STUDENT HANDBOOK
Semester 1, 2016
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WELCOME TO USQ SYDNEY EDUCATION CENTRE

Thank you for selecting the USQ Sydney Education Centre (USQ SEC) for your further studies.

The purpose of this Handbook is to provide you with vital information about USQ SEC. It is important that you read the information carefully. If you need clarification on any issue addressed in the information provided, please contact the Reception Staff on Level 1, 29-35 Bellevue Street, Surry Hills who will assist you.

About USQ Sydney Education Centre (USQ SEC)

USQ Sydney Education Centre (USQ SEC) has its teaching and administration facilities located in Bellevue Street, Surry Hills, close to the heart of Sydney’s Central Business District. USQ SEC is within walking distance to the city’s main transport, education, sports, government and tourist facilities.

The USQ Sydney Education Centre in association with Canterbury Institute of Technology (CIT), facilitates a number of USQ undergraduate and postgraduate programs at its facilities. These programs are in high demand in both the domestic and international employment markets. Weekly lectures and tutorials are scheduled for each course and are held in classrooms or computer laboratories. The academic staff located at USQ SEC have years of professional and academic experience and all appointments are approved by USQ. USQ staff from the Toowoomba campus also visit USQ SEC regularly to conduct academic workshops and undertake student counseling.

USQ SEC provides students with a wide range of academic and welfare support services. New students are encouraged to attend the Orientation Program conducted at the beginning of each semester where details about living and studying in Sydney are provided.

USQ SEC has an in-house Resource Centre where a limited number of textbooks are available for reference. Students have access to the USQ online library to view electronic books and online journal databases. Students are also able to borrow books from other universities under the ULANZ (University Libraries of Australia and New Zealand) borrowing scheme: http://www.caul.edu.au/caul-programs/ulanz

USQ SEC prides itself in offering excellent student support services, a welcoming environment for students and affordable study costs. USQ SEC looks forward to assisting all its students in achieving their educational goals and preparing them for the challenges ahead.

About the University of Southern Queensland (USQ)

The University of Southern Queensland is an Australian and Queensland Government accredited university, and was established as the Queensland Institute of Technology (Darling Downs) in 1967. USQ has built a reputation for offering quality academic programs
that are recognized worldwide by other higher education institutions, employers and internationally accredited professional bodies.

USQ is on the Australian Commonwealth Register of Institutions and Courses for Overseas students (CRICOS) and must comply with the National Code of Practice. The Code sets strict requirements for all CRICOS registered providers, programs and courses. USQ has three campuses located in Queensland, Australia.

**Staff Contact List**

<table>
<thead>
<tr>
<th>Name</th>
<th>Designation</th>
<th>Email</th>
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<tbody>
<tr>
<td><strong>LEVEL 1</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Htwe Htwe Thein</td>
<td>Reception Coordinator / MIST Program Coordinator</td>
<td><a href="mailto:htwe@usqsydney.nsw.edu.au">htwe@usqsydney.nsw.edu.au</a></td>
</tr>
<tr>
<td>Sangita Pargi</td>
<td>Resource Centre / Undergraduate Program Coordinator</td>
<td><a href="mailto:library@usqsydney.nsw.edu.au">library@usqsydney.nsw.edu.au</a></td>
</tr>
<tr>
<td><strong>LEVEL 3</strong></td>
<td></td>
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<tr>
<td>Nick Kumar</td>
<td>Director</td>
<td><a href="mailto:nick@usqsydney.nsw.edu.au">nick@usqsydney.nsw.edu.au</a></td>
</tr>
<tr>
<td>Dinakar Bhotta</td>
<td>Lecturer/OSHC Support</td>
<td><a href="mailto:dinakar@usqsydney.nsw.edu.au">dinakar@usqsydney.nsw.edu.au</a></td>
</tr>
<tr>
<td>Kavita Sood</td>
<td>Admissions</td>
<td><a href="mailto:kavita@usqsydney.nsw.edu.au">kavita@usqsydney.nsw.edu.au</a></td>
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<td><a href="mailto:admissions@usqsydney.nsw.edu.au">admissions@usqsydney.nsw.edu.au</a></td>
</tr>
<tr>
<td>Gina Craparotta</td>
<td>Accounts &amp; Admin</td>
<td><a href="mailto:gina@usqsydney.nsw.edu.au">gina@usqsydney.nsw.edu.au</a></td>
</tr>
<tr>
<td>Lara Parubotchy</td>
<td>Manager – Academic Services</td>
<td><a href="mailto:lara@usqsydney.nsw.edu.au">lara@usqsydney.nsw.edu.au</a></td>
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<tr>
<td></td>
<td>MPA and MBA Program Coordinator</td>
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<tr>
<td></td>
<td>Student Contact Officer</td>
<td></td>
</tr>
<tr>
<td>Jaswinder Kaur</td>
<td>Accounts</td>
<td><a href="mailto:jaswinder@usqsydney.nsw.edu.au">jaswinder@usqsydney.nsw.edu.au</a></td>
</tr>
<tr>
<td><strong>LEVEL 4</strong></td>
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<tr>
<td>Gajinder Paul</td>
<td>Director</td>
<td><a href="mailto:gpaul@usqsydney.nsw.edu.au">gpaul@usqsydney.nsw.edu.au</a></td>
</tr>
<tr>
<td><strong>LEVEL 6</strong></td>
<td></td>
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</tr>
<tr>
<td>Navneet Mago</td>
<td>Student Services (after hours Contact Officer)</td>
<td><a href="mailto:nmago@canterburybc.com.au">nmago@canterburybc.com.au</a></td>
</tr>
<tr>
<td>(Manu)</td>
<td></td>
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</tr>
<tr>
<td>Zahra Sakhi</td>
<td>Reception / Admin Support</td>
<td><a href="mailto:reception@canterburybc.com.au">reception@canterburybc.com.au</a></td>
</tr>
</tbody>
</table>
Location of USQ Sydney Education Centre
Level 1, 29-35 Bellevue Street,
Surry Hills, NSW, 2010
AUSTRALIA
Ph: + 61 2 9280 3733
Fax + 61 2 9280 3858

