



# PRE-DEPARTURE HANDBOOK 2026-2027

**Head Office:** Level 2, 150-152 Adelaide Tce, East Perth, WA, 6004

**Campus:** Unit 2, 33 Archer St, Carlisle, WA, 6101

**Workshop-1:** Unit 5, 25 Owen Rd, Kelmscott, WA, 6111

**Workshop-2:** Unit 1, 37 Gillam Drive, Kelmscott, WA, 6111

|                                                                    |                                    |                        |                            |
|--------------------------------------------------------------------|------------------------------------|------------------------|----------------------------|
| <b>Document Name:</b> International Student Pre-Departure Handbook | <b>Reviewed Date:</b> July 2026    | <b>RTO Code:</b> 91770 | <b>CRICOS Code:</b> 04234E |
| <b>Version:</b> 1.1                                                | <b>Next Review Date:</b> July 2027 | Approved by: CEO       | Page 1 of 16               |

## Contents

|                                               |    |
|-----------------------------------------------|----|
| Welcome Message from the CEO .....            | 4  |
| Acknowledgement of Country .....              | 5  |
| 1. About City College .....                   | 5  |
| 1.1 Introduction to City College .....        | 5  |
| 1.2 Our Mission .....                         | 5  |
| 1.3 Our Vision .....                          | 5  |
| 1.4 Our Core Values .....                     | 5  |
| 2. Purpose of the Handbook .....              | 5  |
| 3. Preparing for Departure .....              | 6  |
| 3.1 Pre-Departure Checklist .....             | 6  |
| 3.2 What to Bring .....                       | 6  |
| 3.3 Travel & Flight Guidance .....            | 6  |
| 4. Arrival in Australia .....                 | 6  |
| 4.1 Entry Procedures .....                    | 6  |
| 4.2 Getting from the Airport .....            | 6  |
| 4.3 First Week Essentials .....               | 7  |
| 5. Living in Perth .....                      | 7  |
| 5.1 Accommodation & Living Arrangements ..... | 7  |
| 5.1.1 Types of Accommodation .....            | 7  |
| 5.1.2 Lease Agreements .....                  | 7  |
| 5.1.3 Costs and Utilities .....               | 7  |
| 5.1.4 Safety .....                            | 7  |
| 5.1.5 Reporting Issues .....                  | 7  |
| 5.2 Cost of Living .....                      | 7  |
| 5.2.1 Initial Expenses in Perth (AUD) .....   | 7  |
| 5.2.2 Ongoing Monthly Expenses .....          | 8  |
| 5.2.3 Tips .....                              | 8  |
| 6. Perth Lifestyle and Essentials .....       | 9  |
| 6.1 Lifestyle & Living in Perth .....         | 9  |
| 6.2 Cultural Adjustment .....                 | 9  |
| 6.3 Australian Slang .....                    | 9  |
| 6.4 Time Zone .....                           | 9  |
| 6.5 Climate & Weather .....                   | 9  |
| 6.5.1 Public Holidays .....                   | 9  |
| 7. Transportation & Getting Around .....      | 10 |
| 8. Health & Wellbeing .....                   | 10 |
| 8.1 Student Health & OSHC .....               | 10 |

|                                                                    |                                    |                        |                            |
|--------------------------------------------------------------------|------------------------------------|------------------------|----------------------------|
| <b>Document Name:</b> International Student Pre-Departure Handbook | <b>Reviewed Date:</b> July 2026    | <b>RTO Code:</b> 91770 | <b>CRICOS Code:</b> 04234E |
| <b>Version:</b> 1.1                                                | <b>Next Review Date:</b> July 2027 | Approved by: CEO       | Page 2 of 16               |



