INTERNATIONAL STUDENT HANDBOOK
# Sections of the Handbook

*(Version 23 - 5 December 2018)*

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Welcome!

Message from CEO, Ms Esther Teo

Welcome! I am delighted that you have chosen to study at Academies Australasia Polytechnic (AAPoly). I know you have made a wise decision to further your studies and build your career. The team at AAPoly is committed to your success and we will do everything possible to ensure you have a positive and treasured learning experience while you are with us. Let me introduce you to AAPoly:

**OUR VISION**

To be the provider of choice to a niche market in higher education by offering a select suite of high quality courses that empowers students to flourish and achieve their career goals.

**OUR MISSION**

To provide students with an engaged, high quality academic experience, supported by a proactive service culture and a personal touch. We will achieve this by identifying, developing and delivering industry-relevant and academically-rigorous courses in targeted discipline areas to produce graduates who are work ready.

**OUR CORE VALUES**

- “Student-centred”.
- Respect for individuals - students, staff, peers, other stakeholders.
- Act with integrity.
- Uphold equity, access and sustainability principles.
- Encourage free intellectual inquiry through scholarly activities.

**YOUR LEARNING OUTCOMES**

By choosing to study at Academies Australasia Polytechnic, students will have the opportunity to acquire and develop a range of attributes that will not only help to make them job ready in a dynamic environment, but also enrich their professional and personal lives wherever in the world they may decide to work and live.

I wish you every success in your studies at AAPoly and a rewarding experience in Australia.

Esther Teo
Important Contacts

AAPoly Contact Details:
Melbourne
Level 7, 628 Bourke St, Melb, VIC 3000
Ph: +61 3 8610 4100
Basement, 488 Swanston St, Carlton, VIC 3053
Ph: +61 3 8583 0961

Sydney
Level 7, 333 Kent St, Sydney, NSW 2000
Ph: +61 2 9224 5500

Student Counsellors
Phone: (+613) 8610 4106
Angela Rivera
Email: a.rivera@aapoly.edu.au
Rhea Joson
Email: r.joson@aapoly.edu.au
Available 9am - 5pm, Mon – Fri
(please provide your full name, student ID, contact phone number and your email)

AAPoly’s Student After-Hours Emergency Phone Numbers
• 0425 253 019
• 0433 489 303

Australian Emergency Telephone Number:
• Police, Fire, Ambulance 000

Medical Centres:
Medical Collins Street Centre
8th Floor, 267 Collins St, Melb
Ph: (03) 9654 6088

Medical One
Level 3, 23 QV Terrace
292 Swanston St, MELB
Ph: (03) 8663 7000

Observatory Tower Medical Centre
5/168 Kent St, Sydney
Ph: (02) 9252 7500

Sydney Medical Centre
580 George St, Sydney
Ph: (02) 9261 9200

Transport:
Public Transport Victoria (PTV)
Ph: 1800 800 007 (6am - midnight daily)
Transport NSW
Ph: 131 500
https://transportnsw.info/

Department of Home Affairs Office
GFl Casselden Place
2 Lonsdale St
Melbourne 3000
Postal Address: GPO Box 241
VIC 3001
Opening Hours: 9:00AM – 4:00PM
Web: https://www.homeaffairs.gov.au/
Ph: 131 881

Overseas Student Health Care Provider
Bupa Overseas Student Health Cover
Ph: 134 135
Emergency Helpline: 1800 888 942
www.bupa.com.au

Automatic Teller Machines - ATMs
NAB
620 Bourke Street, Melbourne
333 George Street, Sydney

Commonwealth Bank
221 William Street, Melbourne
67-175 Clarence Street, Sydney

ANZ Bank
620 Bourke Street, Melbourne

Westpac
201 Spencers Street, Melbourne
275 Kent Street, Sydney

Post Office
837 Bourke St, Docklands, Melbourne
44 Market St, Sydney
STEP 1: Student enquiry and application (Via agent, exhibition, email, phone or fax)

STEP 2: International admissions issues “Letter of Offer”

STEP 3: Student accepts offer, returning signed forms and fees

STEP 4: International admissions issues electronic Confirmation of Enrolment (CoE) and schedules health insurance (OSHC)

STEP 5: Student finalises visa conditions with Department of Home Affairs

STEP 6: Student makes travel and/or accommodation arrangements

STEP 7: Student arrives in Australia

STEP 8: Student enrols into program and ID card is issued

STEP 9: International student Orientation

STEP 10: Student registers for OSHC card and sets up bank account, mobile phone, etc.

STEP 11: Classes begin!
Pre-Arrival
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Things to Do

BEFORE LEAVING HOME:

- Apply for passport
- Arrange student visa
- Make contact with institution
- Arrange for immunisation and medications from your 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 WITH THE FOLLOWING:

- Name and contact details of an institution representative
- Enough currency for taxis, bus, phone calls, etc.

PACK THESE IMPORTANT DOCUMENTS:

- This handbook
- Passport
- Letter of offer
- COE(s)
- Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, drivers licence, birth certificate

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

Australia is a diverse country in many ways, from its nature and wildlife to its people. Australia boasts a wide variety of landscapes with deserts, tropical rainforests, rock formations and pristine beaches. Many of Australia’s plants and animals cannot be found anywhere else in the world. Its people come from a variety of cultural and national backgrounds. This means that in most Australian streets you will hear a range of different languages being spoken.

About Melbourne

Melbourne is Australia’s second largest city with a population of 3.5 million and a large number of international students. Melbourne is referred to as the cultural capital of Australia. It hosts international sporting events and arts festivals and is famous for its laneways and arcades.

Melbourne is an exciting place to study. It has featured as one of the world’s top university cities. This is because of the education it provides and it liveability ranking. There are a large number of parks, colourful laneways and arcades and a blend of historical and modern architecture.

The city is set around the shores of Port Philip Bay. The centre of Melbourne is on the northern banks of the Yarra River about five kilometres from the bay.

Tourism In and Around Melbourne

Academies Australasia Polytechnic is located in the heart of Melbourne within easy walking distance of many tourist attractions, including:

- The National Gallery of Victoria
- The Melbourne Aquarium
- Federation square
- Old Melbourne Gaol
- The Melbourne Museum
- The Yarra River

There are also many interesting and beautiful tourist destinations within 100km of Melbourne that students can visit on weekends, including:

- Great Ocean Road
- Phillip Island
- Goldfields region around Ballarat
- Yarra Valley wine regions
- Wilson’s Promontory

More information can be found at www.visitvictoria.com or www.tourismvictoria.com.au
About Sydney

Sydney is Australia’s most vibrant and cosmopolitan city. It is famous worldwide for its iconic landmarks, beautiful beaches, national parks, active lifestyle and friendly locals. Sydney also has become a very popular choice for overseas students wanting to balance a high standard of education with a healthy and active lifestyle.

Tourism In and Around Sydney

Academies Australasia Polytechnic’s Sydney campus is located in the heart of the city, within walking distance of a plethora of famous tourist destinations. The beauty of studying in Sydney city is the climate – Sydney enjoys a sunny climate with mild winters and warm summers – and being so close to Australia’s most famous landmarks, to stunning, panoramic coastal views, and to national parks and mountain ranges in the Sydney Opera House and Sydney Harbour. Sydney city is driving distance from, infamous surfing destinations.

- Sydney Opera House
- Sydney Harbour
- Sydney Harbour Bridge
- Royal Botanic Garden Sydney

There are also many interesting and beautiful tourist destinations within 100km of Sydney that students can visit on weekends, including:

- Blue Mountains
- The Hunter Valley
- Manly beach
- Hawkesbury River
- Ku-ring-gai National Park
- Royal National Park

More information can be found at: https://sydneyvisitorguide.com.au or https://www.visitnsw.com/
Introduction to Academies Australasia Polytechnic

Academies Australasia Polytechnic Pty Limited (AAPoly) is an Education Provider operating across the following campuses:

- **Melbourne - Main Campus**: Level 1, Level 7 and Level 8, 628 Bourke St, Melbourne, VIC 3000
- **Melbourne - Swanston St Campus**: Basement Level, 488 Swanston St, Carlton VIC 3053
- **Sydney - Kent St Campus**: Level 6 and Level 7, 333 Kent St, Sydney NSW 2000

**Language Courses**

Students wanting to study English are able to attend our sister colleges Discover English (Melbourne) and Academies of English (Sydney), who offer programs to help students prepare for study at the vocational and tertiary levels. Students can articulate directly into undergraduate and graduate courses offered at Academies Australasia Polytechnic.

