



# HALLMARK INSTITUTE

Student Handbook 2025

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# Welcome to Hallmark Institute

Thank you for choosing Hallmark Institute for your next learning experience.

Hallmark Institute is a Registered Training Organization (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.

Hallmark Institute 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 organization must meet in order to be an RTO and ensures the integrity of nationally recognised training provided by registered training organisations.

Hallmark Institute 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 HALLMARK INSTITUTE

Hallmark Institute is located at Suite 603, Level 6/2 Meredith Street, BANKSTOWN NSW 2200. Hallmark Institute is located within short distance to the main transport, government offices and tourist facilities.

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

At Hallmark Institute, 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.

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

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



# LOCATION



Suite 603, Level 6  
2 Meredith Street,  
BANKSTOWN  
NSW 2200



+61 2 9066 6903

# POINT OF CONTACT



Area	Name	Contact Number	Email
Principal	Bachar NAJA	+ 61 435 795 785	principal@hallmarkinstitute.edu.au
Student Support	Muhammad Asad JAVED	+61 2 9066 6903	admin@hallmarkinstitute.edu.au
IT Support	Syed Muhammad Iqbal Shah	+61 2 9423 3619	it@hallmarkinstitute.com.au

# STUDENT FACILITIES



## Classrooms

Hallmark Institute has classrooms with free Wi-Fi access to LMS/Moodle, however students are required to bring their own laptops/ media devices when attending their classes.

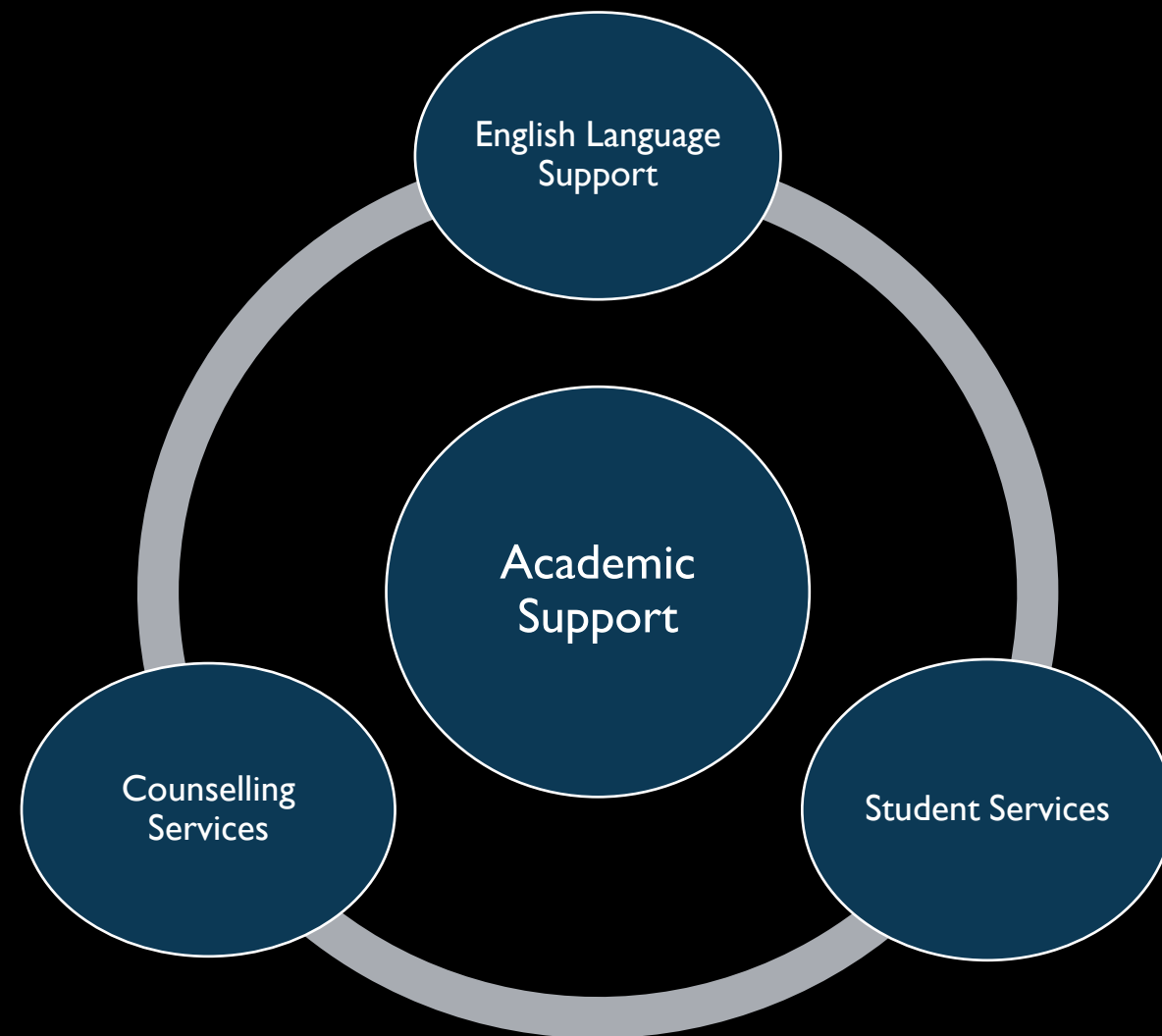
In keeping with acceptable practice, Hallmark Institute study and work environment of all students and staff is based on mutual respect.

