



Richmond School of Business (RSB)

Student Handbook 2020



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Welcome to Richmond School of Business

Thank you for choosing Richmond School of Business (RSB) for your next learning experience.

RSB is a Registered Training Organisation (RTO). It meets administrative, delivery, staffing, resources, marketing, financial, quality assurance and assessment standards of the Australian Skills Quality Authority (ASQA) which monitors and subjects the RTOs through regular external audits to verify adherence to Standards for Training Organisations.

RSB is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification. The RTOs Standards set out the requirements that an organisation must meet in order to be an RTO and ensures the integrity of nationally recognised training provided by registered training organisations.

RSB aims to provide a fresh approach to delivering practical hands-on business and management training for people who are seeking to enhance their work skills and career prospects.

About RSB

RSB is located at Level 2, 197 - 207 Church Street, PARRAMATTA NSW 2150. RSB is located within short distance to the main transport, government offices and tourist facilities.

As an RTO, RSB offers Vocational Education and Training (VET) courses that provide you with qualifications for various types of employment in different industry areas. RSB courses offer specific skills training to keep you up to date in today's workplace.

At RSB, we have a wide range of courses available covering the areas of business, leadership, and management tailored to match for different stages of your career. Whether you're just starting or know exactly where you want to be, finding the right course is an important next step.

RSB helps individuals achieve their educational and career goals. The Diploma and Advanced Diploma courses offered at RSB have a variety of entry and exit points to suit learners at the post school stage of their education or career from.

All RSB courses have a blend of industry expectations in terms of practical skills as well as knowledge-based components.