|        |                                                |    |
|--------|------------------------------------------------|----|
| 8.2    | Medical Services .....                         | 10 |
| 8.3    | Mental Health & Counselling Support .....      | 10 |
| 8.4    | Safety Awareness .....                         | 10 |
| 8.5    | Outdoor Safety .....                           | 11 |
| 9.     | Banking in Australia .....                     | 11 |
| 9.1    | Opening a Bank Account .....                   | 11 |
| 9.1.1  | Banking Hours .....                            | 11 |
| 9.1.2  | Bank Fees .....                                | 11 |
| 9.1.3  | Account Statements .....                       | 11 |
| 9.1.4  | Accessing Money .....                          | 12 |
| 9.1.5  | ATM Safety Rules .....                         | 12 |
| 10.    | Working in Australia .....                     | 12 |
| 10.1   | Visa Work Conditions .....                     | 12 |
| 10.2   | Finding Work .....                             | 12 |
| 10.3   | Taxation .....                                 | 12 |
| 10.4   | Superannuation .....                           | 12 |
| 10.5   | Workplace Rights .....                         | 13 |
| 11.    | Laws & Safety in Australia .....               | 13 |
| 11.1   | Obedying the Law .....                         | 13 |
| 11.2   | Respect and Safety at City College .....       | 13 |
| 11.3   | Legal System .....                             | 13 |
| 11.3.1 | Legal Assistance .....                         | 13 |
| 11.4   | Child Protection Laws in WA .....              | 13 |
| 12.    | Security .....                                 | 14 |
| 12.1   | Home Security .....                            | 14 |
| 12.2   | Insurance .....                                | 14 |
| 12.3   | Personal Safety .....                          | 14 |
| 13.    | Internet Safety .....                          | 14 |
| 14.    | Academic Life .....                            | 14 |
| 14.1   | Academic Responsibilities and Compliance ..... | 14 |
| 14.2   | Academic Expectations & Using the LMS .....    | 15 |
| 14.3   | Student Rights, Complaints & Appeals .....     | 15 |
| 14.4   | Graduation & Career Support .....              | 15 |
| 14.5   | Alumni & Staying Connected .....               | 15 |
| 15.    | Useful Contacts & Emergency Numbers .....      | 15 |

|                                                                    |                                    |                        |                            |
|--------------------------------------------------------------------|------------------------------------|------------------------|----------------------------|
| <b>Document Name:</b> International Student Pre-Departure Handbook | <b>Reviewed Date:</b> July 2026    | <b>RTO Code:</b> 91770 | <b>CRICOS Code:</b> 04234E |
| <b>Version:</b> 1.1                                                | <b>Next Review Date:</b> July 2027 | Approved by: CEO       | Page 3 of 16               |

## Welcome Message from the CEO

Welcome to the City College.

We are delighted that you have chosen City College as your education provider. Studying in Australia is an exciting opportunity that brings both academic and personal growth. This handbook is designed to help you prepare for your journey, understand what to expect when you arrive, and settle smoothly into life in Perth, Western Australia.

It contains essential information about living in Australia, managing your finances, finding accommodation, cultural expectations, health and safety, and student rights. Please read this handbook carefully before you depart, and keep it with you as a reference during your studies.

We look forward to welcoming you soon.

Warm Regards

**Sahar Rasool**  
**Chief Executive Officer (CEO)**  
**City College Pty Ltd.**

|                                                                    |                                    |                        |                            |
|--------------------------------------------------------------------|------------------------------------|------------------------|----------------------------|
| <b>Document Name:</b> International Student Pre-Departure Handbook | <b>Reviewed Date:</b> July 2026    | <b>RTO Code:</b> 91770 | <b>CRICOS Code:</b> 04234E |
| <b>Version:</b> 1.1                                                | <b>Next Review Date:</b> July 2027 | Approved by: CEO       | Page 4 of 16               |

## Acknowledgement of Country

City College pays its respects to the Traditional Custodians of the lands on which we live and work. We pay our respects to Elders and all Aboriginal and Torres Strait Islander People who continue to care for their country, culture and people.

Our acknowledgement is more than a formal statement; it is an ongoing commitment to embedding cultural awareness and reconciliation within City College's practices. This includes:

- Integrating First Nations perspectives into relevant aspects of the curriculum.
- Actively participating in opportunities to learn from and partner with Indigenous communities.
- Encouraging all staff and students to embrace and uphold the values of respect, inclusivity, and cultural understanding.

By embedding cultural recognition into our daily practice, City College seeks to contribute to a broader spirit of reconciliation in Australia and ensure that every member of our learning community feels valued, included, and respected.

