

WESTERN SYDNEY
UNIVERSITY



Indonesia

WELCOME



A MESSAGE FROM THE PRO VICE-CHANCELLOR & PROVOST

Dear Students,

It is with great excitement and genuine warmth that I welcome you to Western Sydney University Indonesia, located in the heart of Surabaya.

As the new Pro Vice-Chancellor and Provost, I feel incredibly honoured to join this vibrant and dynamic community. Our campus here may be new, but it already reflects the strength, spirit, and values that define Western Sydney University: excellence, inclusion, innovation, and impact.

At Western Sydney University, we are proud to be ranked #1 in the world in the Times Higher Education Impact Rankings for four consecutive years (2022–2025). This remarkable achievement reflects our strong commitment to the United Nations Sustainable Development Goals (SDGs), and it underlines our belief that education should not only empower individuals - but uplift communities.

Here at Western Sydney University Indonesia, we are building a truly international campus, rooted in the rich culture and energy of Surabaya, while connecting our students to a global learning experience. As part of a university that ranks in the top 2% worldwide, you will have access to internationally recognised academic programs, delivered by experienced faculty, and supported by a passionate team committed to your success.

Our Indonesia campus offers a unique blend of global standards and local relevance. You'll find a supportive learning environment, meaningful industry connections, and the opportunity to grow personally and professionally. Whether you're coming from another part of Indonesia or from overseas, you are now part of a diverse and inclusive academic community that celebrates curiosity, creativity, and courage.

This journey is more than just earning a degree, it's about shaping your future, discovering who you are and making a difference in the world.

To help you settle in, our dedicated staff have prepared a Welcome Guide that provides helpful information on campus life, student support services, academic resources, and more. Please don't hesitate to reach out - we are here to support you every step of the way.

As someone who is also new to Surabaya, I look forward to learning and growing alongside you. I'm inspired by the warmth and energy of the people I've met here and excited about the potential we will unlock together.

Thank you for choosing Western Sydney University Indonesia. We are so pleased to have you with us - and I can't wait to see all that you will achieve.

Dr. Nicolene Murdoch GAICD PFHEA

Pro Vice-Chancellor: Global Partnerships and Transnational Education
Pro-Vice Chancellor and Provost, Western Sydney University Indonesia.



WESTERN SYDNEY
UNIVERSITY



Indonesia



CONTENTS

A MESSAGE FROM THE PRO-VICE-CHANCELLOR GLOBAL	3
INTRODUCTION	6
SETTING UP AND GETTING ORGANISED	8
ESSENTIAL SERVICES IN INDONESIA	10
STUDY, MONEY AND LIFE SKILLS	11
LIVING AND TRANSPORT	12
GETTING AROUND SURABAYA	18
LOOK AFTER YOURSELF	20
STUDY SMART	22
STUDY REQUIREMENTS	24
ASK FOR HELP	26
EQUITY AND DIVERSITY	28
TEN TIPS FOR A GREAT FIRST YEAR	30

WELCOME TO WESTERN SYDNEY UNIVERSITY INDONESIA, SURABAYA CAMPUS

This guide provides essential information to help you settle in as a new student at our Indonesia Campus, located in Surabaya.

Inside, you'll find helpful tips and contact details to support your transition to living and studying in Surabaya, Indonesia. Adjusting to a new environment takes time - so take it at your own pace.

Many fellow students are going through the same experience, and those students who have been here for a while will be happy to share their insights.

At Western Sydney University, we offer a range of services to support your academic journey and wellbeing. Don't hesitate to reach out if you have questions, we're here to help!

This guide complements other University resources and provides details on:

- Campus policies and procedures
- Support services and key contacts
- Your study expectations and responsibilities
- Tips for living in Surabaya

For further questions, support and guidance, please contact our Surabaya Campus Student Services for local assistance:
studentservice.indonesia@westernsydney.edu.au





SETTING UP & GETTING ORGANISED



WHERE WILL YOU LIVE WHILE STUDYING IN SURABAYA?

As a new student at Western Sydney University Indonesia, one of your first decisions will be choosing where to live. While we do not currently offer on-campus housing, there are various off-campus accommodation options available around our Surabaya campus.

WHAT IS OFF-CAMPUS ACCOMMODATION?

Off-campus accommodation refers to housing that is independently managed and located outside the university campus. It offers flexibility and a wide range of choices, from modern apartment buildings to more affordable shared-living options.

To help you get started, we've compiled a range of off-campus accommodation options near our Surabaya campus.

BOOKING ACCOMMODATION

If you prefer to secure your accommodation before arriving, there are trusted third-party platforms where you can explore and book options safely:

→ **Apartments - Travelio.com**

→ **Kost - MamiKos**

These platforms allow you to filter based on your budget, location preference, and facility needs.

TYPES OF OFF-CAMPUS ACCOMMODATION

1. Apartments

Apartments are typically found in high-rise buildings with modern facilities such as 24-hour security, swimming pools, fitness centres, and parking. These units may be fully furnished or semi-furnished and are often located in central areas or close to shopping malls and offices.

Estimated Price Range:

IDR 3,500,000 – 9,000,000+ per month (depending on the building, room size, and location).

2. Kost (Boarding House)

“Kost” is a popular local accommodation option for students and young professionals in Indonesia. KOSTs usually offer a private room with shared or en-suite bathrooms. Some include cleaning services, utilities, and internet in the rent. Facilities vary from basic to premium.

Estimated Price Range:

IDR 800,000 – 3,000,000+ per month (depending on location, room type, and facilities).

TOP TIPS FOR RENTING AN APARTMENT OR KOST IN SURABAYA

→ Choose a strategic location

Look for accommodation near the Western Sydney University Indonesia Surabaya Campus (Pakuwon Tower) to save time and transport costs. Also consider nearby access to food, laundry, minimarkets, or public transport.

