FOR STUDENTS ON AN AUSTRALIAN STUDENT VISA

International student support services.

Who to ask and what help is available, for your study, your wellbeing and your life in Adelaide.

SIT20421 Certificate II in Cookery

SIT30821 Certificate III in Commercial Cookery

SIT40521 Certificate IV in Kitchen Management

SIT50422 Diploma of Hospitality Management

Bush Tukka Pty Ltd T/A Adelaide Culinary Institute · RTO 45797 · CRICOS 03978F

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This short booklet lists the support available to international students at Adelaide Culinary Institute, and who to ask. Your rights, the rules and the time limits are in our International Student Handbook.

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WHO TO CONTACT

Start here

Talk to us early, and we will work it out with you. You can ask for support at any time, from your first enquiry to your last service period.

Your main contact

Student Support Officer: Sandeep Kaur

Phone 0401 242 376 · Email info@culinaryadelaide.sa.edu.au

The Student Support Officer is your main contact for support of any kind. During business hours (Monday to Friday, 9 am to 5 pm) you can also contact your trainer or reception, or call 0401 741 018. You can book a time with a trainer outside class through info@culinaryadelaide.sa.edu.au or at reception.

IN AN EMERGENCY

Police, fire, ambulance: 000

Then let us know. Outside business hours, overseas students can phone the Student Support Officer on 0401 242 376.

How we find out what you need

We identify your support needs before you start, through your enrolment form, the language, literacy, numeracy and digital skills assessment and, for longer courses, the enrolment interview. Anything you tell us about your wellbeing is kept private, except where someone's safety is at risk.

Support at no extra cost

- Help with reading, writing, numeracy and digital skills, through a written support plan.
- Extra time with your trainer, study skills help and help planning your study.
- Reasonable adjustments if you have a disability.
- Help to set up a payment plan if you are having trouble paying fees.
- Information about your rights at work.
- Referral to external services for counselling, health, housing, legal or financial help.

Information, referrals and reasonable study support are provided at no extra cost. External services may charge their own fees. You are free to choose any service provider.

YOUR STUDY

Help with your study

IF YOU NEED	WHAT YOU CAN DO
Understanding your course before you enrol	Ask us to go through this booklet, the International Student Handbook, the Course Guide and your fees with you. We hold an enrolment interview for longer courses. You can also ask to see the training kitchen.
Reading, writing, maths or computer skills	Tell us early if any of these make study hard. We check these skills before you enrol and talk with you about the support available. You can also call the Reading Writing Hotline on 1300 655 506.
Better English	Ask the Student Support Officer about English language help. Study Adelaide (studyadelaide.com) has information for students in Adelaide. English Language Intensive Courses for Overseas Students (ELICOS) are specialist English courses for international students.
Help keeping up	Ask your trainer if you are falling behind with assessments or practical work in the kitchen. If you are at risk of not making satisfactory progress, we agree a written support plan with you. It can include extra tutoring, an adjusted study load, make-up classes or referral to other services.
Study skills	Ask your trainer for help with study skills and planning your study.
Work that clashes with class	Tell us early. Your study and course progress come first. Service periods can include evenings and weekends, and your visa limits how much you can work while your course is in session.
Credit for what you already know	Ask about recognition of prior learning and credit transfer.
First Nations students	We work to provide a culturally safe learning environment. Talk to us about what would help you.
A disability, injury or medical condition	Tell us before you start or as soon as it happens. We talk with you about reasonable adjustments, such as extra time, materials in other formats such as larger print, assistive technology, or changes to the learning environment. You receive a copy of your support plan. If you are unhappy with how we responded, you can use our complaints process or contact the Australian Human Rights Commission.
Foods you cannot handle	If you have a health condition, or religious or dietary reasons you cannot handle certain foods (for example pork, seafood, or alcohol used in cooking), talk to us before you enrol so we can discuss how this affects the course.
Something else	Tell the Student Support Officer. We look at other needs case by case.