## 1. About City College

### 1.1 Introduction to City College

City College is a nationally recognised Registered Training provider located in the heart of Perth, Western Australia. Our institution is built on a foundation of integrity, experienced faculty, and supporting environment. We offer a comprehensive range of courses designed to equip our students with the skills and knowledge necessary to thrive in a dynamic and ever-evolving global market. These programs are designed to provide students with practical skills, industry knowledge, and nationally recognised qualifications in their chosen fields

### 1.2 Our Mission

Our mission is to deliver high-quality vocational education and training that empowers individuals to achieve their career goals and make meaningful contributions to society. We are committed to fostering a supportive and inclusive learning environment where every student has the opportunity to excel and reach their full potential.

### 1.3 Our Vision

We envision a world where education is accessible to all, and every individual has the opportunity to achieve their dreams. By nurturing talent and fostering innovation, we aim to contribute to the development of skilled professionals who will lead and inspire in their respective fields.

### 1.4 Our Core Values

- Collaboration & Teamwork
- Professional Integrity
- Innovative Thinking and Solutions
- Care for the Community and Environment

Our aim is to create a learning environment that inspires confidence — for students, employers, regulators, and the wider community.

## 2. Purpose of the Handbook

This Pre-Departure Handbook provides essential information to help you prepare for life and study in Australia. It covers:

- Preparing for travel

|                                                                    |                                    |                        |                            |
|--------------------------------------------------------------------|------------------------------------|------------------------|----------------------------|
| <b>Document Name:</b> International Student Pre-Departure Handbook | <b>Reviewed Date:</b> July 2026    | <b>RTO Code:</b> 91770 | <b>CRICOS Code:</b> 04234E |
| <b>Version:</b> 1.1                                                | <b>Next Review Date:</b> July 2027 | Approved by: CEO       | Page 5 of 16               |



- Orientation and student responsibilities
- Financial management and banking
- Accommodation and daily living
- Work rights and obligations
- Laws, safety, and security in Australia
- Health, wellbeing, and support services

Your success and wellbeing are our highest priority. Please read this handbook carefully and keep it for reference during your time at City College.

### 3. Preparing for Departure

#### 3.1 Pre-Departure Checklist

- Valid passport and student visa
- OSHC (Overseas Student Health Cover)
- Flight tickets
- Confirmation of Enrolment (CoE)
- Accommodation arrangements
- Copies of academic transcripts
- Financial resources prepared
- Emergency contacts

#### 3.2 What to Bring

- **Documents:** Passport, CoE, receipts, transcripts, medical records.
- **Clothing:** Light clothes for summer; warm clothes and jackets for winter.
- **Electricals:** Voltage in Australia is 240V, adaptors required.
- **Personal items:** Photos, cultural dress, small gifts from home.

#### 3.3 Travel & Flight Guidance

- Airlines usually allow 23–30kg of checked baggage.
- Carry documents in your hand luggage.
- Before landing, complete the Incoming Passenger Card. This is a legal document.
- Declare food, plant material, or large sums of cash (>AUD \$10,000).

### 4. Arrival in Australia

#### 4.1 Entry Procedures

- **Immigration:** Present passport, visa, CoE, and Incoming Passenger Card.
- **Customs & Quarantine:** Declare food, plants, or animal products. Strict penalties apply.
- **Baggage claim:** Report missing or damaged luggage to the counter.

#### 4.2 Getting from the Airport

- **City College Pickup:** Available on request (\$50 - \$75 per person depending on distance).
- **Transport options:** Taxi, rideshare (Uber, Ola, DiDi), airport train, buses.

|                                                             |                             |                  |                     |
|-------------------------------------------------------------|-----------------------------|------------------|---------------------|
| Document Name: International Student Pre-Departure Handbook | Reviewed Date: July 2026    | RTO Code: 91770  | CRICOS Code: 04234E |
| Version: 1.1                                                | Next Review Date: July 2027 | Approved by: CEO | Page 6 of 16        |

- **Safety tips:** Use licensed transport; keep belongings secure.

### 4.3 First Week Essentials

- Activate Australian SIM card.
- Open a bank account.
- Confirm OSHC coverage.
- Attend City College orientation.