Students are expected to keep Classroom 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.



# STUDENT SUPPORT SERVICES



For details of Students Support Services Policy and Procedure, please refer to Hallmark Institute Website ([demo.hallmarkinstitute.com.au](http://demo.hallmarkinstitute.com.au) )

# STUDENT SUPPORT SERVICES



## Academic Support

Hallmark Institute 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 week prior to course commencement 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 Hallmark Institute'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 utilize various support services that are offered throughout the academic year.



## Counselling Services

We recognise that personal wellbeing supports academic success. Many students are adjusting to life away from home and in a new country, which can bring added challenges.

To assist, the Institute provides counselling service with our Student Counsellor, Ms. Oxana Davydova. Appointments can be made via reception or by emailing [oxana@hallmarkinstitute.com.au](mailto:oxana@hallmarkinstitute.com.au).

Support is available for a range of concerns, including homesickness, stress, study-life balance, relationship or family issues, and emotional wellbeing. Where specialist or ongoing support is needed, referrals to external services may be arranged.



## Student Services

Hallmark Institute'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.



**Australian Government**  
**Department of Education,  
Skills and Employment**

## **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.

For further information on the ESOS legislative framework including the National Code 2018, please refer to the Australian [ESOS legislative framework](#).



## 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 Hallmark Institute's International Student Fees and Refund Policy and Procedure;

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

Recruit students in accordance with the National Code 2018 and Hallmark Institute 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 Hallmark Institute;

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 AND PROCEDURES**

## **POLICIES & PROCEDURES**

For details of Hallmark Institute Policy and Procedure, please refer to Hallmark Institute Website <https://demo.hallmarkinstitute.com.au/>

# INTRODUCTION TO POLICIES AND PROCEDURES



## Course Progress and Intervention

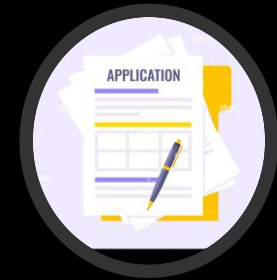
Hallmark Institute's Continuous Improvement Committee, or nominee, will monitor and assess the course progress of students at the end of each Study Period. Hallmark Institute Trainers & Assessors will regularly assess their students' progress on an individual basis to determine whether their students 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, Hallmark Institute will evoke its Risk Intervention Strategy that will be specifically designed to assist students in achieving their academic goals.



## Complaints and Appeals

Hallmark Institute 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 Hallmark Institute Website or at Hallmark Institute Reception.



## Deferral, Suspension and Cancellation

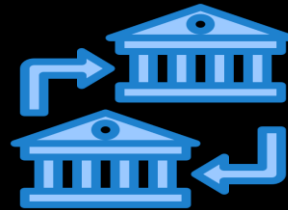
Hallmark Institute enables students to defer, temporarily suspend or cancel their studies during their enrolment at the School through formal agreement in certain circumstances in compliance with the National Code 2018 and Standards for RTOs 2015. Hallmark Institute is committed to the welfare of its 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

Hallmark Institute 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

Hallmark Institute will consider a student's request for transfer between registered providers in compliance with National Code 2018 and Standards for RTOs 2015. Hallmark Institute 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 Hallmark Institute Refund Policy, refer to the Hallmark Institute Website (<https://demo.hallmarkinstitute.com.au/>) for details.

