



International House

Sydney City | Bondi | Darwin | Melbourne
Gold Coast | Byron Bay | Adelaide



PRE-ARRIVAL HANDBOOK

[#LivetheIHdream](#)

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WELCOME TO INTERNATIONAL HOUSE



Welcome to IH Sydney Training Services, your destination for quality education, including English courses, Teacher Training, Vocational, and Higher Education programs. We are thrilled to join you on your educational journey and are dedicated to helping you maximize your study, travel, and living experiences. Use this guide to get to know your new surroundings and explore all the possibilities your new home and college in Australia has to offer.



australia

is a unique and diverse country, rich in culture, population, geography, history and even climate.



CULTURE

Australian Culture is as broad and varied as the country's landscape. Australia is multicultural and multiracial, and this is reflected in the country's food, lifestyle and cultural practices and experience.

Australia has an important heritage from its indigenous people, which plays a defining role in the cultural landscape.

This diversity of influences creates a cultural environment in Australia that is lively, energised, innovative and outward looking.

As of 2020, the population of Australia has been estimated to be 25.5 million people, with the most populous states being New South Wales (NSW) and Victoria with regards to their respective capitals Sydney and Melbourne.

Australia's population is usually centred around the coast lines of Australia, from Adelaide to Cairns with a small population on the western side of Australia.



POPULATION

Australia is an island continent and is also the world's sixth largest country equating to roughly 7,682,300 square kilometres.

Australia lies between the Indian and Pacific Oceans and the country is approximately 4,000 kilometres from east to west and 3,200 kilometres from north to south with a coastline that spans over 36,000 kilometres long.

Canberra is Australia's capital city and is situated in the Australian Capital Territory (ACT). The ACT is located roughly between Sydney and Melbourne.

Australia is famous for landmarks such as the Sydney Harbour Bridge, the Sydney Opera House and Bondi Beach. Australia is also home to 19 listed World Heritage Sites.



GEOGRAPHY

In Australia you will experience temperate weather for most of the year.

The Northern States are usually warm most of the time with the Southern States experiencing cool winters but rarely sub-zero temperatures.

Snow falls during the winter months on the higher mountains, allowing skiing in Southern NSW and VIC during the winter months.



CLIMATE



HISTORY

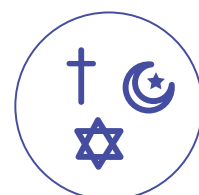
The first inhabitants of Australia, the Aboriginal people, are believed to have migrated from some unknown point in Asia to Australia between 50,000 and 60,000 years ago.

The first European settlement of Australia was in January 1788, when the First Fleet sailed into Botany Bay under the command of Captain Arthur Phillip.

Freedom of religion in Australia is allowed in practice and protected to varying degrees through the constitution and legislation at the Federal, state and territory level. Australia is a secular country with legislated separation of church and state and with no state religion.

This legislation includes the right to change your religion or beliefs at any time. You also have the right to put your thoughts and beliefs into action. This could include your right to wear religious clothing, the right to talk about your beliefs or take part in religious worship.

If you require a quiet space during the day or evening to practice your religion, please speak to your Student Services Team who will work with you to organise this.



FREEDOM OF RELIGION

CAMPUSES



IH Sydney Training Services has campuses located in Sydney, Bondi, Melbourne, Darwin, Gold Coast, Byron Bay and Adelaide. Our Campus opening hours are from 8:00 am until 6:00 pm Monday to Friday – however times may vary depending on the campus.



Sydney City Campus - Clarence St.
203 Clarence Street, Sydney, NSW

The Sydney City campus is located in the heart of the Central Business District (CBD), a 5-minute walk from the Queen Victoria Building and 10 minutes from both Town Hall and Wynyard train stations. It features 17 spacious and comfortable classrooms, with the latest audio-visual equipment to create the perfect learning environment.



Sydney City Campus - George St.
Level 4 and 5, 540 George Street, Sydney, NSW

Sydney City George St Campus is centrally located and is adjacent to Town Hall with trains, buses and Light rail stops directly in front of the campus. The campus itself is situated on two levels with modern and spacious classrooms, the latest technology and dedicated student common areas with kitchen facilities, ping pong table and more.



Darwin Campus
3 Searcy Street, Darwin, NT
Level 1 and 2, 69 Smith Street, Darwin, NT

The Darwin campus is located in the Darwin CBD, close to public transportation, restaurants, cafes and all sorts of shops and stores in the Darwin pedestrian mall. Public transport stops directly in front of the campus. Darwin is one of Australia's most livable cities, with warm, welcoming people. Students residing in Darwin have an opportunity to partake in an authentic Australian experience, and also learn about Aboriginal culture.



