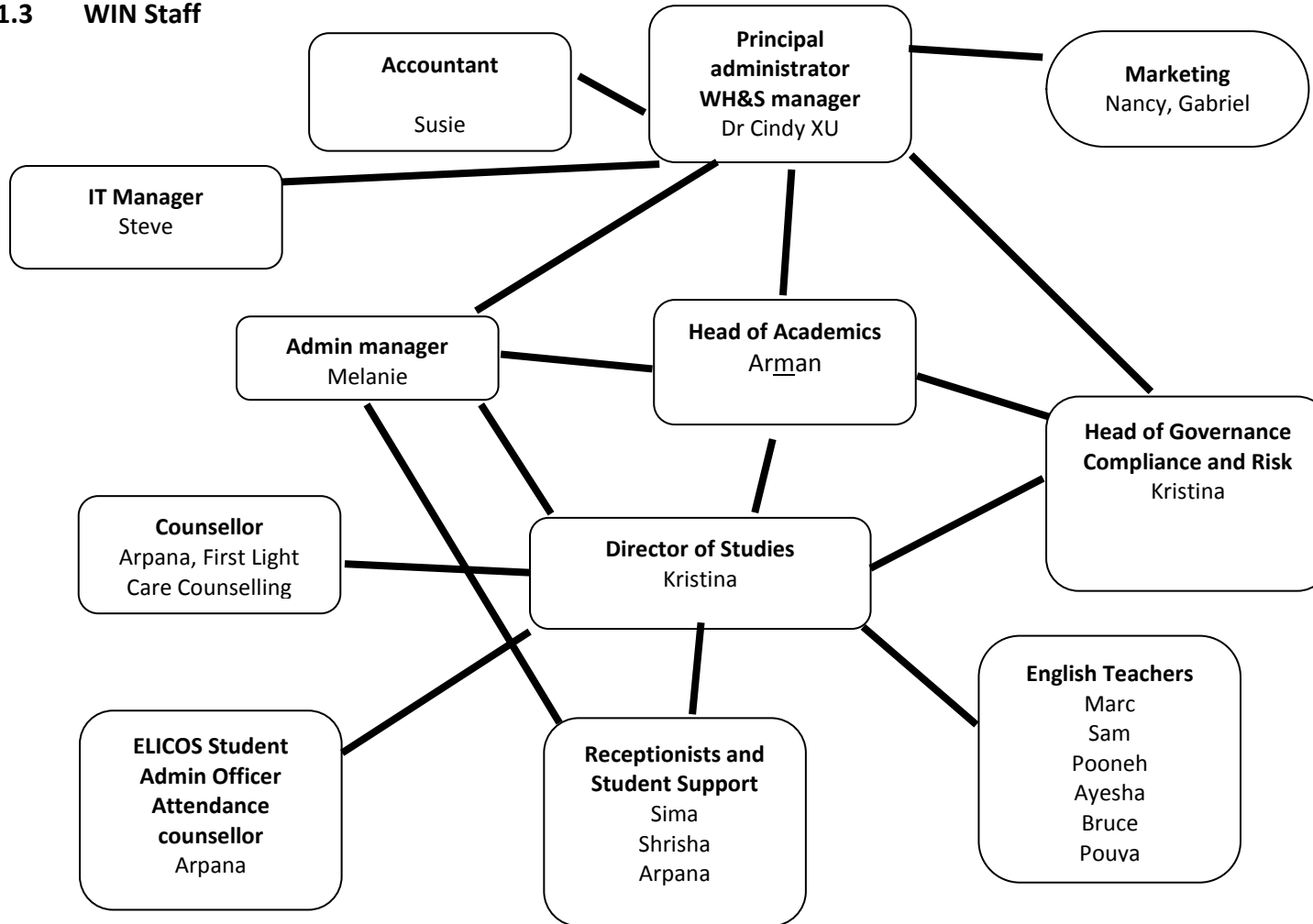
Intensive English & Proficiency Test Preparation (up to 52 weeks)

While you are studying in Australia you may require an external English language proficiency test result for entry into undergraduate studies, professional registration, employment purposes or simply to gain an internationally recognised English qualification.

To perform competently in an external test, you must have appropriate language proficiency as well as test-taking strategies and task experience. You will learn to reflect on, and continue to develop language and communicative competencies, which will all contribute to success in tertiary studies, as well as in interpersonal and professional interactions.



1.3 WIN Staff



1.4 Timetables

The hours of the school are from 8.30am to 9.00 pm, Monday to Friday. The training and administration team will be more than happy to assist with any enquiries during these hours.

Daytime General English and EAP classes are currently Monday to Thursday:

Lessons	General English and EAP
Lesson 1	9.00 am - 10.30 am
Lesson 2	10.30 am - 11.30 am
Break	11.30 am - 11.45 am
Lesson 3	11.45 am – 1.15 pm
Lesson 4	1.15 pm – 2.15 pm

Evening General English classes are currently Monday to Friday:

Lessons	General English
Lesson 1	5.00 am - 6.30 am
Lesson 2	6.30 am - 7.30 am
Break	7.30 am - 7.45 am
Lesson 3	7.45 am – 9.15

Note: the timetable can change from time to time.

2. Your student rights and responsibilities

WIN aims to provide you with an excellent opportunity to study learn and develop your skills in a safe and supportive educational environment.

As a student at WIN, you have access to a range of support services including helping you understand your rights and responsibilities. You need to be aware of the conditions of your student visa in relation to studying at WIN.

