



EASTERN
COLLEGE AUSTRALIA

Be challenged. Be change.

PRE-ARRIVAL
ORIENTATION and
COMMENCEMENT

Overseas Student Handbook

Sections

Section 1: Welcome

Section 2: Pre-Arrival

Section 3: Settling-in

Section 4: Studying at Eastern

Section 5: Social and Cultural

Appendices

Contents

Contents

Overseas Student Handbook	1
Sections	2
Contents	3
How to use this Handbook	6
SECTION 1	7
Welcome	7
Important Information and Emergency Contacts:.....	10
Application Step-by-Step Process Model:.....	14
Things to Do:.....	16
SECTION 2	18
Pre-Arrival	18
Introduction to Australia	20
Introducing Wantirna	21
Introducing Launceston, Tasmania	22
Introducing Eastern College Australia	23
Arranging Visas:.....	24
Arranging Travel:	25
Getting from the Airport:.....	30
Keeping in Contact:.....	30
Accessing Money:.....	30
Arranging Accommodation:	31
Temporary Accommodation:	32
Permanent Accommodation:.....	32
Types of Accommodation:	33
Where to Look for Accommodation:	33
Bringing My Family	34
SECTION 3	36
Settling-In.....	36
Living in Melbourne	40
Living in Launceston	40
Things to Keep in Mind When Renting:	42
Where Can I Get Help?	46

Services:	46
Health:	52
Managing my Finances:	61
Safety When Carrying Money	66
Employment Rights and Conditions:.....	66
Laws and Safety in Australia	68
What do I do if I am assaulted?	78
Social Activities	79
SECTION 4	80
Studying at Eastern College Australia.....	80
Studying at Eastern.....	81
To Begin:	82
Student Administration Information	83
Quick Guide to Key Personnel:.....	84
Campus & Facilities:	85
Calendar of Events:	88
Subject Selection:	88
Timetables:	88
Academic Support & Expectations:.....	88
Assessment & Results:	89
Library Services:	90
Computer Labs:	90
Health & Safety on Campus:	90
My Student Survival Page	90
SECTION 5	92
Social and Cultural.....	92
Adjusting to Life in Australia:.....	94
Culture Shock:	95
Australian Culture:	96
Public Holidays & Special Celebrations:.....	99
Sports & Recreation:.....	102
Clubs & Organisations:	102
Entertainment & Eating Out:	102
Religion & Faith:	102
Where to Find Out What's Going On:	102

Home Fire Safety:.....	102
Sun Safety:	105
Beach Safety:	105
Bush & Outback Safety:.....	107
Storm Safety:.....	110
Dangerous Animals & Plants:.....	110
Appendices.....	112

How to use this Handbook

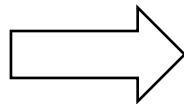
The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance

Example: Immediate Priority -

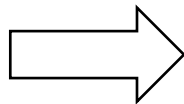


Colour Code

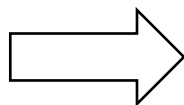
Information



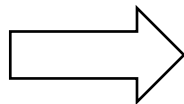
"I need to know
IMMEDIATELY"



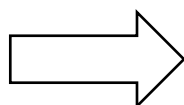
"I need to know by first
week!"



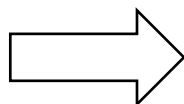
"I need to know BEFORE
classes begin!"



"I need to know by the end of
Week 4!"



"I need to know by the end of
Week 6!"



"I need to go back and remind
myself of this as I go through my
study."

SECTION 1

Welcome

This initiative is supported by the Australian Government through the Department of Education and Training (formerly the Department of Employment and Workplace Relations).

Welcome

Tim Meyer – Executive Principal
Leanne Hill – Dean of Students
Staci Palmer – Student support officer – Launceston, Tasmania

Important Information & Emergency Contacts

Education Provider Main Contact Details
International Student Coordinator/Advisor
International Student 24 Hour Emergency Contact
Homestay Coordinator
Important Telephone Numbers
 Emergency Police, Fire, Ambulance
 DHA
Medical Centres
Transport
Public Facilities
 Location of Automatic Teller Machines
 Location of Public Telephones
 Post Office

Application Step by Step Process Model

Things to Do

Before Leaving Home
Upon Arrival in Australia

Message from Executive Principal:

Tim Meyers.

At Eastern College Australia, we believe that God has uniquely gifted, shaped and called you. And we are privileged to come along side you, and help equip, train and empower you to fulfil your God-given potential, wherever it may take you, and whatever that may be.



Message from Leanne Hill – Dean of Students (Overseas Student Coordinator)

Hello. My name is Leanne, and I grew up in the Eastern suburbs of Victoria. I've been a student myself at two different colleges and know the joys and challenges of studying and student life just as you will too. Being in a new place and having so many new things to learn can be hard but we are on this journey with you and know that the connections that you make and the personal growth you will experience will be significant for you as you take these steps.

Message from Staci Palmer – Student Support Officer

At Worldview in Tasmania

Hello. My name is Staci Palmer. While I am American by birth, I am "International" by experience. I spent my childhood in Indonesia running around in the jungle or going to boarding school. After graduating from university in the States, I moved to China to teach at an international school. Five years later, I moved again to England, this time with a husband and a baby. We lived in Nottingham for six years before we made another move to come to Australia. As you might guess, I love culture and diversity. I look forward to welcoming you to our multicultural community and helping you to settle in well.



Important Information and Emergency Contacts:



Education Provider Main Contact Details:

+61 3 9790 9200

Designated Point of Contact for Overseas Students:

International Student Coordinator/Advisor

Leanne Hill
os@eastern.edu.au
9790 9200

International Student Emergency Contact

Leanne Hill
os@eastern.edu.au
9790 9200

Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

Department of Home Affairs

<https://www.homeaffairs.gov.au/>
<https://www.homeaffairs.gov.au/trav>
<https://www.homeaffairs.gov.au/help-and-support/contact-us>

Calling from Australia
131 881

Calling from Overseas
+61 2 6196 0196
(International Rates apply)

Melbourne Visa and Citizenship Office

Department of Immigration and Border Protection
Level 6
2 Lonsdale Street, Melbourne Vic. 3000
Open: 9am – 4pm Monday to Friday

Postal Address:
GPO Box 241 Melbourne Vic. 3001

Medical Centres:

Vermont Medical Clinic
(03) 9874 2422
Suite 1.02
645-647 Burwood Hwy, Vermont South VIC 3133

Doctors@Knox
(03) 9800 0399
Shop 2081 Westfield Knox, Corner of Burwood Hwy and Stud Road Wantirna South VIC 3152

Maroondah Hospital
Emergency Department
(Open 24 hours – No charge for public patients)
1 – 15 Davey Drive, Ringwood East VIC 3135
1300 342 255
<http://www.easternhealth.org.au/locations/maroondah-hospital>

Knox Private Hospital
Emergency Department
(*Note: fees for treatment will be incurred at this hospital in addition to costs of tests and other items.*)
262 Mountain Hwy, Wantirna, VIC 3152
(03) 9210 7000
<http://www.knoxprivatehospital.com.au/>

Launceston General Hospital
274–280 Charles Street, Launceston TAS 7250
(03) 6777 6777
<https://www.health.tas.gov.au/hospital/lgh>

Newstead Medical Centre,
165 Elphin Road, Newstead
(03) 6331 1088 (24 hours)
<https://newsteadmedical.com.au/>

Launceston Medical Centre,
247 Wellington St, Launceston
(03) 6388 8111
<https://launcestonmc.com.au/>

Transport: Melbourne

Public Transport – Trains, Trams, Buses

<https://www.ptv.vic.gov.au/>

Use the above webpage to plan your journey on Bus, Train and Tram.

To find out where to buy a myki card or top up

- <https://www.ptv.vic.gov.au/tickets/myki>

Or visit a manned Train Station.

Taxis

Melbourne Eastern Taxis

(03) 9762 2522 or book online

<http://www.melbournееasterntaxis.com.au/>

Silver Service Taxis

0423 063 378

239 Stud Road Wantirna Vic 3152

<http://www.melbcabs.com.au/>

13Silver Cabs

0403 444 546

Uber

<https://www.uber.com/au/en/>

Transport: Launceston

BUS

Metro Tasmania serves the St Leonards suburb. For timetables and fares see:

www.metrotas.com.au

TAXI

For a taxi please see Taxi Combined Launceston

Phone 132 227 or 131 008; or visit:

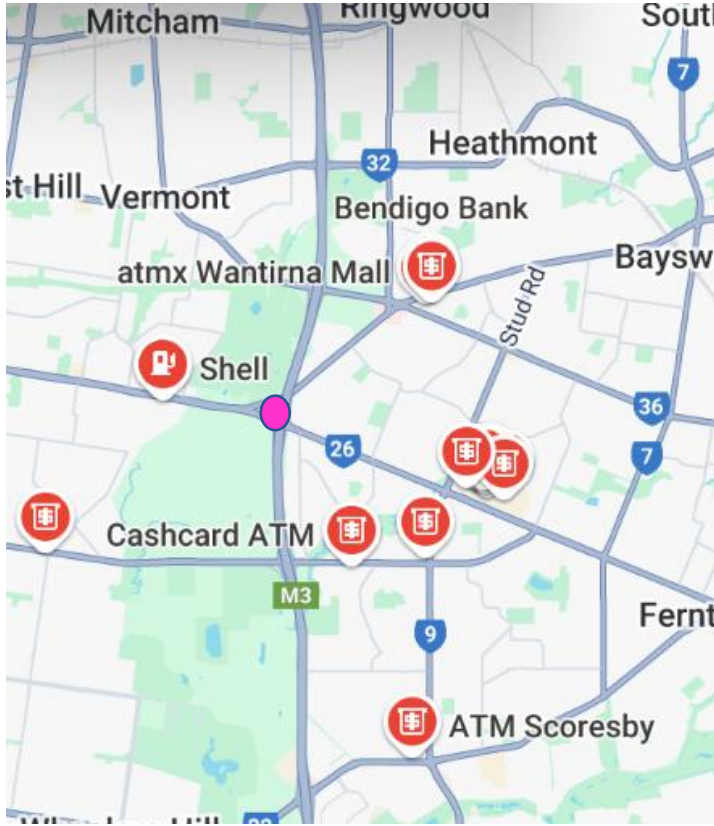
www.taxicombined.com.au

Uber

<https://www.uber.com/global/en/r/cities/launceston-tas-au/>

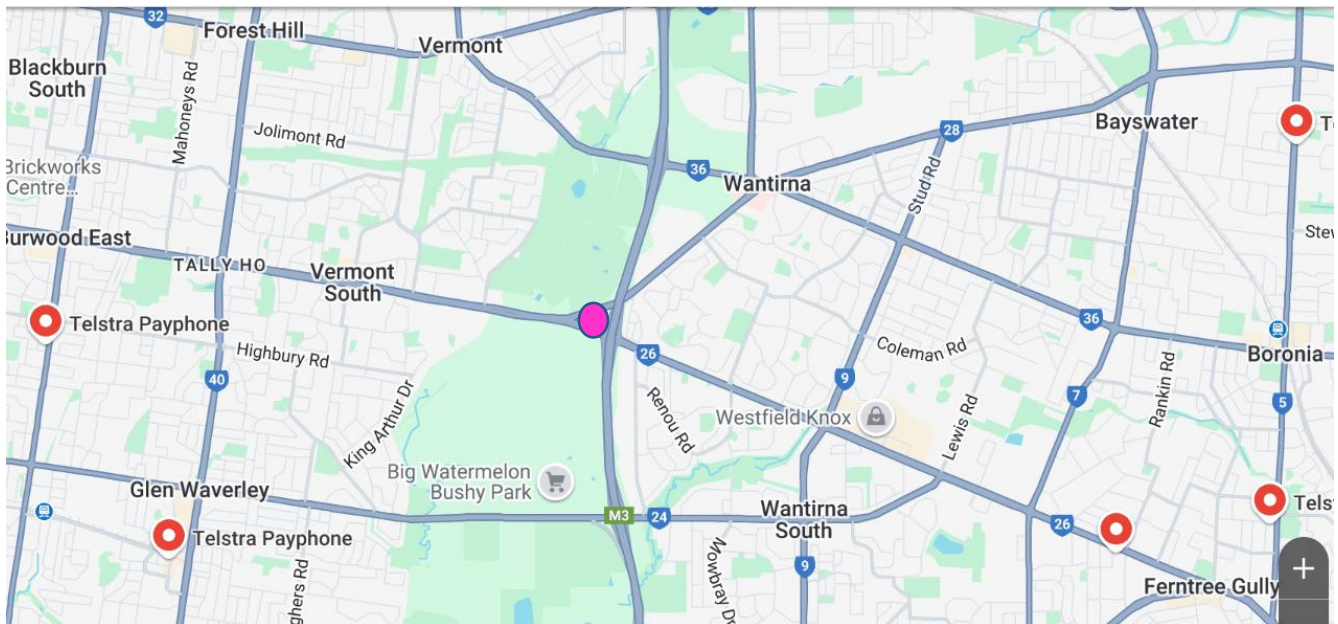
Public facilities: Wantirna

Location of Automatic Teller Machines (ATMs)



- Multiple ATM in Knox Shopping Centre, corner of Burwood Hwy and Stud Rd, Wantirna South
- Cashcard ATM 1324 High Street Road, Wantirna or 444 Stud Road, Wantirna South
- The Mall, 348 Mountain Hwy, Wantirna

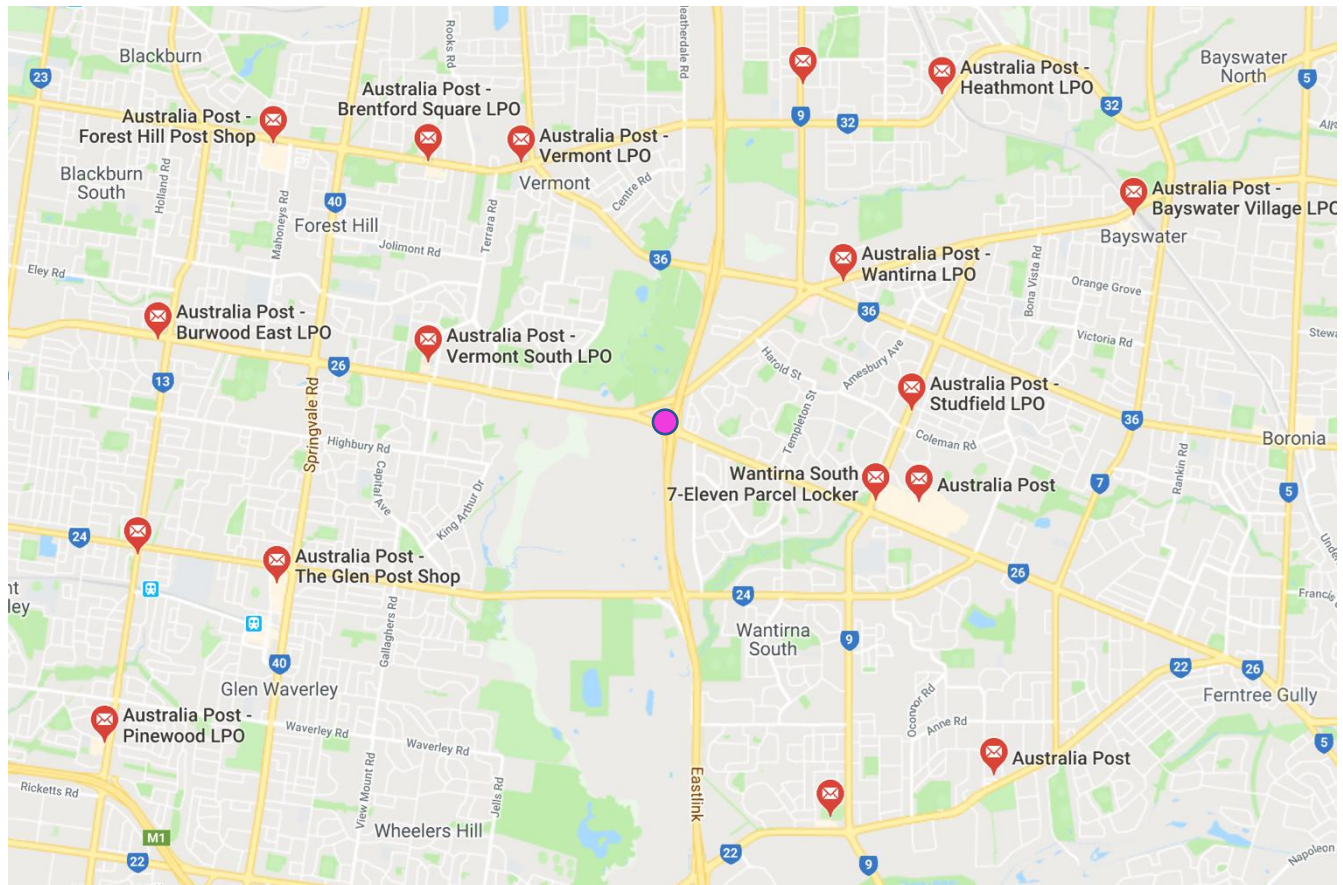
Location of Public Telephones



Telstra Payphones at:

- 65 Kingsway, Glen Waverley.
67 Blackburn Rd, Mt Waverley.