Living and Studying in Australia
For the most up-to-date information on cost of living in Sydney please refer to the USQ Sydney Education Centre website: http://www.usqsydney.nsw.edu.au/future-students/cost-of-living/

Transport Services
Sydney's public transport system mainly comprises of bus, train, taxi and ferry services. Taxi services are available but at a more expensive rate.

For further information regarding time tables, fares and routes please refer to the following websites.
Rail Service: www.cityrail.nsw.gov.au
Bus Service: www.sydneybuses.nsw.gov.au
Ferry Service: www.sydneyferries.nsw.gov.au

To get information in general regarding Bus, Train, Ferry Services please call 131500 between 6:00am – 10:00 pm (7 days) or refer to: www.131500.com.au
Student Facilities

USQ SEC Operating Hours
9:00am – 5:00pm Monday to Friday
Please note that operating hours may be subject to change.

Use of computer labs and class rooms
In keeping with accepted practice the work environment of all students is to be respected. Classrooms and laboratory areas are to be kept clean and tidy.

Students are required to remove all litter, work papers, bags and all personal belongings at the end of each class or upon leaving an area. All litter is to be placed in bins appropriately.

Classroom furniture such as desks and chairs are to be returned to a neat and tidy position at the end of each session. Classroom equipment such as overhead projectors, computers, televisions and video players can only be moved to another room with the permission of the lecturer and need to be returned after use.

Computer labs
USQ Sydney Education Centre has four (4) well equipped computer labs with free internet facilities located on Level 1.

Computer Lab operating hours are:
9:00am –6:00pm* Monday to Thursday
9:00am – 5:30pm Friday

*Please note that operating hours may be subject to change. Please contact Level 1 Reception for details.

Resource and library facilities
The Resource Centre is equipped with a limited number of reference books. Students can borrow books from the Resource Centre at USQ SEC for referencing and study.

Students are given access to the USQ online library facility. http://library.usq.edu.au/

Students are allowed to borrow books either from UNSW (University of New South Wales) library or order books from USQ Toowoomba Campus Library.

For details on accessing these libraries please contact the Resource Centre located at Level 1.

Student rooms
The USQ SEC facility has student/lunch rooms for recreation and relaxation.
Important Dates for Semester 1, 2016

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<tr>
<td>Thursday 25 February 2016</td>
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<tr>
<td>Monday 29 February 2016</td>
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<tr>
<td>Wednesday 2 March 2016</td>
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<tr>
<td>(continuing students)</td>
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<tr>
<td>Friday 4 March 2016</td>
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<tr>
<td>Friday 25 March 2016</td>
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<tr>
<td>without incurring fees</td>
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<tr>
<td>Friday 22 April 2016</td>
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<td>without a failing grade</td>
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<tr>
<td>Monday 13 June to Friday 24 June 2016</td>
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<td>Friday 8 July 2016</td>
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Guide to USQ Policies and Procedures

For the most up-to-date version of all USQ Policies and Procedures, please refer to the USQ Policy Library [https://policy.usq.edu.au/policy/index.html](https://policy.usq.edu.au/policy/index.html)

National Code of Practice

The Department of Education (DOE) regulates the education and training sector’s involvement with overseas students studying in Australia on student visas through the Education Services for Overseas Students (ESOS) legislative framework and the Tuition Protection Service. This protects Australia’s reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance. The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation’s interface with immigration law. This imposes visa related reporting requirements on both students and providers. The National Code of Practice is established under the Education Services for Overseas Students (ESOS) Act 2000.

On 1 July 2007 the original National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students was substantially revised to improve clarity and to give institutions more flexibility. For students the changes brought about greater protection. This National Code sets out guidelines for the ethical conduct of registered providers like USQ SEC. USQ SEC offers study programs in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000.

