



CRICOS Provider Code: 03900F

# OPERA CITY ENGLISH COLLEGE

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## Student Handbook

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# Welcome!

Welcome to Our Fantastic College!

Hello and welcome! We are excited that you have chosen to take the next step in your language journey with us.

Our qualified and passionate team of teachers is looking forward to meeting you and taking the time to understand what drives you, so you can reach your learning goals!

This Student Handbook is designed to help you understand your rights and responsibilities regarding:

- Courses
- Campus services and facilities
- Policies and procedures

It also provides helpful information about living in Sydney.

If you need any assistance, feel free to speak to our friendly campus team—we are here to help make your learning experience outstanding!

On behalf of Opera City English College, welcome to your new Australian family.

Good luck with your studies!

Warm  
regards,

Ranju Thapa

Principal Executive  
Officer

# 1. OUR ELICOS COURSES

We are happy to give you the choice of three fantastic courses to improve your English. Each class is uniquely student focus to make sure you learn what you need.

## General English [105278H] *Elementary to Advanced*

This “One-Stop” course prepares you for a world outside the classroom and advances your future studies. English Academic Purposes, IELTS, and Vocational and Higher education.

- Engage in all areas of the English language authentically and practically.
- Improve speaking, listening, reading, writing, grammar, vocabulary, and pronunciation.
- Learn in a well-balanced fun way.

Essential Information		Levels		Normal level completion time
Delivery	On-campus	Elementary		10 weeks
Study duration	Min 5 – Max 60 weeks	Pre-Intermediate		10 weeks
Term length	10 weeks	Intermediate		10 weeks
Enrolment	Every Monday	Upper-Intermediate		10 weeks
Assessment	Mid-week End of week	Advanced		10 weeks



## English for Academic Purposes [105280C]

The EAP course prepares students to succeed in vocational, college, and university courses. Students studying these courses will be more equipped to succeed in advanced academic study confidently.

- Master academic English essay drafting.
- Learn to write argumentative, descriptive, expository, comparative, and opinion essays.
- Focus on academic skills such as researching, paraphrasing, referencing, and presenting.
- Practice skimming, scanning, and listening to lectures and conversations for gist and finer details.

Essential Information		Levels	
Delivery	On-campus	Intermediate	Normal level completion time 10 weeks
Study duration	Min 5 – Max 36 weeks	Upper-Intermediate	10 weeks
Term length	10 weeks	Advanced	10 weeks
Enrolment	Every Monday		
Assessment	Mid-week End of week		

## IELTS Preparation [105279G]

The IELTS Preparation course equips students with the essential skills needed to achieve their target band score in the IELTS test. Students will develop the confidence to succeed in all four test components: Listening, Reading, Writing, and Speaking.

- Master IELTS essay writing with a focus on Task 1 (graphs, charts, processes) and Task 2 (argumentative, opinion-based, and discursive essays).
- Enhance speaking skills with structured responses, fluency practice, and strategies for the interview and discussion sections.
- Improve reading techniques such as skimming, scanning, and understanding key ideas and specific details.
- Develop listening skills for conversations, lectures, and various question types.
- Gain essential test-taking strategies, time management skills, and practice under exam conditions.

Essential Information	
Delivery	On-campus
Study duration	Min 5 – Max 36 weeks
Term length	10 weeks
Enrolment	Every Monday
Assessment	Mid-week End of week

Levels	Normal level completion time
Intermediate	10 weeks
Upper-Intermediate	10 weeks
Advanced	10 weeks

## Timetables

We have two flexible timetables, morning, and evening classes at our college

Timetable Options	Times	Duration
Morning Timetable	9:30 AM – 3:00 PM	5 hours learning + 30-minute break
Evening Timetable	4:00 PM – 9:30 PM	5 hours learning + 30-minute break

\* Timetables are subject to change. Please get in touch with us directly for course timetable updates.

## PRE ENROLMENT INFORMATION

You will receive comprehensive information about your courses before accepting your offer. You can find information about pre-enrolment on the Opera college website or at our reception

## ORIENTATION

On your first day at our college, you will participate in an orientation program.

You will:

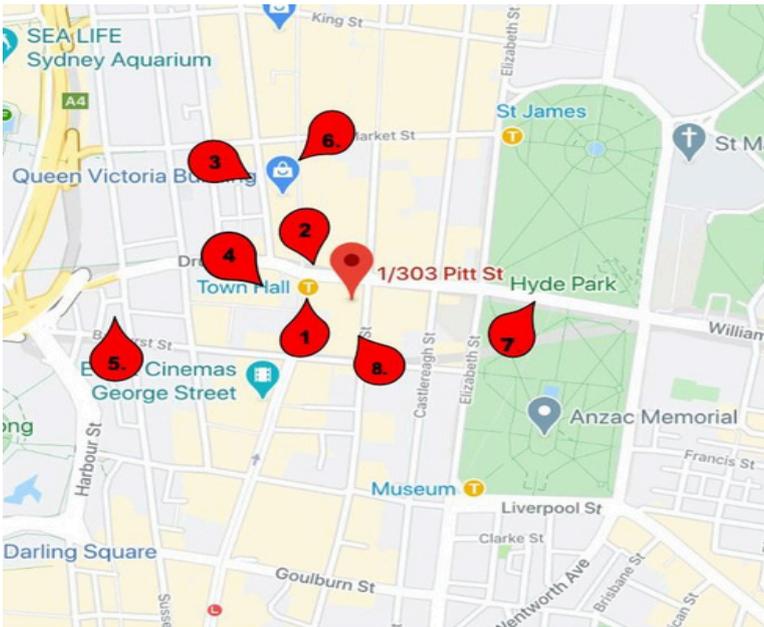
- Complete the Opera City English College Orientation Form (personal details such as address and contact information).
- Watch an informative orientation presentation about your college and life as an Opera student.
- Take a placement test to determine your English proficiency level.
- Have a one-on-one interview to discuss your study goals and assign you to a class.
- Learn about our policies and your obligations as an ELICOS student.
- Do a campus tour.