# SUPPLEMENTARY FEES



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

SUPPLEMENTARY FEES	
ITEM	FEE
Unit Re-assessment - Per Unit of Competency	\$50.00
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
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)	2.2%

# DISCRIMINATION

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

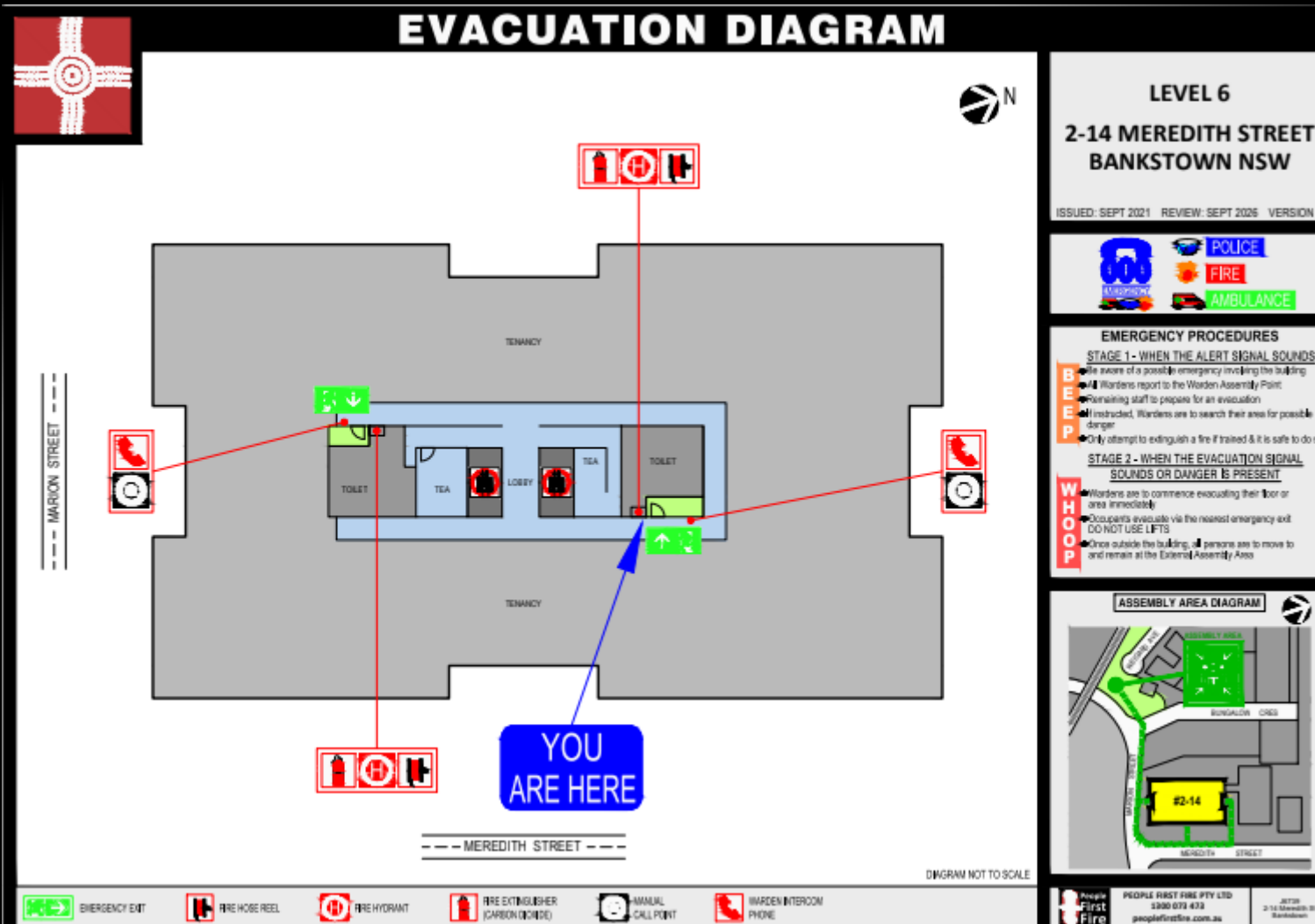
## **Work Cover**

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

[www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

- In compliance with the regulations of the Occupational Health and Safety Act 2011, Hallmark Institute 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.
- Hallmark Institute 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.

# Emergency Evacuation Floor Plan



# EVACUATION IN CASE OF FIRE

## *In Case of Fire*



Situations may arise when Hallmark Institute 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 Hallmark Institute's website or*

*<https://www.studyaustralia.gov.au/en/life-in-australia>*

RTO ID: TBA | CRICOS Code: TBA

# LIVING AND STUDYING IN AUSTRALIA

## 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: 18.6 - 25.8°C (65.5 - 78.4°F),

Average Winter temperature: 8.8 - 17°C (47.8 - 62.6°F).