## 5. Living in Perth

### 5.1 Accommodation & Living Arrangements

#### 5.1.1 Types of Accommodation

- Private rentals (apartments or shared housing)
- Homestay with Australian families

#### 5.1.2 Lease Agreements

- Read carefully before signing. Includes rent, bond, and lease duration.
- Keep a copy for reference.

#### 5.1.3 Costs and Utilities

- Rent varies by location; utilities may or may not be included.
- Budget for groceries, internet, and transport.

#### 5.1.4 Safety

- Lock doors/windows, know emergency exits, and keep valuables secure.

#### 5.1.5 Reporting Issues

- Homestay: Contact coordinator.
- Private rental: Contact landlord/real estate.
- City College Student Services for mediation or advice.

### 5.2 Cost of Living

#### 5.2.1 Initial Expenses in Perth (AUD)

| Expense Item                | Estimated Cost       | Notes                   |
|-----------------------------|----------------------|-------------------------|
| Temporary accommodation     | \$300–\$500 per week | Hostel, homestay, hotel |
| Rental bond (4 weeks' rent) | \$1,000–\$1,400      | Refundable if no damage |
| Advance rent (2 weeks)      | \$500–\$700          | Paid before move-in     |

|                                                                    |                                    |                        |                            |
|--------------------------------------------------------------------|------------------------------------|------------------------|----------------------------|
| <b>Document Name:</b> International Student Pre-Departure Handbook | <b>Reviewed Date:</b> July 2026    | <b>RTO Code:</b> 91770 | <b>CRICOS Code:</b> 04234E |
| <b>Version:</b> 1.1                                                | <b>Next Review Date:</b> July 2027 | Approved by: CEO       | Page 7 of 16               |



|                             |                      |                                     |
|-----------------------------|----------------------|-------------------------------------|
| Electricity connection      | \$50–\$100           | One-off fee                         |
| Gas connection              | \$0–\$100            | Sometimes included                  |
| Internet connection         | \$0–\$100            | Often free with contract            |
| SIM card / Mobile setup     | \$0–\$20             | SIMs free; prepaid from \$20/month  |
| Furniture & household items | \$500–\$1,000        | Cheaper if second-hand              |
| Transportation setup        | \$50–\$200           | Smartrider, bike, or initial travel |
| Textbooks & supplies        | \$200–\$500          | Buy used/digital to save            |
| Insurance                   | \$50–\$150 per month | OSHC compulsory                     |

**Estimated Initial Total: \$2,000–\$3,500**

### 5.2.2 Ongoing Monthly Expenses

| Expense Item                           | Estimated Monthly Cost |
|----------------------------------------|------------------------|
| Rent (shared housing)                  | \$800–\$1,200          |
| Food & groceries                       | \$350–\$600            |
| Utilities (electricity, gas, internet) | \$100–\$220            |
| Mobile phone                           | \$20–\$50              |
| Transport (student concession)         | \$60–\$120             |
| Entertainment & social                 | \$100–\$200            |
| Personal expenses                      | \$50–\$150             |

**Estimated Monthly Total: \$1,500–\$2,500**

### 5.2.3 Tips

- Use a Tertiary Smartrider card for public transport discounts.
- Buy furniture and household goods from Op Shops, Gumtree, Facebook Marketplace.
- Consider prepaid mobile plans for budget control.

|                                                             |                             |                  |                     |
|-------------------------------------------------------------|-----------------------------|------------------|---------------------|
| Document Name: International Student Pre-Departure Handbook | Reviewed Date: July 2026    | RTO Code: 91770  | CRICOS Code: 04234E |
| Version: 1.1                                                | Next Review Date: July 2027 | Approved by: CEO | Page 8 of 16        |

## 6. Perth Lifestyle and Essentials

### 6.1 Lifestyle & Living in Perth

- Perth is one of the most affordable and livable cities in Australia.
- Known for its beautiful beaches, green parks, and relaxed lifestyle.
- Public transport is reliable (buses, trains, ferries). Students receive discounted fares with a Tertiary Smartrider card.
- Perth is multicultural — you will find international cuisines, cultural festivals, and diverse student communities.