Byron Bay Campus
1 Cartyle Street, Byron Bay, NSW

Located in the heart of welcoming and trendy Byron Bay, this 12-classroom campus has a relaxed and friendly atmosphere and is a 10-minute walk from the world-famous Byron Bay beaches.



Bondi Campus
Level 1, 237 Oxford Street, Bondi Junction, NSW

The Bondi campus is located in Bondi Junction, less than a 5-minute walk from the train station. Surrounded by shops, restaurants and cafes, the campus is just a 20-minute bus ride away from the iconic Bondi Beach. The campus has 14 classrooms distributed throughout one level, a large common area, PCs for student use, strong Wi-Fi and a ping-pong table.



Melbourne Campus
Level 6 and 7, 350 Queen Street, Melbourne, VIC

The Melbourne campus is located in the heart of the Melbourne Central Business District on level 6 of a beautifully renovated building. Public transport stops directly in front of the building. Cafes, restaurants and shops surround the building and area. With a population of over 5 million, and architecture and style often compared to Europe, students will enjoy the casual, classy and affordable lifestyle offered in Melbourne.



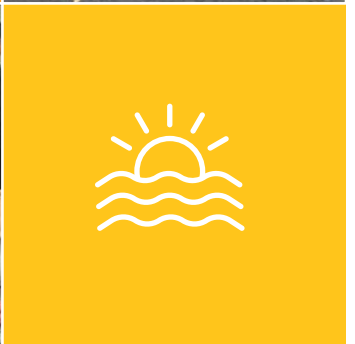
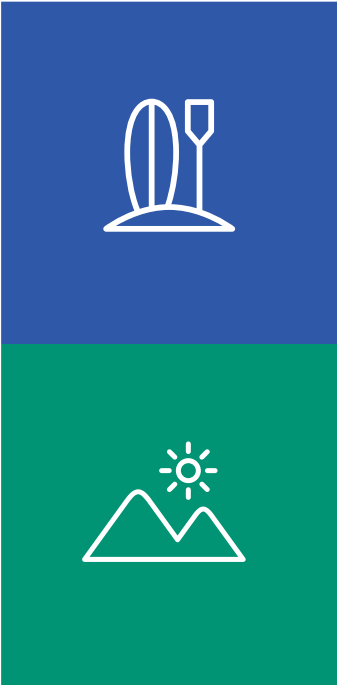
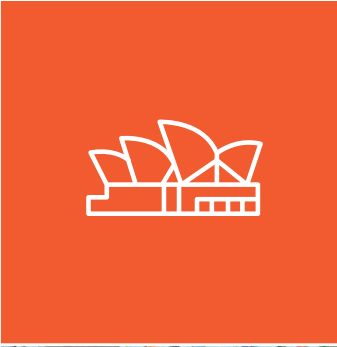
Gold Coast Campus
Level 4, 42 Marine Parade, Southport, QLD

Located in Southport and set privately on the 4th level of the Australia Fair shopping centre, the college has 14 classrooms, a huge common area, and even larger outdoor terrace. Excellent bus, light rail, and train services, connecting Southport to the entire Gold Coast and Brisbane metropolitan areas, are available at reasonable prices.