→ Ask what's included in the rent

Check if electricity, water, Wi-Fi, cleaning, or parking are included—some places may list lower prices but charge extra for these services.

→ Stay alert and book smart

Use trusted platforms like Travelio or MamiKos, or go through verified agents and landlords. Be cautious with offers that seem too good to be true or pressure you to transfer money quickly.

→ Do a viewing before booking

Whenever possible, visit the property in person to get a real sense of the space, surroundings, and conditions. If you're still abroad or not yet in Surabaya, request a video call for virtual viewing. However, it's highly recommended to do an in-person visit before payment or signing a contract.

→ Understand the contract

Clarify the rental terms, including deposit, refund policy, length of stay, and notice period. Ask for a written agreement.

→ Prioritise safety and comfort

Ensure the building or kost has good lighting, secure access, and a comfortable environment for studying and resting.

ESSENTIAL SERVICES IN INDONESIA

As a new student in Surabaya, it's important to get familiar with some basic services that will support your daily life - from managing your money to staying connected online.

MONEY AND BANKING

Opening a bank account in Indonesia is reasonably straight forward. Major banks like Bank Central Asia (BCA), Bank Mandiri, BNI, and BRI have many branches across Surabaya.

To open a bank account, you'll need:

- Passport
- Student Visa (KITAS)
- Proof of enrollment from your university
- Local address
(rental agreement or domicile letter)
- Initial deposit
(usually between IDR 500,000 - 5,000,000)

Banks are usually open:
Monday to Friday: 8.00am - 3.00pm
Closed on weekends and public holidays.

Once your account is set up, you can use mobile banking apps for easy transfers and payments. You can also withdraw money from ATMs, which are available 24/7 across the city.

ATM Locations near campus (Pakuwon Tower):

- Pakuwon Tower lobby
- Tunjungan Plaza 6, 4th Floor ATM Centre
- Nearby Indomaret & Alfamart convenience stores
- Juanda International Airport (for cash on arrival)

Note: Visa or MasterCard payments may not be accepted in smaller shops, food stalls, or traditional markets. It's a good idea to always carry some cash or use QRIS for quick digital payments.

MONEY & BANKING TIPS FOR INTERNATIONAL STUDENTS

- Set up GoPay or OVO after you get a local bank account or SIM card.
- Use QRIS (Indonesia's universal QR code) for quick, cashless payments almost anywhere.
- Keep small cash (Rp5,000-Rp20,000) for street food, parking, or smaller shops.
- Be aware of transaction fees when using international cards.

Popular E-Wallets in Indonesia

E-wallets are a big part of daily life in cities like Surabaya, Jakarta, and Bali. The most commonly used ones are GoPay (by Gojek), OVO, DANA, and ShopeePay. These apps are used for a wide range of transactions — from ride-hailing and food delivery to online shopping, convenience stores, and even paying street vendors. They're fast, secure, and often come with promotions like cashback or discounts, making them a convenient and cost-effective option for students and locals alike. Once you have a local SIM card or bank account, setting up these apps is easy and highly recommended.

What is QRIS?

QRIS (Quick Response Code Indonesian Standard) is Indonesia's national QR code system that allows you to make cashless payments using your smartphone — similar to Apple Pay or Google Pay. Most merchants now accept QRIS, from coffee shops to taxis to small food vendors.

To use QRIS, you'll need:

- An Indonesian bank account
- A mobile banking app that supports QRIS
(e.g. BCA mobile, Livin' by Mandiri, etc.)

If you don't have one yet, you can still pay with cash while you arrange your banking setup.

MOBILE NUMBER & SIM CARD

Getting a local SIM card helps you stay connected and makes life much easier in Surabaya.

You can purchase a SIM card at Juanda International Airport, Surabaya or nearby convenience stores.

Recommended providers include:

- Telkomsel – strong signal and wide coverage
- XL Axiata – competitive data packages
- Indosat Ooredoo – budget-friendly options

To activate the SIM card, you'll need to register with your passport and visa copy. Most stores or airport counters can help with this process.

Mobile internet in Indonesia is widely available with prepaid data plans. You can choose daily, weekly, or monthly data packages based on your needs.

SIM Card & Phone Registration in Indonesia

If you're planning to stay connected in Indonesia, here's what you need to know about SIM card and phone registration:

1. SIM Card Registration

- Passport is required to buy and activate any SIM card in Indonesia.
- You can purchase SIM cards at the airport, convenience stores, or official provider outlets (e.g. Telkomsel, Indosat, XL Axiata).
- You'll be asked to show your passport and sometimes visa or KITAS when registering.

2. IMEI Registration (Your Phone Device)

Indonesia has strict rules on foreign mobile phones:

- Short stays (less than 90 days):
You don't need to register your phone's IMEI (International Mobile Equipment Identity). Your phone will work as long as you use a local SIM card.
- Long stays (more than 90 days):
You must register your phone's IMEI to avoid your device being blocked on Indonesian networks.

Do this at customs upon arrival at the airport (look for "IMEI registration" or "Bea Cukai" desks), or Register online within 60 days via: beacukai.go.id

TIP FOR INTERNATIONAL STUDENTS

If you plan to study in Indonesia for a semester or more, IMEI registration is strongly recommended to ensure your phone continues to work with local SIMs. Without registration, your phone might stop connecting to Indonesian networks after 90 days.

INTERNET & CAMPUS WI-FI

Western Sydney University Indonesia provides free Wi-Fi access on campus.

You can log in using your WSU student ID and password. If you live in an apartment or kost, check if Wi-Fi is included in your rent or if you need to purchase your own internet plan.

STUDY, MONEY AND LIFE SKILLS

The Study, Money & Life Skills vUWS site will help you increase your learning potential, develop personal awareness and assist with skills to manage your finances. It provides helpful information and resources for all students.