As an education provider USQ SEC understands and implements the National Code for the following purposes:

- Ensure that recognition of prior learning of students is conducted and recorded in a formal process.
Provide refunds to the students as per the USQ Refund of Student Fees Policy.
Recruit students in accordance with the National Code of Practice and USQ Admission Policy.
Ensure fairness by committing to Equal Employment Opportunity.
Ensure that all trainers and assessors are suitably qualified and experienced.
Commit to professional development of staff.
Comply with the guidelines issued by Department of Immigration and Border Protection (DIBP).
Provide adequate support services to students prior to arrival, on arrival and during their study at USQ SEC.
Ensure student personal information is filed and maintained appropriately.
Protect international students whilst studying in Australia
Protect Australia’s reputation as an education provider to international students by ensuring national standards are meet
Enable the Commonwealth to monitor and sanction providers as appropriate
Assure the integrity of the student visa program

For further information on the ESOS legislative framework including the National Code please refer to the Australian Education International (AEI) website:

Academic Standing, Progression and Exclusion
Students should make themselves familiar with the USQ policy regarding Academic Standing, Progression and Exclusion: http://policy.usq.edu.au/documents.php?id=13566PL

Adding and Dropping Courses
Students are reminded to strictly observe the important student dates stated in USQ Online Handbook: http://www.usq.edu.au/current-students/2016

Those who fail to abide by the prescribed dates for adding and/or dropping courses will receive financial and academic penalties, depending on individual circumstances.

Assessment Process
Assessment requirements are specific and will vary from course to course. All assessment details are provided in the course information on the UConnect StudyDesk. Most courses have both assignments or online tests and examinations. Please note that all assignments, online tests and examination papers are marked at USQ Toowoomba campus.

Assignments
Assignment due dates are available online on the UConnect Studydesk. It is the responsibility of the student to ensure assessment items are submitted by the due date. If students submit assignments after the due date without extenuating circumstances then a penalty of 5% of the assigned mark may apply for each working day late up to a maximum of ten working days at which time a mark of zero can be recorded for that assignment.
**Assignment Submission**

Please follow the detailed instructions on how to submit your assignment on the USQ StudyDesk.

Under certain circumstances, such as illness, a student may apply for an extension to the due date for an assignment. If you require an extension, you must apply for the extension prior to the due date. The application should normally be a written request to the examiner of the course requesting the extension with appropriate supporting documentation. Information about extensions is included in each course specification.

Students must keep a copy of their assignments. Computer hardware failure will not be accepted as a reason for not being able to produce a copy of an assignment.

The University shall normally return marked assignments to students within three to four weeks of being sent to a marker. For further information about how to view your assignment marks go to: [http://www.usq.edu.au/current-students/assessment/assignments/marks](http://www.usq.edu.au/current-students/assessment/assignments/marks)

**Examinations**

Examinations are conducted at the end of each teaching period. All individual exam timetables are accessible via the Student Centre in UConnect and are available approximately **six weeks prior** to the start of each exam period. It is the responsibility of the student to ensure that they are aware of the date, starting time and venue of each of their examinations. The examination centre for USQ-SEC is at the University of Sydney.

**Academic Integrity Policy**

All work presented for assessment is expected to be the student's own and original work. If the student receives an allegation of academic misconduct it is either due to Plagiarism, Collusion or Cheating. For the most up-to-date information regarding the Academic Integrity Policy please refer to: [http://policy.usq.edu.au/documents.php?id=14132PL](http://policy.usq.edu.au/documents.php?id=14132PL) and [http://policy.usq.edu.au/documents/14727PL](http://policy.usq.edu.au/documents/14727PL)

**Review of final grade**


**Deferral of Examinations**


**Supplementary Examinations**

Complaints and Appeals

It is the objective of USQ Sydney Education Centre to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. USQ SEC encourages students to express any concerns they may have about study-related or other issues. Students should familiarise themselves with the USQ Complaints Management Policy: http://policy.usq.edu.au/documents.php?id=13157PL

Copyright

USQ SEC complies with the relevant copyright legislation. Students are reminded that the use or copying of printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act 1968. USQ-SEC prohibits photocopying of material, which may infringe the Copyright Act.

Credit Exemptions

Students should submit a claim for exemptions at the time of enrolment in a program. Each claim will be assessed on individual merit in line with the University's exemption policies.

Students are required to complete an Application for Exemption/Transfer Credit. This form is available at: http://www.usq.edu.au/current-students/learning-support/forms

You will be required to submit the following documents with your application:
- A certified copy of an academic transcript of your past academic records.
- A certified copy of the course/subject syllabus.
- **Once your Exemption/Transfer Credit Application has** been processed you will receive written notification of the outcome. Please note that failure to supply all the required documents will delay an exemption decision and may mean that your exemption request is declined.

For further information go to: http://policy.usq.edu.au/documents.php?id=131190PL

USQ Sydney Education Centre Fees and Charges


Refund of Student Fees Policy

All refunds will be processed in line with the USQ Refund of Student Fees Policy. http://policy.usq.edu.au/policy/files/refund%20of%20student%20fees.htm

Discrimination

USQ SEC takes great care to ensure that all students and staff members are treated fairly and equitably. Discrimination means treating someone unfairly because of differences based on race, gender, religion, cultural group, physical disability sexual orientation or age. It is against the law, and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Director.
Please refer to the USQ Harassment and Discrimination Complaint Resolution for Students Policy:

Further information can also be obtained by contacting the Anti-Discrimination Board:
NSW Anti-Discrimination Board
Stockland House
Level 4, 175-183 Castlereagh Rd
Sydney NSW 2000
Ph: (02) 9268 5555

Equal Opportunity
USQ SEC integrates equal opportunity principles into all decisions and operations. USQ SEC is committed to the examination of all practices to avoid discrimination on the basis of gender, race, nationality, marital status, physical ability, age, political conviction, sexual orientation or religious belief. Any member of USQ SEC community who feels that they have not been treated equally should feel free to discuss the matter with the Director.