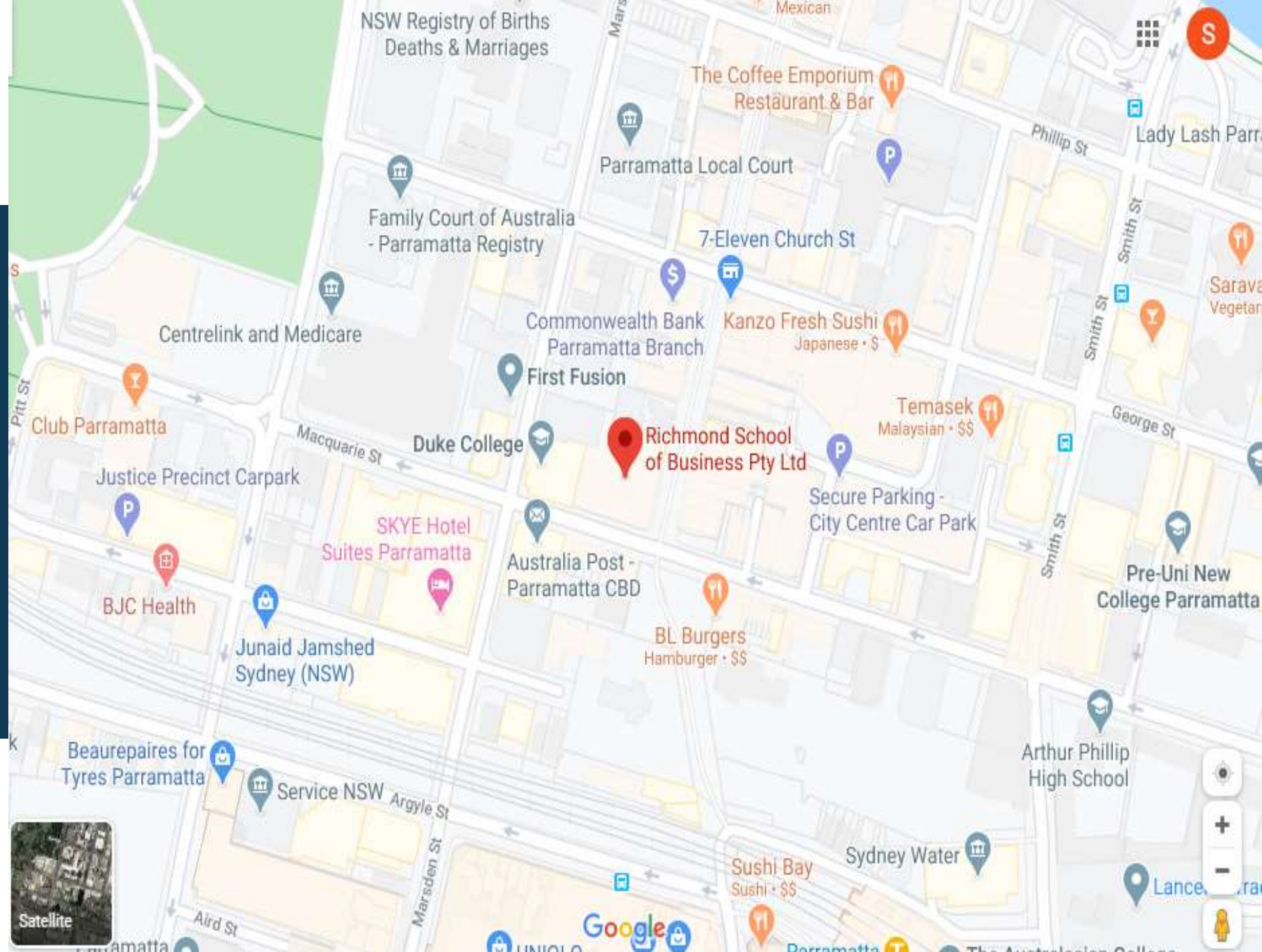
Location



Level 2, 197 - 207
Church Street,
PARRAMATTA
NSW 2150
AUSTRALIA



+61 2 8844 1000

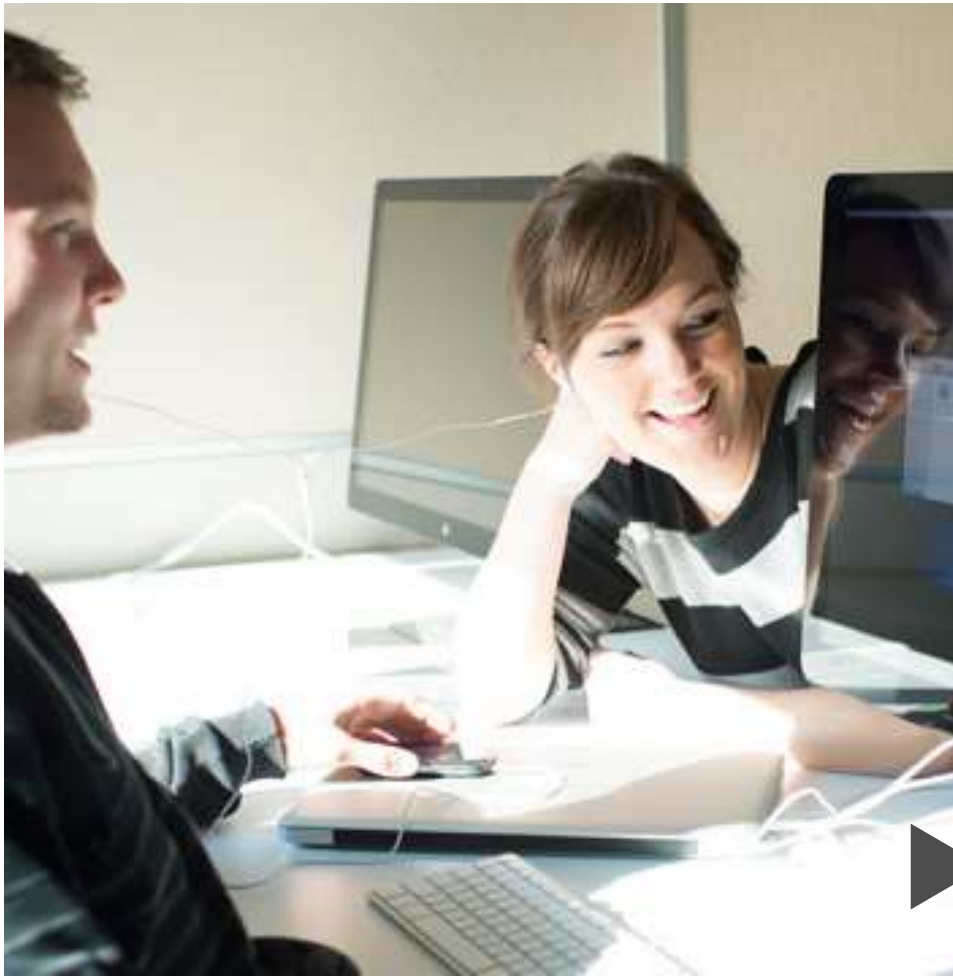


Point of Contact



Area	Name	Email
General Enquires	Ms Fabeeha QAZI	reception@rsb.edu.au
Admissions/Administration	Ms Shubhashi CHAND	admin@rsb.edu.au
Student Support	Ms Swechha NAKARMI Mr Asad JAVED	swechha@rsb.edu.au asad@rsb.edu.au
Accounts	Ms Rabina SHRESTHA	accounts@rsb.edu.au
Marketing	Mr Paurakh SHRESTHA	paurakh@rsb.edu.au
Course Coordinators	Mr Zaman KHAN Ms Farhana ISLAM	zaman@rsb.edu.au farhana.islam@rsb.edu.au
IT Support	Mr Nabil FAHAJAN	nabil@rsb.edu.au

Student Facilities



► Campus Operating Hours

8:15 am – 10:00 pm Monday to Friday

9:00 am – 5:30 pm Saturday and Sunday

Computer Lab and Classrooms

RSB has a well-equipped computer lab and classrooms with free Wi-Fi. There are computers available for general student use. However, for ease of computer access for personal study purposes, RSB encourages students to bring their own laptops/ media devices when attending their classes.