Find out how to:

- Plan your studies and prioritise your commitments
- Prepare for exams to manage those nerves
- Develop your public speaking skills
- Work well in teams
- Manage your finances
- Develop savings goals using the online budget planner
- Manage perfectionism

The Study, Money & Life Skills vUWS site has been developed by Student Support Services to help you get the most out of university, head over to: vuws.westernsydney.edu.au and see what would be helpful to you.

LIVING & TRANSPORT



CULTURAL IMMERSION AND LIFE IN SURABAYA

WELCOME TO SURABAYA, INDONESIA!

Surabaya is the capital city of East Java Province, and the second largest city in Indonesia after Jakarta. Known as the “City of Heroes” Surabaya played a key role in Indonesia’s independence movement.

But beyond history, today’s Surabaya is a lively mix of modern life, rich culture, friendly people, and great food. It’s a city where tradition meets Gen Z vibes—so you’ll find both street food stalls and bubble tea cafés, hijab-friendly fashion and thrift markets, local concerts and art pop-ups.

SAFETY IN SURABAYA

Surabaya is generally a safe and welcoming city for international students and visitors, with a few things to keep in mind:

Overall Safety

- Based on various trusted global safety reports, Surabaya is generally considered a low-risk city. The overall safety rating remains favourable for international students and travellers.
- Crime: Violent crime is very rare. However, petty crimes like pickpocketing or bag snatching can occasionally occur in crowded areas such as markets, buses, or tourist spots — stay alert and keep your belongings secure.

For Female Travellers

- Surabaya is considered safe for solo female travellers, especially during the day.
- It’s best to wear modest clothing (e.g. covering shoulders and knees) to respect local customs and avoid unwanted attention, especially in more traditional or non-tourist areas.

CULTURE & EVERYDAY LIFE

If this is your first time in Indonesia, here’s what you should know:

- Indonesians are generally warm, friendly, and community oriented.
- It’s normal to greet people with a smile or a simple “Halo!” or “Apa kabar?”
- Family and social values are important, and people respect elders.
- Surabaya is a multicultural society and is home to a diverse community with Chinese Indonesians, Javanese, and other cultural groups.
- Dress modestly in most public places, especially if visiting local neighborhoods or religious sites.

GETTING AROUND WITH LIMITED BAHASA INDONESIA

1. Use Translation Apps

- Google Translate: Supports Bahasa Indonesia and works well for text and camera translation.
- SayHi or iTranslate: Great for real-time voice translation during conversations.

2. Use Ride-Hailing Apps (Available in English!)

- Grab and Gojek: Set the app language to English. You can easily book cars, motorbikes, or order food, limited conversation with the driver is needed.

3. Use Map Apps

- Google Maps: Reliable for navigation, walking directions, and public transport routes around Surabaya.

Where English May Be Limited

- Public Transportation (Angkot, buses): Usually no English. Use Grab or Gojek for an easier experience.
- Local Markets (Pasar): Little to no English. Basic phrases or a translation app can help you get by.
- Regular Taxis (non-app-based): Many drivers don’t speak English. It is better to use Grab/Gojek or have your destination written down.

ON-CAMPUS SUPPORT

At Western Sydney University Indonesia, we'll help you settle in and connect with others:

- **Western Connect: Peer Mentoring Program** – A team of senior students is ready to welcome and support new Bachelor students.
- **Download the TalkCampus app** to connect with students from around the world, anytime, anywhere—because you're never alone in this journey.

INCLUSIVE SPIRITUAL LIFE

At Western Sydney University Indonesia, we celebrate and support the diverse spiritual and cultural backgrounds of all our students. Whether you're looking for a space to reflect, worship, or connect with a community, there are many options available.

On Campus

Our campus provides a Multi-Purpose Prayer Room in 36th floor that is open to all students.

You can use it for:

- Daily prayers or personal reflection
- Group devotionals or quiet time
- A peaceful break between classes
It's a calm, respectful space designed for everyone's comfort.

If you're attending Friday prayers (Sholat Jumat), you're just an elevator ride away. Head down to Tunjungan Plaza Mall, directly connected to our building. There's a large mosque (masjid) inside the mall that hosts Friday prayer and daily prayer services.

Worship Places Around Surabaya

Here are some inclusive and welcoming options, frequently visited by our students:

- **Mosques (Masjid)**
Many around the city, often walkable from housing
- **Churches**
Catholic and Christian denominations available

ICA Surabaya - International Christian Assembly

A friendly, English-speaking international church community where students feel at home.

- **Location & Info:** <https://icasurabaya.org>
- **Temples:** Chinese and Hindu temples open for visitors

Sanggar Agung Temple

A beautiful Buddhist temple located near the sea, perfect for reflection, meditation, and worship.

William Gerrald Ong, a Computer Science student (Class of 2024), is happy to bring you along. He's known for being welcoming and inclusive, so if you're curious or want someone to go with, just let him know!

We respect and support religious freedom — feel free to ask our staff if you need help finding a place that fits your spiritual practice.

LIFESTYLE IN SURABAYA

Surabaya is famous for being the city of malls and is home to some of the largest shopping centres in Southeast Asia.

FOOD & WATER

Surabaya offers a wide range of delicious and affordable local dishes, especially from street vendors.

Popular choices include:

- Nasi Goreng (fried rice)
- Ayam Penyet (smashed fried chicken)
- Bakso (meatball soup)

While street food is flavourful and budget-friendly, be mindful of hygiene and choose stalls that appear clean and have a steady stream of local customers. Tap water is not safe to drink. Always use bottled or filtered water for drinking and brushing your teeth.

Dietary needs

Halal food is widely available in Surabaya, making it convenient for Muslim visitors.

For vegetarians or vegans, options are available, but extra care is needed when ordering. It's helpful to say:

- “Tanpa daging / susu / telur” — “without meat /milk / egg”

Some dishes may use fish sauce, shrimp paste, or broth made from meat, so asking about ingredients is recommended.