Harassment and Equity Issues
USQ SEC understands that staff and students have the right to study and work in an environment free of harassment which may be physical, verbal or sexual. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone any form of harassment.

USQ SEC does not allow harassment of staff by other staff or students nor does it allow harassment of students by staff or other students. USQ SEC will ensure that any complaint of harassment is treated seriously and sympathetically. All complaints will be investigated thoroughly and fairly, and confidentiality will be maintained.

Please refer to the USQ Harassment and Discrimination Complaint Resolution for Students Policy:

Marking and Grading
Please refer to USQ Assessment Policy for information in relation to the marking of assessment items and the award of final grades.

Occupational Health and Safety
The NSW Occupational Health and Safety legislation aims to protect the health, safety and welfare of people at work. It lays down general requirements which must be met at places of work in NSW.

USQ SEC is committed to fulfilling its responsibilities under the Act. For further information regarding Work Cover please contact the following organisation:
In compliance with the regulations of the Occupational Health and Safety Act 1983, USQ SEC is committed to take reasonable steps to maintain health and safety of its students and staff. The appendix of this document contains floor maps showing fire exits.

Fire exit plans are displayed in all rooms, the foyer area and hallways. Fire fighting equipment is available at locations marked on the floor map. Please refer to Appendix A: Evacuation Map and Plan.

USQ-SEC ensures safety at the facility:
- by providing and maintaining equipment and systems that are safe;
- by providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- by maintaining safe entrances and exits.

**Evacuation in case of fire**

At times, situations may arise when USQ-SEC needs to be evacuated, and in such situations the following steps must be followed:

- Floor wardens will notify each room of the need to evacuate.
- Lecturers/Tutors will take charge of the room.
- Students accompanied by their lecturer will exit in an orderly manner through the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices.
- Personal effects only are to be taken as bags can impede evacuation.
- Students, lecturers and other staff will assemble in Front of Thai Restaurant, corner of Bellevue Street and Foveaux Street until further instructions are given.

**Privacy Act**

The Privacy Act precludes the giving of a student's information to parties other than the actual student unless the student consents in writing to the release of such information. Student information includes the student's name, address, telephone number and academic results.

USQ SEC may provide student's personal information to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and USQ SEC also is required to inform the Department of Immigration and Border Protection (DIBP) about certain changes to the student's enrolment; and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.
Student Support Services

Mentor Program

USQ SEC organises the mentor program where new students get an opportunity to meet and interact with senior students. This program assists the new students in their adjustment and acts as a support network. The representatives provide students with information on local community associations and cultural support groups. For further information please contact reception at Level 1.

Academic Support

USQ SEC offers a number of different academic services to students in addition to their regular scheduled lectures/tutorials. Academic Orientation is conducted at the beginning of the semester. To assist students in their assignments there are regular Assignment Referencing workshops to help prevent plagiarism.

Additional tutorial support and peer tutoring is organized for students requiring academic assistance. Workshops are conducted for students with academic difficulties such as study skills, AWARE and Exam preparation workshop.

Counselling, support and guidance is offered to students who have received Warning letters, Academic Misconduct letters and who have been asked to Show cause. Students are advised to contact their respective course program managers for any additional academic support. They will refer you to the respective staff that will then provide you with relevant assistance.

Counselling Services

USQ has a counseling service that his available to all currently enrolled USQ Students. The USQ counselling service is designed to assist students in dealing with a wide range of problems including homesickness, balancing your studies with other commitments, managing stress, working through relationship or family issues, improving motivation, managing psychological problems and coping with distressing situations. Further information on USQ’s counselling service can be found at: http://www.usq.edu.au/current-students/services/healthyu/support-services

If you would like assistance in making a counselling appointment, please contact the Manager, Academic Services on Level 3, 29-35 Bellevue Street, Surry Hills 2010. Ph – +61 2 9280 3733

Peer Tutorial Support

Additional tutorial support and peer tutoring is organised for students requiring academic assistance. This service has been beneficial to students experiencing difficulties in their studies. To register for Peer Tutorials please contact the Manager, Academic Services on Level 3, 29-35 Bellevue Street, Surry Hills 2010. Ph – 9280 3733
Student Safety and Consumer Protection

Please refer to the following information on safety:

Study in Australia

The following information will provide details on student’s rights and responsibilities in NSW:

NSW Fair Trading - International Student Consumer Guide

Student Visa Compliance

Full-time Students

At USQ, full-time enrolment definition can be found at:

Under certain circumstances, students may reduce their study load in a semester, however must consult with the Faculty before doing so, to ensure that they are still able to complete their program within the time specified on their Confirmation of Enrolment. Failure to do so may result in future enrolment plan and visa compliance difficulties. Please find further information at: http://www.usq.edu.au/study/international/international-support/visa/reducing-enrolment

Repeating a Course More than Once

Students can re-enrol in a course that they have previously failed if it is required for the completion of their program. Some courses may require permission before re-enrolling and therefore the student should consult with their Faculty as soon as possible. If a student fails a course/s more than once, they may be required to participate in the USQ AWARE program for assistance with academic performance and/or be subject to exclusion from the program.