## 2. FACILITIES AND SERVICES

We offer information about our facilities and services to assist your stay in Sydney. Your safety and happiness are essential to us. Below you will find information to make settling into study and life in Australia more accessible.

## LOCATION

Opera City English College is situated on Level 1 303-305 Pitt St Sydney 2000 in the city's heart. Opera's college campus is a minutes' walk from the city's public transport network. You can easily access trams, busses, trains, and essential amenities, such as banks, shops, post offices, and parks.



1. Town Hall Train Station  
– 50 metres
2. Town Hall Station Bus Interchange  
– 30 metres
3. Newtons Pharmacy  
– 150 metres
4. Woolworths Supermarket  
– 40 metres
5. Post Office  
– 150 metres
6. Queen Victoria Building (Shopping Centre)  
– 100 metres
7. Hyde Park  
– 150 metres
8. Bank ATMs (CBA, ANZ, Westpac)  
– Within 50 metres (same block)

## FACILITIES & MODE OF STUDY

Opera City English College provides full-time classroom-based teaching at our campus. Our modern campus has everything you will need to feel at home.

At the Opera campus, you will find:

- Classrooms
- Reception area
- Campus kitchen
- Student lounge and study areas
- Male, female, and accessible toilets
- Academic manager's office Staff rooms Counseling/job interview/meeting room



## RECEPTION

Our receptionists will be your new befriended! They will be your first point of contact for many things. You'll be able to speak to them every day and get help with any of the following:

- Updating contact details (your address & contact information).
- Applying for student cards (please note that replacement cards cost \$10).
- Booking an appointment to see Student Services, Welfare Counsellors, or The Academic Manager.
- Letters writing and assistance



## STUDENT SUPPORT SERVICES

Studying in a foreign country is an exciting adventure but can also be challenging. Our Student Services department is here to assist you with both living and learning in Australia.

Our Student Support Officers (SSO) can help with any personal or academic concerns. You can book an appointment at reception for a professional and confidential consultation at no extra cost.

We can advise you on:

- Accommodation
- Legal issues (Police, Fair Work Ombudsman, Real Estate matters)
- Public transport
- Job-seeking services
- Support for homesickness, anxiety, and stress

## ADDITIONAL ENGLISH SUPPORT

As well as personal & student support, we provide extra-curricular excursions that include going to Rugby, Cricket, AFL football games, and BBQs on Sydney beaches. You will have the time of your life, make new friends and get the chance to practice your English during these activities, so don't miss out!

Please see receptionist for dates and times of Opera College's extra-curricular activities .

## ACCOMODATION

Our Student Support Officers can also help you find accommodation that suits your needs. Let us know what kind of rental accommodation you need (apartment, flat, or house) and the type of living arrangements (e.g., shared, single)

Rental Accommodation websites are:

[www.realestate.com.au](http://www.realestate.com.au)

[www.domain.com.au](http://www.domain.com.au)

[www.flatmatefinders.com.au](http://www.flatmatefinders.com.au)

[www.gumtree.com.au](http://www.gumtree.com.au)



Essential Rental Information	Estimated Prices (As of 2025)
Twin Accommodation	~\$440 per week
Single Accommodation	~\$490 per week
Normal Lease Duration	6 - 12 months
Bond (Deposit)	Usually four weeks' rent (returned at the end of lease)
Living Expenses (Paid separately to rent)	Electricity, gas, internet, water, groceries

Prices vary according to location and accommodation

## Rental Tips

- Have an agreement with your housemate about sharing bills.
- Keep your accommodation in good condition to get your bond back.
- Make sure your name is removed from the rental agreement before moving out



## Homestay Accommodation

You may choose to live with an Australian family while studying in Sydney. Our Student Support Officers can arrange a homestay. Homestay accommodation typically provides 2-3 meals a day and covers electricity and other bills. Please note that you may be responsible for telephone bills/internet connection and additional personal costs.

Homestay is an excellent chance to improve your English with an Australian family. (We charge a homestay placement fee).

You can expect to pay around \$440-\$490 for single and \$400-\$440 for twin-share per week. You will need to pay between 2-4 weeks upfront, but this will vary depending on the type of homestay.

*Charges as of 1st January 2025 may be subject to change.*

Reliable homestay websites:  
- [www.homestaynetwork.org](http://www.homestaynetwork.org)  
- [www.homestay-australia.com](http://www.homestay-australia.com)  
- [www.studyvision.com.au](http://www.studyvision.com.au)  
- [www.gumtree.com.au](http://www.gumtree.com.au)

## STUDENT LOUNGE

Students are encouraged to use the student lounge for meals, meeting friends, or relaxing. Students can also use accessible classrooms for studying. (Morning, and evening classes have an extended 30- minute break).

Extended break periods	
Lunch break	12:30pm - 1:00pm
Dinner	6:30pm - 7:00pm

Remember, this is **your** college . Please keep it clean.

## PRINTING , COPYING AND INTERNET

If you need to print or copy a document, please see reception. There is a small fee for printing and copying costs:

Printing and copying costs	
Black and white	10c / page
A4 Colour A4	50c / page

## CERTIFICATE

Every successful graduating student will receive an end-of-course certificate. (The issuing of course certificates takes approximately seven to thirty days to generate after course completion.) Remember to attend all your classes to receive a certificate at the end of your course.