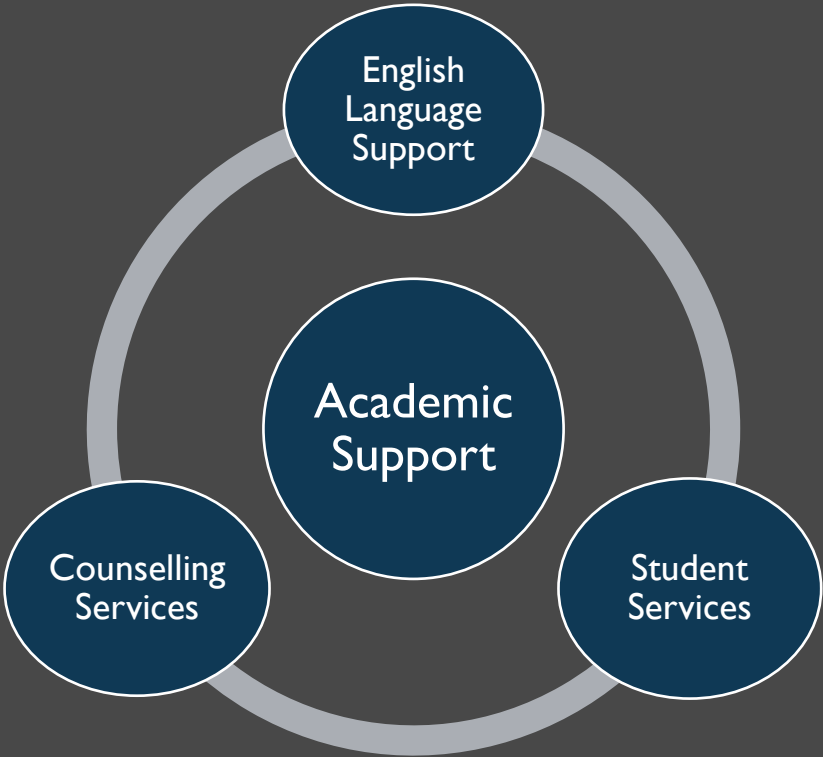
In keeping with acceptable practice, RSB study and work environment of all students and staff is based on mutual respect.

Students are expected to keep Classroom, Computer Lab and other areas 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 computer and television can only be moved to another room with the permission of the trainer and need to be returned after use.



Student Support Services



For details of Students Support Services Policy and Procedure, please refer to RSB Website (www.rsb.edu.au)

Student Support Services



Academic Support

RSB is committed to ensuring that students are provided with academic support to assist them in reaching their full potential. Our passionate academic staff help to improve student study skills, understand assessment task requirements and information to prepare for their future career. New Student Orientation is conducted at the beginning of the course in which students are advised to contact their respective course coordinator for any additional academic support. Students are provided contact details of their respective Trainers who will then provide students with relevant academic assistance.



English Language Support

If English is not a student's first language, they must have satisfied RSB's English Language entry criteria for admission. However, if/when required, additional English language support is made available to students.

Students in need of additional English language support and/or study skills should utilise various support services that are offered throughout the academic year.



Counselling Services

At RSB, we know that students who are thriving in personal life are better able to achieve academically. Many students studying at RSB are living a long way from family and adjusting to life in a new country, this can add increased difficulties to one's life. RSB counselling service through its internal staff and external professional counselor is designed to assist students in dealing with a wide range of problems including homesickness, balancing studies with other commitments, managing stress, working through relationship or family issues, improving motivation, managing psychological problems and coping with distressing situations. These service are available to all students free of cost.



Student Services

RSB's Student Support Services provides a range of services to students. Student Support Team's aim is to assist students and graduates for their further education and career progression, provide information and advice in selecting the right career path, personal counseling in matters related to the student academic life.



National Code of Practice for Providers of Education to Overseas Students (National Code 2018)

National Code 2018

The Department of Education and Training (DET) 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 2018 is established under the Education Services for Overseas Students (ESOS) Act 2000.



National Code 2018 Key Points



Ensure that Recognition of Prior Learning/ Credit Transfer of students is conducted and recorded in a formal process;

Provide refunds to the students as per the RSB's International Student Fees and Refund Policy and Procedure;

States clearly in the RSB Letter of Offer and Written Agreement that the student is responsible for keeping a copy of the Written Agreement as supplied by RSB and receipts of any payments of tuition fees or non-tuition fees;

Recruit students in accordance with the National Code 2018 and RSB Course Entry Requirements;

Ensure fairness by committing to Equal Employment Opportunity;

Ensure that all academic staff and assessors are suitably qualified and experienced;

Commit to professional development of staff;

Comply with the guidelines issued by Department of Home Affairs;

Provide adequate support services to students prior to arrival, on arrival and during their study at RSB;

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 met;

Enable the Commonwealth to monitor and sanction providers as appropriate;

Assure the integrity of the student visa program.



Policies & Procedures

For details of RSB Policy and Procedure, please refer to RSB Website <http://www.rsb.edu.au/forms-policies/>

Introduction to Policies and Procedures

Course Progress and Intervention

RSB's Continuous Improvement Committee, or nominee, will monitor and assess the course progress of students at the end of each Study Period. RSB Trainers & Assessors will regularly assess their students' progress on an individual basis to determine whether their students are able to complete their studies within their period of enrolment. Whilst unsatisfactory Course Progress is often defined as not demonstrating competency in 50% or more of the course requirements in a Study Period, RSB will evoke its Risk Intervention Strategy that will be specifically designed to assist students in achieving their academic goals.



Complaints and Appeals

RSB encourages students to express any concerns they may have about study or other matters that they might face. Students should familiarize themselves with the Student Complaints and Appeals Policy and Procedure for details.

Students wishing to make a complaint or lodge an appeal may do so by filling out the Complaints and Appeals Form available at RSB Website or at RSB Reception.



Deferral, Suspension and Cancellation

RSB enables students to defer, temporarily suspend or cancel their studies during their enrolment at the School through formal agreement in certain circumstances in compliance with the National Code 2018 and Standards for RTOs 2015. RSB is committed to the welfare of its students and to ensure that appropriate support is available to all students and to ease the transition into life and study in Australia.