The General English program helps develop students’ English language communication skills. With a focus on building confidence and fluency, it gives students the experience and skills to function in an English speaking country, to progress to further studies or to undertake examination preparation courses.

The English for Academic Purposes (EAP) program focuses on developing English for vocational education and/or university environments, covering writing, reading, listening, oral presentation, grammar and vocabulary development, as well as research skills and critical thinking and analysis.

The IELTS preparation program develops the core skills and strategies that can help students achieve their desired IELTS score. It aims to familiarise students with the structure of the test and the tasks they may be expected to complete, and to give students an understanding of what examiners are looking for and how to demonstrate their capabilities.

**Hospitality Courses**

Our Commercial Cookery and Hospitality Management courses have been developed according to the requirements of the tourism, travel and Hospitality Training Package (SIT16), in consultation with our industry partners and have been approved for delivery by the Australian Skills Quality Authority ASQA). They are nationally recognised qualifications within the Australian Qualifications Framework (AQF).

Academies Australasia Polytechnic delivers nationally accredited hospitality qualifications (including Commercial Cookery programs) at its Hospitality Training Centre at Swanston St Campus, Melbourne. Facilities at the Hospitality Training Centre include a large, fully equipped training kitchen, classrooms, lecture halls, computer facilities and a student lounge.
Commercial Cookery and Hospitality Management students will have work-based training organised by Academies Australasia Polytechnic as part of a comprehensive industry-oriented course.

**Business Services Courses**

Our Management and Project and Program Management courses have been developed according to the requirements of the Business Services Training Package (BSB15), in consultation with our industry partners and have been approved for delivery by the Australian Skills Quality Authority (ASQA). They are nationally recognised qualifications within the Australian Qualifications Framework (AQF).

The business services industry is a major contributor to the Australian economy and employs a significant proportion of the workforce. This industry comprises small, medium and large enterprises including multinationals and franchises, covering a number of significant sectors or domains, including administration, finance and business development. Business services workers, such as receptionists, office managers, secretaries and personal assistants provide crucial services that keep all other industries functioning. Our Business Services courses will enhance your employability in a large and growing industry.

**Accounting Courses**

Our Accounting courses have been developed according to the requirements of the Financial Services Training Package (FNS15), in consultation with our industry partners and have been approved for delivery by the Australian Skills Quality Authority (ASQA). They are nationally recognised qualifications within the Australian Qualifications Framework (AQF).

The Accounting sector services four main areas: commerce and industry, banking and finance, public practice and the public sector. Accountants will be found in Stockbroking, Auditing, Finance, Taxation, Management of information systems and Financial planning and Management. Our nationally recognised courses cover these areas and equip you with the skills and knowledge required to obtain employment in a wide range of accounting businesses.

**Information Technology Course**

Our Information Technology courses have been developed according to the requirements of the Information and Communications Technology Training Package (ICT15), in consultation with our industry partners, and have been approved for delivery by the Australian Skills Quality Authority (ASQA). They are nationally recognised qualifications within the Australian Qualifications Framework (AQF).

Our Information Technology courses are for anyone who requires specialist skills and knowledge to administer and manage information and communications technology (ICT) support in small-to-medium enterprises (SMEs) using a wide range of general ICT technologies. Persons working at this level apply a wide range of higher level technical skills in ICT areas such as Networking, IT support, Database development, Programming and Web development.
Travel and Tourism Courses

Our Travel & Tourism courses have been developed according to the requirements of the Tourism, Travel and Hospitality Training Package (SIT16), in consultation with our industry partners and have been approved for delivery by the Australian Skills Quality Authority (ASQA). They are nationally recognised qualifications within the Australian Qualifications Framework (AQF).

The Travel & Tourism industry continues to rapidly expand in Australia and across the globe. It is an exciting industry to work in with a wide range of sectors such as Travel Agencies, Airlines, State and Regional Government Tourism Bureaus, Eco-tourism and tourism attractions. People skills, including communication, customer service, teamwork and excellent personal presentation, are an essential part of working in the industry. You also need to be able to work well under pressure and to be highly organised. Our courses cover these skills plus many more and on completion you will be well placed on the pathway to a challenging and enjoyable career.

Higher Education Courses

Federation University Australia (FedUni) @ Academies Australasia Polytechnic
Federation University Australia is Australia’s third oldest tertiary institution and home to one of the country’s most innovative and creative business schools. Students studying courses of Federation University’s Business School faculty are groomed to be future business leaders and prepared for exciting and varied professional careers in business, commerce, sustainability and management. Courses are fundamentally based around the United Nations principles of responsible business management, and involve industry engagement, providing students opportunities to gain employment-relevant skills. At Academies Australasia Polytechnic, you can enjoy all the benefits of studying with a regional university (located in Ballarat and Gippsland) in an urban environment, in the heart of Melbourne city.

Academies Australasia Polytechnic’s Higher Education programs
AAPoly delivers Bachelor of Tourism and Hospitality Management (BTHM) and Bachelor of Business - Leadership and Management (BBUS (L&M)) courses in both Melbourne and Sydney campuses.

BTHM prepares graduates for an entry level management position in either the tourism or hospitality industries. This course is designed with a strong emphasis on developing a client focus as part of professional practice. The program is comprised of 24 subjects, including two industry-placement subjects over a three-year period. Students will be given opportunities to integrate into practice the theoretical aspects they have learnt through the two work-integrated placement subjects. Please refer to the Course Handbook: http://www.aapoly.edu.au/pdf/BTHM_Handbook.pdf

AAPoly’s BBUS (L&M) was accredited in November 2017 and launched in November 2018. This 3-year degree prepares graduates for positions in business, both within Australia and internationally, particularly those positions that require management specialisation. Core leadership and management skills and business concepts are covered in the course, providing students with opportunities to cultivate work-ready, career orientated skills. Please refer the Course Handbook: http://www.aapoly.edu.au/pdf/BBusLM_Handbook.pdf
AAPoly’s Melbourne campus is located at 628 Bourke Street, covering Ground Floor, Level 1, Level 7 and Level 8. Reception is on Level 7, along with Student Services, the Student Library, Student Counselling and the Student Breakout area. Academic Faculty staff have offices on Level 8, and classes (and tutorials) will be held in classrooms on level 1, 7 and 8. All classrooms are equipped with projectors and whiteboards, and the campus has Wi Fi facilities. Students can use and print from the computers available in the computer rooms of level 7 & 8 and the computers available in the library.

In Sydney, AAPoly operates from Level 6 & 7 of 333 Kent Street, a building that was once the premises for the Sydney operations of a regional Australian university. Reception, Student Services, and the Student Library are on Level 7, along with study and breakout areas that are dedicated to AAPoly students. The Office of the AAPoly Sydney Coordinator is also on Level 7. Classes (and tutorials) are held on levels 6 and 7. All classrooms, and 2 large computer laboratories on Level 7, have overhead projectors and whiteboards. The campus has Wi Fi facilities and students have access to printing and photocopying services. AAPoly students have access to a student lounge equipped with microwave ovens, vending machines and computers, and have allocated student breakout areas on Level 6 and 7.

Information on Visas

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 visas 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. You should check with AAPoly, or other education providers you plan to study with in Australia, for their accredited agents in your country.

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

Department of Home Affairs
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. For the latest information, visit: https://www.homeaffairs.gov.au/Trav/visa-reform.
Department of Foreign Affairs and Trade (DFAT)
In addition to what is provided on the Department of Home Affairs website, the Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world. Visit the following website: http://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx

Migration Agents
A migration agent can assist you with submitting your visa application and can communicate with the Department of Home Affairs on your behalf. However, please note that you do not need to use a migration agent to lodge any kind of visa application.