## **BANKING**

The currency in Australia is the Australian Dollar (AUD-\$). You can open a bank account at any Australian bank by simply taking your passport and address to the bank of your choice. You can ask at reception for a letter of enrolment with your address if necessary.

### **Key cards and Personal Identification Numbers (PIN)**

- You will receive a key card (a credit card) when you open a bank account. You can use this card to deposit and withdraw money from your bank account at an ATM.
- Your card will arrive by mail; you will receive a secret number – a PIN – to access your account. You should memorize your PIN, Do not keep your PIN and card together to avoid unauthorized access to your account.

### **Tips**

- Never tell anyone your PIN.
- Remember to CLOSE your bank account before you return to your country.
- Check multiple money exchangers before changing your currency to AUD. (Exchange rates vary significantly).

## **3. YOUR RESPONSIBILITIES AS A STUDENT**

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Opera City English College wants you to succeed in your studies. There are four key things to do during your studies to make sure everything goes smoothly.

1. Attend all your classes.
2. Complete all your assessments, classwork, and homework.
3. Pay your fees on time to avoid suspension of your studies.
4. Respect and uphold our policies and procedures.

By following these four easy steps, you'll give yourself the best chance to succeed. Please read our policies, procedures, and responsibilities in the following sections to help students feel comfortable and valued. Additionally, please refer to the student code of conduct for further guidance

## **4. EQUITY AND DIVERSITY POLICY**

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We are committed to achieving equal opportunity and diversity in education and employment. We trade as an equal opportunity employer and practice respect and inclusion regardless of age, race, color, religion, ancestry, gender, sexual orientation, marital status, or physical or intellectual ability. All members of our college are responsible for achieving an equitable working and learning environment. For more specific details, please refer to our Policies on our website.

## **5. ANTI-BULLYING AND ANTI-ABUSE POLICY**

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Opera City English College does not tolerate bullying or abuse of any kind.

Bullying and abuse may take many forms, including:

- Physical bullying. Verbal, psychological, and social bullying include name-calling, unwanted teasing, gestures, threats, creating and spreading rumors, and social exclusion.
- Sexual harassment and bullying/abuse, which includes many forms of anti-social behavior.
- Harassment or discrimination of any form. Whether electronically ('cyber-bullying') or physically, actions
- and behaviors will not be tolerated.
- These problems can often lead to a loss of confidence, academic progress, and absenteeism.

### **Reporting bullying or abuse**

- All students have the right to feel safe and respected on campus under Commonwealth legislation on anti-bullying and anti-abuse.
- If you experience bullying or harassment from students or staff members: Speak to the Academic Manager, a Student Counsellor, or a trusted staff member.
- Disciplinary action will be taken against anyone found guilty of bullying or harassment.

## **6. COMPLAINTS AND APPEALS**

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Opera City English College is committed to providing students with a positive learning environment. We are committed to ensuring that:

- All complaints are dealt with consistently and fairly.
- No student is disadvantaged by making a complaint.
- All elements of the complaints handling process are strictly private and confidential.

Opera College has a three-step procedure for resolving complaints according to the Complaints & Appeals Policy.

1. A student must lodge a formal complaint by writing a letter to the Academic Manager
2. If the student is unhappy with the outcome of the formal complaint, they may apply for an internal review by writing a letter to the Operations Manager.
3. If the student is unhappy with the internal review outcome, they may apply for an external agency review. See the list below.

External Agency	Link
Commonwealth and ACT Ombudsman	<a href="http://ombudsman.gov.au">ombudsman.gov.au</a>
NSW Anti-Discrimination Board	<a href="http://lawlink.nsw.gov.au/adb">lawlink.nsw.gov.au/adb</a>
NSW Office of Fair Trading (Sydney)	<a href="http://fairtrading.nsw.gov.au">fairtrading.nsw.gov.au</a>
NSW Ombudsman	<a href="http://ombo.nsw.gov.au">ombo.nsw.gov.au</a>
Overseas Student Ombudsman	<a href="http://oso.gov.au">oso.gov.au</a>

A copy of the Complaints & Appeals policy is available on our student community board and website.

## 7. ATTENDANCE POLICY

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The (ESOS) National Code requires Opera City English College to monitor students' attendance systematically. International students (on student visas) studying English in Australia must attend a minimum of 80% of scheduled course contact hours. Opera City English College adopts a proactive approach to notifying and counseling study counseling to meet the attendance requirement.

### **Students whose attendance drops below the minimum attendance requirement will receive:**

- **First Warning Letter** – Issued if attendance **falls between 85% and 90%**. Students must visit Student Services for further guidance.
- **Second Warning Letter** – Issued if attendance **falls between 80% and 84%**. Students are required to book a meeting with the Director of Studies.
- **Final Notice (Intention to Report - ITR)** – Issued if attendance **falls below 80%** due to unsatisfactory attendance, which may lead to reporting.

Attendance is an important matter; all students on a student visa must take attendance seriously. However, there are some unique and limited circumstances where the college may decide not to report an overseas student for falling below 80% attendance.

- The overseas student still attends at least 80% of scheduled course contact hours.
- The overseas student supplies genuine evidence of compassionate or compelling circumstances.

Please refer to our Attendance Monitoring Policy on the college website.

## 8. COURSE PROGRESS POLICY

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We provide learner-focused student academic support and intervention to help you achieve your learning outcomes and satisfy the National Code's provisions. To help you stay on track, you will have the mid-term and end-of-term one-on-one student-teacher meetings to help you understand your learning goals and personalized academic counseling.

If your teacher feels that you are at risk of demonstrating course progress, they may refer you to the Academic Manager for an intervention meeting. At this meeting, you will discuss your current course progress and make an action plan to help your learning.