For further information, please refer to the Academic Standing, Progression and Exclusion Procedure: http://policy.usq.edu.au/documents.php?id=13566PL

Change of Contact Details

Students are required to give accurate details of address and contact number to USQ SEC on registration. You are also required to inform USQ SEC of any change of address or contact number within 7 days of moving residence or changing contact number. Please contact staff at Reception, Level 1, Bellevue St. to give your new details by filling the Change in Contact Details form.
Conditions and Compliance

Mandatory conditions are attached to ALL student visas, while discretionary conditions are attached according to individual circumstances. If students bring family members with them, then additional conditions may apply. A full list of conditions is available on the DIBP website at: http://www.immi.gov.au

Deferral, Leave of absence and Suspension of studies

Students who need to defer studies or apply for leave of absence for compassionate reasons (such as serious illness, bereavement, crime against the student) during semesters should apply through the Manager- Academic Services, Level 3 for leave from their program and provide evidence of a genuine reason for their inability to study. For further information on the Assessment of Compassionate and Compelling Circumstances Procedure, please refer to: http://policy.usq.edu.au/documents.php?id=131150PL

Students who defer studies or change their enrolment should contact the DIBP for advice about what is required of them.

- Student's enrolment may be suspended or cancelled on the basis of poor academic progress. Please refer to USQ policy relating to Academic Standing, Progression and Exclusion: http://policy.usq.edu.au/documents.php?id=13566PL
- Student's enrolment may be suspended or cancelled on the basis of academic misconduct. Please refer to USQ policy relating to Student Academic Misconduct: http://policy.usq.edu.au/documents.php?id=14132PL
- Students are required to enroll by the last date to add courses in a given semester.
- Students who are not enrolled and who do not recommence studies in a given semester will be given two (2) weeks as a time frame before their COE is cancelled.

Student Visa with permission to work

All students’ visas granted after 26th April 2008 will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. For further information please refer to DIBP at: http://www.immi.gov.au

Re-entry to Australia

Most Student visas permit multiple entry to Australia – please check the visa label in your passport or eVisa email. Students who have left Australia during the university study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by DIBP.

A list of DIBP contacts around the world are available at http://www.immi.gov.au/contacts/overseas/index.htm

Please remember noncompliance with the conditions of your visa may result in the cancellation of your student visa. For further information regarding student visa conditions, work permit and visa extensions you may refer to: http://www.immi.gov.au
**Dependants**

Should you have dependants travelling with you to Australia you need to ensure they are covered in your student visa application. School-aged dependants accompanying you to Australia will be required to pay full fees if they are enrolled in either government or non-government schools. For information please refer to: [http://www.schools.nsw.edu.au](http://www.schools.nsw.edu.au)

It is also compulsory that you and your dependants have valid health cover.

**Transfer between Providers**


For further information or enquiries please see the Director on Level 3, 29-35 Bellevue Street Surry Hills NSW 2010.

**Critical Incident Policy & Procedures**

**Preamble**

Under standard 6 of the National Code 2007, USQ Sydney Education Centre will support students to adjust to study and “life in Australia”, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. The intention of standard 6 is to ensure that appropriate support services are available to international students to ease the transition into the life and study in Australia and allow access to appropriate assistance for the student as needed.

**Definition**

A critical incident is defined by the National Code (under Standard 6) as “a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury”.

Critical incidents are not limited to, but could include:
- Missing students
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster;
- Domestic violence, sexual assault, physical assault, drug or alcohol abuse;
- Non-life threatening events could still qualify as critical incidents.

**Incidents occurring at USQ Sydney Education Centre**

If an incident has occurred at USQ SEC and involves death, serious injury or a threat to life or property, the following people should be contacted immediately.

- **Lara Parubotchy**: +61 2 8007 5824 (9:00am – 5:00 pm) OR
- **Navneet Mago (Manu)** after working hours contact: +61 413656896
- **Nick Kumar**: +61 2 9280 3733  OR + 61 2 9281 8766
- **Michael Flannery (Manager, USQSafe)**: +61 7 4631 2194 OR +61 417 728 918

If the critical incident involves a USQ SEC student or staff member outside of the facility, the person receiving the information must immediately contact Lara Parubotchy or Nick Kumar who will communicate with other staff as appropriate.
Key Details to be reported
Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved. The USQ SEC Critical Incident Report Form must be completed incorporating all the key details of the incident.

Critical incident team (Canterbury Institute of Technology)
When a critical incident occurs, the Director/Manager, Academic Services will call a meeting with the appropriate staff to form a Critical Incident Team. The Director and Manager, Academic Services will be core members of every Critical Incident Team. Other members may include:

- Director Marketing
- Director Academic
- Manager, USQSsafe

Procedures for Critical Incidents
- The staff member receiving the news contacts the Director/Manager, Academic Services immediately.
- The Director will call a meeting with the staff involved to make decisions as to how to proceed.
- Critical Incident Team will manage the organisation’s response to the incident.
- The Director will contact USQ as soon as possible.
# Medical and Emergency Facilities

### The following are the closest available medical services:

1) **THE MEDICAL PRACTICE SURRY HILLS**  
Shop 2 Centennial Plaza  
300 Elizabeth Street  
Surry Hills NSW 2010  
**Phone:** +61 2 9212 2108  
**Business Hours:** 8:45 am – 1:30 pm (Mon – Fri)