### 6.2 Cultural Adjustment

Australia values equality, respect, and diversity.

- English is the main language – practice regularly.
- Punctuality is important.
- Teachers and staff are often addressed by first names.
- Social etiquette encourages respect and fairness.

### 6.3 Australian Slang

- **Slang:** “Arvo” = afternoon, “Cuppa” = tea/coffee, “Snag” = sausage.

### 6.4 Time Zone

- Perth, Western Australia operates on Australian Western Standard Time (AWST), UTC +8 hours.
- There is no daylight saving in Western Australia.
- Time difference with your home country may vary throughout the year.

### 6.5 Climate & Weather

- Perth has a Mediterranean climate:
  - **Summer (Dec–Feb):** Hot and dry, 30–40°C.
  - **Autumn (Mar–May):** Mild and pleasant, 15–25°C.
  - **Winter (Jun–Aug):** Cool and rainy, 8–19°C.
  - **Spring (Sep–Nov):** Warm, 15–25°C.
- Pack light summer clothes, a jacket for cooler evenings, and rainwear for winter.

#### 6.5.1 Public Holidays

| Public Holiday | 2026               | 2027               |
|----------------|--------------------|--------------------|
| New Year's Day | Thursday 1 January | Friday 1 January   |
| Australia Day  | Monday 26 January  | Tuesday 26 January |
| Labour Day     | Monday 2 March     | Monday 1 March     |
| Good Friday    | Friday 3 April     | Friday 26 March    |

|                                                             |                             |                  |                     |
|-------------------------------------------------------------|-----------------------------|------------------|---------------------|
| Document Name: International Student Pre-Departure Handbook | Reviewed Date: July 2026    | RTO Code: 91770  | CRICOS Code: 04234E |
| Version: 1.1                                                | Next Review Date: July 2027 | Approved by: CEO | Page 9 of 16        |

|                              |                                           |                                           |
|------------------------------|-------------------------------------------|-------------------------------------------|
| <b>Easter Sunday</b>         | Sunday 5 April                            | Sunday 28 March                           |
| <b>Easter Monday</b>         | Monday 6 April                            | Monday 29 March                           |
| <b>ANZAC Day</b>             | Saturday 25 April & Monday 27 April       | Sunday 25 April & Monday 26 April         |
| <b>Western Australia Day</b> | Monday 1 June                             | Monday 7 June                             |
| <b>King's Birthday</b>       | Monday 28 September                       | Monday 27 September                       |
| <b>Christmas Day</b>         | Friday 25 December                        | Saturday 25 December & Monday 27 December |
| <b>Boxing Day</b>            | Saturday 26 December & Monday 28 December | Sunday 26 December & Tuesday 28 December  |

## 7. Transportation & Getting Around

- **Public Transport:** Buses, trains, and trams. Use a Tertiary Smartrider card.
- **Ride-Sharing:** Uber, Ola, and taxis (share trip details for safety).
- **Driving:** International licenses valid for Term of the Visa; apply for WA license after.
- **Cycling/Walking:** Helmets required for cyclists; use pedestrian crossings.

## 8. Health & Wellbeing

### 8.1 Student Health & OSHC

- OSHC is compulsory.
- Covers basic medical, hospital, and prescription needs.
- Keep your OSHC card handy.

### 8.2 Medical Services

- **Doctors (GPs):** First point of contact for medical issues.
- **Hospitals:** Emergency departments for urgent care.
- **Pharmacies:** For prescriptions and health advice.
- **Dental/Optical:** Usually not fully covered by OSHC.

### 8.3 Mental Health & Counselling Support

- Counselling services available through City College.
- 24/7 hotlines: Lifeline 13 11 14, Beyond Blue 1300 22 4636.

### 8.4 Safety Awareness

- **Fire safety:** Install smoke alarms, avoid candles and unattended cooking.

|                                                                    |                                    |                        |                            |
|--------------------------------------------------------------------|------------------------------------|------------------------|----------------------------|
| <b>Document Name:</b> International Student Pre-Departure Handbook | <b>Reviewed Date:</b> July 2026    | <b>RTO Code:</b> 91770 | <b>CRICOS Code:</b> 04234E |
| <b>Version:</b> 1.1                                                | <b>Next Review Date:</b> July 2027 | Approved by: CEO       | Page 10 of 16              |



- **Home safety:** Lock up, avoid sharing keys.
- **Internet safety:** Protect passwords, avoid scams.