Introduction to Policies and Procedures

Recognition of Prior Learning and Credit Transfer

RSB uses an objective, non-discriminatory, transparent and systematic process to evaluate and grant recognition of prior learning and credit transfers for qualifying students. Recognition of prior learning and credit transfer processes are designed to ensure all relevant legislation and regulatory requirements are met, records maintained, and the prospective student is well informed and receives a high level of student service and support throughout the entire process. The aim of granting RPL / CT is to reduce the amount of learning required to achieve a training package qualification or VET accredited course by acknowledging an individual's skills, knowledge and/or experience acquired through formal, non-formal and informal learning.



Transfer between Registered Providers

RSB will consider a student's request for transfer between registered providers in compliance with National Code 2018 and Standards for RTOs 2015. RSB has procedures in place for the International Students who wish to transfer to and from the School.



Student Fees and Refund

All refunds will be processed in line with the RSB Refund Policy, refer to the RSB Website www.rsb.edu.au for details.





Supplementary Fees

- RSB will charge supplementary fees for some services offered. The Supplementary Fees are published on the RSB Letter of Offer and Written Agreement.
- RSB fees are reviewed annually and are subject to change.

SUPPLEMENTARY FEES	
ITEM	FEE
Unit Re-assessment - Per Unit of Competency	\$300.00
RPL – Per Unit of Competency	\$350.00
Replacement Certificate / Statement of Attainment	\$50.00
Re-issue Enrolment Offer after Expiry Date	\$250.00
Change of Enrolment / CoE (per CoE)	\$250.00
Change of Class Group (per change)	\$150.00
Replacement Student ID Card	\$30.00
Exceeding 100 pages printing quota – Per additional 50 pages	\$5.00
Debit Card Transaction Fee	\$0.88
Credit Card payment surcharge (min. \$0.88)	3%
Payer Dishonor	\$12.00

Discrimination



RSB 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 Student Support Manager.

Further information can also be obtained by contacting the Anti-Discrimination Board:

- NSW Anti-Discrimination Board

Stockland House

Level 4, 175-183 Castlereagh Street,

SYDNEY NSW 2000

Phone: +612 9268 5555

<https://www.lawlink.nsw.gov.au>



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. RSB is committed to fulfilling its responsibilities under the Act. For further information regarding Work Cover please contact the following organisation:

Work Cover

Level 10, Centennial Plaza Building C,
300 Elizabeth Street, SYDNEY 2000
Phone +612 8260 5877 OR call 131050

www.workcover.nsw.gov.au

- In compliance with the regulations of the Occupational Health and Safety Act 2011, RSB 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. Firefighting equipment is available at locations marked on the floor map. Please refer to Floor Plan.
- RSB ensures safety at the facility by:
 - providing and maintaining equipment and systems that are safe;
 - providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
 - maintaining safe entrances and exits.

EVACUATION DIAGRAM

Issue Date:
9 July 2019
(Valid for a period of 5 years)

YOU ARE HERE

LEVEL 2
197-207 CHURCH STREET & 89 MARSDEN STREET, PARRAMATTA, NSW 2150

RESPONSE TO AN EMERGENCY

- R REMOVE**
If safe to do so, remove or restrain any persons in immediate danger.
- A ALERT**
Notify appropriate personnel or combating authority. This usually involves calling the Emergency Number and operating the nearest fire alarm.
- C CONTAIN/CONTROL**
Close doors, and if safe to do so, deal with the threat.
- E EVACUATE/EXTINGUISH**
Remove all other persons from danger. Evacuate to the Assembly Area and remain there until advised otherwise by the Chief Warden.

ASSEMBLY AREA

GEORGE STREET
CHURCH STREET
MACQUARIE STREET

89
197

000
EMERGENCY

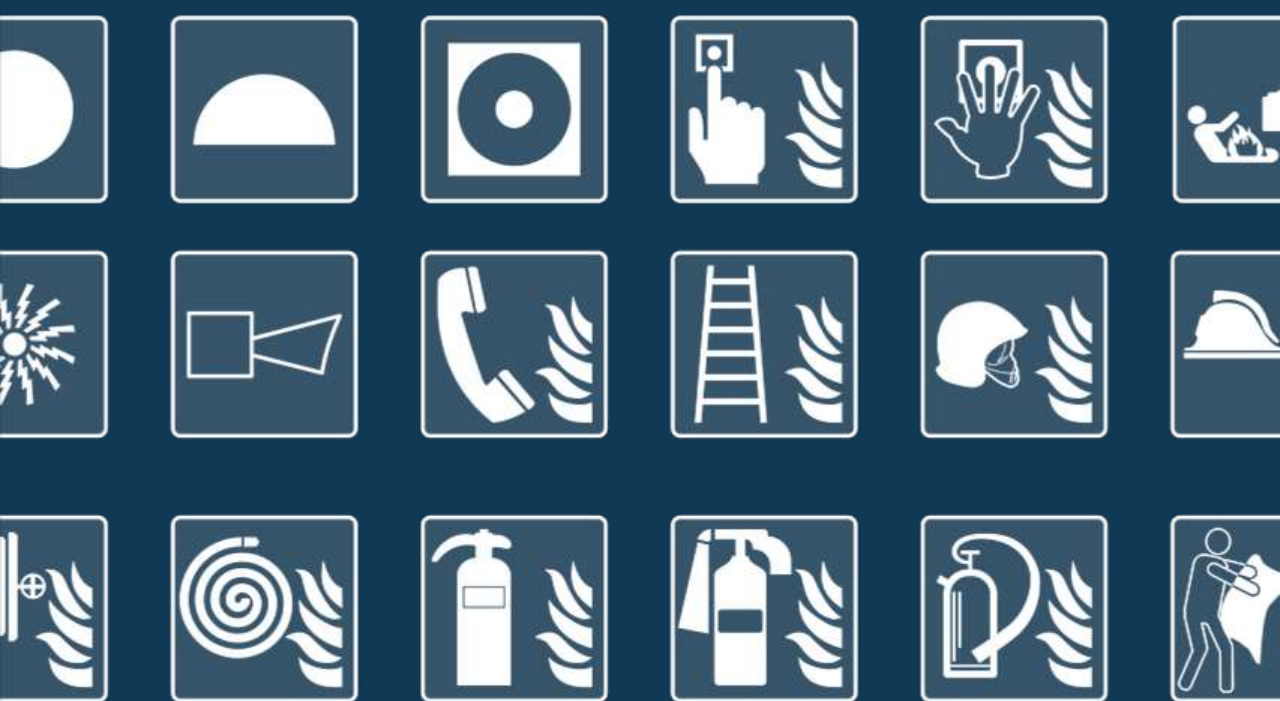
Phone: 1300 721 119 Website: [parramatta.nsw.gov.au](http://www.parramatta.nsw.gov.au)