Adelaide Campus
Level 2, 55 Grenfell Street, Adelaide South, SA

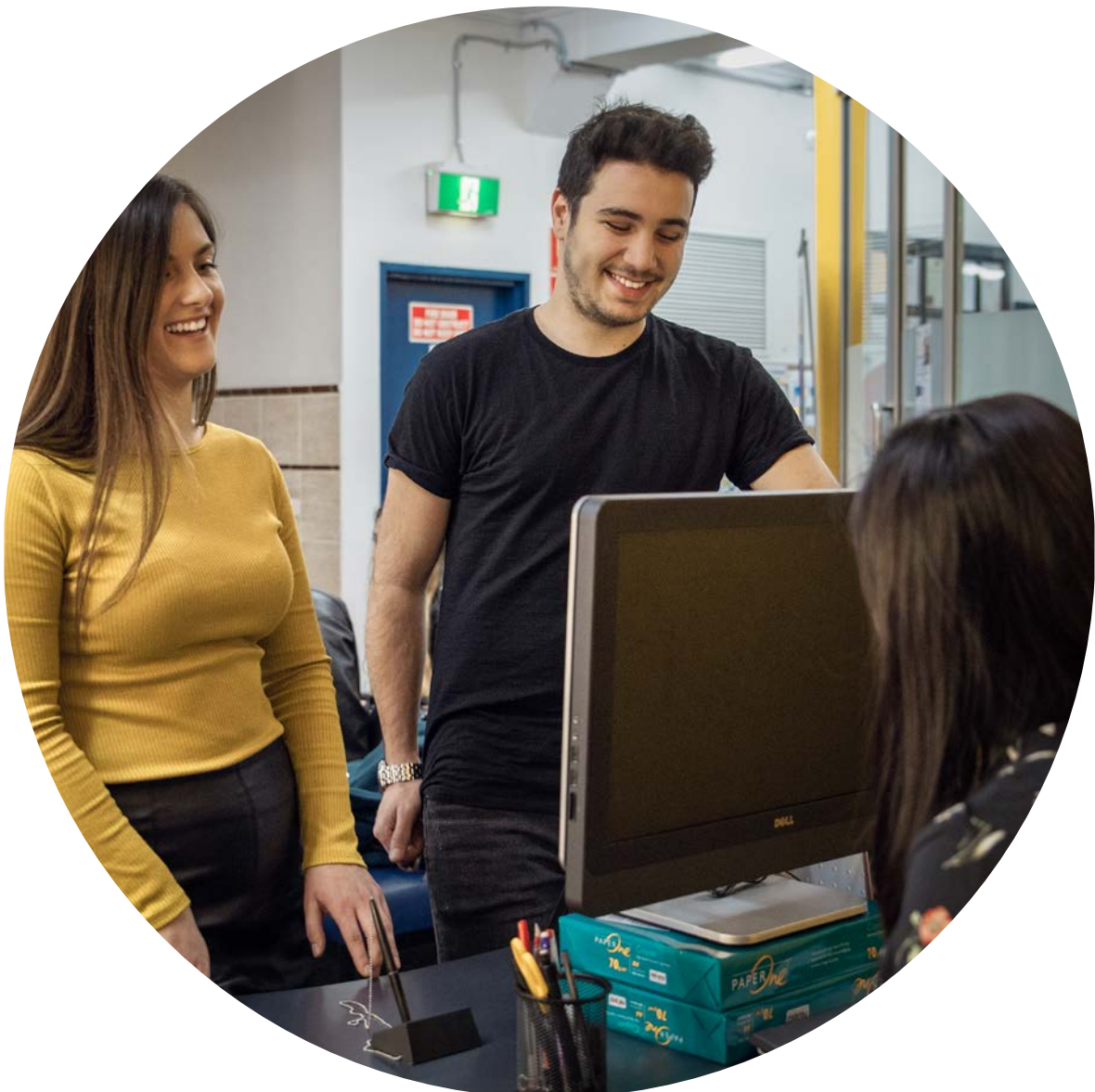
There's always something going on in Adelaide, from its famous festivals to its food and wine culture. With easy access to vineyards, endless coastline and the beautiful countryside, Adelaide offers the best of all worlds, and combines excellence in education with an enviable lifestyle.



YOUR STUDENT SERVICES TEAM

There are so many teams who work tirelessly behind the scenes to make sure your enrolment, visa, classes and stay here in Australia is all set up. However, there is one team that holds all the answers to the questions or issues that may arise during your studies here at International House, and they are your Student Services Team.

During your time here with us, there will be instances in which you will need additional support, whether that be help changing an enrolment, talking about the best time to take a break from your studies, advice on future studies, plus more. We are here to help you every step of the way.



YOUR FIRST DAY AT INTERNATIONAL HOUSE



Classes begin between 8:00 am for our morning timetable and 5:00 pm for our evening timetable for our English Students. However, it is good to note that the timetable can vary, and International House reserves the right to change the timetable at any time without notice.



Please ensure you check with your agency and on your Letter of Offer for the days, times and course in which you are enrolled in, as some courses vary with times and days.

For our ihBC students you will either be taking your classes virtually or face to face at the campus you are enrolled at.



When you arrive for your first day, you must proceed to Student Services to record your arrival. Remember to bring with you your Passport, Letter of Offer, and any other document in which we have asked you to bring along with you.



For our English students, if you haven't already done so, we will ask you to take a quick computer test to assess your English level, so that we can assign you to the right class. Our computer-based Placement Test can be accessed offshore also.

Your Student Services Officer/s will show you around the college and you will also be given your Orientation Pack.

SOCIAL ACTIVITIES

Each Campus participates in Social Activities each week. Student Services organise these for the month and we welcome any ideas you and your peers may have.

Social activities can range from

- Students workshops
- Job workshop
- Excursions to various famous landmarks

and the list goes on!

Whilst these are not compulsory to be a part of, they are a great way to make new friends, socialise, and have fun!

The social activities calendar is located around each campus, and one of your Student Services Officers will visit your class on Monday to explain the week's events. If you would like a further explanation of the activities, please speak with your Student Services Team.