2) **MEDICAL CENTRE**  
Surry Hills Medical Centre  
571-575 Crown Street, Surry Hills,  
NSW 2010  
**Phone:** +61 2 96993311  
**Business Hours:** 8:00 am – 7:00 pm (Mon – Fri)

### The following is the closest available emergency services:

**SURRY HILLS POLICE STATION**  
Sydney Police Centre  
Level 3, 151-241 Goulburn Street  
SURRY HILLS NSW 2010  
**Switch Number:** +61 2 9265 4144

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**THE STATE (NSW) EMERGENCY SERVICES ORGANISATIONS (ESO)**  
To contact the following EMERGENCIES services: **(Police / Fire/ Ambulance/Paramedics)**  
**Please DIAL 000** (from mobile or private phone line)  
**Please DIAL 112 from MOBILE** (dials even if mobile keypad is locked)

**For detailed information you may refer to the following web links:**

## Information on Places of Religious Worship

The following are a few contact details of places of worship. Please refer to the Yellow pages for more information of places of worship.

### Gurdwaras

<table>
<thead>
<tr>
<th>Gurdwara</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guru Nank Foundation Gurdwara</td>
<td>81 Kissing Point Road, Turramurra, Sydney NSW 2074</td>
</tr>
<tr>
<td>Sri Guru Singh Sabha Gurdwara</td>
<td>14 River Road, Revesby, Sydney NSW 2212</td>
</tr>
<tr>
<td>Gurdwara Sahib</td>
<td>8 Meurants Lane, Parklea, Sydney NSW 2768</td>
</tr>
<tr>
<td>Murwillumbah Sikh Temple</td>
<td>29 Nullum Street, Murwillumbah NSW 2484</td>
</tr>
<tr>
<td>Sikh Mission Centre</td>
<td>170 Ninth Ave, Austral, Sydney NSW 271</td>
</tr>
<tr>
<td>Gurdwara Sahib</td>
<td>462 Meurants Land, Parklea, Sydney NSW 2155</td>
</tr>
</tbody>
</table>

### Hindu Temples

<table>
<thead>
<tr>
<th>Temple</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney Murugan Temple</td>
<td>217 Great Western Hwy, Mays Hill, Sydney NSW 2145</td>
</tr>
<tr>
<td>Sri Mandir</td>
<td>286 Cumberland Road, Auburn, Sydney NSW 2144</td>
</tr>
<tr>
<td>Sri Venkateswara Temple</td>
<td>Temple Road, Helensburgh NSW 2508</td>
</tr>
<tr>
<td>Mukti-Gupteshwar Mandir Society</td>
<td>203 Eagleview Road, Minto NSW 2566</td>
</tr>
</tbody>
</table>

### Buddhist Temples

<table>
<thead>
<tr>
<th>Temple</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buddhist Mahamakut Temple</td>
<td>80-90 Stanmore Road, Stanmore NSW 2048</td>
</tr>
</tbody>
</table>

### Mosques

<table>
<thead>
<tr>
<th>Mosque</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auburn Gallipoli Mosque</td>
<td>Khutbah in Turkish. 15-19 North Parade, Auburn, Sydney NSW 2144</td>
</tr>
<tr>
<td>Lakemba Mosque</td>
<td>Run by the Lebanese Muslim Association. Khutbah in Arabic. 65-67 Wangee Road, Lakemba, Sydney NSW 2195</td>
</tr>
<tr>
<td>Surry Hills Mosque</td>
<td>175-177 Commonwealth Street, Surry Hills, Sydney NSW 2010</td>
</tr>
<tr>
<td>Sydney CBD Musalah</td>
<td>Jummah prayers only – 1:15pm to 1:45pm Near Hunter Connection, Martin Place side Level 2, 84 Pitt Street, Sydney NSW 2000</td>
</tr>
</tbody>
</table>
## Catholic Churches

<table>
<thead>
<tr>
<th>Catholic Church</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>St Mary’s Cathedral (Catholic)</td>
<td>St Mary’s Road</td>
</tr>
<tr>
<td></td>
<td>Sydney NSW 2000</td>
</tr>
<tr>
<td>St Kevin’s Catholic Church</td>
<td>36 Hillview Road</td>
</tr>
<tr>
<td></td>
<td>Eastwood NSW</td>
</tr>
<tr>
<td>St Francis de Sales Catholic Church</td>
<td>80 Albion Street</td>
</tr>
<tr>
<td></td>
<td>Surry Hills, Sydney, NSW 2010</td>
</tr>
<tr>
<td>St Peter’s Catholic Church</td>
<td>235 Devonshire Street (near Crown St)</td>
</tr>
<tr>
<td></td>
<td>Surry Hills, Sydney, NSW 2010</td>
</tr>
</tbody>
</table>

## Christian Churches

<table>
<thead>
<tr>
<th>Christian Church</th>
<th>Address</th>
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<tbody>
<tr>
<td>Baptist Church</td>
<td>1038 Victoria Road</td>
</tr>
<tr>
<td></td>
<td>West Ryde NSW</td>
</tr>
<tr>
<td>St Stephens Uniting Church</td>
<td>197 Macquarie Street</td>
</tr>
<tr>
<td></td>
<td>Sydney, NSW 2000</td>
</tr>
<tr>
<td>Church of St Charles Borromeo</td>
<td>582 Victoria Road</td>
</tr>
<tr>
<td></td>
<td>Ryde NSW</td>
</tr>
<tr>
<td>St Andrews Anglican Cathedral</td>
<td>Corner of George Street and Bathurst Street</td>
</tr>
<tr>
<td></td>
<td>Sydney, NSW 2000</td>
</tr>
</tbody>
</table>