2.1 Code of Behaviour

While you remain a student at WIN, it is your responsibility to:

- Attend class regularly and punctually
- Conduct yourself in a safe and healthy manner.
- Refrain from smoking anywhere in the WIN building
- Ensure no discriminatory, harassing, or bullying behaviour to other students, staff or visitors to WIN.
- Refrain from unacceptable behaviour, including the use of bad language, alcohol, and drugs
- Refrain from the use of devices which may disrupt class's e.g., mobile phones.

Not upholding the Code of Behaviour will result in the cancellation of your enrolment. Erratic attendance and erratic progress will identify you as a non bona-fide student and are grounds for the cancellation of your enrolment (Standard 9 National Code).

2.2 Attendance

- a. Your overseas student visa requires that you attend **100%** of your classes over the period of your CoE. If you cannot attend class, please explain the reason to your teacher, if possible, before the next class starts.
- b. If you are absent for three days or more, a Medical Certificate or evidence of other exceptional compassionate circumstances beyond your control should be obtained as evidence of the reason for your absence.

NB Attendance is recorded systematically (including non-attendance due to illness, evidenced by a medical certificate, or other exceptional compassionate circumstances beyond the control of a student. Reference: *Standard 8 the National Code 2018*).

- c. Attendance is recorded for every day of your course. The Administration Manager will ensure Attendance Records are regularly updated.
- d. If you are absent for *two consecutive days* without providing a reason in writing to WIN (with the relevant Medical Certificate), WIN will contact and counsel you about attendance. This action is recorded on your student file.
- e. If you are absent for *five consecutive days* without formal advice of the reason for your non-attendance (including when relevant, a Medical Certificate), you will be issued an **Intention to Report** to the Department of Home Affairs. You will be given 20 working days to access our internal complaints and appeals process. If you access our internal complaints and appeals process, the suspension or cancellation of your enrolment can not take effect until the internal process is completed, unless extenuating circumstances relating to your welfare apply. This means you must continue to attend classes until you are either reported or the decision to report you is overturned.
- f. If you attend class irregularly, the Administration Manager will counsel you about the requirements to attend. This is recorded in your student file.
- g. If irregular non-attendance rises to more than 20% at any time during your course, WIN is obliged to notify the Department of Home Affairs via PRISMS of your failure to meet your visa conditions. This notice is emailed to you and a copy is attached to your student file.
- h. All non-attendance approved by WIN is also recorded in your student file.
- i. If your attendance **falls below 90%** you will receive a **Warning Letter** reminding you of your obligations for your visa and you will be asked to come in and speak with Melanie, the Administration Manager, about the situation.

If you fail to attend the session with Melanie you will be notified via email that you failed to attend counselling you may be identified as a "non bona-fide student" and be reported to the Department of Home Affairs.

- j. If your **attendance falls below 80%** you will be sent an ***Intention to Report*** you to the Department of Home Affairs. You will be given 20 working days to access our internal complaints and appeals process. If you access our internal complaints and appeals process, the suspension or cancellation of your enrolment can not take effect until the internal process is completed, unless extenuating circumstances relating to your welfare apply. This means you must continue to attend classes until you are either reported or the decision to report you is overturned.

Course Attendance Monitoring Table		
	Formal warning letter	Actions
Attendance falls below 90%	1	Warning letter
Attendance Counselling not attended ----Report to Department of Home Affairs as a non-genuine student		
Attendance falls below 80%	<i>Intention to Report</i>	Intention to report within 6 weeks. Appeal within 20 working days? Report to Department of Home Affairs via PRISMS.

2.3 Completion within the expected duration of study policy

WIN will uphold Standard 8.3 of the National Code 2018:

- To always monitor the enrolment load of students to ensure they can complete the program within the duration specified on their Confirmation of Enrolment (CoE);
- To only extend the duration through the issuing of a new CoE in limited circumstances (compassionate or compelling circumstances following the implementation of an intervention strategy, or where a deferment or suspension of study has been granted).

Note: Deferring for a semester to go home to be married is not normally considered to be a compassionate or compelling circumstance which is beyond the control of a student. It is recommended that students plan weddings during semester breaks. Students should speak to the Head of Academics before making wedding arrangements.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident;
 - witnessing or being the victim of a serious crime when this has impacted on the student.
(These cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Procedures

1. Student is enrolled as per the Letter of Offer, Student Agreement, CoE and visa. This establishes the planned study load. Enrolment will not exceed length of registration of the program on CRICOS.
2. If a student cannot complete their program within the required duration, they may:
 - Request an extension of their CoE by completing a Request for Extension of CoE (for compassionate or compelling circumstances as listed above) or
 - Be identified at the end of the Study Period (10 weeks) as being at risk of not making satisfactory course progress and placed on a monitoring program for course progression (Standard 8.9), or
 - Defer, suspend, or cancel their enrolment (Standard 9)
 - Defer, suspend, or cancel their enrolment (Standard 9) if a course/unit is not able to be offered
 - be placed in a monitoring program if they have failed a unit: e.g.
 - attend an academic skills programme;
 - attend a tutorial or study group;
 - receive individual case management;
 - attend a study club;
 - attend counselling;
 - receive assistance with personal issues which are influencing progress;
 - receive mentoring;
 - be placed in a suitable alternative subject within a course or a suitable alternative course; or
 - A combination of the above and a reduction in the course load.
 - Changes in the study load will require an extension to the duration listed on the CoE.
3. Student is advised of impact of extending duration of study due to variation in the student's enrolment load which requires the need to issue a new CoE and the requirement of reporting this to the Department of Home Affairs. Student is advised to complete the Student Visa Extension application form.
4. Records of notification /form are kept in the student's file.