## 8.5 Outdoor Safety

- **Sun:** Use sunscreen, wear hats.
- **Beach:** Swim between flags, obey lifeguards.
- **Bush/Outback:** Carry water, inform someone of travel.
- **Animals:** Avoid snakes, spiders, and jellyfish.

## 9. Banking in Australia

### 9.1 Opening a Bank Account

You can open a bank account within six weeks of arrival using your passport (with entry date), CoE, and an initial deposit.

Australia uses a **100-point identification system**. Within six weeks of arrival, your passport alone usually meets this requirement. After six weeks, additional documents may be required.

Most banks offer **student accounts** with minimal fees.

Required documents:

- Passport (with entry stamp)
- Student ID card
- Confirmation of Enrolment (CoE)
- Initial deposit (as little as AUD \$10)
- **Major Banks and Local Branches**
- **ANZ** – [www.anz.com.au](http://www.anz.com.au) – Belmont Forum Shopping Centre, Cloverdale
- **Commonwealth Bank** – [www.commbank.com.au](http://www.commbank.com.au) – Belmont Forum, Cloverdale
- **NAB** – [www.nab.com.au](http://www.nab.com.au) – 193 Wright Street, Cloverdale
- **St George** – [www.stgeorge.com.au](http://www.stgeorge.com.au) – 152-158 St Georges Terrace, Perth
- **Westpac** – [www.westpac.com.au](http://www.westpac.com.au) – 215 Belmont Ave, Cloverdale

More options: [www.lookatwa.com.au/AboutPerth/banks.html](http://www.lookatwa.com.au/AboutPerth/banks.html)

#### 9.1.1 Banking Hours

- Monday to Friday: 9:00 am – 4:00 pm
- Some branches: extended hours or Saturday mornings
- ATMs: 24/7 access (use with caution at night)

#### 9.1.2 Bank Fees

- Different banks charge different fees.
- Many waive transaction fees for full-time students.
- Internet/phone banking is often cheaper than over-the-counter transactions.

#### 9.1.3 Account Statements

- Banks provide regular statements (printed or digital).
- Review statements regularly to track expenses and check for errors.

|                                                             |                             |                  |                     |
|-------------------------------------------------------------|-----------------------------|------------------|---------------------|
| Document Name: International Student Pre-Departure Handbook | Reviewed Date: July 2026    | RTO Code: 91770  | CRICOS Code: 04234E |
| Version: 1.1                                                | Next Review Date: July 2027 | Approved by: CEO | Page 11 of 16       |



- Mini-statements are available at some ATMs.

#### 9.1.4 Accessing Money

- **Credit cards:** Major international cards are accepted, but new cards may be difficult to obtain in Australia.
- **ATMs:** Withdraw cash, check balances, and deposit funds. Use your own bank's ATM to avoid extra fees.
- **EFTPOS:** Pay at shops and withdraw small amounts of cash.
- **Telephone Banking:** Balance checks, transfers, and bill payments.
- **Internet Banking:** Manage accounts, transfer money, and pay bills securely online.

#### 9.1.5 ATM Safety Rules

- Keep your PIN confidential.
- Be alert at night or in isolated areas.
- Report lost/stolen cards immediately (banks provide 24-hour hotlines).

### 10. Working in Australia

#### 10.1 Visa Work Conditions

- Work rights are automatically attached to a Student Visa (Subclass 500).
- You may work 48 hours per fortnight during study periods.
- You may work unlimited hours during scheduled breaks.
- You cannot start work before your course officially begins.
- **Tips for Compliance**
- Track hours carefully
- Keep evidence (payslips, rosters).
- Balance study and work (attendance and performance affect your visa).

#### 10.2 Finding Work

- Job sites:
  - [www.seek.com.au](http://www.seek.com.au)
  - [www.careerone.com.au](http://www.careerone.com.au)
  - [www.jora.com.au](http://www.jora.com.au)
  - [www.gumtree.com.au/jobs](http://www.gumtree.com.au/jobs)
  - [indeed.com.au](http://indeed.com.au)
- Check City College notice boards and local newspapers.