Post Offices



Australia Post
Westfield Knox Post Office
Knox city shopping centre
13 13 18

Vermont South LPO
Vermont South Shopping Centre
(03) 9803 4003

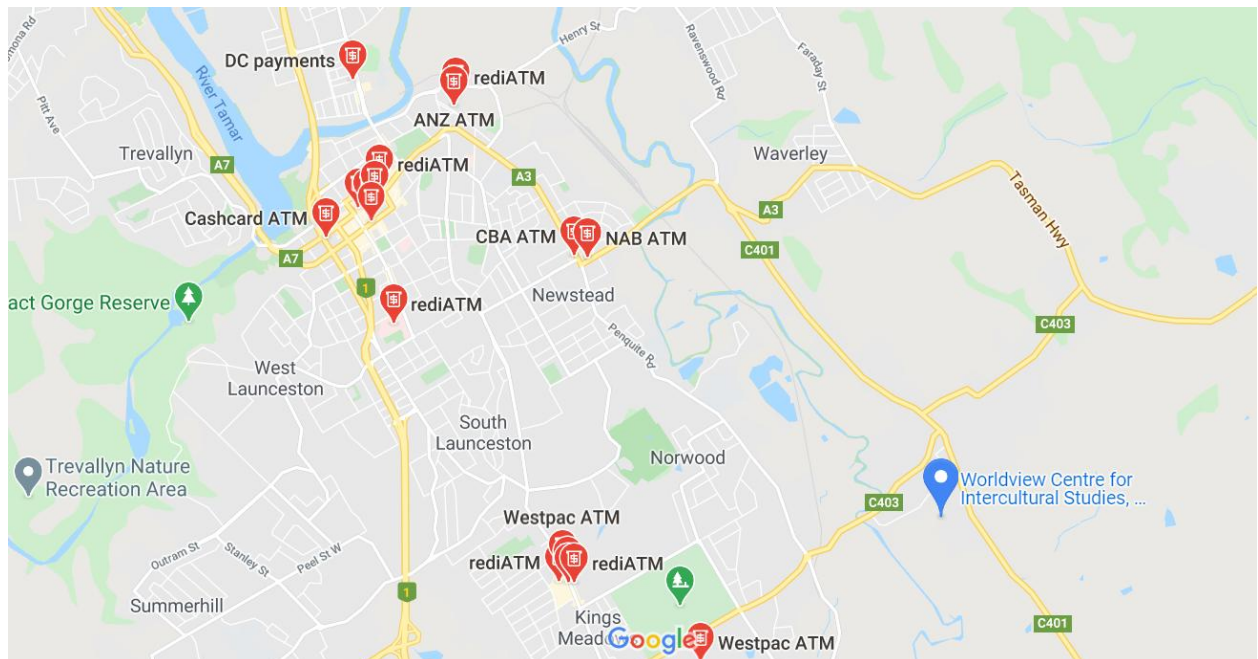
Wantirna LPO
Wantirna Mall
(03) 9720 3100

Studfield LPO
219 Stud Road
(03) 9801 1770

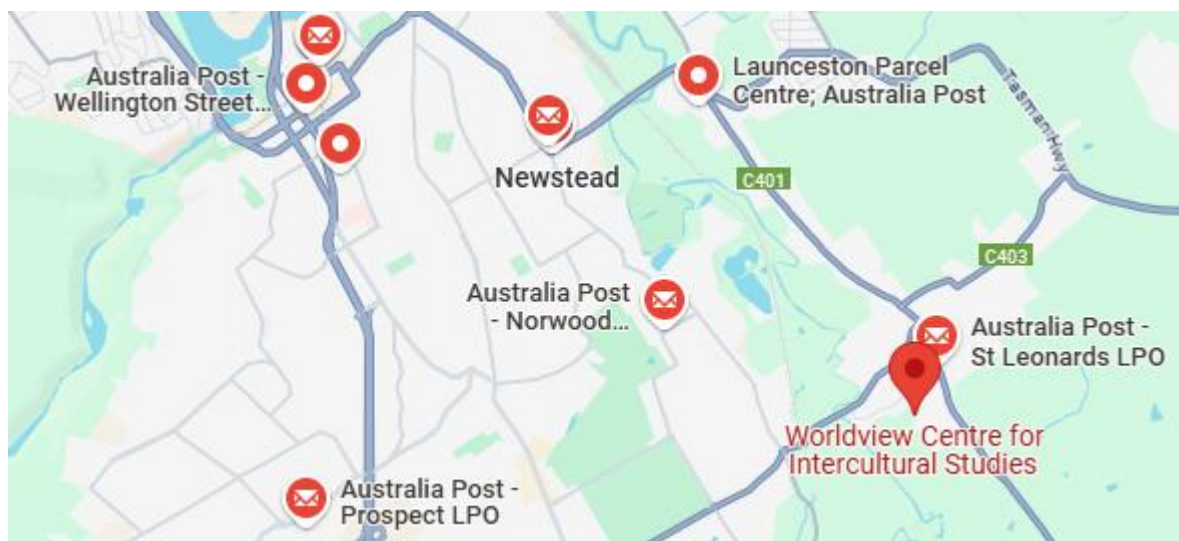
Wantirna South 7 eleven Parcel Locker
401 Burwood Hwy
13 76 78

Public facilities: Launceston

Location of Automatic Teller Machines (ATMs)



Location of Post Offices



Australia Post
324 St Leonards Rd, St Leonards TAS 7250
[\(03\) 6339 1200](tel:0363391200)

Meadow Mews Plaza
102 Hobart Rd, Kings Meadows TAS 7249
13 13 18

22 Norwood Ave, Norwood TAS 7250
(03) 6344 2499

Application Step-by-Step Process Model:





Things to Do:



Before Leaving Home:

- Apply for passport ☐
- Arrange student visa ☐
- Make contact with Eastern College Australia..... ☐
- Arrange for immunisations and medications from my doctor ☐
- Apply for a credit card and/or arrange sufficient funds ☐
- Confirm overseas access to your funds with your bank ☐
- Make travel arrangements ☐
- Arrange travel insurance ☐
- Advise institution of travel details ☐
- Arrange accommodation ☐
- Arrange transport from airport to accommodation ☐
- Pack bags being sure to include the following:
 - Name and contact details of Eastern's representative ☐
 - Enough currency for taxis, buses, phone calls etc. in the event of an emergency ☐
 - Important documents:
 - THIS HANDBOOK! ☐
 - Passport ☐
 - Letter of offer ☐
 - Confirmation of Enrolment..... ☐
 - Certified copies of qualifications & certificates ☐
 - Australian Accommodation address and phone number..... ☐
 - Travel insurance policy ☐
 - ID cards, drivers' licence, birth certificate (or copy) ☐

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Upon Arrival in Australia:

- Call home ☐
- Settle into accommodation ☐
- Contact Eastern College ☐
- Purchase household items and food ☐
- Enrol children in school (if applicable) ☐
- Attend international student orientation ☐
- Get student ID card ☐
- Advise health insurance company of address & get card ☐
- Open a bank account ☐
- Attend faculty/course specific orientation sessions..... ☐
- Get textbooks ☐
- Start classes ☐
- Apply for tax file number if seeking work ☐
- Get involved in student life and associations ☐
(e.g. music, sporting and cultural clubs).

SECTION 2

Pre-Arrival

Pre-Arrival

Introduction to Australia

- Introducing Wantirna
- Introducing Eastern College Australia

Arranging Visas

- DHA
- DFAT
- Migration Agents
- Education Agents
- Visa Conditions

Arranging Travel

- Documents
- What to Bring
 - Seasonal Considerations
 - Clothing
 - Other Items You Might Need to Include
 - Bringing Your Computer
 - Mobile Phones & Laptops
- On your Flight
- Entry into Australia
 - Australian Immigration
 - Baggage Claim
 - Detector Dogs
 - Australian Customs &
- Quarantine
 - Arrivals Hall

Getting from the Airport

- Train
- Public Buses
- Shuttle Buses
- Taxis
- Airport Reception Service

Keeping in Contact

Accessing Money

- How Much to Bring
- Currency Exchange
- Electronic Transfer
- ATMs
- Credit Cards

Arranging Accommodation

Temporary Accommodation

- Hotels, Motels & Backpackers
- Staying with Friends or Family

Permanent Accommodation

Types of Accommodation

Where to look for accommodation

Bringing My Family

- Issues to Consider

Child Care

Schools

- State Schools
- Independent School

Introduction to Australia



Australia is made up of 8 states and territories as well as a number of smaller islands: Victoria, New South Wales, Queensland, Tasmania, South Australia, Western Australia, Australian Capital Territory and Northern Territory.



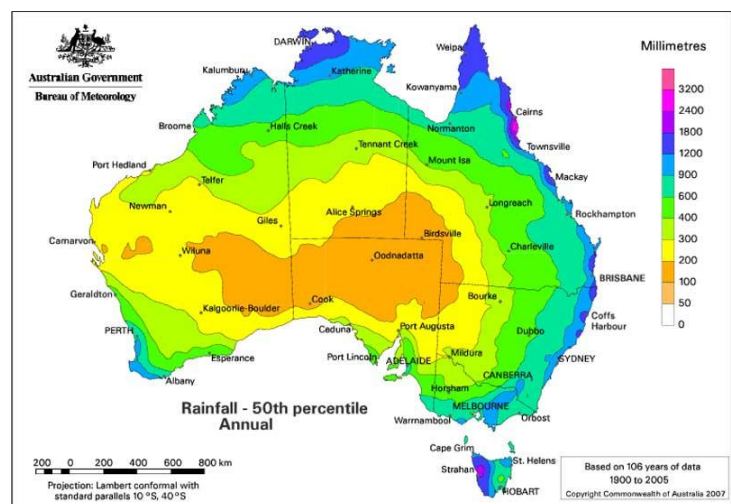
<https://geology.com/world/australia-satellite-image.shtml>

Australia is the sixth largest nation after Russia, Canada, China, the United States of America and Brazil. We have a population of 25 million people who mostly live on or near the east coast.

The Australian capital is Canberra, but the largest city is Sydney; the capital of New South Wales. The other State capitals are: Melbourne, Adelaide, Perth, Brisbane, Darwin and Hobart. The first four have populations of more than 1 million.

It is the driest populated continent with large parts of the centre of the continent being desert.

The Australian climate also varies from tropical in the north, to temperate in the south. Victoria has the coastal area which is mild with good rainfall to the northwest region which is drier and has areas of desert. Melbourne and the suburbs can experience hot summer days occasionally reaching 40C and winter days can be as low as 10C. The Victorian Alps in the northeast will receive snow cover during winter. The fertile areas of the south have very good farming districts with sheep, cattle, orchards. Grape growing has become common in areas on the outskirts of Melbourne.



Prior to white settlement there were many groups of aboriginals across all climates of Australia and you will see and hear these groups honoured at sites and during celebrations across the country. Welcome to Country is an indigenous ceremony that is performed to welcome strangers into a tribal land.

In 1606 Dutch explorers discovered Australia, but in 1770 Great Britain claimed the eastern portion and began settling New South Wales as a penal colony from 26th January, 1788. Over time six colonies were established and on the first of January 1901 these were federated to form the Commonwealth of Australia.

While Australia does have some dangerous snakes, spiders, fish and reptiles, there are few deaths caused by these animals. In a study of bites and stings it was found that between 2000-2013 there were 27 deaths from allergic reaction to bee stings, 27 deaths from snake bite, three from jelly fish, 2 from tick bite, 2 from allergic reaction to ant bites and 2 from reactions unknown insect bites.

Useful links:

[About Australia](#)
[Tourism Australia](#)

[Australian Animals](#)
[Dangerous Animals](#)

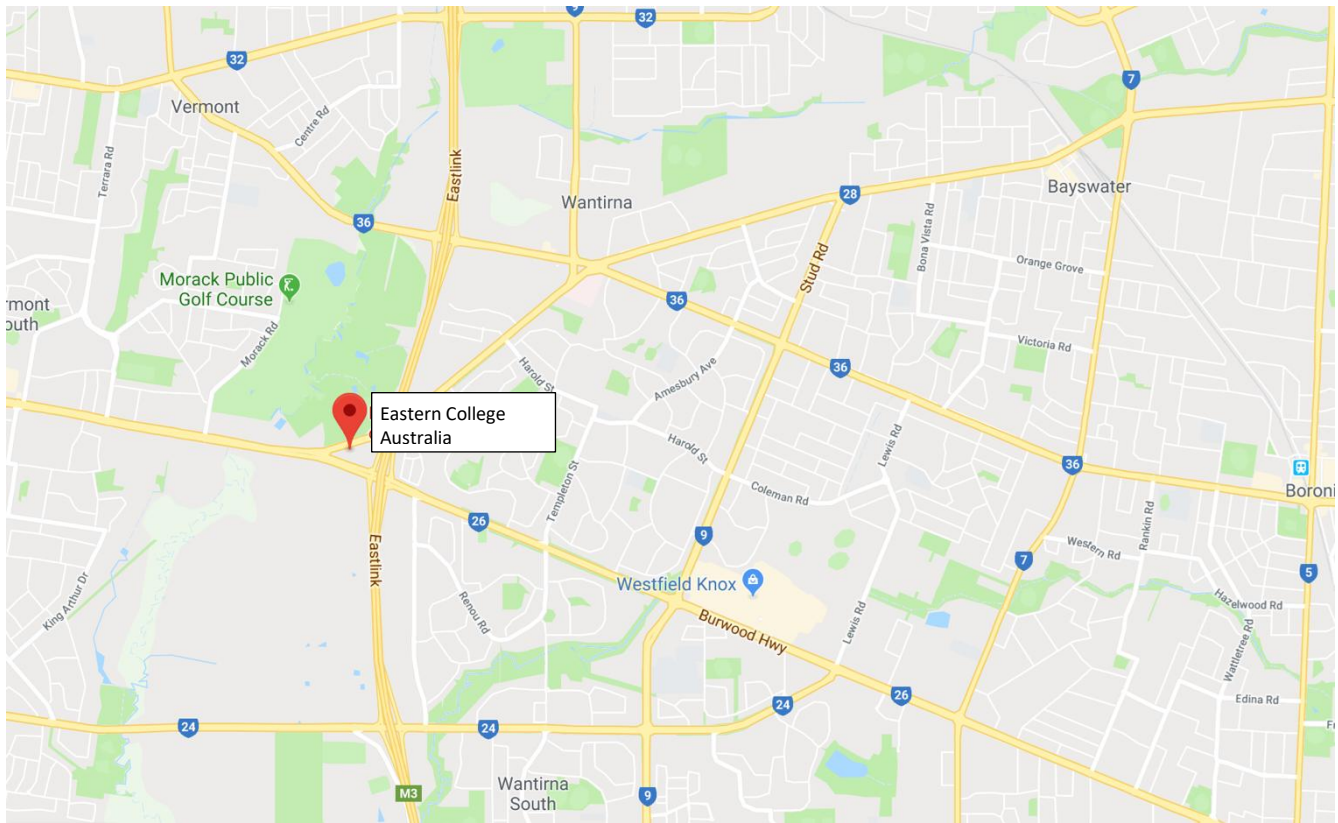
Introducing Wantirna



Wantirna is a suburb 24 kilometres east of Melbourne, Victoria. The name comes from the local aboriginal word for 'a gurgling stream'.

The area was first settled in 1840 as a cattle farm on the banks of the Dandenong Creek. In 1912 the first Wantirna school was established on two acres of land donated by the Finger family. (The school is just up the road from our campus.) Soon after a Methodist church was built opposite the school (it is no longer standing). There is a large park opposite the college, Koomba Park.

Westfield Knox is a large shopping centre which has a wide range of facilities including public library, supermarkets, Asian grocers, bakeries, stores for clothing and household goods, pharmacies, take away food stores, cafes and restaurants. There is a small group of shops and medical facilities at the intersection of Mountain Hwy and Boronia Road. Train stations are found at Boronia and Bayswater. There are bus stops near the campus on Burwood Highway.



Introducing Launceston, Tasmania



Worldview Centre is located in St Leonards, a rural suburb of Launceston, Tasmania. Launceston is Australia's third oldest city, founded in 1805, and has a population of around 87,000.

Tasmania (abbreviated as TAS and nicknamed Tassie) is also known as Lutruwita and is a sparsely populated island state of Australia. It is located 240 km to the south of the Australian mainland, separated by Bass Strait. It is one of the most beautiful places on earth and will be a fantastic place to explore while you are living and studying in Launceston.

For more information see: <https://www.discovertasmania.com.au/>



Introducing Eastern College Australia



Eastern College Australia is a college offering both Higher Education and VET courses.
<https://www.eastern.edu.au/about-us/>

We provide teaching, training and research from a Christian worldview that contributes to the church and the flourishing of humanity through the lives of its graduates.

VISION

Harnessing the strengths and resources of both Melbourne School of Theology (MST) and Eastern College Australia, in a two-school, one community model, we aim to become a leading regional provider of excellence in integrative Christian higher education.

VALUES

Eastern College Australia is committed to the following values:

- **FAITH**

Eastern College is a community committed to biblically-based Christian life, faith and witness, believing that God is glorified, and people are transformed through Christ-centred education and vocational training.

- **REASON**

Eastern College is committed to the pursuit and proclamation of knowledge and truth from a Christian worldview, valuing and aspiring to academic excellence, critical and creative thinking and life-long learning that integrates theory and practice.

- **JUSTICE**

Eastern College as a community, is committed to both teaching and modelling peace and justice in human relationships, transforming people and communities through the lives of its graduates, exercising responsible care and stewardship of God's creation, and recognising the image of God, and therefore inherent value in all people.

- **SPIRITUAL FORMATION**

We are not only an expression of the Christian church but see ourselves as it's servant. We value the trust relationship with Christian faith communities as they encourage their people to be trained here. We seek to listen to and engage with church and mission leaders in a partnership to advance God's Kingdom.

- **SERVANT & PARTNER TO THE LOCAL CHURCH & CHRISTIAN COMMUNITIES**

Eastern College is committed to the pursuit and proclamation of knowledge and truth from a Christian worldview, valuing and aspiring to academic excellence, critical and creative thinking and life-long learning that integrates theory and practice.