Education Agents
Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in managing the cases of international students and their visa applications. Most Agents speak both English and the local language, so this makes the application process a lot simpler and generally hassle-free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

Please Note: Although they are able to assist in completing education and visa applications, education agents are NOT licensed to provide migration advice.

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, the following:

- Complete the course within the duration specified in the 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 within the principal course of study, unless release granted from the provider to attend another institution; and,
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit: https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions
Travelling to Australia

Travel arrangements
You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before enrolment and Student Orientation to allow enough time to settle-in, adjust to the climate and overcome jet-lag.

You should fly into Melbourne or Sydney International Airport (depending on the location of your study campus). They are the closest international airports to Melbourne and Sydney, respectively. Visit www.melbourneairport.com.au; or https://www.sydneyairport.com.au

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

- valid passport with student visa
- letter of offer / admission letter from Academies Australasia Polytechnic
- confirmation of enrolment (CoE) issued by Academies Australasia Polytechnic
- 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 to be sent to you.

What to Bring
Students are often surprised by how strict Australian Customs Services and quarantine can be. If you are 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 Australian Quarantine and Inspection Service (AQIS) homepage for more information, in particular from the following two sections: www.aqis.gov.au

- “What can’t I take into Australia?”
- “What can’t be mailed to Australia?” (tell your family and friend about this)

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 (35kg) and 1 x carry-on (7kg) for international flights but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount 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 and blankets. 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, 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, graduation ceremonies and job interviews. 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 education provider what is included in the uniform package.

Other items you might want to bring (although most can also be purchased in Australia) include:

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- 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 is flowing through 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 website: 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 in order to function in Australia.

Contact Details
Before you leave home, you should provide your family and friends, and your education provider in 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.)

Preparing 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 Money 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$1500 to AU$2000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money on a non-cash method such as an international credit/debit card. Please get advice from your bank at home.

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.
Your Flight

Wear comfortable, layered clothing so that you are able to 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. Do not 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.
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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$60,000 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 www.daffa.gov.au/aqis.

**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

**Skybus - Melbourne**

SkyBus offers an express bus service from the airport to the city centre. This service operates 24/7, including all public holidays. Buses run from every 10 minutes throughout the day. Tickets can be purchased on arrival at bus stop or purchased online. SkyBus also provides a complimentary city hotel transfer service, subject to availability. For more information, visit www.Skybus.com.au.

**Public Buses - Melbourne**

Public Buses operate from the terminal, to various areas in Melbourne. Information on destinations and schedules can be obtained from the information desks within the airport, or on the numbers listed below.

- **Dandenong Area**
  
  Phone: (03) 9782 6766
  
  www.airportbusdandenong.com.au

- **Frankston & Penninsula Bus Service**
  
  Phone: (03) 9783 1199
  
  www.fapas.com.au

- **Geelong Area Gull Airport Services**
  
  Phone: (03) 5222 4966
  
  www.gull.com.au

- **Melbourne North-West Suburbs Tullamarine Bus Lines**
  
  Phone: (03) 9338 3817

- **Melbourne Western Suburbs Melbourne Metropolitan Bus Lines**
  
  Phone: (03) 9311 1228

- **Melbourne Northern & Eastern Suburbs Airport Eastside**
  
  Phone: (03) 9729 7622
  
  www.airportbus.com.au

**Airport Link – Sydney**

Sydney’s train service, Airport Link, offers a fast and convenient way to reach the city and suburbs, with trains running approximately every 10 minutes. The station is located at the northern end of the terminal and accessible from the Arrivals level. To use this service, you will need to purchase an Opal Card from the station.

**Public buses - Sydney**

Sydney Buses operates a timetabled service, Route 400, between Bondi Junction and Burwood. The service stops at both the T1 International and T3 Domestic terminals. You will find clearly marked bus stops located on the arrivals level outside each of these terminals. You'll need an Opal transport card to use the service.

**Taxis – Melbourne and Sydney**

Taxis are available from the ground floor level of Melbourne Airport, outside the International Terminal and both domestic Terminals. Depending on the time of day, expect a taxi fare of around A$65 to A$70 for a one-way trip between Melbourne Airport and the CBD, and roughly A$35 to A$45 for a one-way from Sydney Airport to Sydney CBD.
Things to Do

- Contact your family at home to let them know that you have arrived
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Advise institution of travel details
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and clubs (eg. sporting, cultural clubs, etc)
Share your Contact Details

Family and Friends
Once you have arrived in Australia, you should 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, email or post.

Notify your education provider
Academies Australasia Polytechnic office hours are 8.30am - 5.00 pm Monday to Friday. After your arrival you can contact us via telephone (03) 8610 4100, Melbourne, or (02) 9224 5500, Sydney, come and see our Reception on Level 7 (628 Bourke Street, Melbourne; 333 Kent Street, Sydney). If you have arrival problems outside working hours, you can call the emergency phone number 0425 253 019.

Organise Money

Currency Exchange
Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Australia you can also change money at any bank or at currency exchanges in Melbourne and Sydney.

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.

ATMs
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

Academies Australasia Polytechnic can offer advice to students when seeking short or long term accommodation.
Temporary Accommodation

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.

Hostels
Le Student 8 Melbourne, 205 Bell Street, Melbourne, VIC 3072, Reservations: +61 3 9485 0100
YHA Melbourne Central, 562 Flinders St, Melbourne 3000, Phone: (03) 9621 2523

Hotels
The Victoria Hotel Melbourne: 215 Little Collins Street, Melbourne Victoria 3000, Australia. Phone: +61 3 9669 0000

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

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 Home Affairs 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.

What 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 making a decision 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 child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

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

Child Care
Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.
Many schools offer before-school 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.

**Childcare Centres near Campus**

<table>
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<th>MELBOURNE CENTRES</th>
<th>ADDRESS</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun Kids Child Care</td>
<td>546 Collins St, Melbourne</td>
<td>(03) 9614 3011</td>
</tr>
<tr>
<td>Kids on Collins</td>
<td>600 Collins St, Melbourne</td>
<td>(03) 9629 4099</td>
</tr>
<tr>
<td>ABC Developmental Learning Centre</td>
<td>Melbourne Central - La Trobe St, Melbourne</td>
<td>(03) 9663 2881</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SYDNEY CENTRES</th>
<th>ADDRESS</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kent Street Early Learning Centre</td>
<td>321 Kent Street, Sydney</td>
<td>1300 025 007</td>
</tr>
<tr>
<td>George Street Early Learning Centre</td>
<td>Level 1, 580 George Street, Sydney</td>
<td>1300 025 007</td>
</tr>
<tr>
<td>Honeybee Child Care Centre</td>
<td>201 Sussex St, Sydney</td>
<td>(02) 9264 8900</td>
</tr>
</tbody>
</table>

Other childcare information can be found via the following links:

**Schools**

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

- It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Typically, children who have their fifth birthday before 1st April of that calendar year are eligible to start school. Please check with the Department of Education and Early Childhood Development (Victoria) for latest information.
- 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.
- 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:
  - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
  - 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.
You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

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.

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.

There are two types of schools in Australia: state schools and independent schools.

**State Schools**
Government schools are part of a strong and vibrant education system that ensures every child has the opportunity to thrive, learn and grow. You can be confident that high educational standards are maintained, no matter where you are in Australia. Government schools have the flexibility to tailor their programs to meet the individual needs of students.

Government schools also form an important part of the local community. The people who make our schools great places for your child – principals, teachers, school staff and school councillors – make every effort to be involved in and connect with their community.

**Independent Schools**
Independent schooling in Victoria goes back more than 150 years. Today's independent schools, young and old, are dedicated to excellence in education.

Independent schools are accountable to government authorities and must comply with existing laws but they are independent – able to develop their own policies, practices and procedures for student welfare, uniform, enrolment, curriculum and expected standards of behaviour.