## Synagogue

<table>
<thead>
<tr>
<th>Synagogue</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>The Great Synagogue</td>
<td>166 Castlereagh Street</td>
</tr>
<tr>
<td></td>
<td>Sydney NSW 2000</td>
</tr>
</tbody>
</table>
Multicultural Community Information

<table>
<thead>
<tr>
<th>Ethnic Communities Contact reference Book – NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.eccnsw.org.au/">http://www.eccnsw.org.au/</a></td>
</tr>
</tbody>
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<thead>
<tr>
<th>Multicultural Australia:</th>
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<tbody>
<tr>
<td><a href="http://www.multiculturalaustralia.edu.au/">http://www.multiculturalaustralia.edu.au/</a></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>City of Sydney:</th>
</tr>
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<tbody>
<tr>
<td>General Enquiries or After Hours Assistance</td>
</tr>
<tr>
<td>Tel: 02 9265 9333 (24 hours, 7 days per week)</td>
</tr>
<tr>
<td>Fax: 02 9265 9222</td>
</tr>
</tbody>
</table>

| Community Relations Commissions- NSW           |
| (Information for International Students)       |

<table>
<thead>
<tr>
<th>Australian Government, Department of Foreign Affairs and Trade – Index of Consulates in Australia.</th>
</tr>
</thead>
</table>
## Contact details of some relevant services in New South Wales (NSW)

<table>
<thead>
<tr>
<th>INFORMATION ABOUT</th>
<th>SOURCE</th>
<th>CONTACT DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment and Academic requirements</td>
<td>The University of Southern Queensland (USQ)</td>
<td><a href="http://www.usq.edu.au">http://www.usq.edu.au</a></td>
</tr>
<tr>
<td>Student Support/ Admin assistance</td>
<td>USQ Sydney Education Centre</td>
<td><a href="http://www.usqsydney.nsw.edu.au">http://www.usqsydney.nsw.edu.au</a></td>
</tr>
<tr>
<td>Student Visa Conditions Applying for other visas</td>
<td>Department Of Immigration And Border Protection (DIBP)</td>
<td><a href="http://www.immi.gov.au">www.immi.gov.au</a>/General Inquiries: 131 881</td>
</tr>
<tr>
<td>Dispute resolution &amp; Mediation Services</td>
<td>Overseas Student Ombudsman</td>
<td>Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm Monday to Friday (AEST) Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> <a href="http://www.oso.gov.au">http://www.oso.gov.au</a></td>
</tr>
<tr>
<td>Information On Location/ Street Maps</td>
<td>Where Is</td>
<td><a href="http://www.whereis.com">http://www.whereis.com</a></td>
</tr>
</tbody>
</table>
| **Redfern Legal Centre** | Free, Confidential advice for International Students living in NSW  
Ph: 9698 7645 or 9698 7277  
www.rfc.org.au |
|--------------------------|--------------------------------|
| **Interpreting Services** | Community Relations Commission  
Ph: **1300 651 500**  
Sydney  
Level 8  
175-183 Castlereagh Street  
Sydney NSW 2000  
FAX: (02) 8255 6711  
TTY: (02) 8255 6758 |
| Department of Immigration and Border Protection (DIBP) | Ph: **131 450** |
| **General Information** | Yellow Pages  
| **Taxi Information** | Taxis Combined  
Premier Cabs  
**133 300 / 8332 8888**  
**131 017** |
| **Disability Services** | Wesley Mission  
Ph: (02) **9263 5555** / Fax: (02) 9264 4681  
http://www.wesleymission.org.au/ |
| National Disability Services, NSW | National Disability Services, NSW  
Ph: **02 9256 3111** / Fax: 02 9256 3123  
| **Australian Search and Rescue** | Search and Rescue  
Australian Maritime Safety Authority  
State Emergency Services  
| **Occupational Health And Safety** | Occupational Health and safety  
| Work Cover, NSW | Work Cover , NSW  
Work Cover Assistance Service  
Ph: **13 10 50**  
Hours: 8:30am - 5:00pm  
Monday to Friday  
| **Bullying/ Harassment** | Human Rights and Equal Opportunity Commission (HREOC),  
GPO Box 5218, Sydney, NSW 2001  
Ph: (02) **9284 9600 or 1300 656 419**  
Fax: (02) 9284 9611  
Email: paffairs@humanrights.gov.au |
<table>
<thead>
<tr>
<th><strong>Professional Counselling Services</strong></th>
<th>Life Line (phone counselling)</th>
<th>Ph : 131114 (24 hours, 7 days a week)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Transcultural Mental Health Centre</td>
<td>Counselling/Support for Ethnic/Community groups</td>
</tr>
<tr>
<td></td>
<td>Reach out</td>
<td>Ph: (02) 9840 3800 or (02) 9840 3755</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Toll Free: 1800 648 911</td>
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<tr>
<td></td>
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<td>Hours: 8:30 am – 5:30 pm, Monday – Friday</td>
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<tr>
<th><strong>Family Assistance</strong></th>
<th>Relationship Australia</th>
<th>Relationship Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Department of Community Services (DoCS)</td>
<td><a href="http://www.relationships.com.au/">http://www.relationships.com.au/</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ph: 1300 364 277</td>
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<td></td>
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<td>DoCS Helpline: 132 111</td>
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<thead>
<tr>
<th><strong>Child Protection</strong></th>
<th>Department of Community Services (DoCS)</th>
<th>Kids Help Line: 1800 551 800</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th><strong>Youth Emergency Services</strong></th>
<th>Youthline Western Sydney</th>
<th>Youthline: (02) 9633 3666</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Youth Hotline: 1300 364 004</td>
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|                  | Ph: 1300 658 886 | |