- **INNOVATION & FLEXIBILITY**

In an era of rapid globalisation, the diaspora of people and cultures, and dynamic social upheaval, it is critical that higher education remains relevant, agile, innovative, and culturally sensitive, capable of addressing the theological, social, and ethical issues of our day with biblical depth, excellent scholarship, and wisdom. We endeavour to remain intuitive to these changes with creativity, flexibility and agility within our curriculum and pedagogy, while retaining our core commitment to the Christian faith, and our witness for Jesus Christ.

Arranging Visas:



Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field.

In order to apply for a visa you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic post with which you lodge your application.

You must ensure you **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Simplified Student Visa Framework (SSVF)

The simplified student visa framework (SSVF) is designed to:

- make the process of applying for a student visa simpler to navigate for genuine students
- deliver a more targeted approach to immigration integrity
- reduce red tape for business

Now:

- international students apply for a single [Student visa \(subclass 500\)](#) regardless of their chosen course of study
- student guardians will apply for the [Student Guardian visa \(subclass 590\)](#)
- a single evidence level framework will apply to all international students
- all students and student guardians will generally be required to lodge their visa application online by creating an account in [ImmiAccount](#)

For more information visit <https://immi.homeaffairs.gov.au/what-we-do/education-program/what-we-do/simplified-student-visa-framework>

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website, the Department of Foreign Affairs and Trade website <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIBP on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

Education Agents

Education agents are not used by Eastern College Australia.

Visa Conditions:



If you are granted a visa, **you must abide by its conditions**. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

Complete the course within the duration specified in the Confirmation of Enrolment (CoE)

Maintain satisfactory academic progress

Maintain approved Overseas Student Health Cover (OSHC) while in Australia

Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution

Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

To understand and check your student visa conditions visit

<https://immi.homeaffairs.gov.au/visa-conditions-subsite/Pages/Check-conditions-online-vevo.aspx>

Arranging Travel:



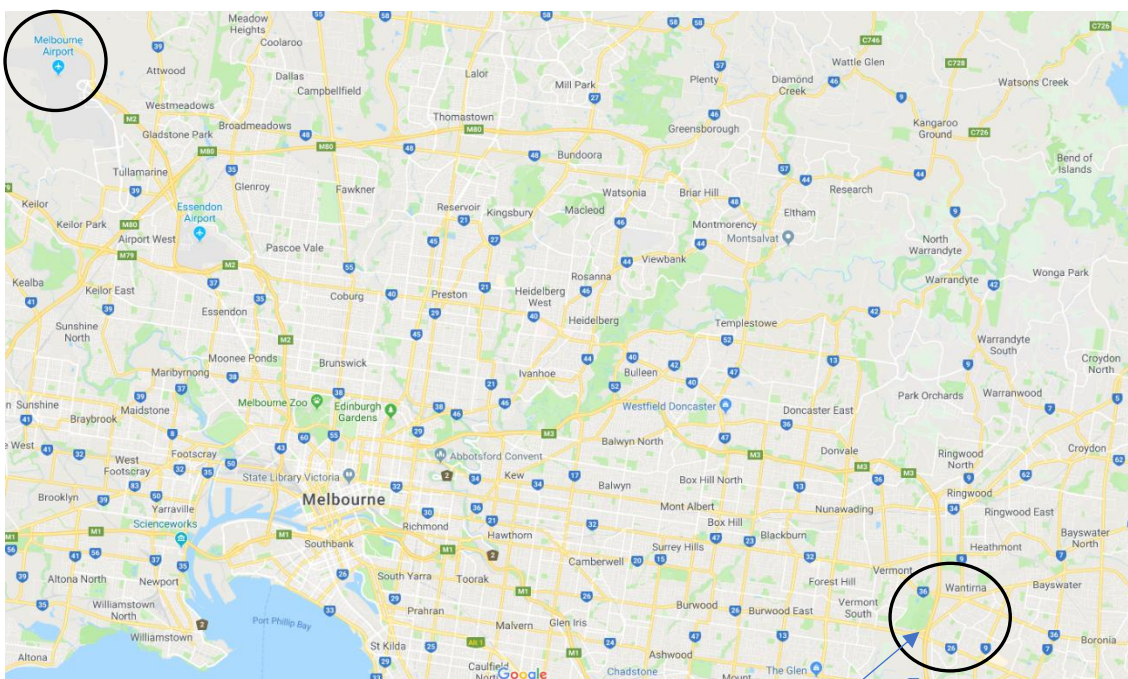
You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Overseas Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Wantirna Campus

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Overseas Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Melbourne International Airport – Tullamarine which is the closest international airport to Melbourne. Visit <https://www.melbourneairport.com.au/>

Wantirna is located approximately 50kms from Melbourne International Airport- Tullamarine.



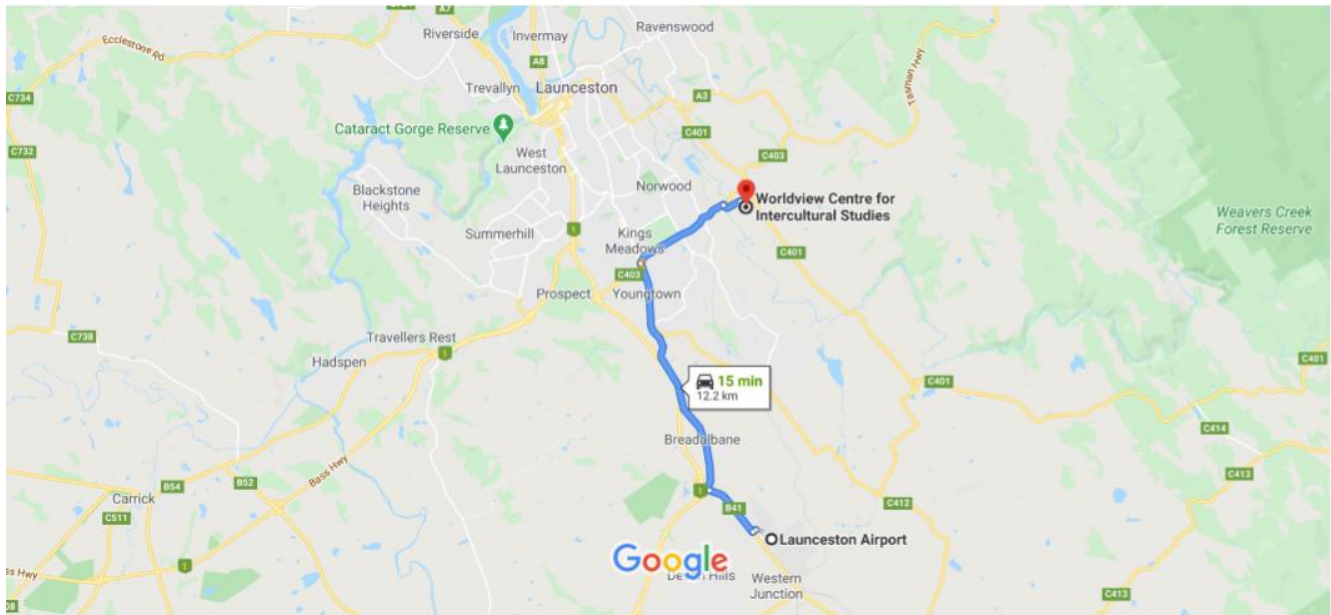
Eastern College Australia
Campus

LAUNCESTON WORLDVIEW CAMPUS

When flying to the Launceston campus you will need transfer to Launceston via Sydney or Melbourne airports

At the Sydney Airport, international flights arrive at Terminal 1. At the Melbourne Airport, international flights arrive at Terminal 2. After passing through immigration and collecting your baggage, make your way to the domestic terminal for your domestic connection to Launceston.

Launceston Worldview Campus is located about 15 mins away from Launceston Airport by car



Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with your electronic Student Visa
- Offer of a place / admission letter from Eastern College Australia
- Confirmation of Enrolment (CoE) issued by Eastern College Australia
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Department of Agriculture Travelling to Australia web page

<https://www.agriculture.gov.au/biosecurity-trade/travelling/to-australia>

- Read "*What can't I take into Australia?*"
- And also let your family and friends know "*What can't be mailed to Australia?*"

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (20kg) and 1 x carry-on (7kg) for international flights, and only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the number of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia, but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing. You may also need to purchase a heating appliance once you arrive.

Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, street shoes, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony or more formal student functions. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your children's intended school what is included in the uniform package.

Other Items You Might Need to Include (most can also be purchased in Australia)

- | | |
|---|--|
| ☒ electronic chargers, and adaptors | ☒ scientific or graphics calculator |
| ☒ dictionary (bilingual) | ☒ camera |
| ☒ small sewing kit | ☒ spare spectacles or contact lenses |
| ☒ music | ☒ your optical prescription |
| ☒ sporting equipment | ☒ photos of friends and family |
| ☒ toiletries | ☒ swimming costume |
| ☒ umbrella | ☒ small gifts from home |



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins, one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power flows to that socket.

Bringing Your Computer

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be **Austel Approved** to function in Australia.

On Your Flight

Wear comfortable, layered clothing so that you can make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick ☐ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$66,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <https://www.agriculture.gov.au/biosecurity-trade/travelling/to-australia>

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Getting from the Airport:

Wantirna Campus

Train

There is no train service directly from the airport.

Buses

There are buses that can transport you from the Airport to the CBD. From there a train or bus can be caught to a station near your accommodation or the campus. See the attached map and instructions in the Appendices or your journey can be planned at <https://www.ptv.vic.gov.au/> or www.skybus.com.au

Taxis

A taxi can be caught from the airport to any place required, but this may be costly.

Uber

An Uber can be caught from the airport to any place required, but this may be costly.

Launceston Campus – Airport Reception Service

Email your flight details to the Launceston campus (Worldview) at enquiry@worldview.edu.au before you travel, and a college representative will meet you at the airport and transport you to the Launceston delivery site. This is a free service for new students and their families. If, for some reason, no-one is there to meet you, please phone reception on +61 (0)3 6337 0444.

Keeping in Contact:

Before you leave home, you should provide your family and friends, and Eastern College Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or email.

Our college can be contacted Monday to Friday during business hours – 9am – 5pm AEST
Phone: Inside Australia – 03 9790 9200 Outside Australia – + 61 3 9790 9200
Email: info@eastern.edu.au

Accessing Money:

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently, and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$4000 to AU\$5000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either bank drafts or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to change your money into Australian currency as soon as possible after arrival. You can do this at the airport. Once you have arrived in Melbourne, you can also change money at any bank or at currency exchanges at local shopping centres such as Knox Shopping Centre. Crown Currency Exchange – Shop K16 Westfield 425 Burwood Hwy 8813 0450.

Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

ATM

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo** (if your ATM card has international access). Check this with your financial institution before leaving home.



Credit Cards

All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Arranging Accommodation:



WANTIRNA CAMPUS

If you will be studying at our Wantirna campus in Melbourne, the college is happy to assist you in arranging accommodation but has no residential accommodation.

Local real estate agents (See list below) may have lists of student accommodation and Unilodge <https://www.unilodge.com.au/> is a student accommodation provider but has no location near Eastern College Australia.

A sample of the real estate agents near Wantirna Campus:

Ray White Wantirna – <https://raywhitewantirna.com.au/>

O'Brien Real Estate Wantirna – <https://www.obrienrealestate.com.au/>

Barry Plant Real Estate Wantirna - <https://www.barryplant.com.au/offices/wantirna/>

LAUNCESTON CAMPUS

If you will be studying at the Launceston campus your first option is the on-campus accommodation which is much cheaper than other options and offers a built-in community and support.

<https://worldview.edu.au/residential-program>

However, if for some reason you must live off site here are some of the options available for finding accommodation:

<https://www.studytasmania.tas.gov.au/live/accommodation>

<https://www.universityrooms.com/en-GB/city/launceston/home/>

<https://flatmates.com.au/utas-launceston>

A sample of the real estate agents near the Launceston Campus:

Peter Lees Real Estate – <https://peterlees.com.au/>

McGrath Estate Agents Launceston – <https://www.mcgrath.com.au/offices/launceston-a0v5g000000BjBFAA0>

Living Here Launceston – <https://www.livingherelaunceston.com.au/>

Temporary Accommodation:

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive, but you may need to bring your own pillow and sleeping bag if you choose this option.

Examples of accommodation near Eastern College Australia, Wantirna:

Golden Pebble Hotel – 500 Boronia Road, Wantirna, VIC 3152

Quality Inn and Suites Knox – 137 Mountain Hwy, Wantirna, VIC 3152

The Burvale Hotel – Springvale Road and Burwood Hwy, Nunawading, VIC 3131

Punthill Apartments – 337 Stud Road, Wantirna South, VIC 3152

Kubix – 400 Burwood Hwy, Wantirna South, Vic 3152

Examples of accommodation near Launceston:

Village Family Motor Inn, Launceston – <https://tasvillagemotel.com/>

Launceston Central Apartment Hotel – <https://www.launcestoncentralapartments.com.au/>

Urban Nook – <https://www.urbannook.com.au/>

Launceston Backpackers – <https://www.launcestonbackpackers.com.au/>

Arthouse Backpacker Hostel – <https://www.arthousehostel.com.au/>

NOTE: Please check that you can find transportation to your college from the accommodation.

Staying with Friends or Family

If you know someone in Australia, this is a great way to settle into life here. Your friends or family can provide advice, support and encouragement in your first days in Australia.

Permanent Accommodation:

Choosing Where to Live While you Study

Most students want to live within walking distance of the campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Types of Accommodation:



On-Campus Housing at Launceston

In Launceston there is a residential program which runs in conjunction with the Certificate IV studies.
<https://worldview.edu.au/campus> and <https://worldview.edu.au/residential-program>

Student Housing at Eastern College

There is no college housing at Eastern College in Melbourne at our Wantirna campus, but some students share a house or unit and cut the costs this way. Occasionally these are advertised in the student weekly newsletter, usually this is an informal arrangement where a group of friends agree to share.

Rentals

Houses and Units can be rented via the local Real Estate agents. Please use <https://www.realestate.com.au/rent> to find appropriate rental properties. Units with 1 – 2 bedrooms and 1 bathroom can be rented from approximately \$320 - \$400 per week depending on the location and facilities. Please note you will need to provide evidence that you can afford to pay this amount each week.

Where to Look for Accommodation:



The following is a list of places where you can go to find advertisements for accommodation, check to see if the place you want to rent/share is furnished:

- Student noticeboards around campus near the student kitchenette on level 1 at our Wantirna Campus.
- Real Estate Agent windows & websites
 - Professionals Wantirna Knox – (03) 9801 2222
201 Stud Road Wantirna
 - Barry Plant Wantirna – (03) 9801 4777
6/247 Stud Road Wantirna
 - Hill Real Estate (03) 9800 0700
2a/426-430 Burwood Hwy Wantirna

Real Estate online - <https://www.realestate.com.au/rent>

(NOTE: See below for details about renting in Australia - [Things to Keep in Mind When Renting](#) on page 38)

Bringing My Family



Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Border Protection. See: **Arranging Visas**). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia.
- Possible higher rent for a larger home.
- Limited employment opportunities for your spouse.
- Extra costs for food, clothing and other necessities.
- The effect on you and your studies if your family is not happy in Australia.
- Whether your children will adjust to school in Australia.
- Waiting lists for childcare centres; and
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.
- Cost of schooling

For more information visit: www.immi.gov.au

Child Care



Child Care if studying at the Wantirna Campus

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Some of the many childcare centres near our Wantirna campus are listed below:

Goodstart Early Learning, Wantirna - <https://www.goodstart.org.au/centres/wantirna-south-cathies-lane>

Knox Childcare and Kindergartens - https://www.knox.vic.gov.au/our-services/children-family-and-community-services/children-and-families/knox-children-and-family-centres-bayswater-and-wantirna-south?utm_source=local&utm_medium=organic&utm_campaign=gmb

Child Care at Launceston Campus

Preschool children of residential students may attend the Worldview Play Centre. It provides day care while parents attend classes. The Centre is well equipped, meeting all local council requirements and is supervised by appropriate staff. This service is included in the fees for preschool children living at Worldview.



Schools:

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - a. Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS):
 - b. Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery. These fees can amount to a significant cost.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact Victorian State Government [Department of Education and Training](#)

Phone: (03) 9637 2000 or 1800 809 834

Find a school or find a kinder using the Department websites - <https://www.findmyschool.vic.gov.au/> or <https://www.education.vic.gov.au/findaservice/Home.aspx>

Tasmanian Department for Education, Children and Young

People <https://www.decyp.tas.gov.au/learning/international-students/>

Phone: 1800 816 057

There are two types of schools in Australia – State schools and independent schools.

State Schools

State government schools are run by the government and are available to all eligible children between the ages of 5 and 18 here in Australia. We have local primary schools for children between 5 and 11 and High or Secondary schools for those 12 – 18 years of age. There will be tuition fees for international students at these schools, and books, stationary, uniform, excursions and other extra items will need to be purchased.

Independent Schools

Independent schools are those which have been started by various groups or churches and may be accessed by eligible children. Tuition fees will be required along with the purchase of uniform, books, stationary, excursions and camps. These are usually more expensive than State Schools.

SECTION 3

Settling-In

Settling in

Living in Melbourne

Living in Launceston

Time Zones

Weather and Seasons

Time Zones

Lifestyle

Things to Keep in Mind When Renting

Security Deposits/Bond

Signing a Lease

Inspection of Property

Utilities

Restrictions

Inspecting a Potential Property

Choosing a Roommate

Bills & Expenses

Food

Cleaning

Personal Habits & Individual Needs

Smoking & Drugs

Music & Television

Personality Traits & Communication

Housekeeping

Kitchen Stoves & Ovens

Refrigerators

Disposal of Rubbish

Cleaning Kitchens

Cleaning the Bathroom

Cleaning Floors

Cleaning Products

Maintenance, Fixtures & Fittings

Smoke Alarms

Pest Control

Where can I get help?