For further information about schooling in Australia, please contact the following departments:

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Living in Australia

Weather and Seasons

Weather can affect everybody when they arrive and settle in a new city. It may mean that you get used to the hotter or colder weather than you are used to. Melbourne’s weather is unpredictable - but it can still be enjoyed all year round. Sydney enjoys a sunny climate with mild winters and warm summers.

<table>
<thead>
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<th>Season</th>
<th>Months</th>
<th>Mean Temperatures Melbourne</th>
<th>Mean Temperatures Sydney</th>
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<tr>
<td>Summer</td>
<td>December, January, February</td>
<td>14 - 25.3°C</td>
<td>18.6 - 25.8°C</td>
</tr>
<tr>
<td>Autumn</td>
<td>March, April, May</td>
<td>10.9 – 20.3°C</td>
<td>14.6 - 22.2°C</td>
</tr>
<tr>
<td>Winter</td>
<td>June, July, August</td>
<td>6.5 - 14.2°C</td>
<td>8.8 - 17°C</td>
</tr>
<tr>
<td>Spring</td>
<td>September, October, November</td>
<td>9.6 - 19.6°C</td>
<td>11 - 23°C</td>
</tr>
</tbody>
</table>

The temperatures in the table indicate the mean average. Temperatures can reach over 45 Degrees Celsius in summer and below zero in winter.

Time Zone: Eastern Standard Time

Lifestyle

Melbourne

Melbourne has a relaxed attitude with lots of things to do. Popular activities in Melbourne include:

- Enjoy Melbourne's street life, restaurants, cafes, shops, architecture, festivals, entertainment venues, theatres and galleries.
- Eat at restaurants who serve cuisine from around the world or find the foods you are familiar with, easily available and at very reasonable prices.
- Experience international events such as the World Series Cricket, Australian Tennis Open, Melbourne Fashion Festival and the Formula 1 Grand Prix.

Useful links to find out more about Melbourne include:

- www.thatsmelbourne.com.au

Sydney

Sydney is the nation’s largest city and is renowned for its idyllic beaches, great walks and world-class dining.

- Take in Australia’s most recognisable landmarks
- Relax on sun-drenched beaches
- Dine at award-winning restaurants

Useful links to find out more about Sydney include:

- https://www.sydney.com/things-to-do
- https://www.timeout.com/sydney
Accommodation

Choosing Where to Live
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.

In Australia, there are various kinds of accommodation available, such as:
- Hostels
- Flats, units and houses
- Homestay

It can take time to find permanent accommodation after you arrive. You should allow at least 1 month to find permanent accommodation.

While searching you should:
- Understand what the different types of accommodation are and involve;
- Avoid being rushed in your search so that you make a wise choice;
- Inspect the property before accepting the terms and conditions of the lease;
- Read the terms and conditions of the lease carefully before accepting them;
- Decide whether this is good location to live; and,
- Assess noise levels during both the day and night.

It is important that you consider the public transport connections to your campus. The site below gives you the opportunity to look at the travel distances, times and routes.

- Where is: www.whereis.com.au

Types of Accommodation

Homestay
This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. The stays can be for a few weeks to many months.

You may need to compromise with living arrangements as you will need to fit in with the household’s routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments. You may also want to consider how the other people will feel about your friends visiting, your music and the hours that you keep.

There are different types of homestay arrangements, which generally fall within one of the following categories:

Full Board: Usually includes a furnished room, two or three meals per day and bills (except telephone and internet). Some homestay providers may even do your laundry. The cost may be between $290 - $350 per week.

Part Board: Usually includes a furnished room and bills (except telephone and internet). You have the use of the cooking and laundry facilities in the house. The cost is usually around $150 - $200 per week.
Board in Exchange: Provides free or low cost housing in return for household duties such as weekly house cleaning and/or childcare. Make sure you establish beforehand how many hours labour you will be expected to perform. Make sure the time involved in carrying out duties will balance with the cost of renting and will fit with your other commitments to study and your social life.

Legal Coverage
Generally, students living in private board or homestay are not covered by the Residential Tenancies Act 1997. It can be worthwhile to have a written agreement stating the guidelines about payment of rent, bills and the amount of notice required to move out. While useful, note that this may not constitute a legally enforceable document.

Academies Australasia Polytechnic has an agreement with Student Accommodation Services, a homestay provider with accommodation in transport zone one. The SAS website is www.student-accommodation.com.au. The Academies Australasia Polytechnic Student Services Officers can assist with the application forms.

Student Housing
There are many privately run student hostels (rooming houses) nearby Academies Australasia Polytechnic Campuses. This type of accommodation is longer term housing, usually specifically for students. It offers communal living. They offer single or shared rooms, both furnished and unfurnished. The communal aspect is the lounge, kitchen and bathroom facilities. Rent generally includes some utility costs.

Rentals
There are a number of options in the rental market. Renting an apartment, flat or house on your own offers you a chance to be self-sufficient and private. It can be very expensive to live alone as you must also pay for utilities (electricity, gas, telephone and water) as well as other bills.

Most students chose to share accommodation with others. This is cheaper as all the costs are shared. This can be a challenge as you may not agree about responsibilities. It is best that you agree about the expenses and duties at the beginning.

When looking for accommodation it is best if your rent is not more than 30% of your income. Prices will vary depending on the type, size, location, and condition of the property. You should check the average prices of properties in the area which you chose to live. Prices usually increase as you get closer to the centre of the city.

You can rent properties through either a real estate agent or directly from the owner. Properties are usually advertised in the real estate section of the newspaper, through real estate agents and on their websites.

When you rent a property you are called the ‘Tenant’ and the lease you sign is a legal agreement. There will be conditions in the lease that you must follow. You also have rights and are covered by the Victorian Residential Tenancies Act 1997 (Melbourne) and NSW Residential Tenancies Act 1987 (Sydney). It is important you are aware of your rights and responsibilities.

You are required to pay a security bond, as well as the first month’s rent, up front. The security bond is usually the same as 1 month’s rent. It is refundable when you leave the property if it is in the same condition as when you moved in.
You will also need money to pay to connect the utilities, for furniture and household items.

**Where to Look for Accommodation**

The following is a list of places where you can go to find advertisements for accommodation:

- Student noticeboards around campus especially in the student lounges
- Newspaper classifieds – The Herald Sun, The Age (Melbourne) Sydney Morning Herald, Telegraph (Sydney)
- Real Estate Agent windows & websites
- Local shopping centre noticeboards
- Online student accommodation services

**Example websites**

- **Homestay**
  - [www.homestay-australia.com](http://www.homestay-australia.com)

- **Houses, Flats and/or Share Accommodation**
  - [Domain](http://www.domain.com.au)
  - [Flatmates](http://www.flatmates.com.au)
  - [Flatmate Finders](http://www.flatmatefinders.com.au)
  - [Easy Roommate](http://www.easyroommate.com)

- **Student Housing**
  - [Unilodge](http://www.unilodge.com.au/city/melbourne/)
  - [Iglu](http://www.iglu.com/melbourne/)
  - [Arrow on Swanston](http://www.arrowonswanston.com.au) (Melbourne)

**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$1,000 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. The security bond must be lodged by the Landlord with the

You also have rights and are covered by the Victorian Residential Tenancies Act 1997 (Melbourne), the NSW Residential Tenancies Act 1987 (Sydney) and the Fair Trading Act (1999). It is important you are aware of your rights and responsibilities.
**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. This will be done again at the end of your tenancy and 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.

**Utilities**
Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, 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. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

**Examples of Utility providers**
Switch Select has a list of retailers (be careful, this covers those selling in other states too)
www.switchselect.com

**Electricity and Gas**
AGL: www.agl.com.au  
Energy Australia: www.energyaustralia.com.au  
Origin: www.originenergy.com.au

**Home Telephone and Internet**
iinet: www.iinet.com.au  
Optus: www.optus.com.au  
Vodafone: www.vodafone.com.au  
Telstra www.telstra.com
Restrictions
The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her 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 is a good idea to take notes of each property you inspect. In addition to the address, rent and agent, take notes on the following details:

- Are there laundry facilities?
- Is there a telephone line 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 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 move in? And who pays for any 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?