Vegetarian/Vegan Options Near Campus

Our campus is directly connected to Tunjungan Plaza Mall, where you'll find plenty of vegetarian-friendly spots. One option is The People's Cafe in Tunjungan Plaza 3, which offers customisable meals - just let them know if you want it vegetarian.

For more well-known Vegan choices, there are legendary restaurants just a short ride away:

Pagoda Loving Nature Cuisine

Located in Pasar Atom/Undaan (about 2 km from campus). This place has been serving traditional Indonesian and Chinese vegetarian/vegan food since 1977.

Depot Vegetarian Sehat

Found at Jl. Pasar Besar Wetan No. 3, Bubutan (around 2.5 km away), this local favorite offers simple, healthy vegan meals.

If you're busy or don't want to go out, GrabFood or GoFood (via Gojek) are food delivery apps widely used in Indonesia. You can filter by "Vegetarian" or "Vegan," and meals typically arrive within 30 minutes depending on the vendor's distance. Many people prefer this for speed, convenience, and hygiene, perfect for lunch between classes or meetings.

MALL NEAR OUR CAMPUS

Our campus is located in Pakuwon Tower, which is directly connected to Tunjungan Plaza (TP)

One of the largest malls in Indonesia - once you finish your class, just go down to Level 5, and you're already inside the mall!

You'll find:

- International and local fashion brands
- Restaurants, cafés, bubble tea spots
- Groceries, pharmacies, cinemas, and lifestyle stores
- Prayer rooms, ATMs, and services, all within walking distance

Whether you want to grab lunch, buy necessities, or hang out with friends, TP has everything you need.

OUTDOORS

Surabaya has many green spots like Taman Bungkul, Surabaya Zoo. On weekends, are plenty of opportunities to explore outdoor cafés or take short trips out of town.

Travel Destinations Near Surabaya

Surabaya is the gateway to many amazing spots across Indonesia!

Day or Weekend Trips:

- **Malang** – Cool Mountain town, waterfalls, and hot springs (2-3 hours by train)
- **Yogyakarta** – Culture capital of Java, home to Borobudur & Prambanan (by plane or train)
- **Banyuwangi** – Blue fire of Ijen Crater and gateway to Bali (by train or car)
- **Lombok** – Beaches, Mount Rinjani (by flight)
- **Labuan Bajo** – Explore the Komodo Dragons and Pink Beach (via direct flight from Surabaya!)
- **Bali** – Just 1-hour flight away or overnight ferry/bus trip – easy escape for long weekends.

If you're planning a short getaway from Surabaya, taking the train (Kereta Api) is one of the most reliable, safe, and affordable ways to travel. Operated by PT KAI (Kereta Api Indonesia), the train network connects Surabaya with many nearby cities and destinations across Java.

Main Train Stations

Only 10-15 mins away from our Campus in Surabaya:

- **Stasiun Gubeng (SGU)** – major hub for long-distance and economy trains
- **Stasiun Pasar Turi (SBI)** – mostly serves executive trains and trips to Jakarta or Semarang

How to Book:

- Buy tickets easily via the KAI Access mobile app, Traveloka, or directly at the station
- Prices are affordable, starting from IDR 50,000–300,000 depending on destination and class
- Choose between Economy, Business, or Executive class—most trains now have AC, clean toilets, charging ports, and seat assignments

Taking the train is not only budget-friendly, but also a great way to enjoy the scenery and meet locals. Perfect for your weekend explorations!





GETTING AROUND SURABAYA

PUBLIC TRANSPORT

Surabaya has a growing bus system called Suroboyo Bus. The nearest halte (bus stop) to our campus is Embong Malang. You can explore the available routes and services by viewing the map through the link below: [Maps \(Public Access\)](#) - Google Drive.

Easiest Options - Online transport apps:

→ **Gojek & Grab** – the most common and affordable way to get around. Choose motorbike (GoRide/GrabBike) or car (GoCar/GrabCar).

Approximate fares:

- **Motorbike:** -IDR 8,000–15,000 per trip (short distance)
- **Car:** -IDR 20,000–50,000 depending on distance & traffic

DRIVING & RENTING A VEHICLE

If you want to rent or drive:

- You must have a valid International Driving Permit (IDP) or convert your license via official Indonesian channels.
- Renting motorbikes or cars is available via apps like TRAC or ZoomCar.

STUDENTS WORKING IN INDONESIA

The Indonesian government encourages international students to focus on their studies when enrolled at university. As such, paid work while holding a student visa is not allowed.

After completing your degree, graduates can look at the option of obtaining a work permit to stay & work in Indonesia.

Visa and Stay Permit for Studying in Indonesia

To study legally in Indonesia, international students must obtain both a Student Visa (E30B) and a Student Stay Permit (KITAS).

Once you are accepted, your university will assist you with the student visa application and preparation. After your arrival in Indonesia, and within 30 days, the university will support you in processing the following documents:

- e-KITAS (Electronic Limited Stay Permit)
- SKTT (Temporary Residency Card issued by the Civil Registry Office)
- STM (Police Report Letter issued by the local police)

Legal Support for International Students in Indonesia

If you encounter legal issues during your stay in Indonesia, it's important to know where to seek help and support.

First Point of Contact

Your university's Student Support Services should be your first point of contact. They can provide advice and refer you to the appropriate authorities and assist with local offices.

Your Embassy or Consulate can assist with:

- Referrals to legal professionals
- Emergency support and assistance
- Translation services or mediation in legal matters

Common Legal Issues faced by International Students:

- Visa overstay or incomplete documentation
- Disputes related to housing or rental agreements
- Engaging in part-time work, which is not permitted under a student visa
- Encounters with police or immigration officers for document checks

How to Park on Campus

If you're planning to bring a car or motorbike to campus, parking is easy and convenient! Our campus is located inside the Pakuwon Tower, which is directly connected to Tunjungan Plaza 6 Mall—so you can park in the same complex and walk straight into class or grab lunch at the mall.