### **Intervention strategies may include:**

- Writing essays & reports in English. Writing, reading, listening, and speaking.
- Attending a study group
- Counseling with the Student Services Department for assistance with personal issues
- Mentoring by the teacher or a nominated student
- Undertaking a review of the student's results
- Attending additional classes Combination of the above methods

Outcomes, actions, and agreements of the intervention meeting will be signed by both the Academic manager and you. You will give a copy of the deal, and the college will keep a copy. The teacher will be aware of the actions, contracts, and expected outcomes.

Opera City English College will report you unsatisfactory if you do not meet satisfactory course progress over two consecutive terms.

Please refer to our Course Progress Policy on our website for further information.

## **9. DEFERRING, SUSPENDING, OR CANCELLING STUDY**

If a student defers, suspends, or cancels their study, it may affect their visa. Based on our internal policies and procedures under the National Code, we will make case-by-case decisions about deferrals, suspensions, and cancellations.

### **DEFERRING**

If you have genuine reasons for not starting your course on its start date, you can apply for an extension of your Certificate of Enrolment (CoE) based on compassionate or compelling reasons. Contact the admissions department if you need to postpone your start date.

### **SUSPENDING**

Suppose you have genuine reasons to suspend your studies. In that case, you will need to support these reasons with evidence that might stop your course change to your Certificate of Enrolment (CoE) for compassionate or compelling reasons. Please contact the admissions department if you wish to apply for a course suspension.

### **CANCELLING**

As an international student, you have specific responsibilities. If you breach any of your duties, we may decide to cancel your enrolment based on, but not limited to:

- misbehavior or failure to comply with our Policies and Procedures.
- failure to pay the required amount to undertake or continue the course as stated in the written agreement.
- a breach of course progress or attendance requirements.

For cancellations of enrolment initiated by us, a notice of intention to report will be issued and you will have 20 working days to access our internal complaints and appeals process, before any further action is taken. Please refer to our Deferment, Suspension, or Cancellation Policy.



## **10. INTERNATIONAL STUDENT TRANSFERS**

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All student visas are granted with a 'No Change of Provider.' Therefore, international students must stay and study at Opera City English College for the first six months of their principal course. This policy may not apply to students who have already completed their initial six months of study. There are specific, limited circumstances where a student can transfer to or from Opera City English College before completing 6 months of their principal course.

Please refer to our International Student Transfer Policy on our website.

## **11. OTHER STUDENT RESPONSIBILITIES**

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We have outlined essential things to consider below:

### **Change of Contact Details:**

Any student on a student visa must notify us within seven (7) business days of changes to personal information.

Contact details include, but are not limited to:

- telephone number (home and mobile)
- address
- emergency contact
- health care cover details
- email

If any of your details change, please see reception as soon as possible. We use this information to inform you of important updates about your course, including attendance and progress.

**English Only**

We believe that it is essential for our students to speak English in the classroom. Our Only English rule helps you immerse yourself in an English-speaking environment and will give everyone the best opportunity to improve their English skills. We actively enforce our English Only rule in all our classrooms. If you speak another language other than English during your lesson, you may be asked to leave the classroom.



## Medical Insurance

It is the responsibility of every international student (on a student visa) to have current health cover for their studies. If your health cover expires during your stay in Australia, you will breach your key. Opera City English College's preferred health insurance company is BUPA. However, you may choose any health insurance company.

You will be required to show your health cover on enrolment day. Please bring your health cover card or evidence so that our Student Support Officer can make a copy and save it in your student file. Keep your card in a safe place, and if you choose to change providers, please inform us within seven business days. Please refer to the BUPA website for current insurance premiums or ask at reception.

## Permission to Work

Employment conditions are included in your student visa. This condition allows you to work for up to 48 hours per fortnight during your studies and full-time. However, your employer will sometimes ask for a letter from the school to confirm your holiday period. You can request this from reception.

Please visit the Department of Home Affairs website (<https://www.homeaffairs.gov.au/>) for your full visa conditions.

Also, refer to The Fair Work website ([www.fairwork.gov.au](http://www.fairwork.gov.au)) for the latest information on the rights and responsibilities of employers and employees, including the current minimum wage.

## Tax File Number

All workers in Australia require a Tax File Number (TFN). You can get this quickly and easily by completing a Tax File Declaration Form online from the Australian Taxation Office website ([www.ato.gov.au](http://www.ato.gov.au)) or your local taxation office. All students need to apply for their tax returns online or through a registered tax accountant for each financial year



### Excursions

Your teacher will organize excursions for the whole class regularly. These are an essential part of your language learning and will be relevant to your studies which means ALL STUDENTS must attend. Excursions are usually free but sometimes incur a small charge (entrance to museum/gallery, public transport travel). We try to keep these fees to a minimum.

### Lost Property

Any items found in the college will be taken to reception and placed in the lost property box. If you misplace anything during your time at the college, please check the room where you were studying first and then check with reception if you cannot find it.

Lost property unclaimed after three months will be donated to charity.

### Security

Please do not leave any of your valuables unattended on campus. Always keep your belongings safe, in and out of the college. Here are some tips:

- Keep your bag with you when you move rooms or go to lunch
- Do not carry large amounts of cash
- Open an Australian bank account to keep your money secure
- Always sign bank and credit cards as soon as you get them. The college is not responsible for the security of personal belongings.

## 12. LIFE IN SYDNEY

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Residents of Sydney enjoy a high quality of life, thanks to abundant job opportunities and excellent study options. The city's laid-back and relaxed atmosphere allows for a perfect balance between work and leisure. Sydneysiders embrace a "work hard, play hard" mentality, making Sydney one of the most beautiful, safest, and most livable cities in the world.

With a low crime rate, Sydney offers a safe environment where you can walk the streets and use public transport at any time of day or night.