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 northwest of the continent.



# 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 familiarize 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 centers in Parramatta. Most are community-based centers 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 center 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, Vodafone, Telstra and Virgin.

Many providers of phone services have outlets in major shopping centers. 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



International students in NSW can drive on their valid overseas driver's license for up to 6 months after their arrival. After that, they must either transfer their overseas license to a NSW license or obtain a NSW driver's license.

Here's a more detailed breakdown:

Initial 6-month period:

International students can drive on their overseas license for the first six months of their stay in NSW.

After 6 months:

**Transfer your overseas license:** If your overseas license is from a recognized country or jurisdiction and you meet the requirements, you can transfer it to NSW license. This may involve passing a knowledge or driving test, depending on the country of origin of your license.

**Get a NSW license:** If you're not eligible to transfer your overseas license or prefer to get a new NSW license, you can apply for one. This will involve passing a driving test and potentially a knowledge test.

**Proof of identity:**

When transferring your overseas license or applying for a NSW license, you'll need to provide proof of identity.

**English translation or International Driving Permit:**

If your overseas license is not in English, you must carry an English translation or an International Driving Permit (IDP) with your license.

**NSW Road Rules:**

You'll need to be aware of and follow all NSW road rules.

# IMPORTANT POINTS TO NOTE:

- 6-month rule applies to all:
- The 6-month rule now applies to all temporary overseas visitors, including those who arrived in NSW before July 1, 2023.
- No longer driving on an overseas license after the 6-month period:
- After the 6-month period, you will be treated as unlicensed if you continue to drive on your overseas license.
- International Driving Permit (IDP):
- An IDP is a translation of your original driver's license and is valid for 12 months. You can apply for an IDP through Service NSW.
- Service NSW Centers:
- You can visit a Service NSW Centre to apply for a NSW license, transfer your overseas license, or get an IDP.
- Consequences for violating the rules:
- Driving without a valid NSW license or a valid visiting driver's license can result in fines and other penalties.



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 license, and you know the road rules. There are certain criminal offences, such as drink driving, where the police can suspend your license on the spot. You cannot drive while your license 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 driver's licenses that you can hold in Australia. To ensure that you have the correct license 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.

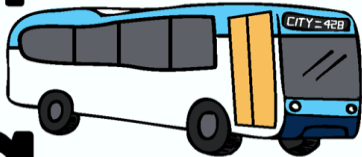




# Transport for NSW



I keep  
**NSW**  
going



**#VALUE ESSENTIAL WORKERS**



## TRANSPORT SERVICES

- Sydney's public transport system mainly comprises of bus, train, taxi and ferry services. Taxi services are available but at a more expensive rate.
- For further information regarding 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 Hallmark Institute.

## Change of Contact Details

Students are required to give accurate details of a local address and contact number to Hallmark Institute upon enrollment. You are also required to inform Hallmark 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

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 Hallmark Institute.

## Re-Entry to Australia

Students are required to give accurate details of a local address and contact number to Hallmark Institute upon enrollment. You are also required to inform Hallmark 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.

## Work Conditions for Student Visa holders

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.

# CRITICAL INCIDENT AND EMERGENCY MANAGEMENT

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 Hallmark

If an incident has occurred at Hallmark 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 Hallmark Incident Report Form must be completed incorporating all the key details of the incident.



Under the National Code 2018, Hallmark 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.

RTO ID: TBA | CRICOS Code: TBA

# EMERGENCY AND CRISIS SUPPORT

Person/Organisation	Contact Number
Police	000
Bankstown Police Station	02 9783 2199
Police Assistance Line	131 444
National Security Hotline (Counter Terrorism)	1800 1234 00
Fire Brigade	000
Ambulance	000
Bankstown - Lidcombe Hospital	02 9722 8000
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	+61 435 795 785
Student Support Manager	+61 2 9066 6903

# FOLLOWING ARE THE CLOSEST AVAILABLE MEDICAL SERVICES:



## First Care Medical Centre

Central, Shop SP335/1 North Terrace, Bankstown NSW 2200

Phone : (02) 9793 2022

## Bankstown Centro Medical Centre

Shop 247 A North Terrace Bankstown Centro Shopping Center, North Terrace, Bankstown NSW 2200