Where to park?

- You can park in the Tunjungan Plaza 6 basement or rooftop parking area
- Once parked, simply take the elevator to Level 6 to reach the WSU Indonesia campus
- It's the same access for both the campus and the mall

Parking Fees (approximate):

- **Motorbike:** IDR 5,000–10,000 per day
- **Car:** Starts from IDR 5,000 for the first hour, with an hourly rate after that (daily cap around IDR 25,000–30,000)

Why it's great for students:

- No hassle: No separate campus parking—everything's in one complex
- Safe & secure: Monitored 24/7
- Direct access to class, food courts, stores, and even prayer rooms in one stop!

So yes, bring your ride and enjoy the convenience of studying in one of the most accessible campus locations in Surabaya.



INTERNATIONAL CUISINE NEAR CAMPUS

If you're craving international flavors, Surabaya offers a variety of options within walking distance or a short ride from campus:

South Asian Food

→ Sitara India Cuisine – Best in town

Jl. Hayam Wuruk Nso. 54A, Inside Brawijaya Golf Driving Range

A popular restaurant known for authentic North Indian dishes like biryani, butter chicken, and naan. Located about 2.5 km from Pakuwon Tower (10–15 minutes by car or ride-hailing app).

Middle Eastern Cuisine

→ Mkr Mavo Khan Restaurant

Jl. KH Mansyur, Ampel

Serves Pakistani and Middle Eastern dishes such as kebabs, naan, and curries. Located around 0.5 km from Tunjungan Plaza — walkable or a quick ride.

Asian Cuisine (Inside Tunjungan Plaza)

→ Thai Street

TP6, 5th Floor

Flavorful Thai dishes like green curry and pad thai

→ Imperial Kitchen

TP4, 5th Floor

Chinese comfort food and dumplings

→ Gyu-Kaku

Japanese BBQ, Sushi Tei – Japanese cuisine options

Western / International Cuisine

→ Lime Restaurant

Four Points by Sheraton

Asian-Western fusion

→ Kafe Bromo

Sheraton Tunjungan Plaza 3

International buffet

→ Magnolia Restaurant

The Westin

Upscale Western and Asian menu

→ Fast food chains

Burger King, Doner Kebab, Pizza Hut, etc. – located across various Tunjungan Plaza floors

HEALTH & MEDICAL SUPPORT IN SURABAYA

Your health and safety matter to us. Here's everything you need to know to stay safe and take care of your well-being during your studies in Surabaya.

What To Do First: Health Preparation for International Students

As an international student, make sure you:

- Have valid health insurance that covers treatment in Indonesia
- Know how to make a claim or find a nearby clinic/hospital
- Keep a local emergency contact and your student support number ready

Please note: While health insurance is not a compulsory requirement for your visa application, it is your responsibility to arrange and cover your own health insurance during your stay in Indonesia.

We recommend saving emergency numbers and nearby healthcare locations in your phone as soon as you arrive. See below.

Hospitals Near Our Campus

(Accredited & Reliable)

→ RSUD Dr. Soetomo

Public, Class A Hospital - One of the largest and most advanced public hospitals in East Java. About 15–20 mins from campus

rsudrsoetomo.jatimprov.go.id

→ Siloam Hospitals Surabaya (Private)

High-quality international-standard private hospital, ±15 mins from campus

www.siloamhospitals.com

→ National Hospital Surabaya (Private)

Known for clean, modern facilities with English-speaking staff, ±20 mins from campus

www.nh.co.id

Pharmacies in Surabaya

Pharmacies (apotek) are easy to find across Surabaya and inside malls. Many are open late or 24 hours.

Nearest Recommended Pharmacy:

- Century Pharmacy – Located inside Tunjungan Plaza 6, just one floor down from campus
- Other trusted chains: Guardian, Kimia Farma, Apotek K-24 (24 hours)

Always bring your passport or ID if you're purchasing prescription medication.

Seeing a Doctor in Surabaya. You can:

- Visit clinics inside major malls like Siloam Clinic or Prodia (for check-ups)
- Go to hospitals listed above for general practitioners or specialists
- Book appointments via apps like Halodoc or Alodokter for at-home consultation or telemedicine

Some doctors may speak limited English; consider going to international clinics or private hospitals for smoother communication.

Campus Safety & Security

Your safety on campus is our top priority.

Western Sydney University Indonesia is located in Pakuwon Tower, part of the Tunjungan Plaza 6 complex. This premium complex provides:

- 24/7 security and surveillance (CCTV)
- Access-controlled elevators
- Security guards on every floor
- Secure and monitored parking areas

Our campus also has:

- Emergency exit routes clearly marked
- Trained staff to support in emergencies
- Student Services Team ready to assist with any health, safety, or well-being concerns

EMERGENCY NUMBERS IN SURABAYA

Local numbers to call in urgent situations:

- › 112 – General Emergency Surabaya Hotline
- › 113 – Fire
- › 110 – Police

WE ARE HERE TO HELP!

If you feel unwell or unsafe at any time, don't hesitate to reach out to the WSUI Student Services team through: studentservice.indonesia@westernsydney.edu.au

LOOK AFTER YOURSELF



STUDY SMART

THE ESSENTIALS

Here's everything you need to know to get started with your academic life at Western Sydney University Indonesia.

Class Enrolment

Our Student Services Team will contact you regarding your class enrolment.

Make sure your registration is complete, and your personal and contact details are updated in MySR: studentsbprod.wsuau.elluciancloud.com.au/StudentSelfService/ssb/studentCommonDashboard

Classes & Timetable

Once you're officially enrolled, your class schedule will be sent to your Western Sydney University student email. Check it regularly and note your lecture/tutorial times.