Services

Telephones

Calling Emergency Services

Public Telephones

Making Phone Calls within Australia

Calling Australia from Overseas

Mobile/Cell Phones

Computer & Internet Access

Australia Post

Small Letters

Envelope Layout

Support Groups

Getting Around

Public Transport

Taxis

Driving

Bicycles

Shopping

Where to Shop

Business Hours

How to Shop

Bargaining/Haggling

Purchasing an Item

Yellow Pages

Health

Emergencies – Dial 000

Police

Fire

Ambulance

State Emergency Service

Lifeline

Poisons Information Line

Emergency Translation

Overseas Student Health Cover (OSHC)

How Do I Get OSHC?

What Am I Covered For?

How Do I Use My OSHC Card?

How Do I Make a Claim?

Renewal Information

Types of Health Care in Australia

Public System

Private System
Attending an Australian Hospital
General Practitioners (GPs)

Medical Services

What do I do if I'm sick?
Seeing a Doctor (GP)
Public Hospital Waiting Times
Pharmacies
Prescription Medication
Over-the-counter Medication
Dental and Optical
Interpreter Services

Medical Facilities in Wantirna

Hospitals
Medical Centres
X-ray
Pathology
Pharmacies

General Health

Mental Health
Physical Health
Sexual Health
Alternative Therapies

Managing my Finances

Initial Expenses
On-going Expenses
Setting up a Bank Account
Bank & ATM locations in Wantirna
Bank & ATM locations near my

Accommodation

Banking Hours
Bank Fees
Accessing Money from my Account
ATM's Automatic Telling Machines
EFTPOS
Telephone Banking
Internet Banking
Over-the-counter Service
Paying Bills
Account Statements
Using an ATM
Safety When Carrying Money

Working in Australia

Permission To Work
Working While Studying
Finding Work

Newspapers
University job boards
On-line

Earning an Income

Taxes
Getting a Tax File Number
Taxation Returns
Superannuation

Laws and Safety in Australia

Obedying the Law
Legal Services & Advice
Child Protection Laws
Home Security
Contents Insurance
Internet Safety & Security
Internet Access on Arrival
Personal Safety
Public Transport Safety
Buses
Trains
Taxis

Road rules

Owning a Car
Registration
Insurance
Speed
Mobile Phones & Driving
Demerit Points Scheme
Licence Requirements
Drinking Alcohol & Driving
Blood Alcohol Concentration levels
Legal BAC Limits
Factors Affecting your BAC
Drinking Limits Advice
Random Breath Testing
Increased Risk of an Accident

Alcohol, Smoking & Drugs

Alcohol
Standard Drinks
Smoking

Drugs

Drink Spiking

Hitchhiking

Avoiding Dangerous Areas and Activities

Making New Friends

Sexual Assault

What do I do if I am Assaulted?

Social Activities

What is Schoolies Week?

Living in Melbourne



Melbourne is the state capital of Victoria. The Central Business District (CBD) is located at the top of Port Phillip Bay and is a centre for business, trade, and state government.

The metropolitan area spreads out to the west, north and east of the CBD. Wantirna is in the eastern suburbs of Melbourne.

There are many park lands and open space to be enjoyed in and around Melbourne. South of Melbourne there are many lovely beaches to explore, or northeast there are vineyards and mountain areas. The Melbourne zoo on the edge of the CBD offers a chance to see both Australian and other animals, Healesville sanctuary has a wide range of Australian animals for visitors to see. Out in the west visitors can experience an African Adventure at Werribee Open Range Zoo. The arts and theatre can be experienced in the CBD with live shows in the many theatres and art displays the National Gallery of Victoria or Ian Potter Centre. Eating out is an adventure in all areas of Melbourne with restaurants and cafes selling food from all around the world.

Melbourne has an extensive public transport system with the main metropolitan train station Flinders Street Station in the CBD. The main regional station for trains and buses is Southern Cross Station. The CBD is serviced by a tram system. All systems use the Myki transport card. These cards can be purchased at train stations and 7-eleven stores. More details are provided below. <https://www.ptv.vic.gov.au/tickets/myki>

Wantirna is an eastern suburb of Melbourne. It is situated at the base of the Dandenong range in the middle of what used to be farmland and orchards but is now a housing and light industrial area. There are a couple of shopping precincts close by; Westfield Knox Shopping Centre and The Glen. These shopping centres are open Monday, Tuesday and Wednesday from 9am – 5:30pm and Thursday and Friday from 9am – 9pm Saturday from 9am – 5pm and Sundays 10am – 5pm. They may not be open on some public holidays – Christmas and Good Friday for example.

The large stores (e.g. Coles, Woolworths and Kmart) within these centres may be open longer hours. For more details see their websites.

Opposite the college campus there is a large park, Koomba Park. This park runs along the Dandenong creek and has many walking and cycling tracks. Wantirna Tennis club have courts at the park and there is a playground and oval.

Living in Launceston



Tasmania is an island off the south coast of Australia and its capital city is Hobart located on the southeast coast. **Launceston**, about 3 hours' drive north of Hobart, is on the Tamar River and was founded in 1806. The city can be explored easily on foot. It is surrounded by stunning natural beauty and contains charming old buildings.

More information about Tasmania and in particular Launceston can be found at:

<https://tasmania.com/points-of-interest/launceston/>

<https://www.discovertasmania.com.au/regions/launceston-and-north/launceston/>

<https://www.australia.com/en/places/hobart-and-surrounds/guide-to-launceston.html>

Weather and Seasons

Melbourne

Wantirna experiences much the same weather conditions as Melbourne CBD. We have four seasons with mild winters (average daytime temperatures around 14C and nighttime dropping to around 8C). Summer temperatures can reach highs above 40C, but the average daytime temperature is 26C and nighttime 16C.

<http://www.bom.gov.au/climate/current/annual/vic/melbourne.shtml>

Launceston

Launceston has a cool, temperate climate, with four distinct seasons. Surrounded by many large hills and mountains, Launceston's weather patterns can change considerably in a short period. The warmest months are in January and February with an average air temperature range of 12.2C to 24.4C.

<https://www.discovertasmania.com.au/planning/climate-and-weather/>

<https://visitnortherntasmania.com.au/about-launceston/weather-climate>

<http://www.bom.gov.au/tas/forecasts/launceston.shtml>

Time Zones

[Australia has 3 main time zones](#). Australian Eastern standard time (UTC+10hours), Central standard time (UTC+9.5hours) and Western standard time (UTC+8hours). Victoria uses the Eastern standard time and Daylight savings is observed from October to March.



Eastern standard time is half an hour ahead of central standard time and 2 hours ahead of Western standard time. In summer these changes as Queensland and Western Australia do not have daylight savings time. During summer when Daylight savings is applied the times are as follows:

New South Wales, Australian Capital Territory and Victoria move their clocks forward one hour (UTC+11hours). South Australia and Broken Hill, NSW also move their clocks forward 1 hour (UTC+10.5).

<https://www.mapsofworld.com/answers/world/how-many-time-zones-in-australia/>

Lifestyle

Melbourne is a city of many cultures. Restaurants and customs from around the world are to be found in different areas of the city. We have a relaxed lifestyle, with many people finding relaxation in sport, attending films, art galleries, cafes or the beach.

Most people work from Monday to Friday, 9am – 5pm. Most businesses and government departments are open during these hours.

Many students work part time or casual hours outside this time as areas of retail and hospitality have longer work hours and may be open on the weekends. We value our four weeks annual leave, which many people take during summer to visit the beach, or holiday overseas.

We enjoy sport, with the Australian Football League ([AFL](#)) being the most popular professional sport to watch during winter in Melbourne. Games are played each weekend during the season. During summer, we enjoy [cricket](#) both international and domestic competitions, [tennis](#) and [swimming](#). Soccer, basketball, netball and baseball are also played across the country.

BBQs and picnics are popular. Many friends and family will spend time in our many parks or in private homes cooking food and enjoying each other's company over the weekend and on special days, like Easter, Christmas, AFL Grand final, [ANZAC day](#), [Cup Day](#) etc.

Launceston has a growing population of around 71,000 and is the third oldest city in Australia. It sits at the intersection of three rivers – North Esk River, South Esk River and the Tamar. Cataract gorge is a natural canyon

<https://www.launceston.tas.gov.au/Council-Region/About-our-City>

Things to Keep in Mind When Renting:



Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond and may amount to more than A\$1,400 dollars. The bond is usually set at four weeks' rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

<https://www.consumer.vic.gov.au/housing/renting/beginning-a-lease-or-residency/lodging-the-bond>

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. You may also have inspections at regular intervals during your lease and again at the end of your tenancy. The final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

<https://www.consumer.vic.gov.au/housing>

<https://www.realestate.com.au/advice/prepare-rental-inspection/>

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, internet, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit.

Possible utilities companies:

Home Phone/Internet – there are many service providers. Check this website to see what is available at your residential address: <https://www.nbnco.com.au/residential/service-providers>

Gas and Electricity – <https://www.energy.vic.gov.au/households/find-your-energy-distributor>

Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about their particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- ☒ Are there laundry facilities?
- ☒ Is NBN already connected?
- ☒ Do the light fittings work?
- ☒ Is the oven/ stove, gas or electrical?
- ☒ Do the toilet and shower all work?
- ☒ Is there damp or mould on the walls?
- ☒ Is there painting required?
- ☒ Is the place furnished? What kind of furniture?
- ☒ What kind of heating/cooling is there?
- ☒ Is there an insect/ pest problem?
- ☒ Is it close to transport, shops, and campus?
- ☒ Will the area be noisy? Is it on a busy road?
- ☒ Is there good security?
- ☒ Will the landlord carry out any repairs before you move in?
- ☒ How are repairs made once you live there, and who pays for which repairs?

Choosing a Roommate

The task of choosing a roommate needs to be taken **very seriously**. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: *don't panic, take your time, and don't compromise on important principles.*

Bills & Expenses:

- Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?
- If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?
- A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

Food:

- Do you and your roommates expect to share the costs of buying food and share in the preparation? Do you have specific food needs (allergies, preparation needs)?
- If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

Cleaning:

- Who will clean what? How often?
- Decide exactly what "clean and tidy" means to you.
- Will you hire a cleaning company to keep things under control?

Personal Habits & Individual Needs:

- How much privacy do you need?
- What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash clothing?

Smoking & Drugs:

- Do you prefer to have a smoker or non-smoker as a roommate?
- Is a smoker alright as long as they smoke outside the residence?

- (Many rental agreements will forbid smoking inside the premises)
Clarify your stance on the use of alcohol and/or illicit substances.

Music & Television:

- What are your musical likes and dislikes?
- Do you watch TV every day or just once in a while?
- Do you like to study with or without music/TV?

Personality Traits & Communication:

- How do you perceive yourself?
- How do others perceive you?
- Do you enjoy being around a lot of people - or just a few friends?
- Are you more comfortable by yourself?
- What about overnight visitors?
- When conflicts arise, how do you go about resolving them?
- How do you behave when you're happy - angry?
- What are the things that bother you most?

Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust.

Housekeeping

Some international students who come to Australia have never had the need to do their own shopping, cooking and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you; these are the responsibility of each individual and are a sign of personal independence and becoming an adult. Most Australians, especially landlords and rental agencies, believe it is **very important** for one's living environment to be kept clean.

Kitchen Stoves & Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.

Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill.

Disposal of Rubbish

Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish every one to two days into the **wheelie bins** provided outside your accommodation. You will then put the wheelie bin/s out next to the road once a week to be collected by council rubbish trucks. The landlord will inform the tenant about the way to dispose of garbage particularly with regards to **recycling and the days your rubbish is collected**.

Cleaning Kitchens

Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned often to avoid unpleasant odours and fire hazards.

Cleaning the Bathroom

Sinks, showers, and bathtubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that misuse of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

Cleaning Floors

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully to understand proper uses and dangers of the products. **(Warning: Keep all cleaning products out of reach of children and do not mix products!)**

Maintenance & Fixtures & Fittings

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example, a blocked toilet, the landlord should be contacted. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

Smoke Alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.



ONLY WORKING SMOKE ALARMS SAVE LIVES!

- ☐ Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button
- ☐ Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly
- ☐ Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day. (This is the tenant's responsibility)
- ☐ When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you the battery is low and needs replacing.
- ☐ Smoke alarms must never be painted
- ☐ If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm to clear the smoke.
- ☐ Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

(Source: Metropolitan Fire Brigade, Melbourne)

Pest Control

<https://www.consumer.vic.gov.au/housing/renting/during-a-lease-or-residency/repairs-maintenance-and-changes-to-the-property/pests-and-infestations>

In Victoria the Residential Tenancies Act 1997b does not say who is responsible for dealing with infestations in a rented home. Check the lease to see if it lists who is responsible to take care of any problems. If you have left food scraps around the house or on benches it is your responsibility to remove these and deal with any pests that they have attracted.

Where Can I Get Help?

Victoria

The Tenants Union of Victoria

<http://www.tuv.org.au>

Consumer Affairs Victoria

<http://www.consumer.vic.gov.au/>

Tasmania

Tenants' Union of Tasmania

<http://tutas.org.au/>

Consumer Affairs Tasmania

<http://www.consumer.tas.gov.au/>

Services:

Telephones

Calling Emergency Services DIAL 000

In Australia dial **000** from any phone if there is a [threat to life or property](#) that require **fire, police or ambulance** services. **112** may also be dialled from mobile phones. Dialling **112** will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is and you will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. You can also download an Emergency App from the App Store on iTunes see <http://www.triplezero.gov.au/Pages/EmergencySmartphoneApp.aspx> (See also: Health – Emergencies)

Public Telephones

Australia has a network of Public Phones throughout the country. They are easily recognized by the orange and Telstra emblem. There is no charge for a call to a local or national fixed line or Australian mobile. Long distance call charges vary depending on time of day and distance.

You can also use internet-based apps like Facetime or WhatsApp to make calls if you have access to Wi-Fi or a data plan on your mobile phone.

To make international phone calls from a fixed phone:



☐ Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

Making Phone Calls within Australia

- To make domestic landline phone calls:

☐ Dial – the area code + phone number

Area Code	States	
(02)	ACT, NSW	
(03)	VIC, TAS	
(07)	QLD	
(08)	SA, WA, NT	

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia, and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (**61**) followed by the area code without the first zero (for instance Melbourne would be 3 instead of 03) and then dial the required number.

Landline Example: International access number +61 3 XXXX XXXX

All calls to mobile numbers in Australia should be dialled +61 without the first zero followed by next 9 numbers.

Example: Local mobile number is 0401 222 222, Overseas should be dialling +61 401 222 222

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phone-plans/>

www.telstra.com



www.optus.com.au



www.boost.com.au



www.vodafone.com.au



(Source: on-line search)

Computer & Internet Access

Having your own computer is a critical resource and students are advised to invest in one to study effectively in Australia. Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with some providers, you could get a packaged deal for your home phone, internet and mobile phone.

The library has computers which can be used by students to search the library catalogue or for work inside the library during open hours. There is WIFI access to the internet for all staff and students while on campus. Students are encouraged to have access to similar facilities away from the campus.

Australia Post



Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

Small Letters

The cost of posting a small letter for distribution in Australia is an **AU\$1.50 postage stamp** which you affix to the envelope. It is wise to check that this cost has not increased.

A small letter has the following characteristics:

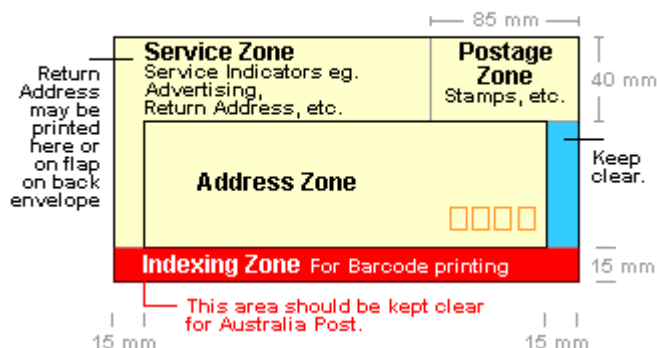
- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

Envelope Layout

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly.

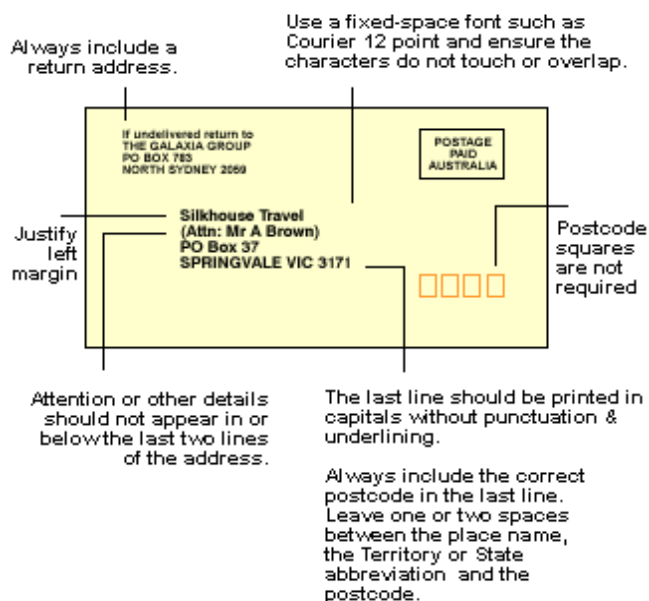
The information below demonstrates how (Source – Australia Post).