ACCEPTABLE CLOTHING TO COLLEGE AND WEATHER

Casual clothing such as jeans, t-shirt, jumper and sneakers are commonly worn. During the warmer months' jeans are usually switched out for shorts, summer dress or a skirt.

Please do not dress in clothes that could be offensive to staff and other students at International House, as it is policy that all staff and students dress in a manner that is appropriate for a college environment and respectful to all cultures.



Australia's climate varies greatly throughout the eight states and territories; there are four seasons across most of the country and a wet and dry season in the tropical north. Australia's seasons are at opposite times to those in the northern hemisphere.

When you are out and about throughout the year, it is advised that you carry with you, an umbrella, and a jacket (this is especially helpful for air-conditioned classrooms).

HELPFUL LINKS FOR CLOTHES SHOPPING

Target

Target is an iconic Australian retailer dedicated to making fashion, style and quality affordable for the whole family.

Uniqlo

The name is simple and clever, just like their clothes, which are world famous for being high-quality, innovative, functional and affordable.

Kmart

Kmart's vision is to provide families with everyday products at the lowest prices.

Big W

Big W has all there is to offer from clothes to home goods, to shoes, to homewares, all at low prices.

Shopping Centres

Each state has a range of shopping centres and malls including Wesfield shopping centres - Myers - David Jones.

OVERSEAS STUDENT HEALTH COVER

International House offers OSHC to our students who are looking for other options or in need to apply for OSHC for their time here in Australia.

Our provider is Allianz Global Assistance and [Medibank Private](#), and we have various options for you to pick from depending on your Visa type. Please be advised that International House can only assist in booking OSHC for students on a Student Visa. If you are holding any other Visa, we can assist, but are not able to book this with your application.

For more information, you can speak with your Student Services Team or look at [the Allianz website](#) or [Medibank website](#).

Each OSHC provider will have an app for you to find relevant information about your OSHC plan. Contact information and additional resources that you may need.

How to find a Doctor when you are unwell



Are you experiencing a medical emergency?

Call 000 immediately or go to your nearest hospital. An emergency is a serious illness or injury that poses an immediate risk to your life or long-term wellbeing.

You can also use this link here to search for Medical Professionals in your area for the specifications that you require <https://www.healthdirect.gov.au/australian-health-services>

Your OSHC application will assist in helping you find a doctor that will take the insurance that you are currently holding.

TeleHealth – Doctors on Demand

Most OSHC providers will offer 'Doctors on Demand'. This is your normal consultation over video conferencing, which means you don't have to leave the comfort of your own home. All Doctors who take part in this are qualified Medical Practitioners.

Booking TeleHealth Consultations [here](#) or simply download the App from the App Store or GooglePlay.

Claiming receipts through your OSHC



You can either pay the full amount to the medical provider then use the tax invoice to submit a claim, or you can request for your OSHC provider to pay the medical provider directly.

If using the tax invoice to submit a claim, you will be able to take a picture and upload your tax invoice through your OSHC app. Alternatively, you can visit a branch and make a claim over the counter.

Ambulance Cover on your OSHC



Cover for an Ambulance may be an "extra" on your OSHC plan. It is a good idea to check with your provider the details of the cover for using the Ambulance Services here in Australia. Please be aware that you may be charged for any time that you have used this service. A bill will be sent to the address you provide the Paramedics or Hospital Administration.



ACCOMMODATION SUGGESTIONS

International House provides students with a range of supportive and comfortable accommodation options, so you can focus on your learning and enjoy your time in Australia!

International House can arrange your accommodation before or once you arrive in Australia.

Contact accommodation@ihsydney.com.au to make a booking or ask a question.

Below examples of student accommodations:

Flatmates.com

Iglu.com

Student.com

Scape

Urban Nest

Unilodgers

Campus Living

2stay.com



Student Residence

I am independent and I want to make friends from around the world!

Residential accommodation is best for students that are independent or travelling together with friends and want to live with other international students.

Our student residence partners offer modern, purpose-built student accommodation, within 10-50 minutes from our school campuses, dependant on location. Choose from single or shared rooms or upgrade to a studio apartment!

You can also stay in a modern and purpose-built student residence, where you can choose from single or shared rooms and enjoy living with other international students. Cook dinner with your housemates or watch a movie in the communal living areas. Utilities and Wi-Fi are included, and coin-operated laundry facilities are available onsite.

Homestay Accommodation

I want to improve my English and experience the Australian way of life!

Homestay accommodation is best for students that want to improve their English with native speakers and experience the Australian way of life!

Host families live 30-60 minutes from school by public transport. Meals are included (breakfast and dinner on weekdays and lunch included at weekends). You will have your own private, fully furnished bedroom with a bed, study desk, linen, and clothes storage. Utilities and laundry facilities are included, and Wi-Fi is available at an additional cost.