Attend Your Classes

You're expected to attend all lectures, tutorials, and academic sessions. If you're unable to attend a class, make sure to inform your lecturer and the Student Services Team in advance.

Check Your Student Email

All-important academic updates, class info, and reminders will be sent to your student email. Check at least twice a week to stay up to date. westernsydney.edu.au/mywestern

Exams

Stay alert for notifications and don't miss your exam dates.

Results

You'll receive your results by email and can also check them in MySR. studentsbprod.wsuau.elluciancloud.com.au/StudentSelfService/ssb/studentCommonDashboard

Student ID Card

Your Student ID card will be distributed during Orientation Day on campus. Make sure to attend!

Important Dates

Always keep track of:

- Academic calendar
- Census dates
- Exam periods
- Semester breaks

An updated calendar is available at: westernsydney.edu.id

YOUR LIBRARY

Western Sydney University Indonesia features an on-campus library providing study spaces, academic resources, and support from professional staff to enrich your learning experience.

Find out more at:

westernsydney.edu.au/studysmart or library.westernsydney.edu.au

ACADEMIC WRITING

The Library provides expert advice on how to improve your academic writing skills for your assignments and exams. Book an appointment with a Librarian and access resources on the website about:

- Referencing and citation skills
- Advanced searching tips to find the best information for your assignments
- How to evaluate, store and manage information efficiently for study
- Tips and techniques for planning study ahead.

SPACES TO SUIT YOUR STUDY

The Library has architecturally designed spaces to suit your changing study needs. Study Spaces on Campus. Need a quiet place to study or work on group projects?

Our campus provides:

- Focus Rooms – for individual study or quiet work
- Meeting Rooms – perfect for group discussions, assignments, or Zoom calls
- Study spaces have power available for you to charge up your devices while you study.

DIGITAL RESOURCES

Access over 70 million digital resources – eBooks, digital textbooks, databases, journals and articles from the advanced Library website search.

PROGRAM SUPPORT

In addition to holding an extensive range of reference books in the Library, you can also download subject outlines and learning guides from the Library website. Bookmark the Library YouTube channel which has study video tutorials to enhance your learning.

Use the Library printing and photocopying services and access free wifi.

STUDY BREAK

When you need a study break, recharge in one of the Library sleep pods or relax in lounges and comfy chairs while you listen to an audiobook or stream an old movie from the study break collection. Refresh your mental focus and combat procrastination with a Library Brain Break.

Catch up on current news in your own language through our digital subscriptions to international magazines and newspapers.

westernsydney.edu.au/studybreak

STUDENT EMAIL

Every student gets a free Western Sydney University email account, which is the official way we communicate with you. We will send you vital information about your registration, exams, results and graduation, as well as University news and event information.

Check your email regularly to make sure you get the information you need, when you need it. When contacting the University by email you must use your Western Sydney University student email account.

HANDBOOK

This is the official reference for programs and subjects offered at Western Sydney University. It's where you can find out which subjects and electives are offered each term, and the teaching mode – face-to-face on campus, or off campus and online. You can check which term and campuses the subjects are available and also the level of study and any prerequisites.

The Handbook also provides outlines of what you'll learn and the majors and minors you can choose.

hbook.westernsydney.edu.au

MY STUDENT RECORDS (MYSR)

My Student Records (MySR) is where all your records are stored. It's also where you register, change your subjects (until the census date), keep your contact details up to date, check your fees and see your results. To log in, go to:

studentssb-prod.wsuau.elluciancloud.com.au/StudentSelfService/ssb/studentCommonDashboard

E-LEARNING (VUWS)

Western Sydney University's e-learning system is known as vUWS (pronounced 'views'). All subjects taught at Western have a vUWS presence. vUWS provides important information on each of your subject or program sites and access to learning materials and online activities that you can complete individually or with others. Visit:

vuws.westernsydney.edu.au

If you're new to vUWS, the easy step-by-step guide includes useful information about accessing vUWS, configuring the computer and software you may need. **westernsydney.edu.au/e-learning**

Once you've logged in, explore the 'vUWS Information for Students'. Your lecturer will set up a vUWS site for your subject and you may find that each site you access has different online learning activities to do. Refer to the 'Subject Outline and Learning Guide' for more information about what you are required to do online.

Help is available. You'll see quick guides and interactive resources to many of the functions you'll come across in vUWS. The Blended Learning Platforms team is also available to provide technical assistance with vUWS.

You can also access information about time management, procrastination, motivation, group work and secrets to success at university, which will help you make the most of your study time.

CONTACT US

Contact the online Librarian with your question by phone, email or online chat via the Library website, Book a 'Zoom with a Librarian' to discuss an information, research or referencing query.

westernsydney.edu.au/library or come during the working hours to our campus library at 35th floor.

STUDY REQUIREMENTS

All new students at Western Sydney University Indonesia will undergo a period of adjustment. This includes adjusting to a new country and to new learning and teaching methods. To be successful at university, it is important that you understand what is required of you in terms of study and assessment tasks. westernsydney.edu.au/international/studying/western-way-of-learning

SUBJECT OUTLINE

At the start of each subject, you will receive a 'Subject Outline' that specifies the assignments, exams and learning outcomes for that specific subject. Read this carefully as it will outline what you need to do to succeed in the subject.

ASSESSMENT TASKS

Your assessment tasks may include written assignments, oral presentations and exams. You may be required to complete them individually or in a group with other students. Assignments are academic tasks that you have to submit to your lecturers or tutors to show you understand and engage with your subject.

LECTURES

Most lectures are held in lecture theatres with many students while some are in smaller surroundings. Other times weekly lecture pods are posted in vUWS which are short, prerecorded lectures.

Try to take clear and concise notes rather than writing every word that the lecturer says. You can always compare notes with other students later. Don't be afraid to approach your lecturers for assistance – that is what they are there for. You may have trouble understanding a lecturer's accent or may find some speak too quickly. Be patient, as you get used to the language, things will become easier. But don't hesitate to tell your lecturer you're having difficulty following them.