YOUR LIFE HERE

Help with living in Adelaide

IF YOU NEED	WHAT YOU CAN DO
Settling in	Orientation covers help adjusting to life and study in Australia. Read *Arriving in Adelaide* and *Life in Adelaide* at culinaryadelaide.sa.edu.au, Study Adelaide (studyadelaide.com) and Study Australia (studyaustralia.gov.au). StudyAdelaide student support lists free and low-cost help for international students in Adelaide.
Somewhere to live	Most students start with short-term accommodation, then move into a share house, student accommodation or a homestay once they know the city. Study Adelaide lists options and student advice. Search rentals at realestate.com.au, and read about your rights as a tenant at sa.gov.au. Never pay a bond or rent for a room you have not seen, or that is not offered through a known agent or provider.
Electricity, gas, internet or a phone	Your landlord or housemates can tell you what is already connected. Compare providers before you sign a contract, and read the contract first.
A doctor or other health care	Make an appointment with a general practitioner (GP). Find health services at healthdirect.gov.au. For a problem with your Overseas Student Health Cover, ask your health insurer or the Student Support Officer. If you think you need an ambulance, or an illness or injury is life-threatening, call 000.
Money trouble	If you are having trouble paying fees, talk to us. We can help you set up a payment plan. Monthly payment plans are available, and we put the terms in writing.
Clothing or shoes for the kitchen	Ask the Student Support Officer. We can refer you to local services that may help.
Getting home after a service	Service periods can finish late. Plan how you will get home, travel with friends or by taxi or rideshare, and check Adelaide Metro times at adelaidemetro.com.au.

YOUR RIGHTS

Help with visas, work and legal questions

IF YOU NEED	WHAT YOU CAN DO
Visa information	Ask the Department of Home Affairs about your visa: immi.homeaffairs.gov.au. Check your own conditions in VEVO. We report changes to your enrolment as the ESOS Act requires, so ask us early if something may change.
If your provider cannot teach your course	See *Provider default* in the International Student Handbook, and tps.gov.au.
Legal help	Legal Services Commission SA gives free legal information and advice. Call the Legal Help Line on 1300 366 424 or see lsc.sa.gov.au.
Help with a work problem	You have the same workplace rights as everyone working in Australia, including minimum pay and a safe workplace. The Fair Work Ombudsman can help for free on 13 13 94 (for an interpreter, call 13 14 50 first), and your visa will not be cancelled because you ask for help. See fairwork.gov.au. SafeWork SA covers your right to a safe workplace in South Australia.
To make a complaint or appeal	Talk to your trainer or our office, or use the online complaint or appeal form at culinaryadelaide.sa.edu.au/forms. The Student Support Officer can help you write it. Our internal process is free and you can bring a support person. The handbook has the steps and time limits.
Independent help with a complaint	International students can contact the Commonwealth Ombudsman (Overseas Students), a free and independent service, on 1300 362 072. For help with a complaint about training, call the National Training Complaints Hotline on 13 38 73.
If you are under 18	The Student Support Officer is your emergency contact on 0401 242 376, at any time of day. You can get help or report abuse or any other harm. Kids Helpline is also there for you.

WELLBEING

Help when things are hard

Free services you can contact any time, as well as our own staff.

Wellbeing and crisis services

Emergency (police, fire, ambulance)	**000**
Police Assistance Line	**131 444**
Lifeline: crisis support, any time. Text 0477 13 11 14	**13 11 14**
Beyond Blue: anxiety, depression and mental health support	**1300 22 4636**
Mental Health Triage (SA): mental health help in South Australia, any time	**13 14 65**
13YARN: crisis support for Aboriginal and Torres Strait Islander people	**13 92 76**
1800RESPECT: domestic, family or sexual violence. Text 0458 737 732	**1800 737 732**
Kids Helpline: ages 5 to 25, any time	**1800 55 1800**
TIS National: free interpreter	**13 14 50**

If a critical incident affects you

A critical incident is a traumatic event, or the threat of one, that causes extreme stress, fear or injury. Examples include a serious accident, assault, or the death of a student or family member. Contact the Student Support Officer or phone 000. We can arrange counselling and other support for the people affected.

Bullying, harassment or discrimination

We do not tolerate it. Tell the CEO, the Student Support Officer or any staff member you trust, or make a complaint. Every report is taken seriously and handled confidentially.

Where we are

Classrooms and office: Level 10 West, 50 Grenfell Street, Adelaide SA 5000
Training kitchen: 78 Currie Street, Adelaide SA 5000

ADELAIDE CULINARY INSTITUTE

Talk to us early.

For anything about your study, your enrolment or your wellbeing, start with your trainer or contact us.

PHONE
0401 741 018

EMAIL
info@culinaryadelaide.sa.edu.au

CLASSES AND OFFICE
Level 10 West, 50 Grenfell Street, Adelaide SA 5000

TRAINING KITCHEN
78 Currie Street, Adelaide SA 5000

OFFICE HOURS
Monday to Friday, 9 am to 5 pm

WEBSITE
culinaryadelaide.sa.edu.au

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