

This section describes what you will need to do upon arrival in Sydney and provides information about the arrangements we have made to welcome you.

before leaving

NOTICE OF ARRIVAL

You will find a Notice of Arrival form on p.43. You must use the form:

- To inform International Student Services when to expect you in Sydney, and;
- To reserve temporary accommodation before you arrive.

Complete the form and return it preferably by fax to:

Arrival Services Co-ordinator

International Student Services

The University of New South Wales

UNSW Sydney 2052, Australia.

Fax: +61-2-9385 6369 Telephone: +61-2-9385 5333

After-hours arrivals helpline: +61-2-9385 5332

E-mail: arrivals@unsw.edu.au

The form must be received at least **three working days** before your arrival in order to make arrangements for your reception at the airport and your accommodation. If you make any changes to your travel arrangements after you have sent the form, notify International Student Services immediately via email: arrivals@unsw.edu.au.

NOTE: The Notice of Arrival form is only relevant for use during the Jan-Mar and June-July intake periods.

temporary accommodation

Students usually stay in temporary accommodation for 4-10 days while they look for suitable long term accommodation. ISS is happy to arrange temporary accommodation for you when you first arrive in Australia. However it would be a good idea for you to try and locate relatives or friends in Sydney and arrange either temporary or long-term accommodation with them.

The following types of temporary accommodation can usually be arranged for students who arrive during the main intake periods (January–February and June–July):

LOW COST (limited availability)

University Residential College AUD\$40– A\$60

Guest House AUD\$60–A\$70

(Shared bathroom)

MEDIUM COST

Hotel/Motel AUD\$70–A\$150+

(Own bathroom)

These are the cheapest arrangements that we can make. Rates are per night and vary for a single or shared room. All possible attempts will be taken to provide the type of accommodation you request. Because of the large number of student arrivals this is not always possible, but we will book you accommodation at the lowest possible rate.

You are required to pay a non-refundable booking fee of AUD\$55.00 to confirm the reservation. A request for accommodation WILL NOT be confirmed without the booking fee.

This booking fee is non-refundable. The booking fee can be paid by Credit Card or Bank Draft.

Payment should be made in Australian dollars to: International Student Services, UNSW. It may be necessary to give your credit card details to the accommodation provider to secure your booking.

Please complete the relevant section on the Notice of Arrival.

things to do upon arrival

Before leaving the plane, make sure that you have all your papers ready – completed Australian Immigration and Customs Declaration forms and passport – and ensure that you have all your hand luggage with you.

If you bring any foodstuffs, spices, plant, animal or wood products into Australia, they must be declared on the Customs Declaration form given to you on the plane. If you do not declare them, they may be confiscated and you could be fined. It is then up to the Customs Officer to decide if you can keep them. Remember that unless you declare everything on the form, it is too late to tell the Customs Officer at the airport. If in doubt, write it down. Remember that only Customs Officers can give you accurate information about customs matters.

If you have unintentionally carried any fresh food or meat products in your hand luggage, deposit them in the specially marked bins located in the walkway before you reach the Immigration check point.

It is important that you also declare any funds which exceed the amount you are allowed to bring into the country. Complete the appropriate section on the Customs Declaration form.

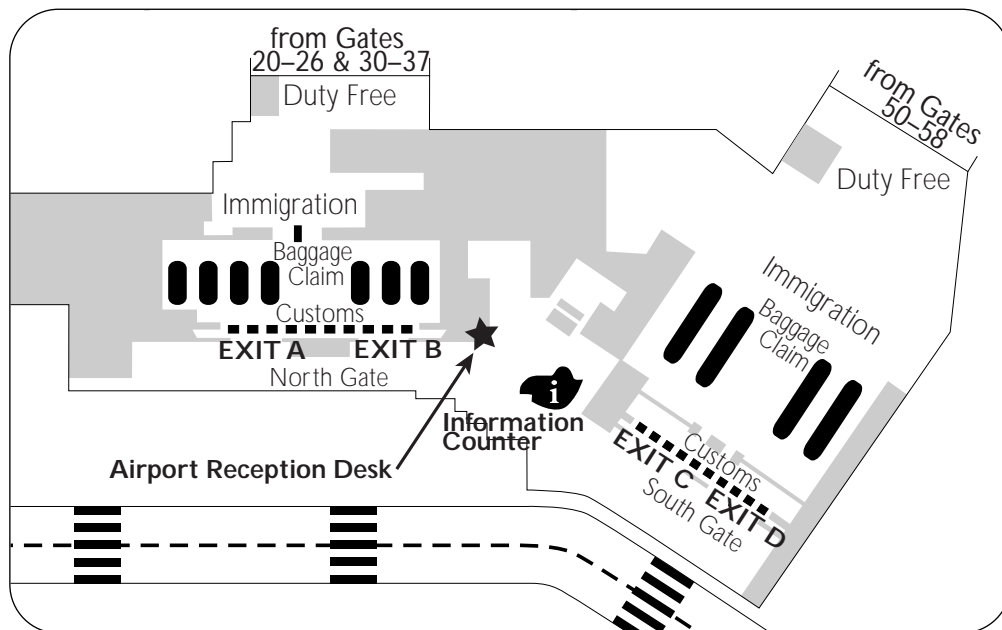
IMMIGRATION

As you leave the plane follow the signs for Arriving Passengers. You will reach a number of Immigration Check Points. The Immigration Officer will examine your passport and documents and may ask you some simple questions before stamping your passport.