TUTORIALS

Tutorials, or 'tutes' as they are called, are another important part of academic life. You must attend your tutorials. Some subjects have no tutorials. A tutorial is usually a period of class time that is in addition to the lecture. Sometimes it can be a laboratory or practical session. The tutorial time is spent in discussion or some problem-solving activities. If you actively participate, this shows you are keen and interested in your subject and gives you the opportunity to discuss and debate issues, and to ask questions.

PROGRAM PROGRESSION AND ATTENDANCE

As a condition of your academic requirements and student visa (for international students), you must satisfy program progression and attendance/participation requirements and maintain a valid enrolment for your program.

The University monitors the academic progression of all students to ensure you pass enough subjects to progress to graduation. Progression identifies poor academic performance while also giving you an opportunity to address your performance and seek counselling advice.

Students who do not meet the University's academic progression requirements may be excluded or suspended from study. Being excluded means that you cannot study at Western Sydney University Indonesia for a period because your academic progress has not been satisfactory.

If your progress is less than satisfactory, or results in a suspension or exclusion from the University, it will be reported to Immigration as a breach of student visa conditions.

For more information, visit westernsydney.edu.au/international/academicprogress

LEAVE OF ABSENCE

Leave of absence from study will only be granted in compassionate or compelling circumstances that prevent you from attending classes.

[policies.westernsydney.edu.au/document/view.current.php?id=19&version=15#part6](https://policies.westernsydney.edu.au/document/view/current.php?id=19&version=15#part6)

STUDENT MISCONDUCT

The University has a number of policies and rules in place that are designed to promote ethical and safe behaviour among students. This includes when students go on placements or undertake fieldwork or research. It is your responsibility to know and understand what misconduct is and it is in your interests to make yourself familiar, particularly with plagiarism and class collaboration.

For more information, visit westernsydney.edu.au/studentmisconductfaq

AVOID PLAGIARISM

Avoid plagiarism by acknowledging (referencing) everything that you research: ideas, words, music, images, tables and graphs. Referencing means acknowledging the sources of your information and ideas. These sources may include: books, journal or magazine articles, newspapers, company, government or institutional reports, websites and personal communications, amongst others. Use the referencing system that your School prefers. Referencing is a way of showing recognition and respect for intellectual property. Your references show how widely you have read and indicate the quality of research and the sources that have influenced your thinking.

Western Sydney University's Library website has referencing guides and tutorials.

westernsydney.edu.au/library

Book an appointment with a Librarian to learn to reference and cite your sources correctly.

westernsydney.edu.au/studysmart

Find out what resources and workshops are available to help improve your academic skills at

westernsydney.edu.au/workshops

ESSAY WRITING—WHAT'S EXPECTED

In a university essay, you are expected to: present your position (thesis/ argument) in answer to the essay question. This means writing in your own voice (words) as much as possible.

Structure your essay well – introduction, body, conclusion and well-structured paragraphs using references write in an academic writing style: formal, grammatically correct and research based check the marking criteria, analyse the question, plan your research and write in a clear and coherent manner. Leave time to edit and proofread before handing in.

Receive 24-Hour Writing Feedback

As a student at Western, you have access to Studiosity. This online service provides 24-hour writing feedback. westernsydney.edu.au/studysmart/home/studiosity

You can also talk to your lecturer or tutor or find out about workshops that can help at

westernsydney.edu.au/workshops

The Library provides expert advice on how to improve your academic writing skills for your assignments and exams. Find out more at

westernsydney.edu.au/studysmart





ASK FOR HELP

SUPPORT SERVICES FOR STUDENTS

During your time at Western Sydney University Indonesia, you might need help in a variety of different situations – from personal to academic. We understand that. That’s why we’ve established a range of support services to help students make the most of their time at university, achieve their goals and succeed.

1. Western Connect: Peer Mentoring

A group of friendly senior students will support you as you settle in—especially during your first few weeks. You can ask them anything about classes, campus life, or even where to eat. They’re here to help you feel connected.

2. Academic Consultations

If you need to talk about assignments or need clarification on your course material, you can email your academic and request a consultation hour. They’ll help you schedule a time to meet - either online or on campus.

3. MESH (Math, Engineering, Science Help)

Need help with math or statistics? Join free live Zoom sessions or access self-study resources provided by WSU. westernsydney.edu.au/mesh

4. Academic Support Workshops

The Library and Student Services Team offer free academic skills workshops. These cover:

- Essay writing & referencing
- Academic writing & structure
- Developing writing skills
- Assignment preparation
- Critical thinking
- English Support
- Mathematics & statistics

Explore the schedule at:

westernsydney.edu.au/workshops

5. Student Clubs & Activities

You can join fun and meaningful clubs like:

- Photography Club
- Badminton Club
- Student Executive Board
- Entrepreneurship Club via Launch Pad

It’s a great way to meet people, build skills, and enjoy your student life.



6. English Support

For students who may need extra help with English, support is available through small group classes led by specialist teachers, designed to improve your academic English and Communication skills.

A focus on practical language use to help you succeed in lectures, assignments, and discussions. Opportunities to ask questions and get feedback in a more personalised setting.

Whether you're still building confidence or just want to polish your skills, these sessions are here to help you thrive in an English-speaking learning environment.

7. Counselling Services

Feeling overwhelmed or just need someone to talk to? Our campus offers counselling time where you can talk to a professional in a private, supportive space.

8. Disability Support

If you have a disability or require special assistance, please let the Student Services Team on campus know. We're here to ensure that your learning experience is comfortable and accessible.

9. Board Games & Chill Space

Need a break between classes? Head to our Board Game on campus!

It's a casual space where you can relax, play, and connect with other students. It's a great way to unwind and recharge.