#### 10.3 Taxation

- Apply for a **Tax File Number (TFN)** at [www.ato.gov.au](http://www.ato.gov.au).
- Employers will require your TFN for correct tax rates.
- Without TFN → taxed at highest rate.
- Lodge tax returns annually (1 July – 30 June).

#### 10.4 Superannuation

- Employers must pay 12% superannuation if you earn over AUD \$450/month.
- You may claim this when leaving Australia permanently.

|                                                             |                             |                  |                     |
|-------------------------------------------------------------|-----------------------------|------------------|---------------------|
| Document Name: International Student Pre-Departure Handbook | Reviewed Date: July 2026    | RTO Code: 91770  | CRICOS Code: 04234E |
| Version: 1.1                                                | Next Review Date: July 2027 | Approved by: CEO | Page 12 of 16       |

- More info: [www.ato.gov.au/departaustralia](http://www.ato.gov.au/departaustralia)

## 10.5 Workplace Rights

- All workers must be paid at least the minimum wage.
- You must receive pay slips.
- Avoid cash-in-hand jobs without records.
- For help: Fair Work Ombudsman – 13 13 94 or [www.fairwork.gov.au](http://www.fairwork.gov.au)

**Working beyond visa limits may result in visa cancellation.**

## 11. Laws & Safety in Australia

### 11.1 Obeying the Law

By accepting your student visa, you agreed to respect Australian laws and values. Violations may result in fines, visa cancellation, deportation, or imprisonment.

### 11.2 Respect and Safety at City College

- City College has a **zero-tolerance policy** for bullying, harassment, and discrimination.
- Complaints will be taken seriously and managed under City College's Equal Opportunity Policy.

### 11.3 Legal System

More info: [www.australia.gov.au](http://www.australia.gov.au)

#### 11.3.1 Legal Assistance

If you require legal advice or support in WA, the following services are available:

- **Legal Aid WA** – Free or low-cost legal advice and representation. [www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au)
- **Community Legal Centres WA (CLCs)** – Free advice on tenancy, employment, family violence, and consumer issues. [www.communitylaw.net](http://www.communitylaw.net)
- **Fair Work Ombudsman** – Support with workplace rights, pay, and working conditions. [www.fairwork.gov.au](http://www.fairwork.gov.au)
- **Equal Opportunity Commission WA** – Advice and complaints about discrimination and harassment. [www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)
- **Tenancy WA** – Assistance with rental agreements, bonds, and tenancy disputes. [www.tenancywa.org.au](http://www.tenancywa.org.au)
- **If Arrested or Charged:** You have the right to contact a lawyer, notify a family member or friend, and request an interpreter. Duty lawyer services may be available at court.
- **Student Support:** City College Student Services can guide you and connect you with the right services.

### 11.4 Child Protection Laws in WA

- Children and Community Services Act 2004 (WA)
- Adoption Act 1994 (WA)
- Child Care Services Act 2007 (WA)
- Commissioner for Children and Young People Act 2006 (WA)
- Community Protection (Offender Reporting and Registration) Act 2004 (WA)

|                                                             |                             |                  |                     |
|-------------------------------------------------------------|-----------------------------|------------------|---------------------|
| Document Name: International Student Pre-Departure Handbook | Reviewed Date: July 2026    | RTO Code: 91770  | CRICOS Code: 04234E |
| Version: 1.1                                                | Next Review Date: July 2027 | Approved by: CEO | Page 13 of 16       |

- Family Court Act 1997 (WA)
- Restraining Orders Act 1997 (WA)
- Working with Children (Criminal Record Checking) Act 2004 (WA)
- Young Offenders Act 1994 (WA)

## 12. Security

### 12.1 Home Security

- Lock doors/windows.
- Avoid leaving notes on doors or parcels outside.
- Leave a light, radio, or TV on when away.
- Keep valuables out of sight.
- Choose rental properties with locks, deadbolts, and preferably alarms.