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<thead>
<tr>
<th><strong>Pregnancy</strong></th>
<th>The Department of Health</th>
<th>Free call: 1800 882 436</th>
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<table>
<thead>
<tr>
<th><strong>Crisis Pregnancy</strong></th>
<th>Pregnancy Help Australia, NSW</th>
<th>Hotline: 1300 139 313</th>
</tr>
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<tbody>
<tr>
<td></td>
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<td>Toll Free: 1800 003 707</td>
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<thead>
<tr>
<th><strong>Domestic Violence</strong></th>
<th>Family and Community Services</th>
<th>Domestic Violence Line</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>24hr telephone support and referral. Ph: 1800 656 463 or TTY: 1800671442</td>
<td></td>
</tr>
<tr>
<td></td>
<td>R massage and Domestic Violence Services Australia</td>
<td>Ph: 1800 424 017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Available 24 hours/day, 7 days/week <a href="https://www.1800respect.org.au/service-support/new-south-wales">https://www.1800respect.org.au/service-support/new-south-wales</a></td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td><strong>Women’s refuge</strong>&lt;br&gt;NSW Women’s Refuge Resource Centre</td>
<td>Call the 24 hour Domestic Violence line ph: 1800 656 463</td>
<td></td>
</tr>
<tr>
<td><strong>Poisons Information Centre</strong>&lt;br&gt;New South Wales</td>
<td>The Children’s Hospital at Westmead&lt;br&gt;Westmead NSW 2145&lt;br&gt;Ph: <strong>13 11 26</strong> (24 hours, 7 days a week)&lt;br&gt;<a href="http://www.chw.edu.au/poisons/">http://www.chw.edu.au/poisons/</a></td>
<td></td>
</tr>
<tr>
<td><strong>Mental Health Information</strong>&lt;br&gt;Mental Health Association</td>
<td>Mental Health Association&lt;br&gt;Ph: <strong>1300 794 991</strong>&lt;br&gt;Fax: 02 9339 6066&lt;br&gt;<a href="http://www.mentalhealth.asn.au">http://www.mentalhealth.asn.au</a></td>
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</tr>
</tbody>
</table>
Appendix A

Evacuation Map & Plan
USQ - Sydney Education Centre  
Level 1, 29 - 35 Bellevue St, Surry Hills

FIRE ESCAPE PLAN

Exit 1
Located opposite to reception, this enters onto Bellevue Street.  
(As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street for assembly area)

Exit 2
Located at the rear end of the Institute (next door Plant room). This exit leads out to Bellevue Lane. As you enter onto Bellevue Lane, turn left and assemble at the corner of Belmore Lane and Bellevue Lane.

IMPORTANT:
DO NOT USE LIFTS IN THE EVENT OF A FIRE ALARM

If your exit is blocked by fire use the other exit

After hour’s emergency contact

Building Manager – Navneet Mago:  
+61 4 13658936 (1st point of contact)

Director – Gajinder Paul:  
+61 4 14780573 (2nd point of contact)

IF YOU HAVE ANY QUERIES WITH REGARD TO EVACUATION PROCEDURES OR PERSONAL SAFETY IN THE EVENT OF AN ALARM, PLEASE CONTACT THE STUDENT SERVICES MANAGER / BUILDING MANAGER.
USQ - Sydney Education Centre
Level 3, 28-35 Bellevue St, Surry Hills

FIRE ESCAPE PLAN

Exit 1
Located next to the lifts, this enters onto Bellevue Street. (As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street for assembly area)

Exit 2
Located at the rear end of the Institute (next door Plant room). This exit leads out to Bellevue Lane. As you enter onto Bellevue Lane, turn left and assemble at the corner of Belmore Lane and Bellevue Lane.

IMPORTANT
DO NOT USE LIFTS IN THE EVENT OF A FIRE ALARM

If your exit is blocked by fire use the other exit

After hour’s emergency contact

Building Manager - Navneet Maqso: +61 4 13668686 (1st point of contact)

Director - Gajinder Paul: +61 4 14760573 (2nd point of contact)

IF YOU HAVE ANY QUERIES WITH REGARDS TO EVACUATION PROCEDURES OR PERSONAL SAFETY IN THE EVENT OF AN ALARM, PLEASE CONTACT THE STUDENT SERVICES MANAGER / BUILDING MANAGER
USQ - Sydney Education Centre  
Level 7, 29 - 35 Bellevue St, Surry Hills

**FIRE ESCAPE PLAN**

Exit 1  
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Building Manager - Navneet Mago:  
+61 4 13050896 (1st point of contact)

Director – Gajinder Paul :  
+61 4 14780573 (2nd point of contact)

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