LEGEND:

- FIRE HOSE REEL
- FIRE HYDRANT
- CARBON DIOXIDE FIRE EXTINGUISHER
- ASSEMBLY AREA
- EMERGENCY EXIT
- EXIT ROUTE

© Copyright First 5 Minutes
PARRAMATTA CITY COUNCIL ADMINISTRATION CENTRE - LEVEL 2

Evacuation in Case of Fire



Situations may arise when RSB campus will be evacuated. In such situations, the following steps must be followed:

Floor wardens will notify each room of the need to evacuate;

Trainers & Assessors will take charge of their Classroom;

Students accompanied by their Trainer & Assessor 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, Trainers & Assessors and other staff will assemble at the allocated point until further instructions are given



Living and Studying in Australia

For the most up-to-date information on cost of living in Sydney please refer to RSB's website or <https://www.studyinaustralia.gov.au/English/Live-in-Australia>

Living and Studying in Australia

Australia is a land of contrasts - sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants that are unique on the planet. The surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Climate

Sydney generally has a temperate climate with an average of 240 days of sunshine annually. The winters are cool and mild, while the summers are warm.

Average Summer temperature: 26 degrees Celsius (22 degrees Fahrenheit)

Average Winter temperature: 16 degrees Celsius (61 degrees Fahrenheit)



Accommodation while living in Australia

The School's Student Support Officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia. The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:

Home-stay / Private Board

This is a common form of accommodation is where students live with an Australian family. Home-stay or private board is where you live with a family, couple or single person/s in their own home. There are many 'Home-stay Providers' operating in Australia and these arrangements will vary from Full Board, Part board, or Board in Exchange.



Hostels & Guesthouses

Generally, these are temporary accommodation arrangements and are available from \$90.00 to \$150.00 per week. Prices will depend on shared facilities, meals provided, shared rooms, etc.

Private Leasing / Rentals

The housing rental market in Sydney offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.



It can, however, be expensive if you choose to live by yourself because you are solely responsible for the rental payments plus the connection fees for utilities and then ongoing bills. Generally, tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone. Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs.

Childcare

If applicable, you will need to arrange childcare for children under the age of five years while you are attending classes if you do not have a spouse to care for them in the family home.

There are many childcare centres in Parramatta. Most are community-based centres and are open to public as well as staff and students. Please ask one of the Student Support Officers if you are having difficulty in finding a childcare centre for your children.



Schools

It is strongly advised to arrange schooling for children over the age of five years well in advance of your arrival in Australia. There are two separate schooling systems which operate in Australia: Government funded Public Schools, and Private Schools.

Tuition fees must be paid for dependents of international students who attend a school in NSW. These fees must be paid before your child can obtain a visa. Government School fees range from AUD4,500 to AUD 6,500/year per child. An initial application fee of around AUD\$200 may also be applicable.



Mobile Phones and Internet

Australia has a range of phone and internet services available including public phones, fixed (landline) phones, mobile and internet.

Some of the major mobile phone and internet providers are Optus, Vodaphone, Telstra and Virgin.

Many providers of phone services have outlets in major shopping centres. Mobile phones and SIM cards can also be purchased from some Australia Post Offices.

Internet

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans like the above. If you choose a contract service, will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you.

Making international calls

To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number.



Driving in NSW

If you are on an international student visa and you hold a current overseas driver licence you do not have to obtain an NSW drivers licence so long as:

- You remain on a student visa
- Your overseas licence remains valid and current
- You have not been suspended or disqualified from driving in NSW or elsewhere
- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn
- Your licence must be either written in English or, if the licence is not in English, you must carry an authorised English translation.

You must carry your licence from your home country, including an English translation if it is in a language other than English, with you when driving and you must be able to prove genuine student status to NSW Police, if required. A visa and letter from an educational institution and a statement from a consulate or diplomatic office may be used to establish your student status.