Undergraduate Students

International House will arrange Homestay accommodation for students under 18 years of age, due to guardianship liabilities. Your host family will look after you during your stay in Australia.

Student Accommodation

We understand that finding affordable and comfortable accommodation can be challenging when you move to a new city or country. We hope that the information we have provided here can make it easier for you to find your home away from home.

The accommodation links below are provided to you for assistance only. International House recommends that you carefully research your accommodation provider before signing an agreement or lease with them. International House will not be held liable for any damage or loss involved, should anything not go to plan.

Airport Transfers

International House can arrange your airport pick-up and airport drop-off service, should you require this on arrival or departure. Our driver will meet you at the airport and drive you to your homestay or student residence accommodation.

Airport pick-up services are mandatory for underage students arriving in Australia by themselves. We also offer unaccompanied minor transfer services for underage students that have booked this arrangement with their airline.

Airport transfer services must be booked at least 2 weeks prior to your arrival in Australia. Contact [accommodation](#) to make a booking.



International House

Sydney City | Bondi | Darwin | Melbourne
Gold Coast | Byron Bay | Adelaide



IH Sydney City



IH Bondi



IH Melbourne



IH Gold Coast



ENGLISH + Demi Pair

Priceless Exchange
Demi Pair program

**Cultural Exchange
Language Learning**

*Pre-intermediate English required

This program allows students to study English while living with an Australian host family as a Demi Pair.



Choose from any of our English courses



Provide 15 hours of Childcare and Household assistance each week



All living expenses included (Accommodation, 2 meals on weekday, 3 meals on weekend & utilities)



Daily English practice



Experience life in Australia



Demi Pair Coordinator placement support



Valuable experience to enhance future career opportunities

PROGRAM FEES

\$800 Demi Pair Fee + Weekly English Tuition + Material Fees + Enrolment Fee

**FROM
12 TO 48
WEEKS**

DEMI PAIR APPLICATION PROCESS

Application Received

Documents Review

Speaking Test

Letter of Offer

Family Matching

Family Interview

Placement Confirmed and payment

Must be completed at least **8 weeks** prior to start date

*Demi Pair Provider T&C apply

Please contact your Marketing Manager for more information

IH Sydney Training Services Pty Ltd RTO 91109 CRICOS 02623G

@ihsydney | www.ihsydney.com.au | info@ihsydney.com.au | 02 9279 0733

GETTING AROUND



There are many forms of transportation in each state that provide ease of access to get you where you need to go, when you need to go. These modes are Trains, Buses, Ferries, Ride Shares/Taxis and walking.



Train

Usually, the easiest form of travel around a city like Sydney or Melbourne is by train. Transportation varies in each state and it is advised to do your research about how you will get around once you have arrived.

Depending on the location in which you are studying, you may need to purchase a special reusable ticket, that you can regularly top up.

There are specific apps designed to display all train timetable information, and you can search these through the App Store or Google Play on your phone.



Buses

Bus stops are located throughout the city and are usually the most convenient way to travel to beaches, malls, and other points of interest. You will need to signal the driver, as the bus is approaching, if you would like them to stop. Usually when trains have stopped working due to rail work, buses will replace the routes.



Taxis/Ride Share

Taxis and Ride Shares, while more expensive than most public transportation, can be safer if you do not wish to travel alone at night. You can arrange to be picked up from a specific location or by waving for a taxi in the street. The light on top of the Taxi will be orange if unavailable.



Trams or Light Rail

Stops are located at various intervals in each city. Most offer the ability to use your 'top up' cards that you can use for the train or the bus.

SYDNEY CITY, BONDI, & BYRON BAY

[Transport NSW](#)

[Translink - NSW](#)

[Opal Card - NSW](#)

MELBOURNE

[Transport VIC](#)

[Myki - VIC](#)

QUEENSLAND

[Translink - QLD](#)

[GoCard - QLD](#)

DARWIN

[NT.gov.au](#)

[City of Darwin](#)

ADELAIDE

[Adelaide Metro - SA](#)

[SA Driving and Transport](#)

OTHERS

[Uber.com](#)

[Lyft.com](#)

[List of Taxi companies in Australia](#)

INSIDER GUIDES

**INSIDER
GUIDES**

Insider Guides produces best-practice guides to ensure international students are prepared, welcomed, connected, and supported in Australia. Printed and updated annually, the guides are available for free from International House. The links below are for you to use and gather further information about your time here in Australia.