Envelope Face Format - Allocation of Zones

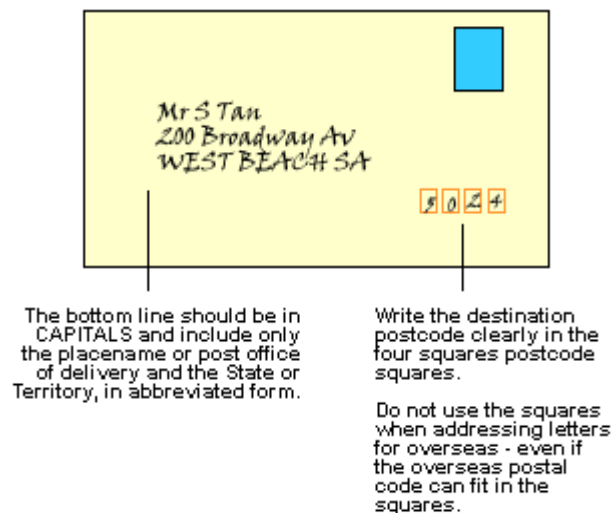


www.auspost.com.au

Typical Machine Addressed Envelope



Typical Hand Addressed Envelope



Support Groups

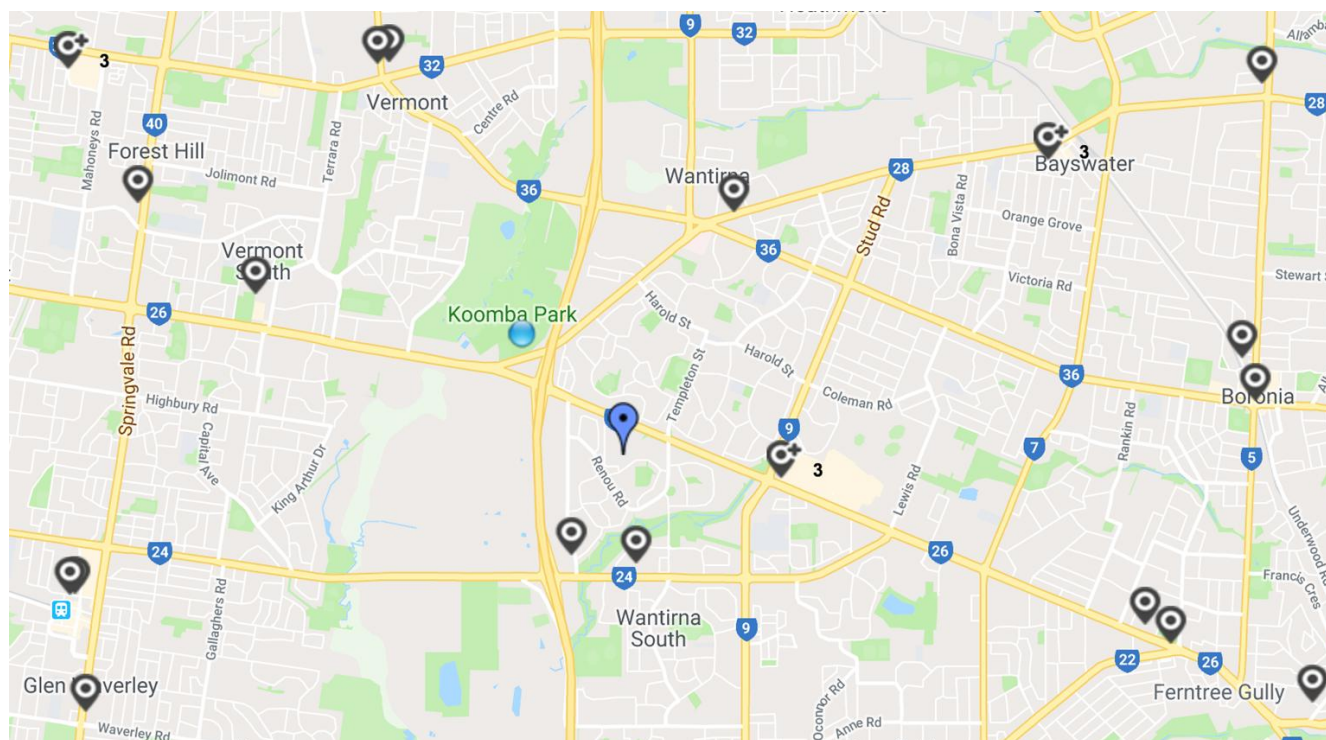


The students at Eastern have access to staff members for student support. They will also be allocated a Course advisor/co-ordinator who will be contactable by email and can assist with anything relating to their course of study. Local churches and other organisations will have support programs that the student may access. These can be found by searching the internet for the type of assistance required. Course advisors may also be able to advise students on support groups in the area.

Getting Around

Public Transport

A reloadable public transport ticket, known as a Myki Card, can be purchased or topped up at most train stations or 7-Eleven stores. See <https://www.ptv.vic.gov.au/tickets/myki> for more details. This card will allow you to travel on all forms of public transport: buses, trains & trams.



Taxis

Melbourne Eastern Taxis
(03) 9762 2522 or book online
<http://www.melbournseeasterntaxis.com.au/>

Silver Service Taxis
0423 063 378
239 Stud Road Wantirna Vic 3152
<http://www.melbcabs.com.au/>

13Silver Cabs
0403 444 546

Ride Sharing services

Uber

Uber offers a ride sharing service. A price for the ride will be quoted prior to the ride. They can also be called to deliver food.

The app can be downloaded from the App store and then transport arranged.

More details can be found at - <https://www.uber.com/au/en/ride/>

Driving

<https://www.vicroads.vic.gov.au/licences/renew-replace-or-update/new-to-victoria/overseas-drivers>

Students on Temporary Visas may drive using their overseas driver permit so long as it is current, valid and written in English or they carry their licence and an English translation.

Students with a Permanent Visa may use their overseas driver permit as above for 6 months, but after that must have a Victorian Driver licence.

Bicycles

Bicycle paths lead to Eastern College Australia and there are bike racks available on campus for secure parking. You will need to provide your own locking device.

Approved bicycle helmets must be worn while riding your bike in Victoria. For more details see - <https://www.vicroads.vic.gov.au/safety-and-road-rules/road-rules/a-to-z-of-road-rules/bicycles>

Shopping

Where to shop in Wantirna

Major shopping centres near the college are:

Eastland Shopping Centre –

<https://www.eastland.com.au/>

175 Maroondah Highway, Ringwood, VIC 3134

(03) 9870 8377

<https://www.eastland.com.au/visit/guest-services/contact-us>

Knox City Shopping Centre –

<https://www.westfield.com.au/knox>

425 Burwood Highway, Wantirna South, VIC 3152

(03) 9814 5000

knox@scentregroup.com

Where to shop in Launceston

There are several shopping areas in Launceston:

Launceston Central – <https://launcestoncentral.com.au/> Centreway Arcade and Launceston Plaza for example.

Business Hours

Most businesses are open Monday to Fridays from 9am – 5pm.

However, shops and entertainment centres may be open longer, particularly on Thursday and Friday evenings and weekends. See individual websites for specific open hours of a store or business.

How to Shop

Shopping can be done in person. Online shopping is available from most large Australian stores and internet-based stores worldwide. When shopping online there may be a delivery cost.

Bargaining/Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash or have seen the item at a competitor store for a better price.

If you are paying by **CASH** and, if you are buying more than one item, you may have more **bargaining power**. Begin the bargaining process by asking:

"What's the best price you can give me?"

Purchasing an Item

The most common methods of purchasing items are by cash or **EFTPOS**. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia. Just swipe or tap your EFTPOS card on the card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

Health:



Emergencies – Dial 000 (For life threatening situations only)

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general medical assistance. For more information go to <https://www.triplezero.gov.au/>



Police – (For non-life threatening situations)

<https://www.police.vic.gov.au/police-assistance-line-and-online-reporting>

<https://www.police.tas.gov.au/contact-us/general-enquiries/>

Police Assistance Line – 131 444 (for non-life-threatening situations)

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation**, you can contact the local police station directly on:

Knox Police Station (03) 9881 7000 or Launceston Police station 131 444

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital** in life threatening situations. Dial **000**

State Emergency Service

The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

Lifeline

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

<https://www.lifeline.org.au/>

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Emergency Translation

For translation service in an emergency situation dial **1300 655 010**

Overseas Student Health Cover (OSHC)



Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

Health insurance is compulsory for most international students who are studying in Australia. You will be required to pay or give evidence of your [overseas student health cover](#) when you accept your offer.

How do I get OSHC?

You will need to complete an Application for OSHC which is available from registered OSHC providers.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers

Medibank Private: www.medibank.com.au

Allianz OSHC: www.oshcallianzassistance.com.au

BUPA OSHC: www.overseasstudenthealth.com

Australian Health Management: www.ahm.com.au

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at: <https://www.health.gov.au/resources/publications/overseas-student-health-cover-oshc-explanatory-guidelines-for-consumers?language=en>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, like that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that **may** be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

How do I make a claim?

Follow the instructions from your OSHC provider.

Renewal information

Follow the instructions from your OSHC provider.

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities.

See also: Attending an Australian hospital.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home or admitting you to hospital in more severe cases.

There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals, but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

See also: Public hospital waiting times.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

Medical Services

We recommend you find a medical centre near your accommodation as soon as you arrive in Australia.

What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use Google and phone the General Practitioner's (GP) surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness and may give you a prescription for some medication. If you have had or need to take time off studies, you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests e.g.: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a doctor, be prepared to **wait a VERY long time**. It is not uncommon to wait **more than 3 hours**, and at some hospitals you could wait as long as **5-6 hours** to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change, and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You can walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. You may be able to claim some of the costs of medications from your OSHC provider, see your policy for details. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is **ONLY** offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are **not covered by your OSHC** unless you take out extra cover. If you need to see a dentist or optometrist, you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used. For more information visit www.immi.gov.au or phone 131 450

Medical Facilities in the Eastern Suburbs of Melbourne

Hospitals

Maroondah Hospital

1 – 15 Davey Drive, Ringwood East VIC 3135

1300 342 255

<http://www.easternhealth.org.au/locations/maroondah-hospital>

Has an Emergency Department which is open 24 hours – No charge for public patients

Box Hill Hospital

8 Arnold Street Box Hill VIC

1300 342 255

<http://www.easternhealth.org.au/locations/box-hill-hospital>

Has an Emergency Department which is open 24 hours – No charge for public patients

Angliss Hospital

Albert Street Upper Ferntree Gully VIC 3156

1300 342 255

<http://www.easternhealth.org.au/locations/angliss-hospital>

Has an Emergency Department which is open 24 hours – No charge for public patients

Knox Private Hospital

Emergency Department

(Note: fees for treatment will be incurred at this hospital: in excess of \$470 plus cost of tests, accommodation and other items. <https://knoxprivatehospital.com.au/index.php/services/emergency-department>

262 Mountain Hwy, Wantirna, VIC 3152

(03) 9210 7000

<http://www.knoxprivatehospital.com.au/>

Medical Centres

Wantirna South Medical Centre

(03) 9800 2774

97 Cathies Lane Wantirna South VIC 3152

<http://www.ahhgp.com.au/>

Vermont Medical Clinic
(03) 9874 2422
Suite 1.02
645-647 Burwood Hwy, Vermont South VIC 3133
<http://www.vermontmedical.com.au/>

Access Medical Group
(03) 9887 0211
1 Rezes Street, Wantirna South, VIC 3152
<http://www.accessmedical.com.au/>

Doctors@Knox
(03) 9800 0399
Shop 2081 Westfield Knox, Corner of Burwood Hwy and Stud Road Wantirna South VIC 3152

Medical facilities in Launceston

Hospitals

Launceston General Hospital
274-280 Charles Street, Launceston TAS 7250
(03) 6777 6777
<https://www.health.tas.gov.au/hospital/lgh>

Medical Centres

Most medical centres in Launceston often will not take new patients, however the Newstead Medical Centre has an arrangement with Worldview to accept students. You must let the Medical Centre know that you are a Worldview resident when you ring for an appointment.
Speak first with the Worldview Medical Advisor, Kristie Misdom (RN) to make arrangements.

Newstead Medical Centre,
165 Elphin Road, Newstead — DIAL (03) 6331 1088 (24 hours)
<https://newsteadmedical.com.au/>

Launceston Medical Centre,
247 Wellington St, Launceston — DIAL (03) 6388 8111
<https://launcestonmc.com.au/>
Opening Hours: Weekdays 08:00-20:00, Weekends 08:00-17:00
Walk-In Clinic (no appointment needed): Weekdays 18:00-20:00, Weekend 13:00-19:00

X-ray

X-rays may be ordered by a doctor or other medical specialist. This order will list the addresses of medical facilities to attend for an X-ray or other test. X-rays may be performed in hospital if you are an in-patient.

Pathology

Once again pathology tests must be authorised by a doctor or specialist medical professional. The paperwork will list the address for locations where the test can be performed.

Pharmacies

Pharmacies can be found in most large shopping centres and many hospitals have their own pharmacy onsite. These will provide both general health and beauty products and supply prescription medications ordered by medical staff.

General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad **is not** a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates **unexpected physical and emotional stress, which can exacerbate otherwise mild disorders**.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)

Mental Health

You will have access to the Community Life Co-ordinator during your studies at Eastern College Australia who may refer you to appropriate support services. A number of our staff have Mental health qualifications who also may refer you to appropriate services.

There are counsellors, psychologists and psychiatrists available in medical centres nearby. There will be a cost incurred for visiting a private specialist, eligible patients may be able to minimise this cost by visiting your General Practitioner and requesting an assessment for a Mental health plan.

Melbourne:

Crossway LifeCare
709 Highbury Road Burwood East VIC 3151
<https://www.crosswaylifecare.org.au/>
(03) 9886 3899

Life Resolutions
Suite 506, 425 Burwood Hwy, Wantirna South, VIC 3152
<http://www.psychologistwantirnasouth.communityguide.com.au/>
(03) 9380 4444

City Life Community Care
1248 Hight Street Road, Wantirna South, VIC 3152
<https://www.citylife.care/counselling-and-psychological/>
(03) 9871 8900

Launceston

For emergency mental health, crisis support and suicide prevention we recommend Lifeline
<https://www.lifeline.org.au/> Phone: 131 114 (24 hours)

For professional mental health counselling we refer residents to a Psychologist/Clinical Psychologists:
Patrick Fleming and Associates, Suite 21, 76 York Street, Launceston. Phone: 03 6334 9869.

Physical Health

A big part of staying healthy involves eating healthy foods and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website www.nutritionaustralia.org.

- ☐ **Exercise** – do at least 30mins of moderate exercise a day
- ☐ **Sleep** – get at least 8-9 hours of sleep a night
- ☐ **Nutrition** – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- ☐ **Binge drinking** – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.



Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner's health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. **Always use condoms** as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

Alternative Therapies

Melbourne

Herbalelite – Chinese Medicine Clinic
Sam's Chinese Medicine
482 Burwood Hwy, Vermont South VIC 3133
(03) 9802 9159
<http://www.herbalelite.com/>

BEST Acupuncture & Chinese Medicine Clinic
373 Springvale Road Forest Hill VIC 3131
(03) 8839 0748
<http://www.bestacupuncture.com.au/>

Aust-China Chinese Medicine Centre
486 Burwood Hwy, Vermont VIC 3133
(03) 9887 8842

Launceston

Woodlands Acupuncturist
201, Austins Rd, Turners Marsh TAS 7267
0481 880 266
TAS 7250

Launceston Chinese Medicine Clinic
Commonwealth Bank Launceston Branch
Centre Way, Launceston TAS 7250
0403 535 838

Managing my Finances:



In order to estimate the finances, you will need while studying in Australia please use the following online tool - <https://costofliving.studyaustralia.gov.au/>

You can also find out more at:

www.mondysmart.gov.au

<https://www.homestaynetwork.org/startaustralia/>

Initial Expenses

Also visit www.moneySMART.gov.au and <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

This is an example of some of the expenses you might encounter when you first come to Australia:

Expense	Estimated Cost
Temporary accommodation	\$150 – \$200 per week
Rental bond (four weeks rent @ \$---/week)	$\$400 \times 4 = \1600
Advance rent (four weeks @ \$---/week)	\$1600
Electricity connection	\$50-\$100
Telephone connection	\$100
Gas connection	\$50-\$100
Internet connection	\$150
Mobile phone and/or network sim card	\$50 - \$100 per month
Household items, e.g. furniture, crockery, etc.	\$3000
Transportation	\$200
Textbooks & Educational Expenses	\$500
Incidentals	\$2000
Insurance – house, car, health	\$500 - \$1200
TOTAL:	Approximately \$10,850

On-going Expenses

Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you live in **SINGLE accommodation** (costs will reduce if you are in shared accommodation):

Monthly Expense	Estimated Cost
Rent (four weeks rent @ \$---/week)	\$1600
Food (four weeks @ \$---/week)	\$500 - \$700
Electricity	\$200
Gas	\$100
Telephone	\$40
Internet	\$50-100 per month
Mobile Phone	\$30 – \$100 per month
Transportation - public	\$100
Transportation – car after purchase	\$150 - \$250
Entertainment	\$80-\$150
Educational	-
Insurance – health, house, car	\$100
Unexpected	\$2000
TOTAL:	Approximately \$5200

Setting up a Bank Account

You can choose to open an account in any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal.