It is illegal to drive without being properly licensed. Before attempting to drive on any road in Australia make sure that you have a proper licence and you know the road rules. There are certain criminal offences, such as drink driving, where the police can suspend your licence on the spot. You cannot drive while your licence is suspended.

- For details on Australian Road Rules please see the Roads and Maritime Services website.
- For details on driving in Australia please see the Guide for International Drivers. Translated versions are available



There are several different types of drivers licences that you can hold in Australia. To ensure that you have the correct licence and to understand the different types please see the Road Users' Handbook.

When driving and registering a car in NSW it is essential to have CTP (Compulsory Third Party) Insurance. This insurance is sometimes known as a 'green slip' and you must pay the bill for your CTP insurance when, or before, it is due as there are no time extensions. It is strongly recommended that you also have third party property damage or comprehensive insurance for your car if you are planning to drive in NSW.

If you need a proof of age card you can visit Roads and Maritime Services to obtain one. You will be required to show them photographic identification. If you require further advice or assistance, please contact the Roads and Maritime Services on 13 22 13.

Transport Services



Transport for NSW

- 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 timetables, fares and routes please refer to the following websites.
- Rail Service: [Rail | transportnsw.info](http://Rail.transportnsw.info)
- Bus Service: [Bus | transportnsw.info](http://Bus.transportnsw.info)
- Ferry Service: [Ferry | transportnsw.info](http://Ferry.transportnsw.info)
- To get information in general regarding Bus, Train, Ferry Services please call 131500 between 6:00am – 10:00 pm (7 days) or refer to: [Home | transportnsw.info](http://Home.transportnsw.info)

Student Visa Compliance



Full time Students



Change of Contact Details



Conditions and Compliance



Dependents



Re-entry to Australia



Work Conditions



Student Visa Compliance



Full-time Students

It is a requirement of your student visa that you are enrolled in a full-time study load. However, under compassionate and compelling reasons, a student can reduce their study load by providing supporting documents to RSB.



Change of Contact Details

Students are required to give accurate details of a local address and contact number to RSB upon enrollment. You are also required to inform RSB of any change of address or contact number within 7 days of moving residence or changing contact number. Please contact staff at Reception, 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 Department of Home Affairs website.

Student Visa Compliance



Dependents

Should you have dependents travelling with you to Australia you need to ensure they are covered in your student visa application. School-aged dependents accompanying you to Australia will be required to pay full fees if enrolled in either government or non-government schools they are.

For information please refer to:
<https://education.nsw.gov.au/public-schools>



Re-entry to Australia

Most Student visas permit multiple entry to Australia. 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 Department of Home Affairs.

For further information regarding student visa conditions refer to:
[https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))



Work Conditions for Student Visa Holders

For further information please refer to Department of Home Affairs website:
<https://www.homeaffairs.gov.au/Trav/Student/More/Work-conditions-for-Student-visa-holders>

Critical Incident and Emergency Management

Under the National Code 2018, RSB 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. It 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.

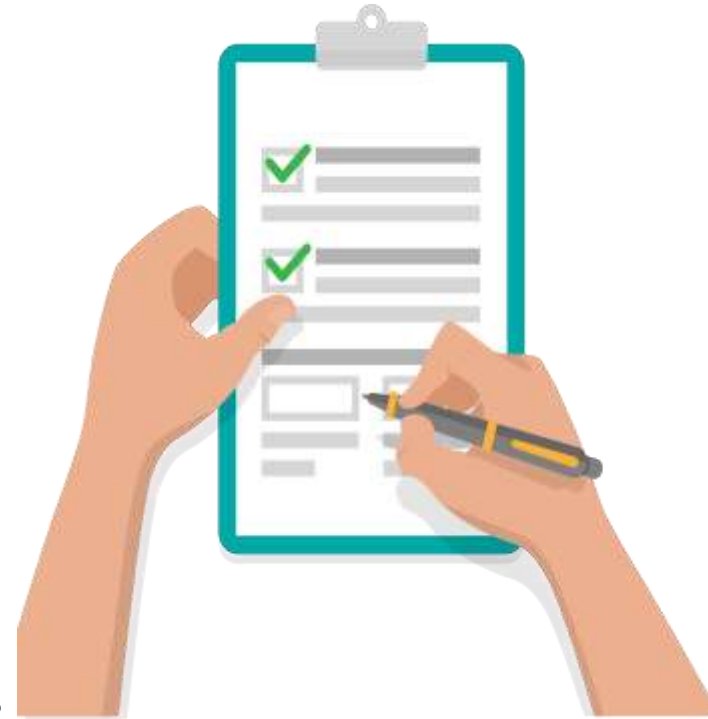


Critical incidents are not limited to but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat;
- Natural disaster;
- Domestic violence, sexual assault, physical assault, drug or alcohol abuse;
- Non-life-threatening events could still qualify as critical incidents occurring at RSB

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

- Student Support Manager
- Principal Executive Officer



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 RSB Incident Report Form must be completed incorporating all the key details of the incident.