5. Report to the Department of Home Affairs via PRISMS any changes to CoE. Reporting the student (issuing a new CoE) occurs as soon as WIN knows the student cannot reasonably complete his or her program within the expected duration as specified on the student's CoE.

Note: If a student had their course shortened after arrival, upon enrolment a new International Student Offer and Acceptance Agreement will be issued. The new Student Agreement will be signed and the length of the CoE will be reduced via PRISMS.

Where a student finishes a course early, WIN will be required to notify this early completion to the Department of Home Affairs via PRISMS. The student will also be notified of this intention to report.

2.4 Completion within the expected duration of study policy

WIN will uphold Standard 8 of the National Code 2018:

- To always monitor the enrolment load of students to ensure they can complete the program within the duration specified on their Confirmation of Enrolment (CoE);
- To only extend the duration through the issuing of a new CoE in limited circumstances (compassionate or compelling circumstances following the implementation of an intervention strategy, or where a deferment or suspension of study has been granted).

Note: Deferring for a semester to go home to be married is not normally considered to be a compassionate or compelling circumstance which is beyond the control of a student. It is recommended that students plan weddings during semester breaks. Students should speak to the Administration Manager (or her nominee) before making wedding arrangements.

2.5 English Performance

- a. WIN is obliged to keep a record of your English performance for your course requirements.
- b. You can review your English performance record at any time. Please ask your teacher for access to your English performance record.
- c. Your English performance record may be required by Department of Home Affairs to verify that you satisfy student visa requirements relating to your studies.
- d. Inadequate progress will result in counselling so that your progress improves. You can have a support person with you when you attend counselling.

2.7 Course assessment

Over the duration of the course, teachers monitor and assess evidence of students' progress observed in homework, class activities and tasks designed to achieve and measure target learning content. Students will be informed of assessment processes pre-enrolment and at

orientation. Teachers will discuss the assessment requirements with each student prior to them attempting each task.

2.8 Learning resources and independent study

A list of suitable website pages or worksheets can be emailed to a student on request. There is also the Darling Square Library with self-service computers, printed newspapers, desks, English language learning books, language kits, digital resources, audiobooks, music and Wi-Fi at The Exchange, levels 1 and 2, 1 Little Pier Street Haymarket 2000. <https://www.cityofsydney.nsw.gov.au/libraries/darling-square-library>. The library also offers a dynamic program of events, workshops and courses.

WIN provides all required learning and assessment materials for the ELICOS programs.

2.9 Holidays

You may only take holidays on official holiday breaks and cannot miss classes due to taking holidays different from your course.

2.10 Work

Department of Home Affairs regulations for student visas permit you to work for up to **48 hours of work per fortnight** while you are studying. During holiday periods you may work for longer periods. You are reminded that you must continue to balance your study and work commitments.

Students must still:

- maintain their course enrolment
- ensure satisfactory course attendance
- ensure satisfactory course progress.

Student visa holders who cancel their enrolment, stop attending classes or fail to meet satisfactory course progress may be in breach of their visa conditions.” From :

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders>

3. Accommodation

WIN does not provide accommodation assistance but we offer these ideas for you to consider. Accommodation for students can range from:

3.1 Homestay

Homestay is an excellent accommodation option, especially for students who want to live with local families who are familiar with Australian culture and values. Students have access to local knowledge and can therefore make better use of their time while studying. Host families provide an agreed number of meals a day.

See Meridian Homestay Services. www.mweridianhomestay.com.au, or email MHS@meridianhomestay.com.au or phone +61 2 9909 2960.

If you have any questions or any doubts during your stay, speak to your host family first. Do not worry about English, your host family will try to understand you and try to help you as much as they can.

Usually, the telephone bill is not included in the Homestay fees. You must have permission

from your home stay family when you wish to make a phone call. We recommend that you acquire a mobile handset. There are many plans and options available both pre-paid and post-paid to suit every budget and circumstance. (Tip: The cheapest unlimited pre-paid plan is Circles Life. Also consider Lebara.)

Many students choose to stay with a family for a short period of time and then move to shared accommodation once they have settled in.

3.2 Backpacker

Backpacker-style accommodation will cost you about \$150 Per Week.

The information provided here is intended as a guide only and does not constitute advice nor should it be relied upon as constituting advice by WIN or its representatives.

<http://www.hostelbookers.com/hostels/australia/sydney/>

3.3 Share Accommodation

Students who wish to stay with others in a rented house, apartment, flat or condominium can expect to pay about \$150 to \$250 each week for rent.

On top of this they will have to pay for the use of gas and electricity and some landlords will charge for the use of water.

When you rent you pay a bond and sign a tenancy agreement. This agreement will tell you how many people may live at that property. If you exceed that number, you will be made to leave, and you may lose your bond money.

As a rule, Sydney City Council will only allow a maximum of 2 people or 2 beds (not including cots) to a bedroom in newly built buildings.

