



**WESTERN SYDNEY**  
UNIVERSITY



Sydney City Campus

A young woman with dark curly hair tied up, wearing glasses and a white and pink striped shirt, is smiling and holding a blue folder. She has a black backpack on her back. The background is a blurred green forest.

# Student Life Guide

## 2024

**Sydney City Campus**

Activities • Leadership • Student Voice • Support Services • and More

# Table of contents

03	Key Contacts
04	Student Support
05	Activities and Clubs
06	Student Voice
07	Mental Health and Wellbeing
08	Safety and Respect
10	Library and Technology
10	Student ID cards
11	Policies
11	Academic and maths support
12	Legal Services
13	International student support
18	Disability Support
19	Key contacts
20	Important Dates

# SIBT Key Contacts

- Reception/Student Services  
(02) 9964 6555
- iHelp  
(02) 9964 6518  
ihelp@sibt.nsw.edu.au
- Security  
(02) 9964 6113
- Under 18 Emergency Number  
0490287531

# Other Contacts

- Emergency Services (Police, Ambulance, Fire Brigade)  
000
- Department of Home Affairs  
131 881  
homeaffairs.gov.au
- Transport Infoline (Public Transport Services)  
131 500  
transportnsw.info
- Consumer and Business Services  
13 32 20  
Consumer Support (including tenancy) fairtrading.nsw.gov.au

**More key contacts can be found on Page 16**



# We're here to support you.

Student Support Services is here to help you make the most of your time at SIBT. Our service is free, confidential, professional and here to support you succeed in your studies.

- Student life and support for student groups
- Course information and advice
- Academic and learning support
- Maths Support
- Help understanding policies and procedures, like special consideration or extensions
- Disability support
- Counselling and Wellbeing support
- Advice for accommodation, employment and financial issues
- Complaints and appeal processes
- Connecting you to the help you need, including free legal services and other support agencies in the community
- Careers & Employability Service

## Contact Student Support Services

Phone: (02) 9964 6555

Email: [studentservices@sibt.nsw.edu.au](mailto:studentservices@sibt.nsw.edu.au)

In person: Book an appointment via [calendly.com/student-services-teams](https://calendly.com/student-services-teams)

# Activities

Activities and events happen each week on and off campus. These include board game competitions, table tennis tournaments, day trips, free breakfasts and lunches, career talks, movie nights and more. Make sure you check the noticeboard at Reception to see what is coming up on campus.



## Game Hire

You can hire board games and sports equipment at Reception for free. Simply use your student ID card.



## Free Tea & Coffee

Bring a keep cup and enjoy free tea and coffee in the student kitchen. During exam periods, morning tea is also provided.



## Student Facilities

Microwaves and cold/hot water are available in the student kitchens on Level 2 & 4. Parent's room is located on Level 4. Prayer rooms are located in 2.05/2.06

# Student Clubs

There are a range of SIBT student clubs to join. Clubs are a great way to have fun and meet other students. You can also start your own club!

Contact [activities@sibt.nsw.edu.au](mailto:activities@sibt.nsw.edu.au)





## Student Voice

Your voice matters. That's why at Sydney City Campus we have a student representative group called the Student Voice Committee (SVC). The SVC is made up of both SIBT and Western students.

The SVC is a group that meets monthly to discuss any academic and campus issues, suggest ideas and run activities at the Sydney City Campus.

The SVC seeks to have a student representative from all courses at Sydney City Campus.

### Buddy Program

The Buddy Program is open to all students who have completed one session at the Sydney City Campus. Student mentors assist at events such as Orientations and provide general support to students where necessary.

If you are interested in being a mentor and helping your fellow students, email [activities@sibt.nsw.edu.au](mailto:activities@sibt.nsw.edu.au)

If you are interested in joining the SVC or would like to contact a representative, email [activities@sibt.nsw.edu.au](mailto:activities@sibt.nsw.edu.au)

The SVC also runs a student-led Facebook group where updates and events are shared.