BAGGAGE COLLECTION

After completing immigration formalities, proceed to the baggage collection area of the terminal. There, you will be able to collect the suitcases and other belongings which you checked in. Make sure you collect the right bags by comparing the luggage tags. Trolleys are available at the baggage collection area.

Customs and agricultural officers often use 'sniffer dogs' to detect drugs or foodstuffs. The dog sniffs at the bags and around the people in the baggage area. If the dog comes near you just remain calm – the dogs are highly trained and will not hurt you.



CUSTOMS

The next stage is to clear Australian Customs. The Customs Officer will ask to see your Customs Declaration form. If you have stated that you have nothing to declare, the Customs Officer will tell you to follow the Green Route, which takes you immediately through Customs to the entrance hall outside.

If you indicated that you have goods to declare, you will be directed to the Red Route. There, you will be asked questions about what you have brought with you, and your bags may be opened and searched. If your bags are searched, remain calm and co-operate with the Officers.

After the examination re-pack your bags and leave the Customs Hall.

Even if you have stated that you have nothing to declare, you may be selected for a random check. If this is the case, your bags will be searched in the same manner as if you had declared certain goods.

MONEY CHANGING

Money changing facilities for arriving passengers are located in the terminal immediately outside the main doors. If you did not bring any Australian currency with you, you should obtain at least AUD\$200 to cover your immediate expenses.

AIRPORT RECEPTION DESK

The University operates a reception desk to welcome new arrivals at Sydney International Airport Terminal.

The Airport Reception Desk will operate six weeks prior to the commencement of Session 1 and five weeks prior to the commencement of Session 2 of each year between 0600–1200 and 1700–2300 hours each day.

You will NOT be met personally at the Arrivals Gates.

After going through Customs, proceed to the Airport Reception Desk which is located in the centre of the Arrivals Hall between the North Exit Gates (A/B) and the South Exit Gates (C/D) (See Map). Should the desk be unattended, or if you have difficulty finding the desk report to the nearby Tourism Information Counter where Meet & Greet Service staff will attend to your needs. The booth is marked with a big “i” for Information near the Tourism New South Wales Centre. If you get lost, ask an airport officer.

At the Reception Desk you will be given:

- A welcome package from UNSW,
- Details of the temporary accommodation if booked, the cost, address and instructions on how to get there. Students whose temporary

arrival hall

SYDNEY INTERNATIONAL AIRPORT

UNIVERSITIES AIRPORT RECEPTION DESK



accommodation has been pre-booked will be transported free from the airport to their accommodation by a shuttle, and;

- Staff will answer any general questions you might have.

Staff of the Meet & Greet Service of Tourism New South Wales are also available to help you before you pass through Immigration and Customs, and immediately after you walk through one of the exit gates. The Meet & Greet staff can be readily recognised by their blue shirts and bright red vests. These officers are trained to provide information and assistance and speak a number of languages in addition to English.

TRANSPORT FROM THE AIRPORT

- Taxis and buses can be found immediately outside the Terminal Building. A taxi from the airport to the University will cost approximately \$20–\$25; and to the city centre \$30.
- The Airport Reception Desk staff can organise a shuttle bus to take you directly to your accommodation near campus. This will cost \$10–\$15, on distance basis.
- The Hotel Buses operates a shuttle service to places of accommodation, such as hotels, bed & breakfasts and backpackers, in the Kings Cross, City and Darling Harbour areas. Costs \$8–\$12 for adults, on distance basis.
- The Metroline 400 bus service runs regularly from the Airport to the University (approx 40 minutes in duration) and the Eastern Suburbs of Sydney (Kingsford, Randwick and Bondi Junction) or the South-Western suburbs (Rockdale, Bexley North, Campsie, Burwood), Mondays to Saturdays – \$4.30

- The Airport Railway Link provides a direct rail link from both the domestic and international terminal to Sydney CBD stations and other main railway interchanges. The International rail station is located directly below T1 International Terminal and is reached from inside the terminal on the arrivals level. Trains run every 10 minutes and only take 13 minutes to central station. The cost of a ticket to the city is \$12.50.

TERMINAL TRANSFERS BETWEEN DOMESTIC AND INTERNATIONAL TERMINALS

If you are transferring between Domestic and International Flights (either way), check the eligibility for QANTAS Seamless Transfer service with your airline. This is the best way to move between terminals. You may also book a bus seat with one of the approved transfer bus operators, Kingsford Smith Transport for just \$4. The Airport Link Rail will connect you between domestic and international terminals for \$4.50.

AFTER HOURS CONTACT

If you need to contact someone at International Student Services because you:

- arrive after normal business hours (9am–5pm, Monday–Friday), or
- there is some problem with your flight arrangements or temporary accommodation, or
- you just need assistance,

you can speak with the Arrival Services Coordinator by ringing 9385 5332 when you arrive in Sydney.