[Sydney - Insider Guides](#)

[Melbourne - Insider Guides](#)

[Gold Coast - Insider Guides](#)

[Australia - Insider Guides](#)

PREPARE TO TRAVEL CHECKLIST

Arrange



Accommodation



Australian
Bank Account



Travel Insurance or
Overseas Health Cover



Health and Medical
Requirements



Look into your phone
and internet options

Check the 'what not to bring' list on the list on the Australian Government Department of Home Affairs website

www.homeaffairs.gov.au

Pack



Sufficient clothing, sun protection and toiletries

Electrical power converter (purchase upon arrival)

Passport with valid visa

Certified copies of academic documents (optional) and passport

International House Letter of Offer (Offer of Admission)

Electronic Confirmation of Enrolment (eCoE)

Accommodation Confirmation (if IH has arranged your accommodation)

Around \$300 AUD cash

AT THE AIRPORT



Australian Immigration

1. When you first arrive in Australia, you will need to proceed through to Australian Immigration. Follow the signs for Arriving Passengers as you disembark from the aircraft.
2. An Immigration Officer will ask to see your incoming passenger card, along with your passport and any other documents they may require.
3. You will need to fill out all the information on the card, including your new residential address in Australia. It's a good idea to have this noted down in writing in case you cannot access your mobile phone.
4. You should be prepared to show the Officer your Enrolment Packet which will include your Letter of Offer and eCOE, and evidence that you have enough money to sustain yourself whilst studying here in Australia.
5. You may be asked a few questions about your studies and stay. It is important that you answer these questions truthfully.
6. Once you have finished with the Immigration Officer, you can proceed through the terminal to collect your baggage, and head to Australian Customs.

Australian Customs and Quarantine

Restrictions in Australia are very strict; you must not bring prohibited items such as food, plants, or drugs into Australia. If you have any of these items with you, you must declare them on the customs declaration card that was given to you during your flight.

If you are ever in doubt, you should ask the Customs Officer, as there are serious penalties and fines that may be given to people who make false claims.

Customs Officials often use highly trained dogs to check luggage throughout the airport. If this is the case, follow the instructions from the Customs Officers, and do not attempt to touch the dogs.

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall after you have cleared Customs. You will find several food and retail outlets along with public telephones, money exchange, and a traveller's advisory. If you are arriving on a weekend, please note that some of these stores may be closed.

International Student Welcome Desk

Located at most airports in Australia is the International Student Welcome Desk. This is a one-stop shop of information for students arriving in Australia. You can receive immediate advice and printed guides with maps and information about accommodation and transportation. Local and international student volunteers staff these desks, and they are usually open 7 days a week.

GETTING SET UP IN AUSTRALIA

Money, Banking & Tax File Number

There's so much to see, do, and enjoy as an International Student in Australia from the moment you arrive, so it is a great idea to have your finances organised beforehand to avoid unnecessary stress and for you to make the most out of your time here. From the cost of living in your city, how to open a bank account, and tips on budgeting, these resources will cover everything you need to know about money in Australia.

Australia is home to some of the most affordable student accommodation. To work out how much it is going to cost to live in your city, have a go at using the [Cost of Living Calculator](#).

You may also need assistance with setting up an Australian Bank account. We have provided some information below that may assist you with opening an account here in Australia. When you arrive here in Australia, simply head to the bank of your choice and let them know you are an international student wishing to open a bank account. You will need to bring:

**Proof of
Identification**

**Proof of
Enrolment**

**Proof of your address
in Australia**

Please do not use the College as your address as we may not be able to get your mail to you.

The main banks in Australia are Commonwealth Bank (CBA), Australian and New Zealand Bank (ANZ), Westpac, and National Australia Bank (NAB). You do not need a Tax File Number to create a bank account, however, you may be taxed at a higher rate. If you would like to apply for a Tax File Number you can do so through the Australian Taxation Office (ATO).





Scams

Australia is a safe country for International Students; however, we do recommend you stay vigilant and be aware of common scams. We have added some links that may be useful:

- [Outsmarting the Scammer](#)
- [How to Avoid Tuition Payment Scams](#)
- [Rental Scams](#)

Safety

- [Water Safety](#)
- [Staying Safe](#)

Employment

One of the many unique and amazing opportunities to study in Australia comes with the ability to work. Students who hold a student visa are generally only allowed to work 20 hours a week (40 hours a fortnight/ biweekly) and while studying it is very common to look for a job and receive employment.

Australia has laws that guarantee basic human rights while in the workplace. You should always be paid for the work you do, including trial shifts, regular shifts, and any overtime that may occur. We know this can be daunting but check out the resources we have provided, and you will be on your way!

[Fair Work Ombudsman](#)

Writing a Resume

The basics of a resume include your contact details, previous work history and, for students and recent graduates, details about your education. Keep it as concise as possible and get somebody to proofread it for you. You should include at least one reference on your resume; this can be a previous employer, or someone who knows your work or study ethic. A Resume and Cover Letter should be targeted for a specific job that you are applying for.