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 a person’s living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

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 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 need to put the wheelie bin/s out on the footpath 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 in order to avoid unpleasant odours and fire hazards.

Cleaning the Bathroom
Sinks, showers, and tubs 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 in order 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 consulted at the time.
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.
- 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.
- Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

(Source: Metropolitan Fire Brigade, Melbourne)

**Help with Renting Matters**

**Melbourne**

- The Tenants Union of Victoria: http://www.tuv.org.au

**Sydney**

- The Tenants Union of NSW: https://www.tenants.org.au/tu

**Services**

**Telephones**

**Calling Emergency Services - DIAL 000**

In Australia dial 000 from any phone for 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. You will then be connected to the appropriate service to assist. It is wise to think ahead about the most important information that will help them to respond. This includes: where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is; etc.
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. (See also: Health – Emergencies)

**Public Telephones**

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the Telstra logo.

The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance. Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day. Pre-Paid Telephone Cards cost $5, $10, $20 and $50 and may be purchased at most newsagencies, post offices and convenience stores.

**Making Phone Calls within Australia**

**International Phone Calls**

0011 + Country Code + (Area Code + Telephone Number)

**Domestic Phone Calls**

Area Code + Telephone Number

<table>
<thead>
<tr>
<th>States</th>
<th>Area Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT, NSW</td>
<td>(02)</td>
</tr>
<tr>
<td>VIC, TAS</td>
<td>(03)</td>
</tr>
<tr>
<td>QLD</td>
<td>(07)</td>
</tr>
<tr>
<td>SA, WA, NT</td>
<td>(08)</td>
</tr>
</tbody>
</table>

Visit [www.whitepages.com.au](http://www.whitepages.com.au) and [www.yellowpages.com.au](http://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. Please note that when making an international phone call you may need to drop the zero (0) in the area code.
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 Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

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. You can buy your mobile phone in Australia, but be aware you will need to spend some time researching the services and plans that various providers offer. 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: https://www.whistleout.com.au/MobilePhones

Popular providers include:

  o www.telstra.com
  o www.optus.com.au
  o www.vodafone.com.au
  o www.virginmobile.com.au
  o www.dodo.com.au

(Source: on-line search)

Computer & Internet Access
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 providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

Computer Labs are located on level 7 and 8, Melbourne campus, and Levels 6 and 7, Sydney 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 AUD$1.00 postage stamp which you affix to the envelope.

A small letter has the following characteristics:

  o No larger than 130mm x 240mm
  o No thicker than 5mm
  o 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 as shown:

Envelope Face Format - Allocation of Zones

![Envelope Face Format Diagram]

Typical Hand Addressed Envelope

![Typical Hand Addressed Envelope]

The bottom line should be in CAPITALS and include only the placename or post office of delivery and the State or Territory, in abbreviated form.

Write the destination postcode clearly in the four squares postcode squares.

Do not use the squares when addressing letters for overseas - even if the overseas postal code can fit in the squares.

(Source: Australia Post - www.auspost.com.au)

International Students Groups

Australian Federation of International Students (AFIS)
247 Flinders Lane (Ross House) Melbourne VIC 3030
http://internationalstudents.org.au

Council of International Students Australia (CISA)
Among other activities, CISA is involved in the following:

- Advocating for the interests and needs of international students;
- Advocating for high quality education for international students;
• Promoting cross-cultural awareness and interactions in Australia;
• Advocating for non-racial, non-discriminatory law reform concerning international students.

http://www.cisa.edu.au/

Study Melbourne
Provides support to international students in Victoria with services ranging from confidential support, free events, and the Study Melbourne Centre


MELD Magazine - Australia’s Leading International Student News Website


Free Legal Advice

Redfern Legal Centre (Sydney)

International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. The Centre can also advise how these problems affect student visas.

Web: https://rlc.org.au/our-services/international-students

Ph: (02) 9698 7645, or for the free Translating and Interpreting Service, 131 450.

‘The Couch’ International Student Centre (Melbourne)

69 Bourke Street, Melbourne VIC 3000


Open Mon, Wed, Fri 5pm – 10pm Mobile: 0451 374 507

Phone: (03) 9391 2944

Places of Worship

Below are the addresses of places of worship closer to campus. Assistance to find places closer to your accommodation can be requested of the Academies Australasia Polytechnic Student Management Officers.

Hindu Temples

Melbourne

International Society for Krishna Consciousness (ISKCON)

197 Dankas St, Albert Park VIC 3206

Ph: 9699 5122

Website: www.iskcon.net.au

Shirdi Sai Sansthan

Corner of Eddy St and 32 Halley Ave, Camberwell VIC 3214

Website: www.shirdisai.net.au

Sydney

International Society for Krishna Consciousness (ISKCON)

Address: 180 Falcon St, North Sydney NSW 2060

- For a list of Hindu Temples in Sydney, refer to the following webpage: http://www.india2australia.com/list-hindu-temples-sydney-nsw/

**Mosques**

**Melbourne**

Melbourne West Mosque
66-68 Jeffcott St, Melbourne VIC 3000  
Ph: 9328 2067  
Website: www.icv.org.au

Footscray West Mosque
294 Essex St, Footscray VIC 3012

**Sydney**

**York Street Mosque**
Address: 36 York Street, Sydney, NSW 2000  
Ph: (02) 92992798

**Sydney CBD Musalah**
Address: Level 2, 86 Pitt Street, Sydney, NSW 2000

- For a list of Mosques in Sydney, refer to the following webpage: http://www.living-in-sydney.com/muslims-mosques-in-sydney-Australia.html

**Sikh Temples**

**Melbourne**

The Sikh Community Centre
116 Tyler St, East Preston VIC 3072

Sri Guru Nanak Satsang Sabha (Gurudwara)
127 Whitehorse Rd, Blackburn VIC 3130  
Ph: 9894 1800

**Sydney**

Sri Sri Radha-Gopinatha Mandir
Address: 180 Falcon St, North Sydney NSW 2060  

- For a list of Sikh Temples in Sydney, refer to the following webpage: https://singh.com.au/gurdwaras-in-sydney-new-south-wales-nsw/
Churches

**Melbourne**

**Presbyterian Church of Victoria**
156 Collins St, Melbourne VIC 3000
Ph: 9650 9311
Website: [pcvic.org.au](http://pcvic.org.au)

**Holy Cross Australian Orthodox Mission**
261-265 Spring St, Melbourne VIC 3000
Ph: 9639 0260
Website: [australianorthodox.org](http://australianorthodox.org)

**Cross Culture Church of Christ**
194 Little Lonsdale St, Melbourne VIC 3000
Ph: 9623 9199
Website: [crossculture.net.au](http://crossculture.net.au)

**St Francis Catholic Church**
326 Lonsdale St, Melbourne VIC 3000
Ph: 9663 249
Website: [http://www.stfrancismelbourne.com](http://www.stfrancismelbourne.com)

**Sydney**

**St Stephen’s Uniting Church**
Address: 197 Macquarie St, Sydney NSW 2000

**Church Hill Anglican**
Address: 3 York St, Sydney NSW 2000
Web: [http://www.churchhillanglican.com/](http://www.churchhillanglican.com/)

- To find a church of your denomination in Sydney, refer to the following webpage:

Synagogues

**Melbourne**

**Melbourne City Synagogue**
488 Albert St, East Melbourne VIC 3002
Ph: 9662 1372
Website: [www.melbournecitysynagogue.com](http://www.melbournecitysynagogue.com)

**Sydney**

**The Great Synagogue**
Address: 166 Castlereagh St, Sydney NSW 2000
Web: [https://www.greatsynagogue.org.au/](https://www.greatsynagogue.org.au/)

**The Central Synagogue**
Address: 15 Bon Accord Ave, Bondi Junction NSW 2022

For a list of synagogues in Sydney, refer to the following webpage:
Web: [https://www.nswjbd.org/Jewish-Congregations-Sydney/default.aspx](https://www.nswjbd.org/Jewish-Congregations-Sydney/default.aspx)
Getting Around Melbourne

Public Transport
Melbourne has 3 main types of transport

**TRAIN:** There are several routes running from the city to the suburbs. Southern Cross Station is just down the road from the Bourke St Campus.