To open a bank account, you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account **within six weeks** of arrival in Australia. After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. bank account. For a comparison of accounts in banks throughout Australia see: <http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Bank & ATM Locations in Wantirna

BANK	WEBSITE	LOCAL ADDRESS
National Australia Bank	www.nab.com.au	Westfield Knox 425 Burwood Hwy, Wantirna South, 3152 Branch and ATM available
ANZ	www.anz.com.au	Westfield Knox 425 Burwood Hwy, Wantirna South Branch and ATM available atm ^x at 16 The Mall, Wantirna
Commonwealth Bank	www.commbank.com.au	Westfield Knox 425 Burwood Hwy, Wantirna South Branch and ATMs available Corner of Mountain Hwy and Station Street, Bayswater VIC 3153 Branch and ATM available
Westpac Bank	www.westpac.com.au	Westfield Knox 425 Burwood Hwy, Wantirna South Branch and atm ^x available
St George Bank	www.stgeorge.com.au	Westfield Knox 425 Burwood Hwy, Wantirna South ATM ^x available
Great Southern Banking	https://www.greatsouthernbank.com.au/	Eastland Shopping Centre 175 Maroondah Hwy, Ringwood 3134 Branch available

(NB – this list is just a sample of some financial institutions in Australia)

Bank & ATM Locations in Launceston

BANK	WEBSITE	LOCAL ADDRESS
National Australia Bank	www.nab.com.au	130, Brisbane St, Launceston
ANZ	www.anz.com.au	108 Hobart St, Kings Meadows 69 Brisbane St, Launceston ATM - Centro Meadows Mews, 102-106 Hobart Rd, Kings Meadows TAS 7249
Commonwealth Bank	www.commbank.com.au	97/105 Brisbane St, Launceston 110 Hobart Rd, Kings Meadows
Westpac Bank	www.westpac.com.au	75, Brisbane St, Launceston ATM - Huon Building 1, 6 Techno Park Dr, Kings Meadows TAS 7249
Bendigo Bank	www.bendigobank.com.au	147 Hobart Rd, Kings Meadows 38 St John St, Launceston

NB – this list is just a sample of some financial institutions in Australia)

Bank & ATM Locations near My Accommodation

(Please fill this section in for yourself.)

Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

Bank Fees

Bank fees are **the price you pay for the products and services that banks offer**. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. **Some banks waive some fees if you are a full-time student.** The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

If you don't understand any fee which has been charged, contact your bank.

Accessing Money from My Account



Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

See also: Using an ATM.

EFTPOS

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Telephone Banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It's important never to give your password to anyone else.

Internet Banking

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

Over-the-Counter Service

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

Account Statements

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs.

Check your statements regularly to make sure you've got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank's ATMs instead of other banks' ATMs).

(Source: Australian Bankers' Association Inc.)

Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account, and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for **ATM safety**, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank.

(Source: Australian Bankers' Association Inc.)

Safety When Carrying Money



The first and fundamental rule of safety when carry money is:

“Don't carry large amounts of cash!”

The second is:

“Don't advertise the fact that you are carrying money!”

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag and never leave it open for someone to slip their hand inside.

Employment Rights and Conditions:



Overseas students have the opportunity to work in Australia while studying. It can be a great way to experience the local culture and connect with the community.

<https://www.education.gov.au/international-education/support-international-students#toc-the-rights-of-international-students-at-work>

Overseas students have the same workplace rights and protections as anyone else working in Australia. Here's what you need to know before starting to work in Australia:

- You must be paid at least the minimum wage
- You must pay tax on your income
- You must receive a payslip

Overseas students can contact the Fair Work Ombudsman (<https://www.fairwork.gov.au/find-help-for/visa-holders-migrants>) for help if they're having workplace issues, without fear of their visa being cancelled. This could be for issues such as not getting the right pay or other entitlements, like leave or notice.

It is important to check with the Immigration authorities and comply with the latest rules regarding hours of work permitted according to your particular visa conditions.

Working While Studying

1. Student visa holders have permission to work while studying in Australia. Please note that you will NOT be able to work in Australia until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.
2. You can work a limited number of hours a fortnight during the study period and unlimited hours when your course is not 'in session'. Please check with the Immigration authorities regarding your particular visa conditions.
3. The Department of Home Affairs (DHA) considers your course to be 'in session':
 - for the duration of the advertised semesters (including periods when exams are being held);
 - if you have completed your studies and your Confirmation of Enrolment is still in effect;
 - if you are undertaking another course, during a break from your main course and the points will be credited to your main course.(Source: Department of Home Affairs)

For a full list of mandatory and discretionary student visa conditions please visit

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online/visa-holders>

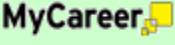
Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore, you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

Newspapers

College Job Boards in Moodle/Facebook

Online - try these online companies:

	www.seek.com.au
	www.careerone.com.au
	www.adzuna.com.au/?utm_source=mycareer
	www.jobsearch.com.au

(Source: On-line search)

Earning an Income



Taxes

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone **13 28 61**, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: **13 14 50**.

Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit <https://www.ato.gov.au/individuals-and-families/your-tax-return/how-to-lodge-your-tax-return/lodge-your-tax-return-with-a-registered-tax-agent>
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation

Your employer must contribute an additional sum equal to **11.5%** of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit:
www.ato.gov.au/departaustralia

You will need to provide the details of your superannuation fund.

(Source: Australian Taxation Office)

Laws and Safety in Australia



Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to **respect Australian values** and **obey the laws of Australia** for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: www.australia.gov.au.

Legal Services & Advice

- Legal Aid - <https://www.legalaid.vic.gov.au/>
Advice from Legal Aid is offered free to Overseas students within their scope.
- Consumer Affairs Victoria – www.consumer.vic.gov.au

- Legal Services Board – www.lsb.vic.gov.au
- Law Institute Victoria – www.liv.asn.au

If you do break the law and are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

For Melbourne

Victoria Legal Aid Ringwood - <http://www.legalaid.vic.gov.au/>

Phone 1300 792 387 from 8 am to 5 pm weekdays for free information and help about the law.

Eastern Community Legal Services - <https://www.eclc.org.au/>

ECLC is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in Melbourne's East.

For Tasmania

Legal Aid Commission of Tasmania - <https://www.legalaid.tas.gov.au/>

Phone 1300 366 611 - Monday to Friday between 9am and 5pm. Everyone can receive free legal advice from their telephone advice service

Legal Representation is normally provided for family law, family violence, criminal law, mental health and disability matters. If you need advice on a civil matter then call 1300 366 611 to find out more.

Child Protection Laws

<https://www.childwise.org.au/page/42/state-legislation-reporting-vic> this website provides links to legislation and also a summary of Mandatory reporting guidelines for Victoria.

Jurisdiction	Legislation
Australian Capital Territory (Department of Disability, Housing and Community Services) http://www.legislation.act.gov.au/	Principal Acts: Children and Young People Act 1999 (ACT) Other relevant Acts: Adoption Act 1993 (ACT) Human Rights Act 2004 (ACT) Human Rights Commission Act 2005 (ACT) Public Advocate Act 2005 (ACT) Family Law Act 1975 (CT)
New South Wales (Department of Community Services) http://www.legislation.nsw.gov.au/	Principal Acts: Children and Young Persons (Care and Protection) Act 1998 (NSW) Other relevant Acts: Children and Young Persons (Care and Protection) Amendment (Parental Responsibility Contracts) Act 2006 (NSW) Child Protection (Offenders Registration) Act 2000 (NSW) Crimes Act 1900 (NSW) Commission for Children and Young People Act 1998 (NSW) The Ombudsman Act 1974 (NSW) Family Law Act 1975 (Cth)
Northern Territory (Family and Children's Services, Department of Health and Community Services) http://www.nt.gov.au/lant/parliamentary-business/hansard.shtml	Principal Acts: Community Welfare Act 1983 (NT) Care and Protection of Children Draft Act (NT)(currently before Cabinet) Other relevant Acts: Information Act 2006 (NT)

	Disability Services Act 2004 (NT) Criminal Code Act 2006 (NT) Family Law Act 1975 (Cth)
Queensland (Department of Child Safety) http://www.legislation.qld.gov.au/OQPChome.htm	Principal Acts: Child Protection Act 1999 (Qld) Other relevant Acts: Commission for Children and Young People and Child Guardian Act 2000 (Qld) Education (General Provisions) Act 2006 (Qld) Public Health Act 2005 (Qld) Adoption of Children Act 1964 (Qld) Family Law Act 1975 (Cth)
South Australia (Families SA; Department for Families and Communities) http://www.legislation.sa.gov.au/index.aspx	Principal Acts: Children's Protection Act 1993 (SA) Other relevant Acts/Legislation: Young Offenders Act 1994 (SA) Adoption Act 1988 (SA) Children's Protection Regulations 2006 (SA) Family Law Act 1975 (Cth) Family and Community Services Act 1972 (SA)
Tasmania Department of Education, Children and Young people https://www.legislation.tas.gov.au/view/html/inforce/current/act-1997-028	Principal Acts: Children, Young Persons and their Families Act 1997 (Tas) Other relevant Acts: The Family Violence Act 2004 (Tas) Family Law Act 1975 (Cth)
Victoria (Children Protection and Juvenile Justice Branch; Department of Human Services) https://services.dhhs.vic.gov.au/child-protection http://www.workingwithchildren.vic.gov.au/ https://www.humanrightscommission.vic.gov.au/human-rights/the-charter https://www.legislation.gov.au/Details/C2018C00003	Principal Acts: Children, Youth and Families Act 2005 (Vic) Other relevant Acts: Working with Children Act (Vic) Child Wellbeing and Safety Act 2005 (Vic) The Charter of Human Rights and Responsibilities Act 2006 (Vic) Family Law Act 1975 (Cth)
Western Australia (Commission for Children and Young People) http://www.ccyp.vic.gov.au/	Principal Acts: Children and Community Services Act 2004 (WA) Other relevant Acts: Working with Children (Criminal Record Checking) Act 2004 (WA) Family Court Act 1997 (WA) Adoption Act 1994 (WA) Family Law Act 1975 (Cth)

Home Security

Housebreaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity

with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house **left open or unlocked** where they can get what they want with ease and make a quick getaway.

Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the doorstep.
- If you have to have something delivered while you are out have the neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.

Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks; doors should have dead-bolts, a security chain and a peep hole; and if the property has an alarm system – that would also make it an excellent choice.

Contents Insurance

It is recommended that if you are in a rental property that you obtain **Contents Insurance** for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to \$200 per year depending on the value of your belongings.

Internet Safety & Security

Internet Access on Arrival

Internet cafes are located in most major cities, or book a computer at a community library.

Once you are enrolled in your class you will have access while on campus. The college library have computers that may be used to search the internet. Local libraries may also provide WIFI internet access.

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

1. **Install anti-virus and other security software**, such as anti-spyware and anti-spam software. Use and update this software regularly.
2. **Regularly download and install the latest security patches for your computer software**, including your web-browser. Use automatic software security updates where possible.
3. **Use a firewall** and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
4. **Delete suspect emails immediately**. Don't open these emails.
5. **Don't click on links in suspect emails**. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
6. **Only open an attachment to an email where the sender and the contents of the attachment are known to you**.

7. **Don't download files or applications from suspect websites.** The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
8. **Use long and random passwords** for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
9. **Use a limited permission account for browsing the web, creating documents, reading email, and playing games.** If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

(Source: Australian Communications and Media Authority)

Personal Safety



When you are out and about it is important to be alert and aware of your personal safety.

If you are **going out at night** remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

If you are **out and about**:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well-lit areas and near other people
- Check timetables to avoid long waits.



Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver



Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.
- NOTE: Passenger trains do not operate in Launceston/Tasmania.



Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination



If the driver harasses you when travelling in a taxi your options include:

- Ask the driver to stop. You may choose to make up an excuse to do so;
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

(Source: Queensland Police Service)

Road Rules



If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, **YOU MUST KNOW THE ROAD RULES** before you attempt to drive (even 10 metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

Owning a Car

Registration:

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's licence details and your residential address in Australia.

Insurance:

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

Speed

There are obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. **Speed kills.**

Mobile Phones and Driving

The use of **mobile phones** when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you **nine times more likely to be killed** in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law.

Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

<https://www.vicroads.vic.gov.au/licences/demerit-points-and-offences>

(Source: Roads and Maritime Services, NSW)

Licence Requirements

<https://www.vicroads.vic.gov.au/licences>

<https://www.vicroads.vic.gov.au/licences/renew-replace-or-update/new-to-victoria/overseas-drivers>

If you have a **Temporary visa** you are not required to get a Victorian Driver licence or learners permit. You can drive using your overseas licence for the length of your stay but you must carry an English translation of your licence with your licence if it is not written in English.

If you have a **Permanent Visa** you may drive with your overseas driver licence if it is written in English or you carry an English translation for 6 months from when you enter Australia or for 6 months from when your permanent visa was issued if this happened while you were in Australia. After that you must get a Victorian driver licence.

Note: If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.

For more information on Driving in Tasmania, please see:

https://www.transport.tas.gov.au/licensing/interstate_or_overseas_licences/driving_in_tasmania_on_an_interstate_or_overseas_licence

Note that the requirements for Permanent Visa Holders are different for Tasmania..

Drinking Alcohol and Driving

If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. **Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply.** If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.

Blood Alcohol Concentration (BAC) Levels

The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. A BAC of **0.05** means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol is consumed. BAC is measured with a breathalyser, or by analysing a sample of blood.

Legal BAC Limits

*There are legal limits as to the BAC level permissible if you are driving: In Victoria and Tasmania you must have a blood alcohol **less than 0.05***

<https://www.vicroads.vic.gov.au/safety-and-road-rules/road-rules/penalties/drink-driving-penalties>
<https://www.police.tas.gov.au/services-online/tourist-tips/>

Factors Affecting your BAC

The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including:

- **Body size:** A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.
- **Empty stomach:** Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.
- **Body fat:** People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.
- **Women:** After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it affects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au .

Drinking Limits Advice

To stay below 0.05 BAC, drivers are advised to limit their drinking to:

- **For men:** No more than two standard drinks in the first hour and no more than one standard drink every hour after that.

- **For women:** No more than one standard drink in the first hour and no more than one every hour after that.

Random Breath Testing (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night. Police officers have the right to stop any vehicle at any time and require the driver to supply samples for screening. Any person driving a motor vehicle is required by law to have less than a specified amount of alcohol in their blood. If a driver exceeds the level which applies to them the driver has committed an offence.

Increased Risk of an Accident

It is safest not to drink alcohol at all if you are going to drive. The more alcohol you have in your body, the more risk you have of being involved in an accident.

- At 0.05% Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.
- At 0.1% BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.
- At 0.15% your risk increases to 25 times that of driving at 0.00%.

DON'T DRINK & DRIVE!

(Source: Australian Federal Police)

Alcohol, Smoking, & Drugs

**Please note that the college campus is an alcohol, smoke and drug free environment.*

Alcohol

Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia.

Standard Drinks

The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.



Please keep in mind:

- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.

- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre-mixed bottled drinks often contain more alcohol than a standard drink.

Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces. <https://www.betterhealth.vic.gov.au/health/healthyliving/victorias-tobacco-laws> This website lists where you are no longer able to smoke.

Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

DANGER: Drink Spiking! Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, **call 000 (zero zero zero)** immediately to report it and get help.

(Source: Australian Drug Foundation)

Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

HOWEVER: Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is: **DON'T HITCHHIKE!** It simply is not worth the risk.

Avoiding Dangerous Areas and Activities

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. For example:

The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. **Alcohol consumption** has now become a factor in these places, and for many (particularly for women), **some areas may become less safe.**

A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.

A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. **Being in a place when it is busy is**

very different from when the place is isolated. There is often no reason to be afraid, But – be alert, be aware, and be careful.

Making New Friends

There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. **Be kind to yourself - remember that making friends takes time.** If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

However you meet people, **remember to be careful.** When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. **With people you don't know well; always arrange to meet them in a public place,** like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many international students spend time socialising with other students and people from their own country and culture while they're in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, **you need to be careful at first,** until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, **remain cautious until you feel you know them reasonably well and can trust them.** Crimes against international students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with the **International Student Coordinator.**

Sexual Assault

Sexual assault is a **criminal offence.** It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain **precautions** may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely, isolated or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say **"No!"** loudly and with conviction.

What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service.

Police Stations:

Wantirna

Knox Police Station (03) 9881 7000 at 414 Burwood Hwy, Wantirna

Forest Hill Police Station (03) 8847 3600 at 469 Springvale Road, Forest Hill

Ringwood Police Station (03) 9871 3000 at 31 Ringwood Street, Ringwood

Glen Waverly Police Station (03) 9566 1555 at 643 Ferntree Gully Road, Glen Waverley

Launceston

Launceston Police Station (03) 62302111 at Cimitero Street, Launceston

Ravenswood Police Station (03)63393666 at 4 Prossers Forest Rd, Ravenswood

Sexual Assault Service:

<https://services.dhhs.vic.gov.au/sexual-assault-support-services>

Crisis Line – 1800 806 929

1. From a **public phone or mobile phone**, ring the police on **000**.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.
Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.
Try to remember everything you can about your attacker.
3. Remember, **you are the victim**. You have nothing to feel guilty or ashamed about.
Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

Support available from:

Melbourne:

Eastern Health: Centre Against Sexual Assault:

<https://www.easternhealth.org.au/services/eastern-centre-against-sexual-assault>

Tasmania:

Sexual Assault Support Service:

<https://www.sass.org.au/>

Provides free counselling and support service for those who have experienced sexual assault.

The college will provide you with appropriate support for your studies in this instance.

Social Activities

Social Activities on campus are advertised in the Student Weekly news, chapel, or at the bi-weekly student and staff gatherings. You may also find information on our Facebook page and the Facebook noticeboard for our college.