Know where to look

There are many tools and websites out there for you to use to find a part time job; here are some for you to look at:

- [Seek](#)
- [Indeed](#)
- [Adzuna](#)
- [CareerOne](#)

What to wear to an interview

For a casual role, you don't have to dress formally, but it is still essential to appear clean, neat, and tidy. For graduate roles and professional internships, formalwear may be expected, so research the company before you attend.

International House wishes you luck!

Resources and Tips

Have copies of your Resume or CV handy with you, as you never know what businesses may be advertising for casual roles.

Stop in at cafes, local businesses, restaurants, and youth hostels to leave a copy of your Resume or CV with them. Companies will usually keep your details on file and contact you at a later date, when something becomes available.

Don't forget to reach out to businesses through social media platforms such as Facebook or Instagram to see if there are vacancies for jobs available, or even if you can come in to gain some work experience.

SERVICES AT INTERNATIONAL HOUSE

International House always strives to provide excellent customer service ensuring that all our students enjoy a friendly and comfortable experience in a student-centric and caring environment.

Student Events and Social Activities

Our activities range from extra classes, continually improving your English, to relaxing with our experienced Yoga teacher who will take you through a range of stretches virtually and face to face. We also offer fun and inclusive table tennis tournaments and movie days, with snacks!

English Classes

We are committed to providing quality training and internationally recognised qualifications, which gives our graduates a true advantage when seeking employment opportunities worldwide. Our courses are developed in conjunction with leading schools, universities, governments, and other organisations, providing our graduates with a competitive edge and allowing them greater choice of employment, study, and other opportunities worldwide.

Our English language courses can start you on the path to future academic studies. Whether you intend to study English for higher education, to advance your career, or simply as part of your vacation, we have a range of different English programmes to choose from. We can help you develop your English skills to improve your opportunities for the future. For students planning to go on to further studies, we have partnered with over 50 providers across Australia in industries such as Business, Marketing & Management, Hospitality & Cookery, Trade Courses, Fitness and Massage, Media, Film, Design & Fashion, Early Childhood & Care, and Health & Beauty Therapy.

Vocational Qualifications

Further develop your skills across a wide range of business functions, and learn from Industry Experts who will share with you their wealth of knowledge. We have programs in Business, Project Management, Marketing and Communications, Social Media and Marketing, and Leadership and Management.

All our trainers and assessors are committed to providing a high standard of course delivery that will engage our students.

Our classes are spacious, comfortable, and well-equipped with modern audio-visual equipment. Our students have access to computers and free Wi-Fi throughout the colleges and study rooms for self-access. In addition, we provide a lounge area and kitchen facilities for our students' comfort.

Higher Education - IGI

International Graduate Institute or IGI, is dedicated to nurturing the next generation of global leaders by providing students with a fresh and innovative approach to Higher Education learning.

www.igi.edu.au

Career Workshops

International House and its staff want you to be successful not only whilst you are studying with us, but after you graduate, so if you are not sure how to get started looking for employment once you have arrived here in Australia, or maybe you would like help with updating your Resume or CV, our friendly Student Services staff run workshops to help you prepare for your interview!

Part of our monthly Social Activities, our Career Workshops offer assistance on where to look for potential jobs, how to create a Resume, interview skills, and what information is relevant for the Australian job market.

Student Wellbeing – ihear u

At International House we provide a service to improve our students' wellbeing and help them reach their potential during their studies.

ihear u has been designed to support students that could benefit from the opportunity to talk to someone that can provide you with tools to help you thrive. This service is now available across campuses at International House and ihBusiness College.

A qualified counsellor is here to listen to you with a friendly, sympathetic, and non-judgmental ear.

ihear u counsellor is available for appointments if you would like a confidential conversation about your wellbeing concerns.

ihearu@ihsydney.com.au




EMERGENCY CONTACTS

Police, Fire and Ambulance

The number to call for each service is 000, you will be asked what service you want to be connected to.

Lifeline 24-hour services

Telephone services for people who are experiencing a personal crisis or thinking about suicide.

 | 13 11 44

 | www.lifeline.org.au


Drug and Alcohol Information Services – 24 Hours

Providing education, information, support and referral for crisis counselling about illegal drugs and alcohol.

 | <https://adf.org.au/help-support/>

Legal Aid Helpline

The Legal Aid Helpline is an immediate option for people who want to find out more about their legal choices. It's open Monday to Friday, 8.30 am to 5.00 pm on:

 | 1300 654 314

 | legaidact.org.au/what-we-do/legal-advice/legal-aid-helpline


Mental Health Services – 24 hours

There are several services dedicated to assisting people who need to reach out for help. Each state has their own services, and they can be found here:

 | <https://www.healthdirect.gov.au/mental-health-helplines>

Women's Helpline

Support, information and referrals for women on a range of issues including family relationships, legal issues, domestic/family violence and emotional well-being.


 | 1800 737 732


 | <https://www.1800respect.org.au/>

1800RESPECT is the national domestic, family and sexual violence counselling, information and support service. Call 1800 737 732, text 0458 737 732, chat online or video call via our website.