**BUS:** Bus travel is available in the suburbs and city.

**TRAM:** Tram travel is easy and convenient within the city and out into the suburbs. There is a free City Circle Tram.

Daily, weekly or monthly passes make it cheaper to travel by public transport. Transport passes are available at most newsagents and from train stations. Further information and journey planning can be found at [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

International students are not eligible for travel concessions on Melbourne’s public transport system.

**TAXIS**
There are a number of taxi companies in Melbourne. There is a taxi rank, in Bourke St, outside the Campus.

Examples of Taxi companies
- Arrow 132 211
- Black Cabs 132 227
- Embassy 131 755
- North Suburban 131 119
- Silver Top 131 008
- West Suburban 9686 1444

Getting Around Sydney

You can find most of the information you need on public transport in Sydney from the following:

**Transport NSW**
Ph: 131 500
Web: [https://transportnsw.info/](https://transportnsw.info/)

Sydney has a wide variety of transport options including trains, buses and ferries. Get free printed timetables from train stations, bus depots and ferry terminals. To plan your trip, use the following website:

**Trip Planning:** [https://transportnsw.info/trip#](https://transportnsw.info/trip#)
You can buy tickets for most train, bus and ferry services at the railway station or ferry station. It is cheaper to pre-purchase a weekly or monthly ticket if you use public transport every day. For more information use the following website:

**Ticket and Fare Information:** [https://transportnsw.info/tickets-opal](https://transportnsw.info/tickets-opal)

Opal is Sydney’s smartcard ticketing system used to pay for travel on public transport in Sydney, the Blue Mountains, Central Coast, the Hunter and the Illawarra. Add value before you travel and tap on and off to pay your fare.

For information about the **Opal Card** visit the following website: [https://www.opal.com.au/](https://www.opal.com.au/)

**Please note:** International students are not entitled to concession fares, so you must pay the full adult fare. The pre-paid ticket is a way of saving money.

The following webpage will be useful for planning your trip to minimise the impact of disruptions. **Travel alerts and track-work:** [https://transportnsw.info/alerts#/train](https://transportnsw.info/alerts#/train)

**Other Useful Links for transport in Sydney**

- **CityRail** [www.cityrail.nsw.gov.au](http://www.cityrail.nsw.gov.au) ...train timetables, fares and network maps
- **Sydney Buses** [www.sydneybuses.info](http://www.sydneybuses.info) ...bus timetables, fares and network maps
- **Sydney Ferries** [www.sydneyferries.info](http://www.sydneyferries.info) ...ferry timetables, fares and network maps
- **Taxis** are also easy to find, although they cost more than trains, buses or ferries.

**DRIVING IN AUSTRALIA**

International students can drive in Australia on their overseas licence, provided that the licence is current and in English; or is accompanied by an English translation from the Overseas Licence Authority.

To get a local licence, you will be required to go through the full testing procedure. This consists of a written test and a driving test.

**Melbourne:** For information please see VicRoads: Phone: 13 11 71 or Web: [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

**Sydney:** Roads and Maritime Services. Phone: or Web: [https://www.rms.nsw.gov.au/](https://www.rms.nsw.gov.au/)
Shopping

Melbourne and Sydney offer a variety of options for shopping. A variety of foods can be purchased in supermarkets, specialty grocers, butchers, open air markets, cafes, restaurants, food courts and convenient stores that operate all over Australia’s big cities.

The amount you spend on food depends on what you include in your shopping basket. You will find fresh fruit and vegetables, grains and pulses, meat, fish and poultry in supermarkets, specialty stores and in many fresh produce markets in Melbourne and Sydney.

There are many markets in Melbourne and Sydney. Some may only open on certain days of the week, so you need to check before you go. There are also a variety of top end department stores and designer or branded stores, discount department stores, retail and factory outlets.

Halal food: There are many restaurants, cafes, supermarkets and butchers in Melbourne and Sydney that serve or sell halal food.

Where to Shop

Melbourne
Queen Victoria Market is a large and centrally located fresh produce markets – locally known as the Vic Market. Food and goods in the Vic Market is very competitively priced. The Market is open on Tuesday, Thursday, Friday, Saturday and Sunday.

Sydney
Paddy's Market, located in Haymarket and Flemington, is the central marketplace for Sydney's farmers to sell their fresh produce. Paddy’s Market boasts products as varied as fruit vegetables, clothing, CD's, flowers, homewares, sunglasses, and jewellery. The market is open Wednesday, Thursday, Friday, Saturday and Sunday. The Sydney Fish Market is another popular place to buy fresh produce in Sydney.

Business Hours
While markets have a variety of opening hours and days, the majority of shops in Melbourne and Sydney are open 9am to 5:30pm Monday to Thursday, and late on Friday. For specific opening hours, please contact the shop directly.

How to Shop

Bargaining/Haggling
When shopping in Australia, you generally do not 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: at 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?"

Or at a garage sale, you might pick up several items whose combined total is $50 and say:

"I'll offer you $30 for all of these."

**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 touch your card on the EFTPOS 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 will receive a printed receipt after each purchase and the transaction appears on your bank statement.

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**Health**

**Emergencies – Dial 000**
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.

**Police**
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.

To obtain the contact details for a local police station refer to the following websites:


Some phone numbers of local police stations are below:

- Melbourne East: **9637 1100**
- Carlton: **9347 1377**
- Sunshine: **9313 3333**
- Dandenong: **9767 7444**

**Fire – Dial 000**
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 – Dial 000
Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

Victoria State Emergency Service - Dial 132 500
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.

NSW State Emergency Service - Dial 132 500
NSW State Emergency Service (SES) is an emergency and rescue service dedicated to assisting the community. They are a volunteer-based organisation that provides emergency assistance to the people of NSW 24 hours a day, seven days a week, 365 days a year. For emergency assistance in a FLOOD, STORM and tsunami dial 132 500.

Lifeline - Dial 13 11 14
Lifeline provides suicide prevention services, mental health support and emotional assistance, not only via telephone but face-to-face and online. 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. Dial 13 11 14.

Poisons Information Line - Dial 131 126
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; dial 131 126.

Emergency Translation - Dial 1300 655 010
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.
How do I get OSHC?
You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don’t need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending 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**

**BUPA OSHC**: www.overseasstudenthealth.com

**Allianz Global Assistance**: www.oshcallianzassistance.com.au

**Medibank Private**: www.medibank.com.au

**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.


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, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

Academies Australasia Polytechnic will arrange OSHC with BUPA for an initial period as indicated in your letter of offer. It is your responsibility to renew your cover after that initial period.

**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.
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?**
You can claim in person, online or by mail:

**In person** - After you have paid your doctor’s account, you can make a claim at any BUPA outlet

**Online or By Mail** - Simply complete an OSHC claim form online or manually and attach your accounts and receipts. Post to:
Bupa Reply Paid 990
Adelaide SA 5001

Claims can either be paid directly into your nominated bank account via EFT transfer or, by cheque which will be sent to your residential address.

**Renewal information**
BUPA OSHC can be renewed online. When you renew your OSHC student insurance, this payment will cover the period from the date your current membership is valid until.

**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 doctor visits.

**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’ below.

**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 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’ below.

**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**

*What do I do if I’m sick?*

Choose a doctor from the list of medical facilities in this handbook or another trusted source and phone the GP’s 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 are able to 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. Please check with your OSHC provider if you can claim any money for medication. 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](http://www.immi.gov.au) or phone 131 450.