For information about your rights as a tenant, see

<http://www.tenants.org.au/publish/factsheets/index.php>

Useful websites

http://www.fairtrading.nsw.gov.au/Tenants_and_home_owners/Renting_a_home/Renting_a_home_links_and_contacts.html

3.4 Deluxe Hotel / Apartment

Some students prefer to be more independent and stay in a hotel for around \$392-\$1,000 for a double room for a week. Check these websites.

http://www.booking.com/city/au/sydney.en.html?aid=373437;label=city-sydney-oN2he_RIKKSMvq4H7wLTiwS33665883865;pl:ta:p1:p2:ac:ap1t3:neg;ws=&gclid=CJn51ND1gMQCFUaWvQodNosAdw
http://www.trivago.com.au/?iSemThemId=6210&iPathId=44310&sem_keyword=cheap%20hotel%20sydney&sem_creativeid=60348030079&sem_matchtype=e&sem_network=g&sem_device=c&sem_placement=&sem_target=&sem_adposition=1s1&sem_param1=&sem_param2=&cip=6112017011

All these prices are subject to change and vary from suburb to suburb so go to the websites.

3.5 Useful websites

1. <http://www.gumtree.com.au/s-property-for-rent/sydney/c18364l3003435>

2. www.realestate.com.au/share
3. <https://www.furnishedproperty.com.au/>
4. <http://flatshare.com.au/sydney>
5. <http://flatmates.com.au/sydney>
6. nextdoor https://help.nextdoor.com/s/article/how-to-log-in?language=en_GB

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4. Fire Procedures

Study the map on all classroom walls. If there is a fire:

1. An alarm buzzer will ring continuously, gradually getting louder.
2. Leave books and bags.
3. Follow your teacher to the nearest EXIT. Walk quickly down the stairs. **DO NOT USE THE ELEVATOR.**
4. Walk quickly and calmly out of the building and refrain from excessive talking.
5. The assembly point for all students and teachers is across the road at the park, Corner of Pitt and Hay Streets. You must assemble there and have your name marked off on the teacher's roll.
6. Keep on the footpath. **DO NOT STAND ON THE ROAD!**
7. Remain in your class group until your teacher allows you to return to class.



5. WIN Rules

To make your stay in Sydney and learning at WIN a happy experience, there are simple rules that apply to all students:

1. Morning classes start at 9.00 a.m. every day. Evening classes start at 5 pm. Always try to be on time for your classes. Lateness disturbs the teacher and your fellow students. If you are more than 15 minutes late, you may not be permitted into class.
2. WIN is a SMOKE FREE ZONE. Students are not permitted to smoke in the building. This means that at WIN you cannot smoke anywhere, including the balconies and toilets. Smoking directly in front of the building is also strictly forbidden.
3. Courtesy always prevails. Please be polite to your teachers and other students.

4. You are responsible for your own belongings whilst at WIN. Do not leave valuables unattended. If you wish to deposit valuables in a safety deposit box, please see the reception.
5. Any accidents, however minor, MUST be reported immediately to the office. Please advise the Campus Manager.
6. Orientation is compulsory. Timetables are provided to students during Orientation. Copies may be obtained from Reception. The timetable contains course information, classroom allocation and teacher's name.
7. We have an English only policy at WIN, both inside and outside of the classroom. This policy encourages students to practice and use their English in as many contexts as possible, and to build their confidence as English speakers.
8. You are obliged to notify WIN of any changes to your address, email address or contact phone numbers, and who to contact in emergency situations within 7 days. During holiday or study break periods, you are also required to notify WIN of any changes to your address, email address or phone contact numbers and who to contact in emergency situations as WIN may need to contact you about your courses or assessments at these times.
9. Confidentiality: We keep your information confidential. Sometimes we might ask for your consent to share your information to help resolve complex problems. We will only share information without your consent if we:
 - must do so by law
 - are concerned about someone's safety.

6. Student Support Services

WIN has staff to support your studies.

This assistance includes:

- Orientation to WIN and to Sydney - ELICOS Coordinator
- Advice on your academic progress and attendance - ELICOS Coordinator
- Further studies advice / processing-- Head of Academics
- Grievance resolution--Head of Academics

- Welfare / personal matters – See Arpana at Reception. She is a trained counsellor but she can also assist you to receive professional counselling services.

*** To receive external counselling**, please follow these steps:

1. Arrange a visit to see a doctor at the Oxford Street Medical Centre. (Consultation fee is fully covered by OSHC).
2. Tell the attending doctor that you would like a referral for counselling from:

First Light Care Associate

Shop 3, 99-101 Anzac Ave, West Ryde, NSW 2114, Australia

Tel: 02 9211 9988

admin@firstlightcare.org.au

<https://www.firstlightcare.org.au/our-services/counselling-psychology-services>

Contact person: Gerald

Make an appointment to see First Light Care Associate. Counsellors speak both English and Chinese (Cantonese & Mandarin).

3. Pay at each visit and then take your receipt to your OSHC provider and receive a refund (for 10 visits only).

7. Student Complaints and Appeals

Please see the Complaints and Appeals Policy and procedure on our website for more information.