10. Digital You

Digital YOU is a support initiative by Western Sydney University that gives students free access to essential digital tools like Adobe, Microsoft, and LinkedIn Learning. It helps students build key digital skills needed for study and future careers, ensuring they can confidently use technology for assignments, collaboration, and professional development.

Access through this link: westernsydney.edu.au/future/student-life/digital-you

EQUITY AND DIVERSITY

Western Sydney University prides itself on being a 'Fair Go' university that celebrates and respects the diversity of all our students and staff.

We've developed a range of policies, procedures and structures which promote inclusive practice, and support and encourage students and staff from a diverse range of backgrounds to fully participate across our University community.

We support programs and practices that promote a peaceful, equitable and safe environment for all our students and staff, and host various events and initiatives across the year which reflect the varying interests and backgrounds of our University community.

Find out more about Equity and Diversity at:
westernsydney.edu.au/equity

RESPECT. NOW. ALWAYS.

Respect. Now. Always. is a national campaign to ensure our universities are places of safety, inclusion, and respect. Sexual assault and sexual harassment are never acceptable. Western Sydney University has zero tolerance for sexual misconduct within our community.

This commitment to safety and respect also fully applies to our Surabaya campus. We uphold the same principles, values, and policies as our home campus in Australia. Every member of our university community—no matter the campus—is entitled to a safe and respectful learning environment.

If you experience or witness any incident of sexual assault or harassment, you can report it through the University or directly to the local police.

For more information, visit:
westernsydney.edu.au/respectnowalways
westernsydney.edu.au/complaints

YOUR RIGHTS ON CAMPUS

We want all students to feel welcome, safe and enjoy the many opportunities that the University provides for your personal and professional growth without fear of any repercussions. To support this, we've developed a comprehensive Student Code of Conduct that protects your rights and freedoms while studying. Found within the Code of Conduct is the Freedom of Speech Policy, Discrimination, Harassment, Vilification and Victimisation Prevention Policy, Student Misconduct Rule, Respect and Inclusion in Learning and Working Policy, and Bullying Prevention Policy.

If you believe your rights and privileges are being infringed upon visit our webpage for more information, visit:

westernsydney.edu.au/equity-and-diversity/rights_and_protections

COMPLAINTS RESOLUTION UNIT

When a problem arises:

- Talk directly to the relevant person – the one who made the decision/whose behaviour caused the problem
- If that doesn't work, then talk to their supervisor
- Try the University Counselling Service.

If none of these strategies work or the matter is very serious, contact the Complaints Resolution Unit: westernsydney.edu.au/complaints or Email: complaints@westernsydney.edu.au

MODERN SLAVERY

Western Sydney University is deeply committed to tackling modern slavery throughout its supply chain. For international students, this means the University actively ensures that the products and services you use are ethically sourced and safe. By implementing policies to identify and address risks related to modern slavery, the University fosters a fair environment that supports your educational experience. This commitment not only enhances the University's commitment to equality but also aligns with your values of social responsibility and human rights, allowing you to study in a community that prioritises ethical practices.

For more information, visit:

westernsydney.edu.au/finance_office/finance/procurement/modern_slavery

STUDENT REPRESENTATION AND PARTICIPATION

At Western Sydney University, student representation and participation are about being involved, finding your voice, and making it count. The purpose of student representation is to ensure that all students have the opportunity to be part of the University's decision-making processes.

At our Indonesia campus, student representation also includes participation in the Student Council, where you can raise issues, contribute ideas, and help shape the student experience.

We welcome your input and are always looking for new ways to enhance student engagement and increase meaningful participation.



TEN TIPS FOR A GREAT FIRST YEAR

1

BE BOLD

You have nothing to lose. Most students starting university don't know anyone either. It's worth saying 'hello' and starting a conversation because you might just make a new friend.

2

ASK QUESTIONS

If you're unsure, ask someone. Your Academics can help you choose the right subjects and answer questions about your program and assessments. Student Services Hub can help with non-program related questions.

3

GET ORGANISED

University life is not just about academic study. University study is independent and self-directed. Make sure you know the important dates that relate to your study and set reminders for them. westernsydney.edu.au/dates

4

SET YOUR GOALS

Starting university study has many unknowns and setting goals for the things you want to achieve can help keep you motivated and give you a sense of certainty. Make a list of short, medium and long-term goals.

5

KEEP SOCIAL

'Like' the Western Sydney University Indonesia page to see updates, follow [@WesternSydneyU](https://www.instagram.com/WesternSydneyU) on Instagram and keep up to date with Campus Life. Get involved with your Student Campus Council for updates on what's happening around your campus and find a club to join for a great way to make friends.

6

BALANCE YOUR BUDGET

The cost of food, transport, accommodation and socialising can easily get out of control. Keep track of how much money you have; how much you can spend per week/month/term and plan how to get the most value for your money.

7

STAY HEALTHY

A healthy body is essential for a healthy mind.

8

MANAGE YOUR STRESS

An overly stressed mind is an inefficient mind. Take time out every day to unwind and relax mentally as well as physically. Make sure you have normal sleep patterns and do not miss sleep for work or study. Exercise, yoga and mindfulness are great ways to manage stress.

9

EXPLORE THE AREA

University life isn't just about studying; it's also about discovering new places and creating memorable experiences. While you're here, take the time to explore Surabaya, a vibrant city full of local food, cultural landmarks, and fun hangout spots. With Surabaya as your base, you're right at the centre of some of Indonesia's most exciting destinations so take advantage of it and make the most of your uni life! www.surabayatourism.com

10

EXPLORE CULTURE & EVENTS

Surabaya is full of exciting festivals, concerts, exhibitions, and cultural shows. Stay updated by checking What's On in Surabaya—there's always something happening to enjoy and explore!



the laugh S

W

UNLIMITED

Don't Stop

I Wanna in the

Jyncees2

WE CAN

WESTERN SYDNEY
UNIVERSITY



Indonesia