Medical Facilities

Hospitals

**Melbourne**
- **Royal Melbourne Hospital**
  300 Grattan St, Parkville VIC 3050
- **St Vincent's Hospital**
  41 Victoria Parade, Fitzroy VIC 3065
- **The Alfred Hospital**
  5 Commercial Rd, Melbourne VIC 3004

**Sydney**
- **St Vincent’s Hospital**
  390 Victoria St, Darlinghurst NSW 2010
- **Royal Prince Alfred Hospital**
  50 Missenden Rd, Camperdown NSW 2050
- **Bloomfield Hospital**
  1502 Forest Rd, Bloomfield NSW 2800

Medical Centres

**Melbourne**
- **Collins Place Medical Centre**
  3/71 Collins St, Melbourne VIC 3000
  Ph: (03) 9650 4218
- **Medical One - QV**
  3, 23 QV Terrace, 292 Swanston Street, Melbourne VIC 3000
  Ph: (03) 8663 7000

**Sydney**
- **Observatory Tower Medical Centre**
  5/168 Kent St, Sydney NSW 2000
  Ph: (02) 9252 7500
- **Sydney Medical Centre**
  580 George St, Sydney NSW 2000
  Ph: (02) 9261 9200

If you are ill, please advise the college, by phoning Reception, before the start of your class.

General Health

Maintaining good health is of vital importance when studying abroad.

Living in a new environment is a good opportunity to change unhealthy habits. However, it is important for students to realise that any issues experienced in their home country will not just disappear by moving away.

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 location will help them to move past their current problems. However, living and studying in a foreign environment can create 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 behaviour. In particular, if students are concerned about their use of alcohol and other 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**

Academies Australasia Polytechnic’s Student Counselling Service provides confidential, professional counselling for students who have personal problems that may affect their academic study or performance. It consists of a wide range of services including short-term counselling, assessment, and referral, monitoring and follow-up.

This service is free of charge and it is available for students from Monday to Friday, from 9am to 5:00pm.

**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. Their recommendations include:

- **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.
- **Avoid Drugs**

**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 doctor.
# Managing Finances

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

<table>
<thead>
<tr>
<th>EXPENSE</th>
<th>ESTIMATED COST*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary accommodation</td>
<td>$350</td>
</tr>
<tr>
<td>Rental bond (four weeks rent @ $250/week)</td>
<td>$1,000</td>
</tr>
<tr>
<td>Advance rent (one month @ $250/week)</td>
<td>$1,000</td>
</tr>
<tr>
<td>Electricity connection</td>
<td>$80</td>
</tr>
<tr>
<td>Telephone connection</td>
<td>$135</td>
</tr>
<tr>
<td>Gas connection</td>
<td>$80</td>
</tr>
<tr>
<td>Internet connection</td>
<td>$150</td>
</tr>
<tr>
<td>Pre-paid Mobile phone with network sim card</td>
<td>$500-700</td>
</tr>
<tr>
<td>Plan</td>
<td>$30 -60 per month</td>
</tr>
<tr>
<td>Household items, e.g. furniture, crockery, etc.</td>
<td>$1000-1500</td>
</tr>
<tr>
<td>Transportation – Zone 1 Myki Pass 4 weeks</td>
<td>$120.40</td>
</tr>
<tr>
<td>– Zone 1 + 2 Myki Pass 4 weeks</td>
<td>$185.92</td>
</tr>
<tr>
<td>Textbooks &amp; Educational Expenses</td>
<td>$200</td>
</tr>
<tr>
<td>Incidentals</td>
<td>$300</td>
</tr>
<tr>
<td>Insurance – house, car, health</td>
<td>$45-60 per month</td>
</tr>
</tbody>
</table>

*Estimated cost only, subject to change initiated by service providers.

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

<table>
<thead>
<tr>
<th>MONTHLY EXPENSE</th>
<th>ESTIMATED COST*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent (four weeks rent @ $250/week)</td>
<td>$1,000</td>
</tr>
<tr>
<td>Food (four weeks @ $60/week)</td>
<td>$240</td>
</tr>
<tr>
<td>Electricity</td>
<td>$60</td>
</tr>
<tr>
<td>Gas</td>
<td>$45</td>
</tr>
<tr>
<td>Telephone</td>
<td>$40</td>
</tr>
<tr>
<td>Internet</td>
<td>$50</td>
</tr>
<tr>
<td>Mobile Phone</td>
<td>$50</td>
</tr>
</tbody>
</table>
Transportation – Zone 1  |  $120
Entertainment                          |  $250
Educational                           |  $60
Insurance – health, house, car        |  $100
Unexpected                             |  $150

*Estimated cost only, subject to change initiated by service providers.

### 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 **ONLY 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. For a comparison of accounts in banks throughout Australia refer to the following website: [http://www.banks.com.au/personal/accounts/](http://www.banks.com.au/personal/accounts/)

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

<table>
<thead>
<tr>
<th>BANK</th>
<th>WEBSITE</th>
<th>ADDRESS MELBOURNE</th>
<th>ADDRESS SYDNEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANZ</td>
<td><a href="http://www.anz.com.au">www.anz.com.au</a></td>
<td>388 Collins St</td>
<td>388 George St</td>
</tr>
<tr>
<td>St George Bank</td>
<td><a href="http://www.stgeorge.com.au">www.stgeorge.com.au</a></td>
<td>325 Collins St</td>
<td>316 George St</td>
</tr>
</tbody>
</table>

### Banking Hours

Banks are usually open during business hours from 9.30 am to 4 pm Monday to Thursday and 9.30 am to 5 pm on Fridays (except on public holidays). Some banks and branches may stay open longer or may open on weekends. 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, such as internet banking rather than walking into a branch, may also affect the fees that apply.

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

**Accessing Money from My Account**
Banks 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’ below.

**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 gyms. 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’ below.

**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 & Mobile Banking**
Internet & mobile 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 online. Most banks offer Internet and
mobile 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 the internet and mobile 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 online or on your mobile device. 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 a lot 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 mobile banking and 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 have 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 or access to statements for your accounts. 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. Internet and mobile 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, keep track of your spending, and 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; and,
- 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!”

Other precautionary tips include the following:

- 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; and,
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.
Working in Australia

Permission to Work
From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. 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.

Working While Studying
1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 40 hours every fortnight during the term and unlimited hours when your course is not in session.

The Department of Home Affairs 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 the following website:

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.

There are many different ways to find a job in Australia:

- Newspapers
- University Job Boards
- Online - try these online companies:
  - www.seek.com.au
  - www.careerone.com.au
  - www.getjobs.com.au
  - www.mycareer.com.au
  - www.jobsinoz.com.au
  - www.jobsearch.com.au

(Source: Online 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 www.tabd.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation
If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9.5% 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)

Employment rights and conditions
For information and advice about your workplace rights and obligations, please refer to https://www.fairwork.gov.au/. It is important that you understand the obligations of the employer and your obligations as an employee. As an international student, it is very important that you understand your rights and obligations while on a student visa. Please refer to https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants, for more information.

If there are any workplace issues, the Fair Work Ombudsman can assist. Refer to the information here https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues
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
If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia’s complex legal system.

Victoria Legal Aid 1300 792 387
Victoria Legal Aid can assist with many issues, though they may not take all cases. The Victoria Legal Aid (VLA) Legal Information Service can be contacted for free general information over the phone about the law and how they can help you. It’s open Monday to Friday, 8.45 am to 5.15 pm.

Legal Aid New South Wales 1300 888 529
Legal Aid NSW has a central office in Sydney (Central Sydney) and 20 offices in metropolitan and regional NSW. Our operating hours are from 8.30am to 5.30pm for Sydney (Central Sydney) and 9am to 5pm for all other offices. https://www.legalaid.nsw.gov.au/contact-us

Youthlaw – Dial 9611 2412
Youthlaw provide free and confidential legal advice to young people up to the age of 25. It is open Mondays to Fridays 2pm to 5pm.