Pregnancy Support Helpline – 24 hours


Provides support, information and counselling for concerns and questions associated with an unexpected or difficult pregnancy as well as support following a termination or pregnancy loss.

 | 1300 139 313

 | www.pregnancycounselling.com.au

Men's Helpline


Information and referral service for men. The service is available from anywhere in Australia and is staffed by professional counsellors, experienced in men's issues.

 | 1300 78 99 78

 | <https://mensline.org.au>

QLife – 7 days 3pm -12 am

Counselling services and referral services for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people.

 | 1800 184 527

 | www qlife.org.au

Doctors and Health Services

Search for a range of health services and medical professionals in your local area

 | www.healthdirect.gov.au/australia-health-services

International House Counselling Services

International House provides its own counselling services with our highly trained and experienced counsellor Fernanda Megda. You can contact her at ihearu@ihsydney.com.au to schedule a time to chat.

Contacts & Information You May Need

[Australian Consumer Law](#)

[Department of Foreign Affairs and Trade](#)

[Fair Work Ombudsman](#)

[Tuition Protection Services](#)

[Australian Tax Office](#)

[Gambling Help](#)

[Department of Home Affairs \(Immigration\)](#)

[ESOS Act](#)

AUSTRALIAN SLANG

Here are some slang words that you may hear from time to time while living in Australia. You can also check out this video from [Insider Guides](#).

_____ as / Almost anything could go here; Busy as, awesome as, tired as. To understand the sepa~~k~~er, just cut off the 'as' and add 'very' to the front and you will get what they mean

Aggro / Angry

Arvo / The afternoon

ASAP / As soon as possible

ATM / Teller Machine/Electronic banking outlet. Stands for Automatic Teller Machine

Avo / Avocado

Barbie / BBQ

Bikkie / A biscuit

Bludger / A lazy person

Bottle-O / Liquor store

Brekie / Breakfast

Bucks / Dollars

Budgie smuggler / A pair of speedos

Call it a day / Finish what you're doing / Finished for the day

Chemist / Drug store /Pharmacy

Chuck a sickie / A day off work when you are not actually sick

Cuppa / A hot beverage

Dodgy / **Dodge** / Poor quality / Not reliable / Suspicious

Durry / **Ciggie** / Cigarette

EFTPOS / Machine for electronic (card) payments. Stands for Electronic Funds Transfer at Point of Sale

Esky / Ice cooler



Fair go / A fair chance

Flat white / Coffee with milk or cream

Footy / Football (the game or the ball)

Full on / Intense / Wild

FYI / For Your Information

Give someone a bell / a holler / Call someone on the phone

Goon / Cheap wine in a bag

Grog run / A trip to go and buy alcohol

Heaps / A lot or very i.e. 'heaps good'

HJs / Hungry Jacks / Burger king

How good is that? / This is a rhetorical question so you don't have to answer. It just means 'that's good'

How ya going / How's it going? / How are you?

Kiwi / A New Zealander (but also a fruit and a bird)

Knock / To criticise something

Lift / Elevator

Macca's / McDonald's

Mate / Friend (this can be used passive-aggressively though, so pay attention to the situation)

Mobile / Cell phone

Moving forward / Thinking about the future / Moving on to the next thing

Mozzie / Mosquito

No worries / Don't worry about it / It's OK

Ordinary / Average / These two words can mean what they're supposed to, but they can also be a mild insult indicating that something is of poor quality

Petrol / Gas

Play it by ear / Decide as you go

Pokies / Poker machine

Reach out / Get in contact with

Reckon / Think / Figure / Assume

Rubber / Eraser

Sanga / Sandwich

Servo / Service station / gas station

She'll be right / It will be fine

Shout / A round of drinks paid for by a particular person. If it's your 'shout', then it's your turn to buy everyone drinks

Sickie / A day off work due to illness

Skull / To drink something quickly in one go

Snag / Sausage

Spud / A potato

Straya / Australia

Stubbie / A bottle of beer

Totes / Totally

Uni / University

Vegies / Vegetables

Wag / To skip class

Whinger / Someone who complains a lot

Woop woop / The name of an imaginary town, used to indicate a place far away / in the country.

Zed / The letter 'Z'

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