FLOW CHART OF PROCEDURES FOR HANDLING GRIEVANCES FROM INTERNATIONAL STUDENTS

TALK TO YOUR TEACHER FIRST



IF YOU CAN'T GET A SOLUTION GIVE A COMPLETED COMPLAINTS FORM TO THE HEAD OF ACADEMICS



**MEET WITH THE HEAD OF ACADEMICS
(student can bring a support person)**



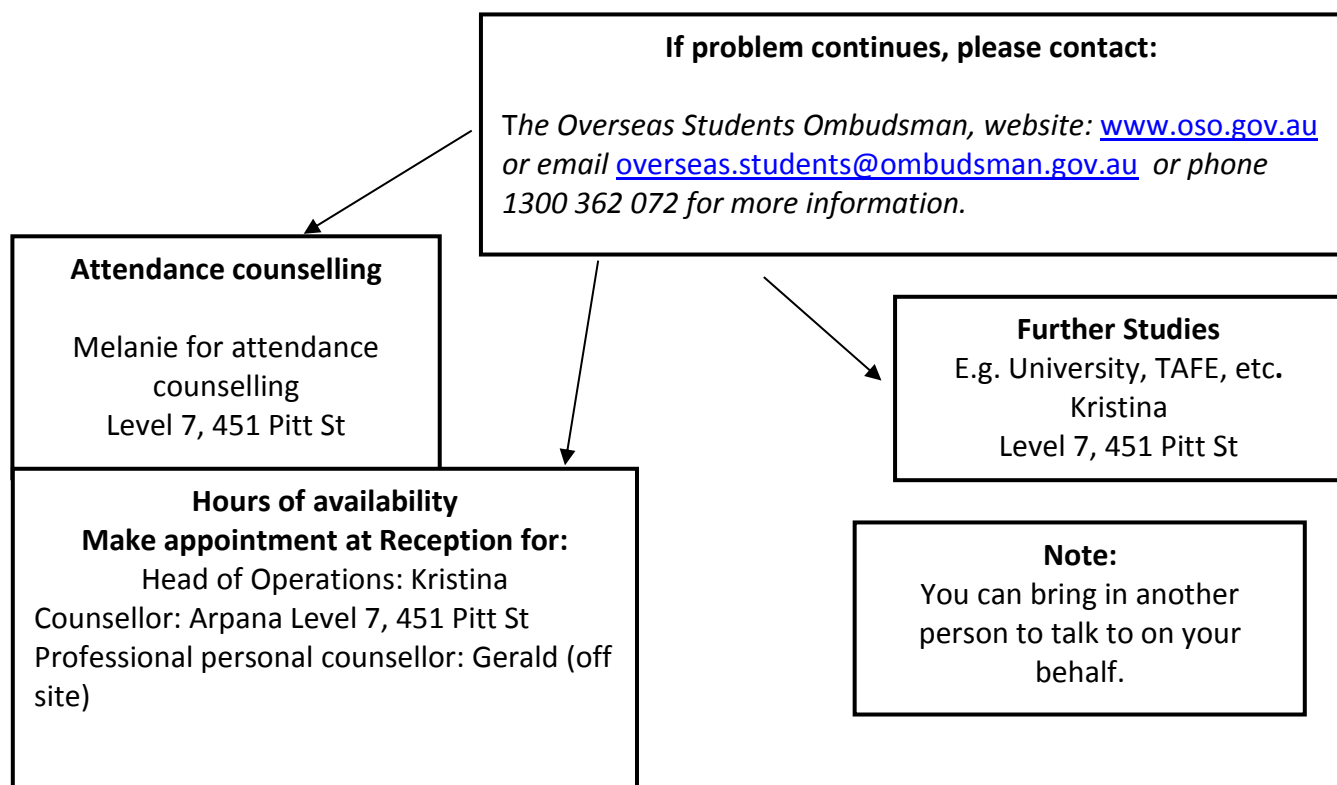
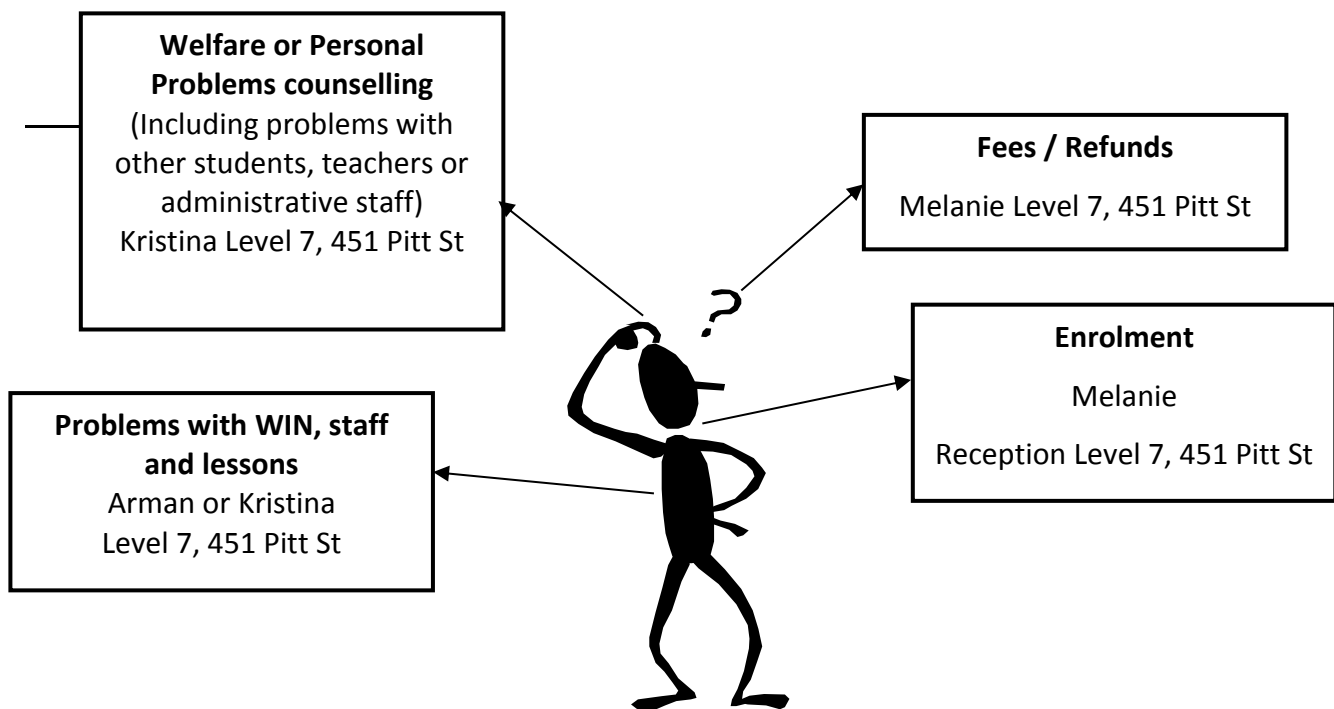
IF YOU REMAIN UNHAPPY, YOU CAN ARRANGE A MEETING WITH THE OVERSEAS STUDENTS' OMBUDSMAN OR DEPARTMENT OF FAIR TRADING