Student mentors receive training and a certificate of participation upon satisfactory completion of the requirements.

Are you a first year student who would like your own buddy? You will receive valuable guidance from an experienced Sydney City Campus student. Email [activities@sibt.nsw.edu.au](mailto:activities@sibt.nsw.edu.au)

# Mental Health & Wellbeing

There are times when we may be affected by mental health changes that can impact on our daily life or cause concern in some way. Mental health changes can affect the way we think and alter how we apply ourselves in study and work. We may handle everyday situations differently or our relationships may be impacted.

SIBT can offer you resources to help you maintain positive mental health and wellbeing. Students can also access free, confidential counselling for additional support either face-to-face sessions, via telephone or online. Counsellors can assist with any personal or welfare issues that may impact on your studies also. For bookings, ask at reception or go to [calendly.com/student-services-teams](https://calendly.com/student-services-teams)

### Mental Health Month

Mental Health and Wellbeing Month is held every October across the campus. It is part of a national mental health promotion campaign encouraging us to think about our mental health and wellbeing. The aim of the month is to encourage all of us, whether we have experienced mental illness or not, to learn and understand the importance of looking after our mental health and wellbeing.

If you are interested in being involved in Mental Health Month, please email [activities@sibt.nsw.edu.au](mailto:activities@sibt.nsw.edu.au)

SIBT also hosts welfare workshops, mindfulness activities, chill-out zones and more. Check out the Noticeboard at Reception for more information.

**Contact**  
[studentservices@sibt.nsw.edu.au](mailto:studentservices@sibt.nsw.edu.au)  
**Phone: (02) 9964 6555**



# Safety & Respect

## Everyone has the right to feel safe.

All students have the right to feel safe and at home - on campus, in the community and in their residences. SIBT strives to create a safe and inclusive learning environment and has a zero tolerance policy toward bullying and harassment of any kind, including sexual harassment and sexual assault, and such behavior may result in misconduct proceedings.

Sexual assault, harassment and violence can affect anyone in the community, regardless of gender, sexual identity, race, age, culture, ethnicity, religion, disability, economic status or location.

If you have experienced bullying, harassment or assault, Student Support Services staff are available to support you and ensure you receive the support you need.



### Need support?

- 000 - Emergency
- (02) 9964 6555 – To make an appointment with SIBT Counselling Service
- 1800 424 017 – Crisis Counselling 24/7 for those who've experienced sexual assault or domestic violence.

To make an appointment with a student counsellor, or student advisor, please go to: [calendly.com/student-services-teams](https://calendly.com/student-services-teams), call reception on 02 9964 6555 or email [studentservices@sibt.nsw.edu.au](mailto:studentservices@sibt.nsw.edu.au)

# 24/7 Support

- **NSW Mental Health Line**  
1800 011 511
- **Lifeline**  
131 114
- **Domestic Violence**  
1800 656 463
- **NSW Rape Crisis**  
1800 424 017
- **HealthDirect Australia**  
1800 022 222
- **Men's Line**  
1300 78 99 78
- **NSW Poisons Information Centre**  
13 11 26
- **24 hour line for international students**  
1800 735 807
- **Overseas Student Health Cover (Allianz) - for International students**  
Emergency 1800 814 781
- **000**  
If life is in danger, call (Ambulance, Fire, Police)

# Safety on Campus

The safety and security of our students on campus is very important. Sydney City Campus has 24 hour security, including video surveillance and an onsite security team. Our security team can assist with safety and security around campus, lost property, theft and medical emergencies. If you are on campus and need assistance, please contact the Ground Level or team on the directly on (02) 9964 6113.

## Safer Campus Community

Safer Campus Community is an initiative aiming to build a safer campus culture in response to the national report on Sexual Assault and Sexual Harassment (SASH) on university campuses in Australia. The Sydney City Campus has a Safer Campus Community Committee made up of staff and students dedicated to drive action, engagement and organisational support for SASH issues.