Sydney is renowned for its stunning beaches and fantastic climate. Spring and summer bring warm, sunny days, while autumn and winter remain mild and comfortable.

With such a temperate climate and vibrant lifestyle, who wouldn't want to live here?

## Festivals or Events

There are many festivals in Sydney; whether you like film, comedy, arts, music, or design, there is something for everyone. International artists often perform in Sydney, along with home-grown talent.

Keep your eye out for some of the following festivals and events:

- Blacktown City Festival
- Mardi Gras Festival
- Cricket matches
- Australian Football (AFL) games

Visit <https://www.sydney.com/things-to-do> for up-to-date information on upcoming events and festivals!



## Food and Drinks

Sydney's mix of cultures means 1,000 restaurants, cafes, nightclubs, and bars. Australia's top-quality meat and fresh fruit and vegetables are not only popular in Australia but exported to markets all around the globe. As a result, you can try almost every type of cuisine in Sydney. Whether you're after modern, traditional, exotic, or fusion flavors – Sydney's eclectic dining scene offers a wide range of the world's great cuisines, from popular favorites to the genuinely ground-breaking. So get ready to taste the world!



## Climate

Sydney has a temperate, oceanic climate and experiences four distinct seasons– Spring, Summer, Autumn, and Winter. It is well-known for its changeable weather, but there is generally more sunshine throughout the year. Due to its geographical location, Sydney enjoys long days in Summer and endures shorter days in winter. Sydney rarely experiences temperatures below 0°C. Therefore, we recommend wearing layers to adapt to the weather as it changes. Below are the yearly averages:

Climate data for Sydney City												
Monthly averages	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Average Max °C	26	25	24	22	19	17	16	18	20	22	23	17
Average Min °C	19	19	17	15	11	9	8	9	11	13	16	

Source: Australian Bureau of Meteorology

## Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. Travelers from most nations in Asia, Africa, and Europe should have appliances that work on the same mains voltage as Australia – therefore, you will not need a voltage converter. Notable exceptions to this are Japan, the USA, and Canada, which use 100/120V 50/60Hz. Please check your appliances before you plug them in. You can buy a converter at many shops, airports, and online or buy a new appliance in Australia.



## Transport

Sydney has an extensive, modern public transport system which includes trams, trains, busses, and ferries. To travel on the public transport system, you'll need to purchase an "Opal" travel card at any central train station or outlet and add credit. Once you load money onto the card, you can tap on and off as you use public transport.



# Sydney Train Map



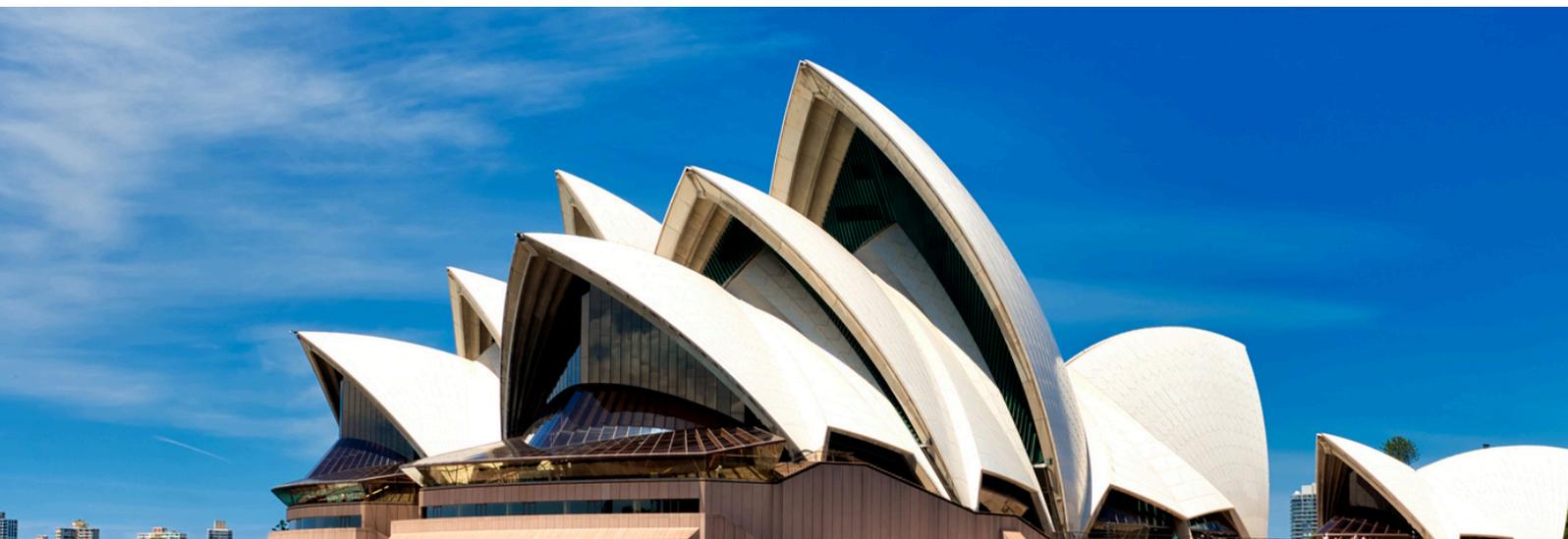
## Budgeting or Cost of Living

Sydney is a fantastic city, but it also has a relatively high cost of living. Therefore, it is important to budget enough money to live comfortably in Australia. Many students are shocked by the cost of living when they first arrive, so it is good to be informed. See the list below of prices of some typical items that you might need.