Disciplinary Action Procedure

Students are expected to follow all policies and procedures outlined in the Student Handbook so that all may benefit. Student enrolments or CoEs may be either suspended or cancelled for breaches of WIN Policy and Procedures, non-payment of fees or breaches of your visa requirements.

The Administration Manager (or delegated nominee) may suspend a student or recommend expulsion because of unsatisfactory academic progress; plagiarism; cheating on assessments (directly and indirectly; and student behaviour that intentionally disrupts or interferes with education, administrative or operational activities.

What to do if you have a problem or grievance



8. Transport

Public transport is very easy in Sydney and is also cheap. WIN is located a few minutes walking distance to Sydney Central trains, light rail and buses. An Opal Card will make travelling on public transport convenient. As an international student you are not entitled to student fares.

Taxis are an expensive mode of transport, Uber and Didi are generally cheaper. The use of a private car to WIN is not recommended due to the difficulty of parking in Sydney.

9. Banking

Australia's major banks are:

1. Commonwealth Bank of Australia. www.commbank.com.au
2. Westpac Banking Corporation. www.westpac.com.au
3. National Australia Bank. www.nab.com.au/
4. Australia and New Zealand Bank (ANZ). www.anz.com.au

Reception/Student Support can assist you to open a bank account if you need help. Your teacher will assist you in locating nearby different banks. Automatic Teller services are available at all major banks.

10. Health, Climate and Insurance

The weather in Australia is very pleasant. However, it can be very hot in summer so wear sunscreen and a hat and it can be quite cool in winter so there is a need to have a piece of warm clothing.

Good health is important to successful study

The nearest medical and dental clinics are located at:

The nearest Medical Centres (with little or no additional charge)

Oxford Village Medical Centre <https://www.oxfordvillagemedicalcentre.com.au/> Shop 18/63 Oxford St Telephone 9194 2010

Also see http://www.oshcworldcare.com.au/member_student/medical_providers.aspx

Dentist: 580 George Street SYDNEY NSW 2000

Telephone: 9267 7569

Overseas Student Health Cover is a compulsory requirement of Department of Home Affairs -- all student visa holders must have Overseas Student Health Cover.

If you need any help in making an appointment with the doctor, please speak with Reception who will assist you.

11. Cost of living in Sydney

It is recommended you shop locally for food, vegetables etc. Close to WIN, Paddy's Market (open Wednesday to Sunday) plus Market City (open 7 days) is an excellent place to buy

cheaper fruit and vegetables. It is only a 5-minute walk. There are numerous local shops in Chinatown and World Square; and Asian and Thai supermarkets in Campbell Street.

[Check the Detailed Cost of Living in Sydney here.](#)

[Cost of furnisher and home appliances in Sydney Australia](#)

You can also visit this website for updated information of the costs in Sydney;

<https://www.expatistan.com/cost-of-living/sydney>

Here are some samples of costs in Sydney:

Rent: A\$100-500 Weekly rate (shared accommodation is cheaper). Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least A\$1,500-\$2,500. Check www.realestate.com.au

And www.domain.com.au also check www.gumtree.com.au for shared places.

Gas / Electricity: Check out www.switchwise.com.au for information about gas and electricity prices. Just enter a random Sydney Australian post code like 2111, 2000 or 2138. A\$10-\$15 if you share accommodation.

Phone / Internet: Check out <http://broadbandguide.com.au/> for a comparison of broadband plans. http://www.amaysim.com.au/?cid=gsem_E001 for a mobile phone deal without a contract

Haircut: female- A\$25.00-\$100.00; male- \$6.50-\$30

Movie ticket: A\$13.00-15.00 (student discount may apply)

Restaurant/café meal: A\$10.00-\$25.00

Weekly train ticket: About A\$38 per week <http://www.131500.com.au/tickets/fares/fares>

Taxi: 10 Minutes ride could cost A\$15-25 <http://www.worldtaximeter.com/sydney>

Transport costs can be viewed at <http://www.131500.com.au/ticketandfares/fares>

Uber: 10 Minutes ride could cost A\$10-20 <https://www.uber.com/en-AU/cities/sydney/>

Buy a car: A\$5000-50,000. Check www.carsales.com.au and www.carpaint.com.au

Petrol: Check out www.racv.com.au for daily petrol prices in Sydney. Also: www.motormouth.com.au for an overview of prices in the capital cities. Petrol prices can vary widely from the morning to evening in Australia.