## Not sure who to speak to?

Student Support Services can assist you with your issue or can direct you to the right contact. Book an appointment via: [calendly.com/student-services-teams](https://calendly.com/student-services-teams)

# Library

Students enrolled at SIBT can access the Navitas Library on Level 8. Library times are:

**Mon-Thurs:** 8.30am to 8.00pm

**Fri:** 8.30am to 6.30pm

**Sat:** 8.30am to 1.30pm\*

This library can also be accessed online via **libguides.navitas.com**.

\*Closed on some public holiday weekends. Please see website for further details

# Student ID Card

As an SIBT student, you'll need a student ID card for the duration of your studies. You should have your student card with you whenever you visit campus and during every exam. If you did not go to Orientation to get your student card then please contact Reception.

# Technology on Campus

Classrooms at the Sydney City Campus are equipped with the latest tech gadgets including interactive whiteboards and recording facilities. You have the option to 'Bring Your Own Device' to class or borrow one of the brand new laptops or iPads for in-class participation or tutorial work.

## iHELP

You can also take advantage of on-campus IT support at Level 4 Reception. The team offers a unique walk-up, face-to-face service that aims to personalise the students and teachers support experience. Computer Skills Workshops are also run throughout the year. See the Level 4 Noticeboard for the next session.

**Email:** [ihelp@sibt.nsw.edu.au](mailto:ihelp@sibt.nsw.edu.au)

**Phone:** (02) 9964 6518

**Visit:** iHelp Desk, Level 4 Reception

## WIFI

[WIFI Network Name: Navitas Student]  
Username: studentnumber  
WIFI Password: YYYYMMDD  
(Your Date of Birth)



# Policies

All SIBT policies can be found at [sibt.nsw.edu.au/policies](https://sibt.nsw.edu.au/policies)

Examples of policies include:

- Student Code of Conduct
- Attendance Policy
- Program Progress Policy
- Special Consideration Policy
- Student Complaints and Appeals Policy
- Student Deferral, Leave of Absence and Cancelling Enrolment Policy
- Academic Integrity Policy

If you need assistance relating to policies and procedures, please contact Student Support Services at SIBT via Reception or [studentservices@sibt.nsw.edu.au](mailto:studentservices@sibt.nsw.edu.au)

# Academic Support

SIBT has dedicated Learning Advisors ready to assist you with academic literacy support, essay writing, research, reporting, presentation skills and more. SIBT also runs free academic support workshops throughout the year. Book an appointment via: [calendly.com/student-services-teams](https://calendly.com/student-services-teams).

# Maths Support

Mathematics underpins many disciplines including Accounting, Engineering and Computing and IT. SIBT provides direct support to build your confidence in mathematics and statistics. Book an appointment via: [calendly.com/student-services-teams](https://calendly.com/student-services-teams).

# Legal Services

## Redfern Legal Centre's International Student Legal Services

Redfern Legal Centre offers international students in NSW free, confidential, legal information, advice and advocacy on housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges and universities.

They can also advise about how these problems affect student visas. Advice is by appointment on a Wednesday evening either in person, by phone or using video-link up. Ph: (02) 9398 7645. To call using a free telephone interpreter, call the Translating and Interpreting Service on 131 450.



## LawAccess NSW

LawAccess NSW is a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW. If you need help with a legal problem, LawAccess NSW can:

- give you legal information over the telephone
- send you information, fact sheets, forms or publications
- refer you to specialist legal services or arrange face to face legal advice, and in some cases, arrange a lawyer to give legal advice over the telephone

LawAccess NSW can assist you with a range of legal problems or questions that include going to court, debt, domestic or family violence, neighbourhood disputes, a problem at work, consumer issues, fines, traffic offences or motor vehicle accidents, and more.