Food Item	Approx. Price (AUD)
Basic lunchtime menu (including a drink) in the business district	\$21
Combo meal in fast food restaurant (Big Mac meal or similar)	\$16
500g (1 lb.) of boneless chicken breast	\$6
1 liter (1 qt.) of whole fat milk	\$2.10
12 eggs, large	\$8
1 kg (2.2 lb) of tomatoes	\$5.16
500g (16 oz.) of local cheese	\$10
1 kg (2.2 lb) of apples	\$4.92
1 kg (2.2 lb) of potatoes	\$3.60
0.5 liter (16 oz.) domestic beer in supermarket	\$5.29
1 bottle of red table wine, good quality	\$26
2 liters of Coca-Cola	\$3.76
Bread for 2 people for 1 day	\$2.26

Data correct as of January 2025 Taken from: <https://www.expatisitan.com/cost-of-living/sydney>

According to the Department of Home Affairs, international students need to demonstrate a minimum annual living cost of approximately \$24,505 as of 2024.



## 13. ISSUES AND EMERGENCIES

Although we hope that nothing wrong happens during your time in Australia, you can rest assured that if something goes wrong, Australia has many services to help you in your time of need.

### Sick or First Aid

If you feel sick or suffer an injury while on campus, please notify your teacher and reception. A First-Aid Kit and trained first aid officers can treat minor injuries and provide necessary services.

### Medical Issues

Student Services will always have an up-to-date list of medical professionals close to the college. In addition, you can see our Student Services Officer on campus, and they will assist you in finding an appropriate medical professional.

Local medical Services are as follows:

Service	Name and Location Contact	Contact Phone
Hospital (Emergency)	St Vincent's Hospital 390 Victoria Street Darlinghurst	(02) 8382 111
Doctor	Sydney Doctors 1/70 Pitt St Sydney	(02) 9233 3399
Dentist	Emergency Dentist Sydney 601A/185 Elizabeth St Sydney	(02) 8283 6493

### Legal Assistance

If you need low-budget legal assistance, Legal Aid will help you. For essential advice on any legal issue you may be having, you can visit their website (<https://www.legalaid.nsw.gov.au>) or give them a call on 1300 888 529 for free information over the phone about your situation. Multiple suburban and regional offices may be closer to your home.



## Department of Home Affairs

The local Visa and Citizenship office provides appointments for students who have received a letter or invitation to attend pre-booked meetings. If you need to make an appointment, you can contact them at 131 881 or via their website (<https://immi.homeaffairs.gov.au/>).

Their street address is: 26 Lee St Haymarket Sydney

## Fire and Emergency Procedures

Please be aware of the Emergency Exit maps on the college walls. If there is a fire or emergency:

- an alarm will ring
- Your teacher will direct you to the nearest EXIT. All students must leave the building as quickly as possible, safely, and orderly, so please leave your books and bags. All staff and students will walk calmly down the stairs and out of the building (do not use elevators).
- Your teacher or Fire Warden will take you to the assembly point.

## Consulates

For a list of consulates in Australia, please refer to the foreign embassies and consulates on the Department of Foreign Affairs and Trade website (<https://protocol.dfat.gov.au/Public/Display>). If you cannot find your country on the list, please see one of our Student Support Officers for help.

## Emergency Contacts and Useful Information

### Opera City English College (OCEC) Contacts

<b>OCEC</b>	<ul style="list-style-type: none"><li>• Address: Level 1, 303 Pitt St, SYDNEY, NSW, 2000</li><li>• Tel: +61 2 8034 8856, +61 4 1414 1278</li><li>• Email: <a href="mailto:info@opera.nsw.edu.au">info@opera.nsw.edu.au</a></li><li>• Web: <a href="http://www.opera.nsw.edu.au">www.opera.nsw.edu.au</a></li><li>• CRICOS No: 03900F</li></ul>
<b>Teachers</b>	<p>You will get contact details when you arrive at Opera City English College</p> <p>Please see your Teachers about:</p> <ul style="list-style-type: none"><li>• Content of Course</li><li>• Teaching procedures</li><li>• Assessments</li></ul>

<p><b>Director of Studies</b></p>	<p>You will get contact details when you arrive at Opera City English College.</p> <p>Please see the Director of Studies about:</p> <ul style="list-style-type: none"> <li>• The program as a whole</li> <li>• Academic regulations</li> <li>• Difficulties with study</li> <li>• Decisions to defer from study</li> <li>• Help with reading, writing, notetaking and preparation for tests and assignments</li> </ul>
<p><b>International Student Advisors</b></p>	<p>You will get contact details when you arrive at Opera City English College.</p> <p>Telephone: +61 2 8034 8856, +61 4 1414 1278</p> <p>For matters relating to:</p> <ul style="list-style-type: none"> <li>• Visa</li> <li>• Financial</li> <li>• Enrolment</li> <li>• Accommodation</li> <li>• Insurance (Medical)</li> <li>• Health Care</li> <li>• Academic Progression</li> <li>• Attendance warning</li> <li>• letters</li> <li>• General information regarding the Institute's policies and procedures</li> </ul>
<p><b>International Student 24 Hour Emergency Contact</b></p>	<p>Contact Name: Mrs Ranju THAPA Telephone: +61 4 1414 1278</p>
<p><b>Student Administration Office</b></p>	<p>Email: <a href="mailto:info@opera.nsw.edu.au">info@opera.nsw.edu.au</a> For matters relating to</p> <ul style="list-style-type: none"> <li>• Timetable</li> <li>• Change of Address</li> <li>• Course Enrolment</li> <li>• Fee Payments</li> <li>• Forms</li> <li>• Student IDs</li> </ul>