### 12.2 Insurance

- Consider **Contents Insurance** (~AUD \$200/year) to cover belongings.
- Landlord's insurance covers property, not your items.

### 12.3 Personal Safety

- Don't carry large amounts of cash.
- Keep wallet in a front pocket.
- Divide money/cards into separate locations.
- Be careful with handbags and backpacks.

## 13. Internet Safety

- Install and update antivirus, anti-spyware, and firewalls.
- Use secure Wi-Fi for transactions.
- Delete suspicious emails immediately.
- Do not click unknown links or download from unreliable sites.
- Use strong passwords and update regularly.

Public internet access:

- Internet cafés in cities.
- WA State Library: [www.slwa.wa.gov.au](http://www.slwa.wa.gov.au).

## 14. Academic Life

### 14.1 Academic Responsibilities and Compliance

- Maintain 80% class attendance.
- Submit assessments on time; maintain satisfactory progress.
- Notify City College within 7 days of address/contact changes.
- Breaches may result in reports to the Department of Home Affairs.

|                                                             |                             |                  |                     |
|-------------------------------------------------------------|-----------------------------|------------------|---------------------|
| Document Name: International Student Pre-Departure Handbook | Reviewed Date: July 2026    | RTO Code: 91770  | CRICOS Code: 04234E |
| Version: 1.1                                                | Next Review Date: July 2027 | Approved by: CEO | Page 14 of 16       |

## 14.2 Academic Expectations & Using the LMS

- Attend classes regularly and actively participate.
- Avoid plagiarism and academic misconduct.
- Access LMS daily for announcements, assignments, and grades.
- Seek academic support (tutoring, workshops, study groups).

## 14.3 Student Rights, Complaints & Appeals

- **Rights:** Fair treatment, privacy, access to information.
- **Complaints:**
  - Informal: Raise with lecturer or Student Services.
  - Formal: Submit in writing with evidence.
- **Appeals:** Submit reasons and documentation; City College reviews impartially.
- **External Support:** Overseas Students Ombudsman, Legal Aid.

## 14.4 Graduation & Career Support

- Graduation requires successful completion of all assessments, attendance, and fee clearance.
- Ceremony invitations are issued via LMS/email.
- Career support includes resume writing, interview preparation, and job search assistance.

## 14.5 Alumni & Staying Connected

- Benefits include networking, workshops, and professional development.
- Alumni can mentor, volunteer, and contribute to City College's growth.

## 15. Useful Contacts & Emergency Numbers

| Contact              | Contact Numbers                                        |
|----------------------|--------------------------------------------------------|
| Emergency Services   | 000 (police, fire, ambulance)                          |
| Non-urgent police    | Lifeline 13 11 14, Beyond Blue 1300 22 4636, Headspace |
| City College Support | Student Services, Counselling, Helpdesk: 08 63 888 988 |
| Government           | Department of Home Affairs 131 881                     |
| Ombudsman            | Overseas Students Ombudsman 1300 362 072               |

|                                                             |                             |                  |                     |
|-------------------------------------------------------------|-----------------------------|------------------|---------------------|
| Document Name: International Student Pre-Departure Handbook | Reviewed Date: July 2026    | RTO Code: 91770  | CRICOS Code: 04234E |
| Version: 1.1                                                | Next Review Date: July 2027 | Approved by: CEO | Page 15 of 16       |

### Document History

| Version # | Date      |                                                                           | Approved by |
|-----------|-----------|---------------------------------------------------------------------------|-------------|
| 1.0       | July 2025 | Updated as per updated Standards 2025                                     | CEO         |
| 1.1       | July 2026 | Updated Campus Address, Vision Mission corrected, and 2027 Public Holiday | CEO         |

|                                                                    |                                    |                        |                            |
|--------------------------------------------------------------------|------------------------------------|------------------------|----------------------------|
| <b>Document Name:</b> International Student Pre-Departure Handbook | <b>Reviewed Date:</b> July 2026    | <b>RTO Code:</b> 91770 | <b>CRICOS Code:</b> 04234E |
| <b>Version:</b> 1.1                                                | <b>Next Review Date:</b> July 2027 | Approved by: CEO       | Page 16 of 16              |