Clothes: Check out www.myer.com.au or www.target.com.au

Groceries: www.woolworths.com.au, www.coles.com.au. Or <http://www.aldi.com.au>

Banking: Nearly all banks will charge you for having an account with them. ANZ has an account for \$5 / month that has unlimited internet banking and ATM withdrawals. If you make a withdrawal from another banks ATM you will pay up to \$2.50 per transaction. Have a look at www.infochoice.com.au. In addition most companies will charge you an 'admin' fee for paying your bill, generally a couple of dollars.

House or Unit you own in Sydney Australia: There are strata, council and water rates to pay. However, if you are renting the landlord pays the strata and rates and you just pay for the excess water charges. Rubbish collection is included in the council rates.

No TV licence in Sydney though, but you have to put up with ads every 5 mins. ABC (no ads) and SBS show movies, documentaries and news from many countries all over the world.

Interpreter Services

The Student Services Support Manager will help you with any interpreter assistance.

You should also be aware of Telstra's twenty-four (24) hour interpreter service. **Telephone 131 450** anytime if you are having difficulty communicating in English.

12. Class Excursions

WIN has excursions organised from time to time. These excursions are part of your class-time studies. There is sometimes a small cost for transport and/or admission.

13. Work, health and safety

Australia is considered to be one of the world's safest countries. However, as in all countries and major cities, undue risks should not be taken e.g. avoid poorly lit park areas after hours. Please do not provoke undue attention to yourself with loud behaviour, dress, etc and take care of your valuables and belongings at all times.

If you see anything unsafe or feel unsafe at WIN, please tell your teacher. We want you to be safe and feel safe at our WIN.

Emergency services (24 hours)

Familiarise yourself with the Emergency services numbers: Useful phone numbers are:

ORGANISATION	PHONE
POLICE FIRE AMBULANCE	000
Police: L 3, SPC, 151-241 Goulburn Street Darlinghurst 2010 Fax: 02 9265 4104	9265 4144
Fire Station:113 George St, Redfern 2016	9698 1161
Hospital: St Vincent's, 390 Victoria St, Darlinghurst	8382 1111
Dentist: Sydney Dental Hospital, 2 Chalmers St, Surry Hills	9293 3333
Poisons Information Centre	13 1126

Problem	Website	Phone no
Accommodation-- Emergency for women	https://www.wagec.org.au/ Mon – Fri 9.00 – 4.30	intake@wagec.org.au 9319 4088
Alcohol Abuse	www.aa.org.au	1300 222 222
Anxiety (including phobias & Obsessive-	https://wayahead.org.au/ https://www.beyondblue.org.au/get-support/who-can-assist	Mon – Fri 1300 794 992 1300 22 4636

Compulsive Disorder)		
Asthma	www.asthmansw.org.au/ https://www.asthmaaustralia.org.au/nsw/about-asthma/asthma-emergency In an emergency	1800 278 462 9906 3233 000
Community services – (local) women	http://www.lwchc.org.au/	9560 3011
Community services - (local) men	https://mensline.org.au/about-us/useful-links-and-support/	1300 78 99 78
Consumer credit and debt	https://www.accc.gov.au/consumers/debt-debt-collection/help-when-youre-in-debt	Mon – Fri 1300 302 502
Consumer credit protection	https://www.accc.gov.au/consumers/consumer-rights-guarantees	Mon – Fri 1300 302 502
Counselling - crisis	Lifeline – Crisis Support	https://www.lifeline.org.au/ 24hr 13 11 14
Counselling – general information	http://www.community.nsw.gov.au/about-us/contact-us/support-and-counselling-numbers Lifeline Relationships Australia	13 11 14 1300 364 277
Crime stoppers (report crime anonymously) - https://www.crimestoppers.com.au/ Police Assistance - https://portal.police.nsw.gov.au/ In an emergency		1800 333 000 13 14 44 000
Counselling-- victims of crime support	http://www.victimsservices.justice.nsw.gov.au/Pages/vss/vs_counselling/vs_counselling-how-to-apply.aspx	1800 633 063
Depression	http://www.beyondblue.org.au/ https://www.beyondblue.org.au/the-facts/depression	1300 22 4636

	https://mindspot.org.au/ Lifeline https://mensline.org.au/ https://www.suicidecallbackservice.org.au/	Mon – Fri 1800 61 44 34 13 11 14 1300 78 99 78 1300 659 467
Disabilities	http://www.dsa.org.au/	1300 372 121
Domestic violence – Men and Women	http://www.domesticviolence.nsw.gov.au/ https://www.whiteribbon.org.au/find-help/domestic-violence-hotlines In an emergency Lifeline	24hr 1800 65 64 63 1800 737 732 000 13 11 14
Drug addiction and abuse counselling and assistance	Narcotics Anonymous https://www.na.org.au/ https://www.lifeline.org.au/get-help/topics/substance-abuse-and-addiction https://www.counsellingonline.org.au/	1300 652 820 13 11 14 9361 8000
Families & friends with mental illness	http://www.mentalhealthcarersnsw.org/ Information and Support	9332 0777 1300 554 660
Eating disorders	https://thebutterflyfoundation.org.au/understand-eating-disorders/	1800 33 4673
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	1300 37 45 37
Family planning information	https://www.fpnsw.org.au/ https://www.healthdirect.gov.au/partners/family-planning-nsw	1300 658 886 24hr 1800 022 222
Gambling – free Counselling / legal advice	http://www.gamblinghelp.nsw.gov.au/get-help/meet-a-counsellor/ https://salvos.org.au/need-help/problem-gambling/ Wesley Mission Legal Service Level 3, 220 Pitt Street SYDNEY Email: communitylegal@wesleymission.org.au Lifeline	1800 858 858 13 72 58 9263 557 1300 827 638 13 11 14
G-Line (gambling)		1800 633 635