**Website:** [legalaid.nsw.gov.au/contact-us](http://legalaid.nsw.gov.au/contact-us)

**Phone:** 1300 888 529

**TTY Phone:** 1300 889 529



# International Student Support

## Adjusting to studying and living in Australia

Student Support Services staff are available to assist international students in adjusting to study and life in Australia. You can book an appointment with a Student Learning Advisor or the Student Counselor between 8:30am and 5:30pm any day to assist you with any enquiries that you may have relating to your study, welfare, or any personal matters that may be affecting your study. Book an appointment via [calendly.com/student-services-teams](http://calendly.com/student-services-teams).

## English Language and Study Assistance Programs

At SIBT, we offer one-on-one learning and study assistance. You can make an appointment with a Student Learning Advisor (language enhancement) and bring an example of your written work along with you for assistance.

## English Conversation Groups

English Conversation Groups (ECG) are run by trained student volunteers in a fun and friendly environment at SIBT. The program consists of five, weekly, one-hour sessions run during session. To find out about signing up, email [activities@sibt.nsw.edu.au](mailto:activities@sibt.nsw.edu.au)

## Are you under the age of 18?

SIBT has dedicated support to assist you during your studies. There is also a 24/7 Emergency Number for international students under 18 years of age - **0490287531**.





## Working in Australia

International students have the same workplace rights as all other workers in Australia. Fair Work Australia provides free advice and assistance to all workers to help them understand their rights.

You can call the Infoline on 13 13 94 for the Translating and Interpreting Service. You can also submit your question or issue anonymously through their website in English or in one of 16 other languages.

For more information about your working rights as an international student in **fairwork.gov.au**

## Accommodation

When you are studying, it is important to have a good home base where you feel safe and relaxed. For a useful resource on accommodation options, see: **[sibt.nsw.edu.au/future-students/international/accommodation](http://sibt.nsw.edu.au/future-students/international/accommodation)**

If you are renting and need advice with your tenancy rights, you can call the Advice & Advocacy Service for free, professional legal advice. Visit **[tenants.org.au](http://tenants.org.au)**

Sydney City Campus Student Support Services can also connect you with the right service. Email **[studentservices@sibt.nsw.edu.au](mailto:studentservices@sibt.nsw.edu.au)** or book an appointment at Reception.

## Emergency and Health Services

As a student visa holder, you will need to have a valid Overseas Student Health Cover (OSHC) for the entire duration of your student visa. OSHC is insurance that provides cover on the costs for medical and hospital care which students may need while in Australia. To enquire about OSHC, call Allianz on 136 742 or your health cover provider. In an emergency, call "000" (Ambulance, Fire, Police).