Emergency and Crisis Support

Person/Organisation	Contact Details
Police	000
Parramatta Police Station	02 9633 0799
Police Assistance Line	131 444
National Security Hotline (Counter Terrorism)	1800 1234 00
Fire Brigade	000
Ambulance	000
Westmead Hospital	02 8890 5555
State Emergency Services (Flood and Storm)	132 500
NSW Rural Fire Service	1800 679 737
International Incident Emergency Helpline (within Australia)	1300 555 135
International Incident Emergency Helpline (outside Australia)	+61 2 6261 3305
Principal	0437 480 023
Student Support Manager	0435 004 740



Medical and Emergency Facilities

Following are the closest available medical services:



Argyle Street Medical Centre



Cnr Argyle & Marsden Street, PARRAMATTA
NSW 2150



Phone: +612 9893 8733



Business Hours: 8:30 am – 6:30 pm (Mon – Fri)
and 9:00 am – 5:00 pm (Sat – Sun)



Parramatta Medical Centre



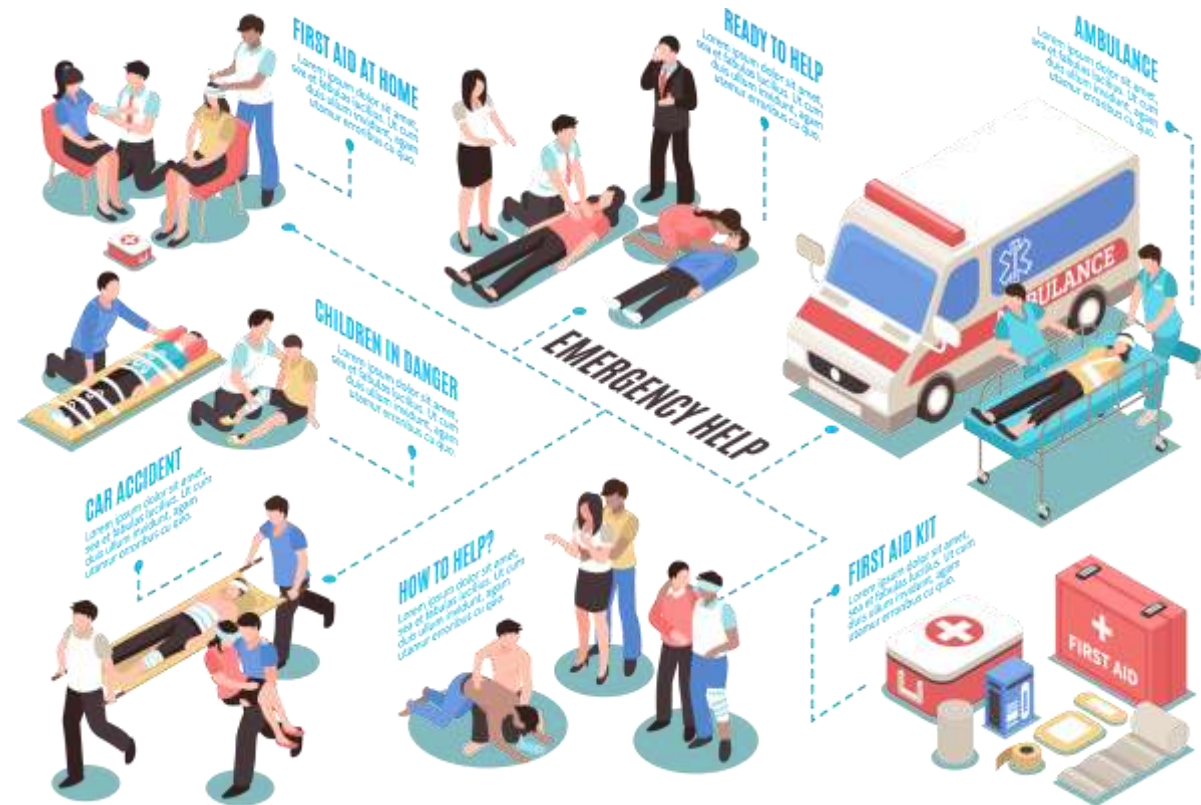
Entrada Building, Shop 2, 20 Victoria Road,
PARRAMATTA NSW 2150



Phone: +612 9762 1041



Business Hours: 8:00 am – 7:00 pm (Mon – Fri)
and 9:00 am – 3:30pm (Sat – Sun)



Relevant Services in New South Wales (NSW)

Information About	Source	Contact Details
Student Visa Conditions (applying for other visas)	Department of Home Affairs (DoHA)	https://www.homeaffairs.gov.au General Inquiries: 131 881
Information on Renting Real Estate	NSW Office of Fair Trading	www.fairtrading.com.au www.domain.com.au
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au
Employment (information on writing application letters & resumes)	Seek	www.seek.com.au
	My Career	www.mycareer.com.au
Information on Location/ Street Maps	Whereis	http://www.whereis.com
Overseas Health Cover (OSHC)	Medibank	http://www.medibank.com.au/oshc Phone: 134190
List of Hospitals in New South Wales (NSW)	NSW Health Department	http://www.health.nsw.gov.au
Safety & Emergency: Police / Fire/ Ambulance	NSW State Emergency Services	http://www.ses.nsw.gov.au Dial 000 In Case of Emergency
Driving License / Vehicle Registration	Roads and Maritime Services	http://www.rms.nsw.gov.au
Department of Home Affairs	Department of Home Affairs (DoHA)	https://www.homeaffairs.gov.au

Relevant Services in New South Wales (NSW)