SECTION 4

Studying at Eastern College Australia

Studying at Eastern

To Begin

- Arrive Early
- What to Do First
- International Student Orientation
- Faculty/Course Orientation
- International Student 'Code of Conduct'
- Academic Policies & Procedures
- Complaints & Grievances
- International Student Visa Conditions
 - Academic Progress
 - Attendance
 - Current Address Details

Student Administration Information

- Paying fees
- Enrolment
- ID Cards
- Refund & Cancellation Policy
- Textbooks

Student Support Services

- International Student Office
 - Key Personnel
- Academic Skills Assistance
 - Key Personnel
- Campus Ministry/Pastoral Care
 - Key Personnel
- Counselling
 - Key Personnel
- Disability Services
 - Key Personnel
- Ancillary Student Services
 - Student Accommodation Office
 - Student Employment Office
 - Student Notice Boards
- Student Union/Association

Key Personnel

- International Student Coordinator
- Accommodation/Homestay Coordinator
- Academic Skills Advisor/s
- ESL Support Officer

Quick Guide to Key Personnel

Campus & Facilities

- List of Facilities
- Campus map

Calendar of Events

- Social Activities in the First Week
- Social Activities throughout the

Semester/Year

Subject Selection

Timetables

Academic Support & Expectations

- Teaching & Learning in Australia
- Keys to Academic Success
- Study Skills
- Plagiarism
- Resources
- Tutoring
- English Language Support

Assessment & Reports

Library Services

Computer Labs

- How to Access Internet on Arrival

Health & Safety on Campus

My Student Survival Page

To Begin:



Arrive early

Eastern College Australia will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2000 and the ESOS Regulations 2019 (<https://www.education.gov.au/esos-framework>). Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although this Handbook will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution.
 - Overseas Student Support staff and their duties
 - Course Advisor
 - Student Services staff
 - Community Life Co-ordinator
- Early enrolment will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
- Meet and get advice from your Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus
 - Library
 - Computer rooms and facilities
 - Recreation and eating areas
 - Clubs and Associations
 - Classrooms
 - Chapel
- Meet other international students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

What to Do First

Contact the International Student Coordinator to let the college know you have arrived.

Overseas Student Orientation

All students are required to attend Orientation which introduces study, campus life, student support services, computer facilities and library resources. The Orientation information in this Handbook will be explained. Orientation is held in the week before each semester commences.

This information will be on the important dates page of the college website.

<https://www.eastern.edu.au/admissions/dates>

International Student 'Code of Conduct'

Students should be aware of the following policies:

Student Code of Conduct - <https://policy.eastern.edu.au/policy/student-code-conduct>

Student Academic Responsibilities Policy - <https://policy.eastern.edu.au/policy/student-responsibilities>

Sexual Harassment Policy - <https://policy.eastern.edu.au/policy/sexual-harassment-policy>

Anti-bullying Policy - <https://policy.eastern.edu.au/policy/anti-bullying-policy>

Occupational Health and Safety Policy - <https://policy.eastern.edu.au/policy/workplace-health-and-safety-policy>

Academic Policies & Procedures

All policies and procedures can be found on the Policy Portal - https://policy.eastern.edu.au/full-text-search?search_api_views_fulltext

Complaints & Grievances

The college takes complaints and grievances seriously.

<https://policy.eastern.edu.au/policy/complaints-and-grievance-policy>

Non-Academic matters:

<https://policy.eastern.edu.au/policy/complaints-and-grievance-procedures-non-academic-matters>

Academic matters:

<https://policy.eastern.edu.au/policy/complaints-and-grievance-procedures-academic-matters>

Overseas Student Visa Conditions

For a full list of mandatory and discretionary student visa conditions please visit

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Academic Progress

The college monitors the academic progress of every student -

<https://policy.eastern.edu.au/policy/student-progress-policy>

Attendance

The college's student attendance expectations can be found in the following policy -

<https://policy.eastern.edu.au/policy/student-responsibilities>

Current Address Details

Students on an International Student Visa no longer need to keep DHA informed of their home address in Australia, as DHA will check these details with your education provider if required. Therefore, you MUST maintain a current residential address, an email address and mobile number on your student file AT ALL TIMES. Please do so by contacting the Registrar by email or phone – registrar@eastern.edu.au or 9790 9200

Student Administration Information

Paying Fees

When you are offered a place to study with us, you will be required to pay a deposit equal to your first semester of tuition fees, to formally secure your place and be eligible to apply for a visa. The total amount, along with details about how you can pay the fees, will be confirmed in your letter of offer.

Fees for subsequent semesters will be payable at the commencement of each semester. Refer to the schedule in the Eastern Overseas Student Written agreement

Enrolment

Confirmation of Enrolment (eCoE) into a course is issued by the college after the student returns the signed forms accepting the offer of a place in the course. Subsequent units are enrolled in using the online enrolment process on the college website at the following link:

<https://www.eastern.edu.au/students/enrolment>

ID Cards

Once you have supplied us with a photo and are enrolled, your student card will be available at the International Orientation session or from Reception. If you lose your card a replacement can be ordered for a cost of \$10. Please complete the form <https://www.eastern.edu.au/students/forms/student-card>

Refund & Cancellation Policy

The college will only give refunds under specific circumstances as defined in the relevant policy.

Higher Education policy: <https://policy.eastern.edu.au/policy/refund-policy>

VET policy: <https://policy.eastern.edu.au/policy/refund-policy-vet>

Textbooks

Textbook lists will be provided by your lecturers.

Quick Guide to Key Personnel:

Wantirna

Overseas Student Coordinator - lhill@eastern.edu.au

Launceston

Student Support Officer - staci.ochs@worldview.edu.au

WHO TO SEE

ACADEMIC

Lecturers

Questions about content of units, teaching procedures, assessment.

Course Coordinator

Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (**Inform International Education Office**)

ADMINISTRATIVE - Registrar

Visa problems, financial problems, enrolment and short-term accommodation

Health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.

Timetable, registration in subject units, change of address.

ISSUES

PERSONAL – Student Support Team

Problems with relationships, homesickness, gambling, depression, relationship issues.

Spiritual / religious issues, personal problems.

Dean of Studies

Disability Adviser

Examination / study adjustments

Accommodation Office

Accommodation issues

General Manager

Equity & Equal Opportunity Officer

Sexual harassment, discrimination issues.

Campus & Facilities:



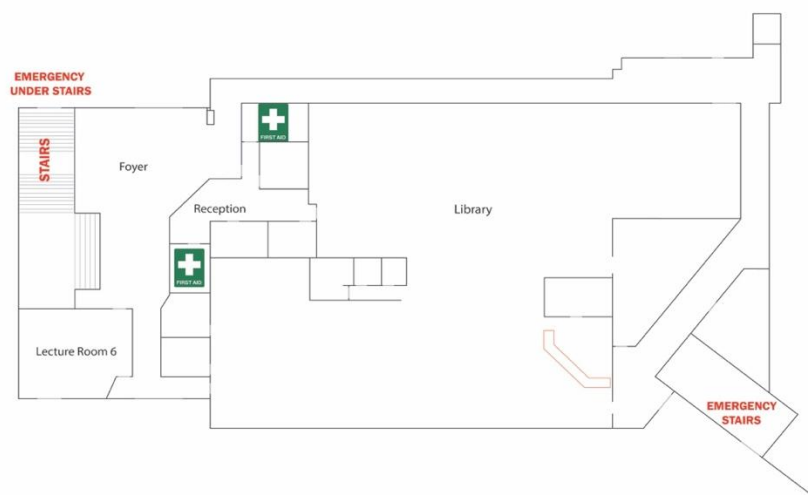
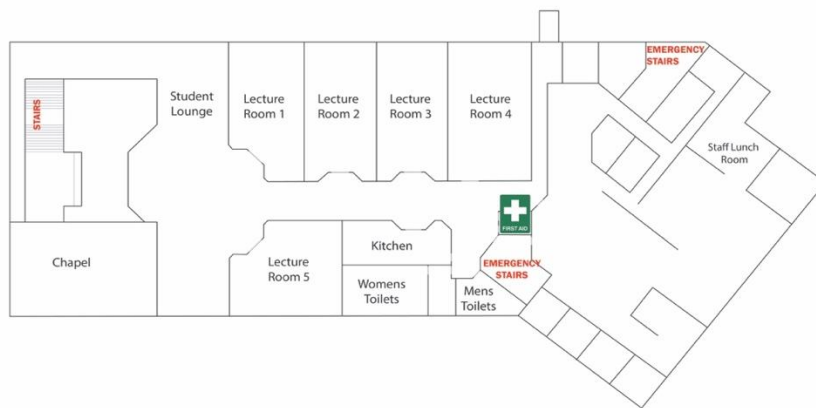
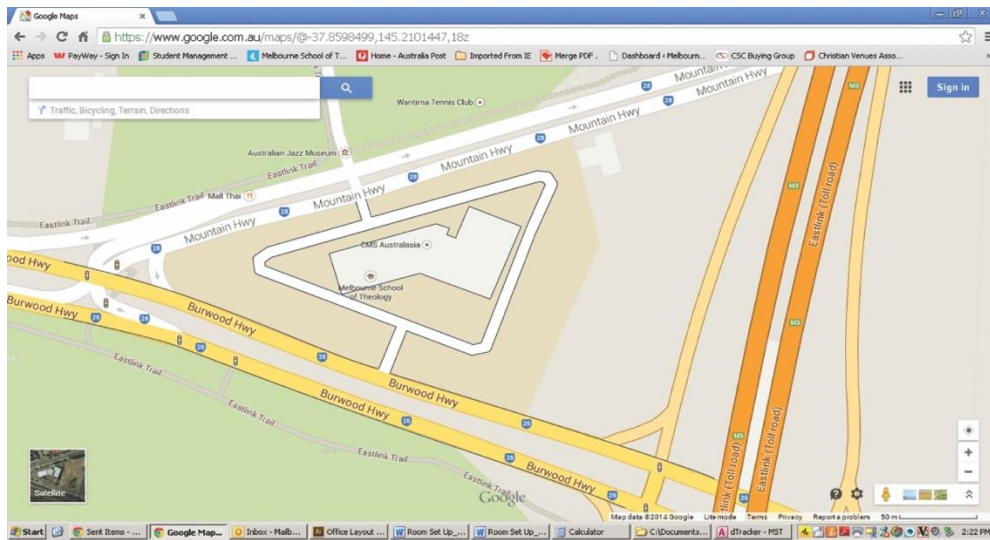
*Please note that the Wantirna campus of Eastern College Australia is a smoke and alcohol-free environment.

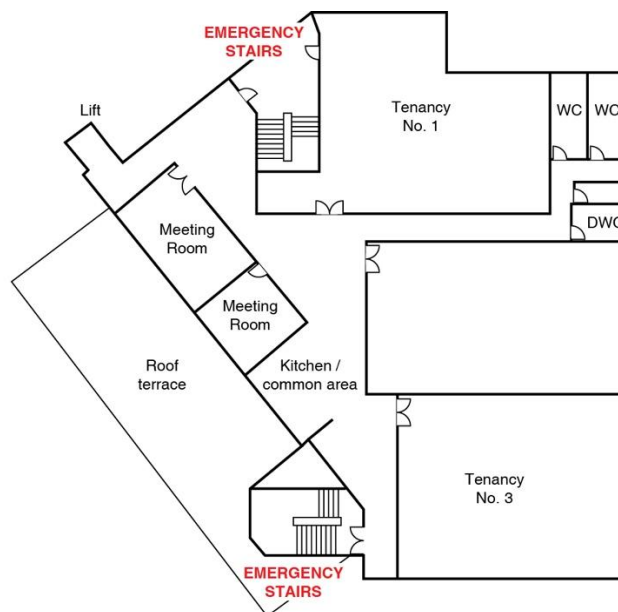
List of Facilities

Wantirna campus facilities include:

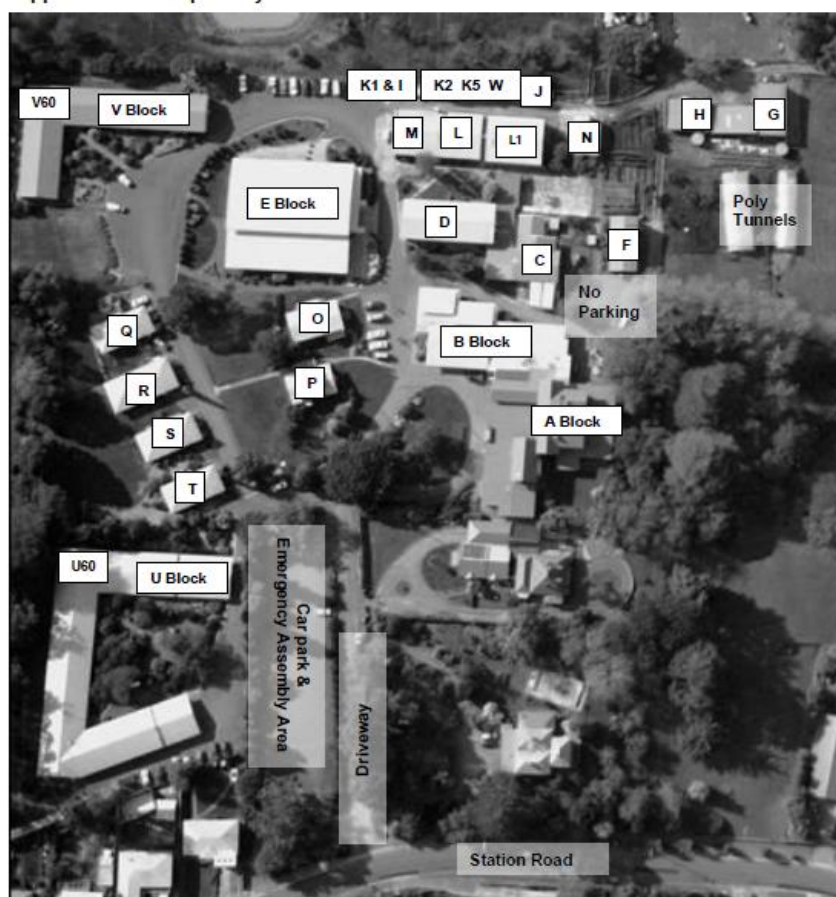
- Library
- Student administration (for assistance with library cards etc.)
- Facilities to keep food in fridges and use microwaves
- Student study areas
- Table tennis

Wantirna Campus map





Launceston Campus map



- | | | |
|----------------------------|---|-----------------------|
| A = Administration block | J = Piggery | U = Accommodation |
| B = Dining room / Kitchen | K1 = Utility shed | U60 = Gym |
| C = Play centre | K2 = Mower shed | V = Accommodation |
| D = D block accommodation | K5 = Poisons shed | V60 = Common Room |
| E = Education block | L = Machinery shed | |
| F = Furniture storage shed | L1 = Boutique & Farm Office | |
| G = Hay shed | N = Old dairy | W = Irrigation / farm |
| H = Fencing shed | O - T = Staff houses | |
| I = Gardening shed | M = Machine shed / joinery workshop / storage | |

Calendar of Events:



Full details of our Orientation events are listed on the website at the following link:

<https://www.eastern.edu.au/important-dates/>

Students will be emailed a link for registration at an Orientation event once they have applied to study at the college.

Also see Section 5 of this Handbook on page 96.

Holidays and Semester dates

These dates can be found at - <https://www.eastern.edu.au/important-dates/>

Australian schools and universities have a long summer break during December and January and a shorter mid-year break in winter during part of June. For exact semester and holiday dates see -

<https://www.eastern.edu.au/important-dates/>

The college does run a limited number of summer classes. The dates and details for these are also on the [Important Dates page](#) and the timetable page of the website - <https://www.eastern.edu.au/timetables/>

Social Activities in the First Week

Various social activities will be held to enable you to meet new people. Some of these events will include the International Students Orientation, the general College Orientation which you will also be invited to attend and the Commencement Service.

Social Activities throughout the Semester / Year

Chapel Service once a week –

Community Dinner one night per week – Meet in the level 1 foyer. Cost \$5

Collectives – Interest groups that meet at lunch time.

Various events throughout the year as organised by the Student Leadership.

Subject Selection:



Done online via our Eastern website once a student is offered a place in the course.

<https://www.eastern.edu.au/students/enrolment>

If you are unclear as to which units to select, please contact your course advisor.

Timetables:



Available online - <https://www.eastern.edu.au/admissions/timetables>

Academic Support & Expectations:



Teaching & Learning in Australia

Studying in Australia will provide you with many challenges as you study toward your degree or VET qualification. In your first semester you will have to get used to living in a new country as well as learning in a new academic environment at the same time. The Australian education system may be different to education in your own country. Classes, lectures, and meetings will be conducted in English. You will be expected communicate your knowledge in both written and oral English during class and in your assessments.

As a tertiary student in Australia, you need to develop a high level of analytical and critical thinking and the ability to understand and apply principles and key concepts for problem-solving. To successfully complete your studies, you will need to be self-motivated and independent.

If you are studying in Australia for the first time, it is important to give yourself a positive start. Make sure you attend our Orientation events and all your face-to-face classes.

Keys to Academic Success

Time management, reading unit guide, completion of assessments as and when requested, completion of set learning activities including reading, ask for assistance as required.

Study Skills

An online study skills program is provided by the college which is available to all students on the college Learning Management System – Moodle. This can be accessed as soon as you have been accepted into your course.

Plagiarism

Ensuring all work submitted is your own writing and work is expected in Australian institutes of learning. If you submit work that is not your own this will be a breach of academic integrity, and you risk having your visa revoked.

Academic Integrity Policy - <https://policy.eastern.edu.au/policy/academic-integrity-policy>

Resources

The library has resources on critical thinking, research, writing essays, giving presentations and time management. Please contact the librarian for assistance in finding these resources.

English Language Support

The college can recommend courses and other resources to supplement your language skills.