## Allianz (OSHC) Contact Details

**General Inquiries:** 136 742

**24 hour helpline (medical assistance, legal and interpreting services):**  
1800 814 781

**Email:** [oshc@allianz-assistance.com.au](mailto:oshc@allianz-assistance.com.au)

**On campus:** Level 3 on Fridays

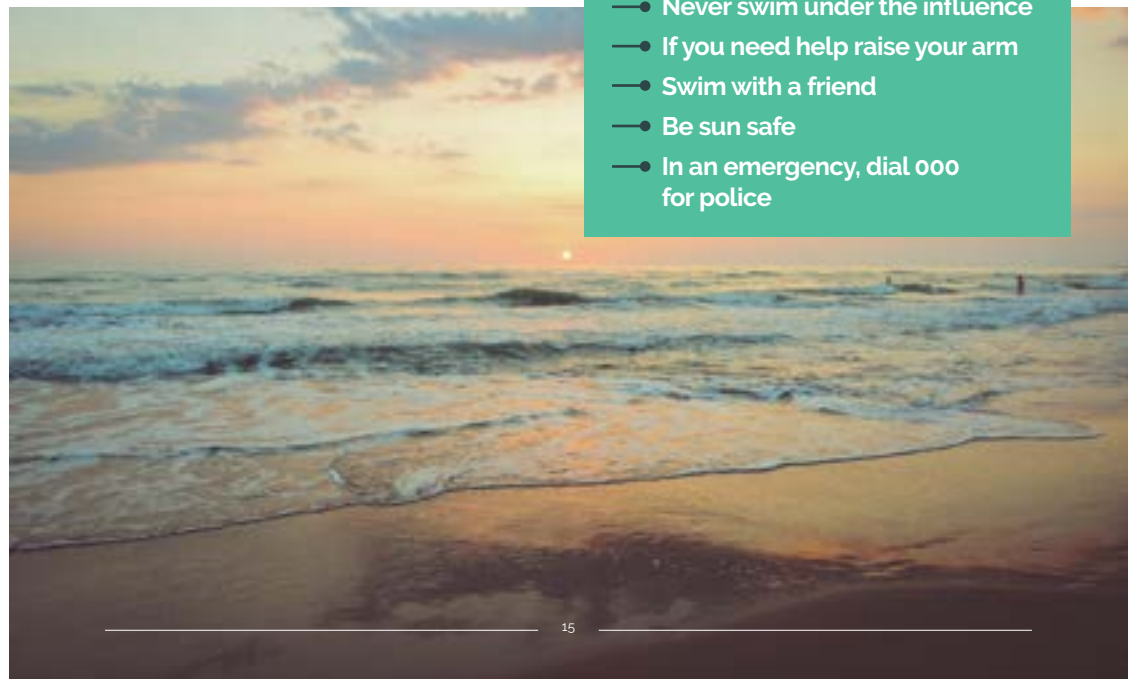
## Beach Safety

Going to the beach is a popular pastime in Australia, but it can be a dangerous place. On average, one person has drowned every week at an Australian beach for the last 5 years and on average, 10 people are rescued every day. International tourists and those who are unfamiliar with the beach are at a greater risk of drowning.

Always swim between the red and yellow and flags. When at the beach, you should never swim at unpatrolled beaches and never swim alone. If you do get into trouble, don't panic. Float and wave, and wait to be rescued.

Sydney City Campus offers free beach safety skills resources and workshops by Surf Lifesaving NSW. Email **[activities@sibt.edu.au](mailto:activities@sibt.edu.au)** to find out more info.

- Swim between the flags
- Read the safety signs
- Never swim under the influence
- If you need help raise your arm
- Swim with a friend
- Be sun safe
- In an emergency, dial 000 for police







# A QUICK GUIDE FOR International Students

## Useful Apps



**TripView**  
Sydney public transport timetable data



**Beachsafe**  
Location, weather, surf conditions & hazards for all Australian beaches



**Headspace**  
Guided medications and mindfulness techniques



**Duolingo**  
Language learning



**My OSHC Assistant**  
Allianz Global Assistance



**My Legal Mate**  
Like a lawyer in your pocket!



**Emergency+**  
Automatically provide Emergency Services with your exact location



**TripGo**  
City transit and public transport



**Fires Near Me**  
Information about bush and grass fires across NSW



**Dictionary.com**  
Essential Dictionary and Thesaurus



**Outlook**  
Access your Student Emails on your phone



**Google Maps**  
Find your way around

## SAFETY & SECURITY ON CAMPUS

- Campus Security is available 24 x 7 and is located on the Ground floor or via direct line (02) 9964 6113
- Qualified first-aid staff and trained fire wardens are on site
- For emergencies, always call 000

## SAFER CAMPUS COMMUNITY

Safer Campus Community is an initiative aiming to build a safer campus culture in response to the national report on Sexual Assault and Sexual Harassment on university campuses in Australia.