## External Counselling Support

<p><b>External Counselling Support</b></p>	<p>At Opera City English College, our student support will help you with resolve any issues pertaining to relationships, homesickness, personal and so on. In case of requiring professional support, we recommend New Vision Psychology.</p> <p><u>Below are details of the same:</u></p> <p>New Vision Psychology has about 40 practitioners including registered psychologists, psychiatrists and provisional psychologists and counsellors who specialise across all areas of psychology including mental health, stress management and academic performance. New Vision Psychology has a diverse and experienced team of clinicians.</p> <p>New Vision Psychology offers both in person and telehealth video sessions all across New South Wales, Australia and aims to provide the best quality care possible. New Vision Psychology intake team offers triage solutions to help new clients find the most suitable match in order to help smoothen their clinical journey.</p> <p><b>SYDNEY CBD</b> Suite 703, Level 7, 84 Pitt Street, Sydney NSW 2000</p> <p><b>Burwood</b> Suite 502, Level 5, 16 Railway Parade, Burwood NSW 2134</p> <p><b>Castle Hill</b> Shop 4, 269-271 Old Northern Rd, Castle Hill NSW 2154</p> <p><b>Chatswood</b> 701/7 Help Street, Chatswood NSW 2067</p> <p><b>Hurstville</b> 262a/7-11 The Avenue, Hurstville, NSW 2220</p> <p><b>Contact No:</b> 1300 001 778 <b>Website:</b> <a href="https://newvisionpsychology.com.au/">https://newvisionpsychology.com.au/</a></p> <p>Telehealth video conferencing Video conference sessions are available to anyone, anywhere</p> <p><b>Note: Please note external counselling services will incur a fee; please contact the counsellor and confirm prior to booking</b></p>
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**Services Contacts**

<p><b>Consumer Protection</b></p>	<p>Consumer protection provides advice and support regarding consumer issues such as tenancy. <b>Tel: 1300 55 81 81</b> or visit <a href="https://www.consumer.vic.gov.au/">https://www.consumer.vic.gov.au/</a></p>
<p><b>Crime Stoppers</b></p>	<p>Free call <b>1800 333 000</b> if you witness a crime, or visit <a href="https://www.crimestoppersvic.com.au/">https://www.crimestoppersvic.com.au/</a></p>
<p><b>Crisis Counselling</b></p>	<p>Lifeline: <b>Tel: 131 114</b> for confidential counselling by trained professionals, 24 hours a day.  <b>Tel: 1300 131 114</b> This is a Lifeline counselling service as well which operates Monday-Friday 9:00am-5:00pm</p>
<p><b>Department of Home Affairs (DHA)</b></p>	<p>Tel: 131 881 Counter hours: 09:00-16:00 Monday -Friday <a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a></p>
<p><b>Department Foreign Affairs and Trade (DFAT)</b></p>	<p><a href="https://www.dfat.gov.au/">https://www.dfat.gov.au/</a></p>
<p><b>Emergency – Police, Fire, Ambulance</b></p>	<p><b>Tel: 000</b> This is a 24-hour free service. Say what you need ('police', 'fire' or 'ambulance') and remember to give your address.</p>
<p><b>Essential Services : Electricity, Gas and Water</b></p>	<p>Electricity and Gas Suppliers:  AGL: <b>Tel: 131 245</b> <a href="http://www.agl.com.au">www.agl.com.au</a> Origin Energy: Tel: 132 463 <a href="http://www.originenergy.com.au">www.originenergy.com.au</a> TruEnergy: Tel: 133 466 <a href="http://www.truenergy.com.au">www.truenergy.com.au</a>  <a href="http://www.urbanutilities.com.au/">http://www.urbanutilities.com.au/</a></p>
<p><b>Health and Medical Services</b></p>	<p>Opera City English College preferred health care provider is <b>Bupa</b>. <a href="https://www.bupa.com.au/">https://www.bupa.com.au/</a>  <b>Tel: 134135</b>. For 24-hour emergency helpline contact: 1300 884 235 Medical Practitioners (Doctors): Look in the Yellow Pages Directory under Medical Practitioners for a doctor near you, or you can make an appointment to see these doctors closest to the Institute.</p>

**Services Contacts**

<b>Public Hospitals</b>	<a href="https://www.health.nsw.gov.au/Hospitals/Pages/default.aspx">https://www.health.nsw.gov.au/Hospitals/Pages/default.aspx</a>
<b>Housing</b>	<p>The following websites are a good source of information to begin with, when searching for accommodation:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.domain.com.au">www.domain.com.au</a>;</li> <li>• <a href="http://www.realestate.com.au">www.realestate.com.au</a></li> </ul>
<b>Interpreting and Translation</b>	<p>DHA Telephone Interpreting Service (TIS): <b>Tel: 1300 575 847</b> or visit <a href="https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/language-services">https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/language-services</a></p>
<b>Information about employee rights, entitlements and pay</b>	Fair Work Ombudsman: <a href="http://www.fairwork.gov.au/">http://www.fairwork.gov.au/</a>
<b>Justices of the Peace</b>	Find a Justice of the Peace (JP) here <a href="http://www.justice.qld.gov.au/justice-services/justices-of-the-peace/jps-search">http://www.justice.qld.gov.au/justice-services/justices-of-the-peace/jps-search</a> or just visit your local police station
<b>Taxation</b>	Tax File Numbers, tax information and superannuation: <a href="http://www.ato.gov.au">www.ato.gov.au</a> or Tel: 132 861
<b>Transport</b>	<p>For New South Wales public transport, please refer to <a href="https://transportnsw.info/">https://transportnsw.info/</a></p> <p>Taxis:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.13cabs.com.au/">http://www.13cabs.com.au/</a> 132 227</li> <li>• <a href="http://www.silvertop.com.au/">http://www.silvertop.com.au/</a> 131 008</li> <li>• <a href="https://www.uber.com/">https://www.uber.com/</a></li> </ul>

## 13. ADDITIONAL STUDENT WELFARE INFORMATION

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### Health and Medical

#### **Emergencies – Dial 000 (Police, Ambulance, Fire Brigade)**

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. You should use it to contact Police, Fire or Ambulance services in life threatening or emergency situations only. You should not call emergency 000 lines for general medical assistance. Carry a mobile phone with you, with your ICE (In Case of Emergency) contact entered in the phone contacts.