Practice listening to the Australian accent by listening to ABC Education Learn English or listening to ABC radio or TV. Keep up-to-date with Australian news and current affairs by reading Australian newspapers and magazines such as:

- the herald sun <https://www.heraldsun.com.au/>
- the age <https://www.theage.com.au/>
- ABC News <https://www.abc.net.au/education/learn-english/>

Assessment & Results:

For Higher Education students:

Students are expected to complete assessments individually (unless it is a group task). Students may talk with each other about assessment tasks but must write their own responses.

For students who are struggling there is a Student Academic Responsibilities Policy - <https://policy.eastern.edu.au/policy/student-responsibilities>

Results are published a few weeks after the end of each study period. You will be emailed notification of when and how they are available.

For VET students:

Students are expected to complete assessments individually (unless it is a group task). Students may talk with each other about assessment tasks but must submit their own individual responses.

Students who are struggling to meet the due date for an assessment task will need to submit a *Request for Extension* form.

Students who receive a *Not Yet Competent* grade for an assessment task will usually be given the opportunity to resubmit the task by their assessor.

Results for units of competency are published a few weeks after the end of each study period. You will be emailed notification of when and how they are available.

Library Services:

The Wantirna Campus Library is generally open weekday business hours. During the semester it is also open some evenings and Saturdays from 10am – 4pm.

Please check the following webpage to confirm current opening hours: <https://www.mst.edu.au/mst-eastern-library/>

The Launceston Worldview Library provides books and other items as resources to meet the needs of both students and ministry team members. Eastern's online library is likewise available.

Check both links:

<https://au.accessit.online/WRL00/>

<https://www.mst.edu.au/mst-eastern-library/>

Computer Labs:

The college has a number of computers available in the library.

How to Access Internet on Arrival

Wantirna Campus

All students and staff may access the internet via WIFI while on the Wantirna Campus.

Please use the Students WIFI with password which will be given to you at orientation or in your first class.

Launceston Campus

At the Launceston Campus WIFI access is unlimited and is included in the fees. Students will be provided with an email address and Microsoft Office 365 account.

Health & Safety on Campus:

Wantirna

There are first aid qualified staff on Wantirna Campus. If you have a health or safety issue please contact the Receptionist during office hours (9am – 5pm weekdays) or the librarian or your lecturer outside of these hours. They will contact the appropriate staff member. On level 1 there is an Automated External Defibrillator.

Launceston

Our Medical Advisor for Launceston Campus is Kristie Misdorn (RN).

My Student Survival Page

EMERGENCY 000 or 112 from my mobile (to override key locks)

Government Departments

DHA- Department of Home Affairs

131 881

www.homeaffairs.gov.au

Health Cover

[Insert details.]

My Important People & Places

Please note your important contacts below:

SECTION 5

Social and Cultural

Social and Cultural

Adjusting To Life in Australia

Culture Shock

- Overcoming Culture Shock

 - Recognition

 - Be Objective

 - Set Goals

 - Share Your Feelings

Australian Culture

- Social Customs

 - Greeting People*

 - Clothing Customs*

 - Polite Behaviour*

 - Australian Slang*

 - Responding to an Invitation*

 - Tipping

Public Holidays & Special Celebrations

- New Year

- Australia Day

- Easter

 - Easter Traditions

- Anzac Day

- Labour Day

- Queen's Birthday

- Melbourne Cup Day

- Christmas

Sports & Recreation

Clubs & Organisations

Entertainment

Eating Out

Religion & Faith

Where to Find Out What's Going On

Home Fire Safety

- Smoke Alarms

- Electricity

- Heaters

- Candles, Oil Burners & Cigarettes

- Cooking

- Plan Your Escape

Sun Safety

- Sun Protection

Beach Safety

- Remember the F-L-A-G-S

- The Surf Environment

 - Rips

- Surf Skills

 - Escaping From a Rip

 - Negotiating the Surf

Bush & Outback Safety

- In the Bush

- Advice for drivers caught in bushfires

- In the Outback

Storm Safety

Dangerous Animals & Plants

- Bites and Stings

- Anaphylaxis – allergic reactions

 - General First Aid for Bites & Stings

Adjusting to Life in Australia:



While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

➤ **Listen, observe and ask questions**

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

➤ **Become involved**

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

➤ **Try to maintain a sense of perspective**

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

➤ **Maintain some of the routines and rituals you may have had in your home country.**

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

➤ **Keep lines of communication open with those at home.**

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

➤ **Sense of humour**

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

➤ **Ask for help**

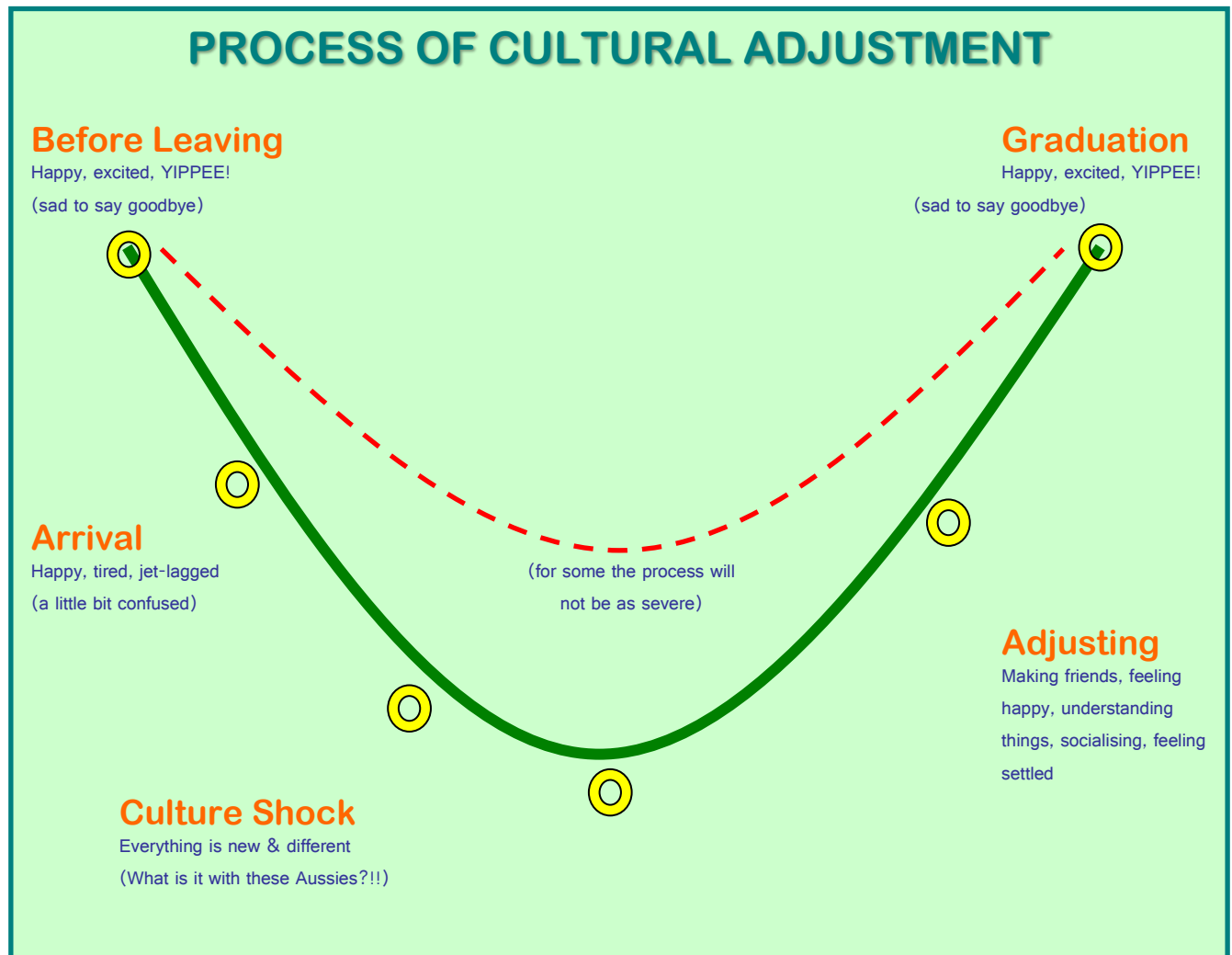
Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

➤ **Finally, relax and enjoy the journey!**

(Source: Macquarie University)

Culture Shock:

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.



Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

1. **Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.

2. **Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!
3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.
4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

Australian Culture:



Social Customs

Greeting People

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

It is polite to **look at the eyes of the people** you are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

Clothing Customs

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that are encouraged.

Polite Behaviour

'Please' and 'thank you' are words that are very helpful when dealing with other people and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.

You should always try to **be on time** for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, 'Bless you' when you sneeze. This phrase has no religious intent.

Australian Slang

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.
- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **Fortnight** - This term describes a period of two weeks.
- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.
- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.
- **Chook** - The term chook means a chicken, usually a hen.
- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.

- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- **To be crook** - to be sick or ill.
- **Flat out** - busy.
- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaler'. This also means you are not obliged to shout.
- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- **How ya goin'?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.

For more information on Australian slang visit: <https://www.australianculture.org/australian-slang/>

Responding to an Invitation

- **What could I be invited to?** If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea'. 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for any time after 6pm (1800 hours) usually means dinner.
- **How are invitations made?** Invitations can be written or spoken. Written ones usually ask for RSVP, (which is *repondez s'il vous plait* in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually, a family is the parents and their children.
- **What if I do accept an invitation?** When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. It is not polite to arrive late and you should make a telephone call to your host to explain if you are going to be late.
- **What if I cannot accept an invitation?** You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you checked your plans and reply to them later.

(Source: Department of Immigration & Border Protection)

Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.

Public Holidays & Special Celebrations:

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. **January 1** is a public holiday.

Australia Day

Australia Day, **January 26**, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.

Easter

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

Easter Traditions

Shrove Tuesday or Pancake Day: Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the shroving Tuesday, and eat up all the foods that wouldn't last the forty days of Lent without going off.

Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour.

Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

Hot Cross Buns: Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour

and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.

A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.



Easter Eggs: Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.

The Easter Bunny: Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world.

The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

Anzac Day

Anzac Day is on **April 25** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.

ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of **"TWO-UP"**. A game of chance played by the ANZACS where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of "mate-ship" and friendliness to all and the experience of a game of two-up is a memorable one.

Labour Day

Labour Day is celebrated on different dates throughout Australia. In Melbourne it is celebrated on the second Monday in March. As elsewhere in the world, Labour Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers' rights.

King (or Queen)'s Birthday

The Queen's Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen's Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen's Birthday on a Monday, results in a three-day long weekend. In Melbourne this is celebrated on the second Monday in June.

Australian Rules Football Grand Final Holiday

AFL is a very popular sport in Melbourne. The Friday before the Grand Final, which is usually the last Friday in September, is also a Public Holiday for a grand parade in the Melbourne Central Business District.

Melbourne Cup Day

The Melbourne Cup is a 2 mile international horse race run on the **first Tuesday of November each year** attracting the finest racehorses from around the world. Known as the “race that stops a Nation” due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory “Cup Day Breakfast”, lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a “Cup Sweep” where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, & 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the “Spring Racing Carnival” which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It’s a very colourful time to be in Melbourne.

Christmas

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. As Christians we believe that Jesus is the son of God, the Saviour sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.

Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

- **The Boxing Day Test:** December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.

- **The Sydney to Hobart Yacht Race:** the “Sydney-to-Hobart” is Australia’s most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)

Sports & Recreation:



Across the road from the campus is a large parkland. There are tennis courts that can be used by the staff and students for a small cost.

Clubs & Organisations:



A number of the staff on campus run small clubs and interest groups at lunch time and outside of class times, called Collectives. There are other activities students can be involved in, including the opportunity to be part of fund raising for charities.

Entertainment & Eating Out:



Knox Westfield Shopping Centre and The Glen Shopping Centre have movie theatres, restaurants, shops, bowling alley, and other places for entertainment.

Nearby is an indoor trampoline centre and bike riding trails.

Religion & Faith:



There are churches of various denominations in surrounding suburbs and many of the students on campus will attend these local churches. Hills Bible Church meets on campus each Sunday and students would be welcome to attend.

Where to Find Out What’s Going On:



Each week a campus newsletter is emailed to all students and staff. This contains the activities for the week and upcoming events. There is also a Facebook page and Facebook noticeboard that staff and students can post events and activities to. Events will also be posted around the college and on the noticeboard near the student kitchenette.

Home Fire Safety:



International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

Smoke Alarms

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You **MUST** have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.



Look after your smoke alarm, it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- **DON'T** remove the battery
- **DON'T** take the smoke alarm down
- **DON'T** cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.



Electricity

The safe use of electricity assists in preventing house fires.

- **Improper use of power boards and double adaptors can lead to fires.**

A double adaptor or a power board plugged into another double adaptor or power board creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.



- **Be careful to keep electrical appliances away from water.**

A hair dryer takes time to cool down. For safety, allow this to happen on a inflammable surface before storing it.



- **Computers, monitors and TVs can overheat and cause fires even when not in use.**



They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control.

- **Light globes can become very hot.**

It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.



Heaters

It's nice to be warm in the cooler weather, but remember heaters are a major cause of house fires.

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.



Candles, Oil Burners and Cigarettes

Candles, oil burners and cigarettes can all be dangerous fire hazards.

- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Don't leave your room when a candle or oil burner is alight.
- Don't go to sleep when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily.



Cooking

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
 - DO NOT use water to put out an oil fire.
 - Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, "If Safe To Do So".
- Turn off the cooking appliance before you leave the room or go to bed.



Plan Your Escape

In a Fire:

1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call **000**.

(Source: Metropolitan Fire Brigade, Melbourne. www.mfb.vic.gov.au)

Sun Safety:



Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.



Beach Safety:



Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

Remember the F-L-A-G-S and Stay Safe

- **F** Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.



- **L** Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.
- **A** Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.
- **G** Get a friend to swim with you - so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.
- **S** Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

And remember – **NEVER**

Never swim at unpatrolled beaches
Never swim at night
Never swim under the influence of alcohol
Never run and dive into the water
Never swim directly after a meal

The Surf Environment

Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. **The larger the surf the stronger the rip.** Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm

Surf Skills

Escaping from a Rip

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.

Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duck dive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.

(Source: Surf Lifesaving Australia)

Bush & Outback Safety:



Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

In the Bush

Be prepared if you plan some time in our bushland. Plan your hike. Remember it is unlikely you're your mobile phone will work in the bush so always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.

- **Never walk alone.** Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- **Never dive** into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

Advice for Motorists Caught in Bush Fires

Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates

- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle's fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
- If you have water, drink it
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time
- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees
- Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

(Source: NRMA)

In the Outback



Australia's outback is vast. Our remote wilderness areas have few towns and facilities, often with large distances between them, so be aware and plan your trip.

- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
- Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
- Always carry a current road map.
- Make sure your vehicle is in good working order and has been serviced recently.
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.
- **If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.**
- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).
- Obey road closure signs and stay on recognised routes.
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.
- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.
- Do not rely on your mobile phone as it is unlikely to work in the outback unless you have a satellite phone.

(Source: Visit Victoria. com)

Storm Safety:

Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.

You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.



The SES is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm

If you are caught outside during storm

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group – spread out, keeping people several metres apart.

Dangerous Animals & Plants:

Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you

If you are visiting any of Australia's beautiful parks or forests:

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- **Take care to avoid marine stingers.**
- **Do not enter water where crocodiles may live.**

Bites and Stings

Most insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide **Poisons Information Centres** have a common telephone number:

131 126.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or **000**.

Anaphylaxis – allergic reactions

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. **For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.**

General First Aid for Bites and Stings

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

For all other bites and stings: Seek or apply basic first aid.

- Wash with soap and water and apply an antiseptic if available
- Ensure that the patient's tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)
- The patient should seek medical advice if they develop any other symptoms or signs of infection.

<https://www.health.qld.gov.au/public-health/topics/> (Source Queensland Health)

Appendices

Student Property Inspection Checklist

Agent:		
Agent Phone Number:		
Property Address:		
Rent:	\$	

Property Location	
Is the property close to transport, shops and campus?	
Is the area noisy? Is the property on a busy road?	
Property Features	
Do the oven and stove operate correctly?	
Do the toilet and shower operate correctly?	
Are there laundry facilities?	
Do the light fittings work?	
Are there enough electrical power points to plug in your electrical appliances without overloading electrical power boards.	
Is there a telephone line already connected?	
Is the place furnished? What kind of furniture?	
Is there good security?	
Where locks are fitted on doors, can they be opened from the inside without a key?	
Do front and back doors open easily from the inside to allow escape in case of fire?	
Is a Smoke alarm fitted outside your bedroom? <i>(by law smoke alarms must be fitted and maintained)</i>	
If you are living in campus accommodation or a rooming house, are there smoke alarms in your room?	
Test the smoke alarm by pressing the test button. Did the smoke alarm operate correctly?	

Is there damp or mould on the walls?	
Is there painting required?	
Is there an insect / pest problem?	
Will the landlord carry out any repairs before you move in?	
Comments	

Acknowledgements

This project could not have been completed if it were not for all the wonderful international student resources that have been developed to support international students and programs throughout Australia. This is specifically to acknowledge the International Student Handbooks and online support services developed by the following education providers from whom examples of 'best practice' were sought:

[Australian National University](#)

[Central Queensland University](#)

[Charles Darwin University](#)

[Curtin University of Technology](#)

[Griffith University](#)

[Education and Training International WA](#)

[La Trobe University](#)

[Macquarie University](#)

[Monash University](#)

[Education Queensland International](#)

[Queensland University of Technology](#)

[TAFE Queensland](#)

[Study Queensland](#)

[Study Victoria](#)

[TAFE NSW](#)

[TAFE South Australia](#)

[University of Adelaide](#)

[University of Melbourne](#)

[University of New South Wales](#)

[University of Queensland](#)

[University of South Australia](#)

[University of Sydney](#)

[University of Tasmania](#)

[University of Wollongong](#)