## VISA CONDITIONS

You must:

- Have overseas health cover
- Complete your program within the registered duration
- Only extend or defer if there are compassionate and compelling circumstances
- Progress in your course to maintain your visa - it is your responsibility!
- If you fail to meet your student visa conditions, you may be reported to the Department of Home Affairs

Check your VISA details via [online.immi.gov.au](https://online.immi.gov.au)

## WORKING IN AUSTRALIA

### OBLIGATIONS

Work restrictions for Student Visa holders have been temporarily relaxed due to COVID 19, but may revert from April 2022. Visit the Home Affairs website for the most up to date information regarding your work rights while on a student visa. [immi.homeaffairs.gov.au/home](https://immi.homeaffairs.gov.au/home)

### RIGHTS

All people working in Australia have basic rights and protections in the workplace, including minimum pay and safe work conditions [fairwork.gov.au](https://fairwork.gov.au)



## DISABILITY SUPPORT

SIBT is committed to providing equal opportunities for students with disabilities, and promotes a flexible teaching and learning environment to meet the needs of a diverse range of students. If you have a disability or ongoing health condition we can provide you with reasonable adjustments to ensure your learning needs are met. Contact Student Support for more information.



### SUPPORT AT SIBT:

For information on our free, professional, confidential Student Support Services Book an appointment via [calendly.com/student-services-teams](https://calendly.com/student-services-teams).

For Counselling, Welfare and Disability Support or Academic, Maths and General Learning Support, contact us at: [studentservices@sibt.nsw.edu.au](mailto:studentservices@sibt.nsw.edu.au)



# Key contacts

**SIBT (Reception & Student Services)**  
(02) 9964 6555

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

**Overseas Student Ombudsman**  
[ombudsman.gov.au/complaints/international-student-complaints](http://ombudsman.gov.au/complaints/international-student-complaints)  
| 1300 362 072

**Consumer and Business Services**  
(and tenancy advice)  
[fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au) | 13 32 20

**Department of Home Affairs**  
[homeaffairs.gov.au](http://homeaffairs.gov.au) | 131 881

**Gambling Help**  
[gamblinghelp.nsw.gov.au](http://gamblinghelp.nsw.gov.au) | 1800 858 858

**Redfern Legal Centre**  
[rlc.org.au](http://rlc.org.au) | (02) 9698 7277

**Service NSW**  
[service.nsw.gov.au](http://service.nsw.gov.au) | 13 77 88

**Tenants' Advice and Advocacy Services of NSW**  
[tenants.org.au](http://tenants.org.au)

**Transport Infoline**  
(Public Transport Services)  
[transportnsw.info](http://transportnsw.info) | 131 500

**Emergency Services**  
(Police, Ambulance, Fire brigade)  
000



Like SIBT on Facebook to stay updated on the latest campus events.

# Important dates 2024

SESSION 1		SESSION 2		SESSION 3	
Classes Commence (Fees Due)	04 March	Classes Commence (Fees Due)	24 June	Classes Commence (Fees Due)	21 October
Registration Closes	17 March	Registration Closes	14 July	Registration Closes	10 November
Census Date	29 March	Census Date	26 July	Census Date	22 November
Academic Census Date	28 April	Academic Census Date	25 August	Academic Census Date	22 December
Classes Finish	02 June	Classes Finish	29 September	Classes Finish	02 February
Exams	3-7 June	Exams	30 September-04 October	Exams	3-7 February
Session break	10-28 June	Session break	7-25 October	Session break	10-28 February
Session 1 results released	19 June	Session 2 results released	16 October	Session 3 results released	19 February

Download full calendars at [sibt.nsw.edu.au](https://sibt.nsw.edu.au)

## PUBLIC HOLIDAYS

Easter	29 March-1 April	Christmas Day	25 December
Anzac Day	25 April	Boxing Day	26 December
King's Birthday	10 June	New Year's Day	01 January
Labour Day	07 October	Australia Day	26 January



**WESTERN SYDNEY  
UNIVERSITY**



Sydney City Campus

This guide has been created by the Student Experience Officer at SIBT. The information provided in this booklet is accurate at the time of publication but may change overtime. For any enquiries, please email [activities@sibt.nsw.edu.au](mailto:activities@sibt.nsw.edu.au).

CRICOS Provider No: 01576G