#### **Police**

In Australia, police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation, you can contact your local police station directly. Please refer to the White Pages or Yellow Pages Telephone Directories or online ([www.whitepages.com.au](http://www.whitepages.com.au) ; [www.yellowpages.com.au](http://www.yellowpages.com.au)) for details of the station in your area, or alternatively, phone Telstra Directory Information Assistance on 1223.

#### **Fire**

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. Call 000 as soon as a fire starts no matter how small or large the fire may be.

#### **Ambulance**

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

#### **State Emergency Service**

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

#### **Lifeline**

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

### **Poisons Information Line**

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

### **Emergency Translation**

For translation service in an emergency situation dial 1300 655 010

### **Overseas Student Health Cover (OSHC)**

Overseas Student Health Cover is a requirement of entry into Australia for all international students and their dependents. It is your responsibility to ensure that you have adequate cover for the entire duration of your student visa.

All students are free to choose their own health care provider, but Opera City English College's preferred health care provider is Bupa.

Please check at reception to receive updated information and brochures on what is covered by your health cover insurance or you can visit <https://www.bupa.com.au/> In general, OSHC covers treatment by a doctor, either in a public hospital or in a doctor's surgery. It also covers pathology and x rays, ambulance transport and a limited amount of prescription medication.

Please refer to the Overseas Student Health Care Cover brochure and information services located at Student Administration for details of services covered. These include:

- Out of hospital medical services
- In hospital medical services
- Prescription medicines
- Ambulance services

You can also download helpful information on doctors and fact sheets by visiting the BUPA OSHC website.

### **Medical Help**

If you are sick and it is not an emergency, you can visit a GP (General Practitioner). GP's take care of non-emergencies and can refer you to specialists if needed. To find a GP closest to you, check in the Yellow Pages Directory under Medical Practitioners. If you need an interpreter during your medical visit your doctor may be able to provide you one from the Translating and Interpreting Service (TIS): TEL 131 450. At times, there may be a cost involved.

### **Medicines**

If you are sick, your doctor may prescribe medicines such as antibiotics. Prescription medication is available at the chemist or pharmacist. Your OSHC will only pay for limited prescriptions. Make sure you show your health card when paying for your prescriptions. If you have any questions about medicines, speak to the chemist or phone the Medicine Line on 1300 888 763, during business hours.

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

### **Dentists/ Optometrists/Physiotherapists**

Your Overseas Student Health Cover does not generally cover for these services. You should consult the Yellow pages' directory under the particular headings to select a service near to you.

### **General Health**

Studying and working can be stressful at times. Make sure you eat and drink plenty of water. A balanced diet of fruit and vegetables does not have to be expensive. Find a sport or recreation activity that will help you to relax. Your health is important for your happiness, your social life and your studies. Take time to look after yourself and ensure you don't miss classes.

If you are ill, you should visit the doctor and always ask for a medical certificate.

For further information on health matters, please visit the following websites:

Nutrition Australia    [www.nutritionaustralia.org](http://www.nutritionaustralia.org)  
Heart Foundation    [www.theheartfoundation.net](http://www.theheartfoundation.net)

### **Alternative Therapies**

A range of alternative therapies, such as massage, acupuncture, homeopathy etc. are available in Melbourne's CBD and suburbs. Please refer to the Yellow Pages Telephone Directory or [www.yellowpages.com.au](http://www.yellowpages.com.au) for services in your area.

### **Mental Wellbeing**

Living in a new culture can be challenging. If you feel lonely or stressed, talk to friends or Opera City English College staff. Opera City English College has external qualified support services team who can provide brief confidential counselling. For more serious issues, your GP or medical health centre are able to refer you to professionals who can help.

### **Sexual Health**

In the first instance, you may wish to speak with your General Practitioner/ Doctor, who can assist you or refer you to another specialist for any sexual related matters. There are a number of other agencies that can help as well.

Please refer to the Yellow Pages Telephone Directory, under the particular headings, to select a service near to you.

## Adjusting to a New Culture

### **Strategies for adjusting to the new culture**

The following strategies can help students to adjust to their new culture and decrease the impact of culture shock:

- Keep in touch with family or friends by writing emails, letters or talking on the phone. However, try not to phone home too frequently as, for some, this may inhibit efforts to make adjustments.
- Exercise and learn to relax
- Look for similarities in cultures
- Do familiar activities, especially those that use skills that you already have. This will help you to feel comfortable
- Get involved in activities that help you meet people and make new friends: join clubs and societies
- Look for information and explore your new environment, preferably with other people - this will help you feel more in control
- Keep in touch with people from the College
- Get to know a few people well by spending some significant experiences with them e.g. going to movies or outings together rather than meeting lots of people only once at parties
- Remember you may feel negative about new surroundings but you will start to feel better as soon as you become more settled in routines
- Get plenty of sleep. Coping with new situations uses up your energy and is exhausting
- Use English as much as possible – this will help you improve and feel more confident.
- Find out about support services at the College.
- Set small goals that you can achieve every day (e.g. 'Today I will talk to another student about the weather.')
- Observe what others do in the same situation and think about why they do it that way. Talk to them so as to can improve understanding
- Ask questions if you don't understand.



THE ONLY THING MISSING IS  
**YOU**

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