Phone : (02) 8103 1111

## Bankstown Medical & Dental Centre

67 Rickard Rd, Bankstown NSW 2200

Phone : (02) 9790 0024

# Relevant Services in New South Wales (NSW)

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

# Relevant Services in New South Wales (NSW)

Information About	Source	Contact Details	
Legal Services	Legal Aid	Help over the phone call 1300 888 529	<a href="http://www.legalaid.nsw.gov.au">http://www.legalaid.nsw.gov.au</a>
Taxi Information	Taxis Combined	133 300 +612 8332 8888	
	Premier Cabs	131 017	
Family Assistance	Relationship Australia	Phone: 1300 364 277	<a href="http://www.relationships.com.au">http://www.relationships.com.au</a>
Child Protection	Department of Community Services (DoCS)	Kids Help Line: 1800 551 800	<a href="http://www.community.nsw.gov.au">http://www.community.nsw.gov.au</a>
Sexual Health	NSW Health		<a href="http://www.health.nsw.gov.au">http://www.health.nsw.gov.au</a>
	Family Planning, NSW	Phone: 1300 658 886	<a href="http://www.fpnsw.org.au">http://www.fpnsw.org.au</a>
Australian Search and Rescue	Australian Maritime Safety Authority		<a href="http://www.amsa.gov.au">http://www.amsa.gov.au</a>
Pregnancy	The Department of Health	Free call: 1800 882 436	<a href="http://www.health.gov.au/pregnancy">http://www.health.gov.au/pregnancy</a>
Domestic Violence	Domestic and Family Violence   Family & Community Services	24hr telephone support and referral. Phone: 1800 656 463 or TTY: 1800671442	<a href="https://www.facs.nsw.gov.au/domestic-violence">https://www.facs.nsw.gov.au/domestic-violence</a>
	Rape and Domestic Violence Services Australia	Phone: 1800 424 017 Available 24 hours/day, 7 days/week	<a href="https://www.rape-dvservices.org.au/contact-us">https://www.rape-dvservices.org.au/contact-us</a>

# 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: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> <a href="https://www.ombudsman.gov.au">https://www.ombudsman.gov.au</a>
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: <a href="mailto:communications@humanrights.gov.au">communications@humanrights.gov.au</a>
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 <a href="http://wesleymission.org.au">wesleymission.org.au</a>
	National Disability Services, NSW	Phone: +612 9256 3111 Fax: +612 9256 3123 <a href="https://www.nds.org.au">https://www.nds.org.au</a>

# 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

# Hindu Temples



## Sydney Murugan Temple

217 Great Western Hwy  
MAYS HILL , NSW 2145



## Sri Venkateshwara Temple

Temple Road  
HELENSBURGH NSW 2508



## ISKCON

180 Falcon St,  
NORTH SYDNEY NSW 2060



## 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

## **Bankstown Masjid Mosque**

30 Meredith St,  
BANKSTOWN NSW 2200.

## **Blacktown Mosque**

15 Fourth Avenue,  
BLACKTOWN NSW 2148

## **Ashfield Musalah**

1/27 Holden Street,  
ASHFIELD NSW 2131

## **Auburn Gallipoli Mosque**

15-19 North Parade,  
AUBURN NSW 2144



## **Mosques**



## Catholic Churches

<b>St Brendan Catholic Church</b> 54 Northam Ave BANKSTOWN NSW 2200	<b>St Felix De Valois Parish, Bankstown</b> 550 Chapel Road BANKSTOWN NSW 2200
<b>Sacred Heart Catholic Church</b> 9 Ropes Creek Road MOUNT DRUITT NSW 2770	<b>St Michaels Catholic Church</b> 58 Orwell Street BLACKTOWN NSW 2148

## Christian Churches

<b>Bankstown Community Church</b> 381 Hume Hwy, Bankstown NSW 2200	<b>Bankstown Uniting Church</b> (Bankstown City Church) 72 Kitchener Pde, (Cnr Mort &, Cardiff Street) Bankstown NSW 2200
<b>Parramatta Christian Church</b> 20 Barney Street NORTH PARRAMATTA NSW 2151	<b>Hope Christian Community Church</b> 74 Marsden Road ST MARYS NSW 2760

# HALLMARK EMERGENCY CONTACT DETAILS

Responsible Officer	Position	Contact Details
Bachar NAJA	Principal Executive Officer	+61 435 795 785
Muhammad Asad JAVED	Student Support Manager	+61 2 9066 6903



Hallmark Institute,  
Suite 603, Level 6 ,2 Meredith Street, BANKSTOWN  
NSW 2200 Australia

Workshop: Unit 3, 12 Anne Street, St Marys NSW 2760



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