LGBTIQ+ information and counselling services	http://www.cityofsydney.nsw.gov.au/community/community-support/lgbtiq-communities/community-contacts http://www.twenty10.org.au/ https://qlife.org.au/	- 8594 9555 1800 184 527
Grief support	https://www.grief.org.au https://www.beyondblue.org.au/the-facts/grief-and-loss https://www.lifeline.org.au/get-help/topics/loss-grief	Free call 1800 642 066 1300 22 4636 24hr 13 11 14
Hepatitis C	https://www.hep.org.au/	9332 1599
HIV/AIDS	https://www.acon.org.au/ Free call	9206 2000 1800 063 060
Telephone Interpreter Service	https://www.tisnational.gov.au/ Client Liaison Immediate phone interpreting service ATIS phone interpreting service	1300 655 820 13 14 50 1800 131 450
Legal information and advice	Redfern Legal Centre https://rlc.org.au info@rlc.org.au	Monday - Thursday 9am - 1pm & 2pm - 6pm Monday - Thursday 9am - 6pm & 2pm - 6pm Friday 9am - 1pm & 2pm - 5pm 9698 7277 info@rlc.org
Local council services guide for international students	City of Sydney Council http://www.cityofsydney.nsw.gov.au/community/community-support/international-students	Visiting, living, studying, public transport, areas of interest and cheap eats.
Men's services	https://mensline.org.au/ http://www.menshealthaustralia.net/ https://www.healthdirect.gov.au/mens-health	24hr 1300 78 99 78 +61 (0)403 813 925 1800 022 222
Mental health advice and support	https://wayahead.org.au/ http://www.blackdoginstitute.org.au/ Lifeline https://www.suicidecallbackservice.org.au/	Mon – Fri 1300 794 991 Mon – Fri 9382 4530 24hr 13 11 14 1300 659 467
Poison Information Centre	https://www.poisonsinfo.nsw.gov.au/ Emergency	Hotline 13 11 26 000
Police Assistance Line (non-emergency) Hotline		13 14 44

Pregnancy assistance/ counselling	https://www.pregnancybirthbaby.org.au/contact-us www.pregnancysupport.com.au/ In an emergency	1800 882 436 1300 792 798 000
Racism	Australian Human Rights Commission https://itstopswithme.humanrights.gov.au/	Mon – Fri 9284 9600
Rape Crisis – men and women	www.nswrapecrisis.com.au/ http://www.rape-dvservices.org.au/ Domestic Violence Sexual Assault Crisis Service---ask for afterhours crisis workers	24hr 1800 424 017 Mon – Fri 1800 222 387 1800 211 028 9515 6111
Relationship counselling	https://www.relationships.org.au/what-we-do/services/counselling www.interrelate.org.au/	Mon – Fri 1300 364 277 1300 473 528
Sexual assault, violence and abuse	https://www.1800respect.org.au/violence-and-abuse/sexual-assault-and-violence/ https://chat.1800respect.org.au	24hr 1800 737 732 Free online chat service
Schizophrenia	http://www.onedoor.org.au/services/individual-support/information-support/information-support Email - info@onedoor.org.au	9879 2600 1800 985 944
Smoking - Quitline	Quitline https://www.cancer.org.au/preventing-cancer/smoking-and-tobacco/smoking.html	13 78 48 13 11 20
Suicide Prevention	www.suicideprevention.com.au/ Lifeline Suicide Callback https://nfp.everydayhero.com/au/australian-suicide-prevention-hold-on-to-life	1300 360 980 24hr 13 11 14 24hr 1300 659 467 24hr 1800 465 366
Tenants' Rights	www.tenants.org.au	1801 101

14. Transfer to another ELICOS course

You cannot transfer to another course before you have completed six months of your course with WIN, unless:

- WIN has ceased to be registered
- WIN agrees to release you
- WIN has had a sanction imposed upon it by the Government that prevents you completing your course or
- Your government sponsor considers the change to be in your best interest and has provided written support for that change.

See <https://wincollege.edu.au/wp-content/uploads/2023/07/Transfer-and-release-for-international-students-policy-072023.pdf> for further information.

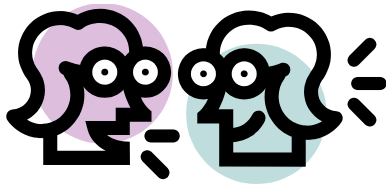


15. Tips For Successful English Studies!

Speak English outside WIN as much as you can – in shops, on the bus or train!

Try to mix with students of other nationalities at the weekend and in the evening.

Make opportunities to practise! Ask a question even if you know the answer.



Try to find some activities or interest, which will give you a chance to practise e.g. learn a sport, go to an art class, go to a church, go to a free church ESL class or join a club. Try meetup.com.

Read a newspaper as often as you can. Your teacher can help you join the local library.

Read along as the newspaper is read aloud on RPH 1224 am or 100.5 fm or <https://www.2rph.org.au/listen/how-to-listen>.

Watch TV, listen to podcasts or the radio, read advertisements and posters and signs. English is all around you!

Don't worry about feeling shy or making mistakes. Mistakes are not nearly as important as you think and a smile can help you a lot. Remember everyone feels shy at first. You are not alone!

We want you to enjoy your time at WIN.