Information About	Source	Contact Details	
Legal Services	Legal Aid	Help over the phone call 1 300 888 529	http://www.legalaid.nsw.gov.au
Taxi Information	Taxis Combined	133 300 +612 8332 8888	
	Premier Cabs	131 017	
Family Assistance	Relationship Australia	Phone: 1 300 364 277	http://www.relationships.com.au
Child Protection	Department of Community Services (DoCS)	Kids Help Line: 1800 551 800	http://www.community.nsw.gov.au
Sexual Health	NSW Health		http://www.health.nsw.gov.au
	Family Planning, NSW	Phone: 1 300 658 886	http://www.fpnsw.org.au
Australian Search and Rescue	Australian Maritime Safety Authority		http://www.amsa.gov.au
Pregnancy	The Department of Health	Free call: 1800 882 436	http://www.health.gov.au/pregnancy
Domestic Violence	Domestic and Family Violence Family & Community Services	24hr telephone support and referral. Phone: 1800 656 463 or TTY: 1800671442	https://www.facs.nsw.gov.au/domestic-violence
	Rape and Domestic Violence Services Australia	Phone: 1800 424 017 Available 24 hours/day, 7 days/week	https://www.rape-dvservices.org.au/contact-us

Relevant Services in New South Wales (NSW)

Information About	Source	Contact Details
Dispute resolution & Mediation Services	Overseas Student Ombudsman	Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm Monday to Friday (AEST) Email: ombudsman@ombudsman.gov.au https://www.ombudsman.gov.au
Interpreting Services	Community Relations Commission	Phone: 1300 651 500 Level 8, 175-183 Castlereagh Street Sydney NSW 2000 FAX: +612 8255 6711 TTY: +612 8255 6758
Bullying/ Harassment	Human Rights and Equal Opportunity Commission (HREOC)	GPO Box 5218, Sydney NSW 2001 Phone: +612 9284 9600 or 1300 656 419 Fax: +612 9284 9611 Email: communications@humanrights.gov.au
Professional Counselling Services	Lifeline Counselling / Support for Ethnic /Community groups (phone counselling) Transcultural Mental Health Centre	Phone : 131114 (24 hours , 7 days a week) Phone: +612 9840 3800 or +612 9840 3755 Toll Free: 1800 648 911 Hours: 8:30 am – 5:30 pm (Mon – Fri)
Disability Services	Wesley Mission	Phone: +612 9263 5555 Fax: +612 9264 4681 wesleymission.org.au
	National Disability Services, NSW	Phone: +612 9256 3111 Fax: +612 9256 3123 https://www.nds.org.au

Information on Places of Religious Worships



Gurdwaras

Gurdwara Sahib

8 Meurants Lane
GLENWOOD NSW 2768

Ramgarhia Welfare Association

2 Lane Street,
WENTWORTHVILLE NSW 2145

Gurdwara Sahib

462 Meurants Land
PARKLEA NSW 2155

Sikh Mission Centre Inc

170 Nineth Avenue
AUSTRAL NSW 2171

Places of Religious Worships



Hindu Temples



Sydney Murugan Temple

217 Great Western Hwy
MAYS HILL , NSW 2145



ISKCON

180 Falcon St,
NORTH SYDNEY NSW 2060



Sri Venkateshwara Temple

Temple Road
HELENSBURGH NSW 2508



Sri Mandir

286 Cumberland Road
AUBURN SYDNEY NSW 2144

Places of Religious Worships



Buddhist Temples

Nan Tien Temple
22 Cowper Street
PARRAMATTA 2150

Buddhist Mahamakut Temple
80-90 Stanmore Road
STANMORE NSW 2048



Synagogues

**Paramatta & District
Synagogue**
116 Victoria Road
NORTH PARRAMATTA
NSW 2151

Newtown Synagogue
20 Georgina Street
NEWTOWN
NSW 2042

Places of Religious Worships

Auburn Gallipoli Mosque

Khutbah in Turkish.
15-19 North Parade
AUBURN NSW 2144

Parramatta Mosque

1/150 Marsden Street
PARRAMATTA NSW 2150

Blacktown Mosque

15 Fourth Avenue
BLACKTOWN NSW 2148

Ashfield Musalah

1/27 Holden Street
ASHFIELD NSW 2131



Mosques



Catholic Churches

St. Anthony of Padua Catholic Church

27-33 Aurelia Street
TOONGABBIE
NSW 2146

Our Lady of Lourdes Catholic Church

7 Grantham Street
SEVEN HILLS
NSW 2147

Sacred Heart Catholic Church

9 Ropes Creek Road
MOUNT DRUITT
NSW 2770

St Michaels Catholic Church

58 Orwell Street
BLACKTOWN
NSW 2148

Christian Churches

West Sydney Community Church

1/9 Kildo Cres
GLEN DENNING
NSW 2761

Victory Life Christian Church

Cnr Mort &, Cardiff Street
BLACKTOWN
NSW 2148

Parramatta Christian Church

20 Barney Street
NORTH PARRAMATTA
NSW 2151

Hope Christian Community Church

74 Marsden Road
ST MARYS
NSW 2760

RSB Emergency Contact Details

Responsible Officer	Position	Contact Details
Asad JAVED	Student Support Manager	+61 435 004 740
Adj Prof Asif IQBAL	Principal Executive Officer	+61 437 480 023



Richmond School of Business,
197-207 Church Street, PARRAMATTA
NSW 2150 Australia



+612 8844 1000



reception@rsb.edu.au



<http://www.rsb.edu.au/>



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