Community Legal Centres www.communitylaw.org.au

Medibank also provides legal advice
# Child Protection Laws

<table>
<thead>
<tr>
<th>JURISDICTION</th>
<th>LEGISLATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Victoria</strong></td>
<td>Principal Acts:</td>
</tr>
<tr>
<td></td>
<td>Children, Youth and Families Act 2005 (Vic.)</td>
</tr>
<tr>
<td>Other Relevant Acts:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Adoption Act 1984 (Vic.)</td>
</tr>
<tr>
<td></td>
<td>Child Employment Act 2003 (Vic.)</td>
</tr>
<tr>
<td></td>
<td>Child Wellbeing and Safety Act 2005 (Vic.)</td>
</tr>
<tr>
<td></td>
<td>Children and Justice Legislation Amendment (Youth Justice Reform) Act 2017</td>
</tr>
<tr>
<td></td>
<td>(Vic.)</td>
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<tr>
<td></td>
<td>Commission for Children and Young People Act 2012 (Vic.)</td>
</tr>
<tr>
<td></td>
<td>Family Violence Protection Act 2008 (Vic.)</td>
</tr>
<tr>
<td></td>
<td>Sex Offenders Registration Act 2004 (Vic.)</td>
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Home Security

House-breaking 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 door step;
- 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; and,
- 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. There are computers in the computer labs at the various Academies Australasia Polytechnic Campuses.

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; and,
- 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 late at night:

- 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
o Make eye contact with people when walking - let them know that you have noticed their presence
o Do not respond to conversation from strangers on the street or in a car - continue walking
o Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
o Always keep your bag in view and close to your body
o Be discrete with your cash or mobile phones
o When going to your car or home, have your keys in your hand and easily accessible
o Consider carrying a personal attack alarm
o 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; and,
- 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; and,
- 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, the following is advisable:

- 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; and,
- 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.
**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; and,
- 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; and,
- 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 very 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 point 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.  
(Source: VicRoads, Victoria)

**Licence Requirements**
In most States/Territories of Australia if you hold a current driver license from another country, you are allowed to drive on your overseas license as long as:

- You remain a temporary overseas visitor;
- Your overseas licence remains current;
- You have not been disqualified from driving in that State or elsewhere; and,
- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian license if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

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

When driving in Victoria you must carry your overseas driver license. Your license must be written in English or, if the license is not in English, you must either carry an English translation or an International Driving Permit. An International Driving Permit is not a license to drive. It should still be accompanied by a current driving licence.
If you are a temporary overseas visitor and you wish to obtain an Australian license seek advice from your local Police Station.  

(Source: VicRoads, Victoria)

**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:

The legal BAC limit in Victoria is 0.05. This means that a driver’s body must contain less than 50 milligrams of alcohol per 100 millilitres of blood.

**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 effects 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**

**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. [Please include your State/Territory laws]

**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; and,
- 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.

**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.

(Source: Australian Drug Foundation)

**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.

**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. Some examples are as follows:

- **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 your International Student Advisor.

**Sexual Assault & Harassment**

**Sexual assault is behaviour that is sexual in nature that:**
- is unwanted
- makes the person feel uncomfortable, frightened or threatened

It is sexual activity to which a person does not give full agreement. The use of emotional or physical
violence to force another person to engage in sexual activity also constitutes sexual assault. Sexual
assault can take various forms, such as:

- verbal harassment
- sexual harassment
- being made to look at, or pose for, pornographic photos
- stalking
- rape

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault
and penetration of any kind.

**Sexual Harassment can include behaviour, such as:**

- **Staring or Leering**
- **Questions about your private life or physical appearance**

- **Unwanted physical contact**
- **Unwelcome hugging, kissing or cornering**

- **Sexually explicit text messages, images, phone calls or emails**
- **Sexually suggestive comments or jokes**
Precautions
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 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; and,
- 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. You may choose to report the offence to the Police. Alternatively you may want to contact your closest Sexual Assault Service.

Talk with a specialist 24-hour counselling service, like those listed below.

**Melbourne**

Sexual Assault Crisis Line (Ph: 1800 806 292 - free call, 24 hours, 7 days a week)

Centre Against Sexual Assault (Ph: 03 9635 3600)

**Sydney**

NSW Rape Crisis (Ph: 1800 424 017 - free call, 24 hours, 7 days a week)

Making a police report
From a public phone or mobile phone, ring the police on 000.

- 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; and,
- 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.

Please remember you can call the Academies Australasia Polytechnic Emergency phone number if you need assistance or support through reporting a sexual assault:

**Phone:** 0425 253 019
**Phone:** 0433 489 303
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To Begin

Arrive early

Australian education providers will provide an International Student Orientation Session before the commencement of classes. This is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. 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 material which AAPoly provides to you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the material will cover 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 not already comfortable with the institution, its staff and its services.

Arriving early to attend enrolment and orientation gives you the chance to do the following:

- See and talk to important people at the institution:
  - Administrative staff
  - Course or Academic Advisors
  - Student Services staff
  - Student Counsellor;
- 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 Academic or Course Advisor;
- Meet Student Mentors;
- Find your way around the campus:
  - Library
  - Computer rooms and facilities
  - Recreation and eating areas
  - Classrooms;
- 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 new environment can really help to avoid any feelings of isolation;
- Find your way around the public transport and your commute to and from your accommodation; and,
- Feel confident about navigating the college and information regarding your studies.

What to Do First

Please report to the Reception desk, on Level 7 (628 Bourke St, Melbourne; 333 Kent Street, Sydney). You will be directed to the enrolment area where Student Services Officers will assist you with the enrolment process.
Student Enrolment and Orientation

Students are expected to attend specified enrolment and re-enrolment days. Please bring the following with you to the enrolment session:

- 3 passport photos
- AUD$100 deposit for an access card which is refundable at the end of your studies
- Passport and Visa
- Originals of your previous education documents, including proof of English language proficiency
- Your electronic Confirmation of Enrolment
- Outstanding tuition fees (if applicable)

It is mandatory for new students to attend the Orientation sessions for their course. Please be punctual.

Notifications for re-enrolment will be issued prior to the event. It is expected that all students will bring the following to all re-enrolment days:

a) Passport and visa
b) Fees for the term or semester (as appropriate)
c) Academies Australasia Polytechnic ID and access cards (as appropriate)

Should a student be unable to attend on enrolment day, pre-enrolment can be arranged; however, students pre-enrolling are expected to pay the fees as specified.

Vocational Education and Training (VET) Enrolment and Orientation

Enrolment and Orientation will take approximately 2 hours.

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Please check Academies Australasia Polytechnic website for further details or possible date changes.
Higher Education Enrolment and Orientation

Enrolment will take approximately **3 hours**. Orientation will take approximately **2 hours**.

Location: Level 7, 628 Bourke St, Melbourne; Level 7, 333 Kent St, Sydney.

<table>
<thead>
<tr>
<th>Semesters</th>
<th>Enrolment Date and Time</th>
<th>Orientation Date and Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>Refer to Offer Letter</td>
<td>Refer to Offer Letter</td>
</tr>
<tr>
<td>July</td>
<td>Refer to Offer Letter</td>
<td>Refer to Offer Letter</td>
</tr>
<tr>
<td>November</td>
<td>Refer to Offer Letter</td>
<td>Refer to Offer Letter</td>
</tr>
</tbody>
</table>

Please check Academies Australasia Polytechnic website for further details or possible date changes.

Academic Policies & Procedures

Please refer to Student Policies on our website for current academic policies and procedures:
http://www.aapoly.edu.au/student-policies

Campus Rules

1. **Mobile phones are to be switched off during class time, unless allowed by the lecturer for class work.** If you are expecting an important call, please let your teacher know before class.
2. **No food or drinks in the classrooms.** Water bottles are allowed.
3. **No Smoking.** By law, smoking is strictly prohibited in any Melbourne office building and therefore is not allowed on the Academies Australasia Polytechnic Campus. Students who wish to smoke must leave the building. Smokers must not stand near the street entrance doors.
4. **Keep the kitchen area clean and tidy.** The kitchen is a shared area for students and staff. Please wipe down the benches and clean up after yourself. When washing dishes, check the sink for any scraps left in the drain. Please leave the area how you would like to find it.
5. **Only speak English.** The best way to improve your English is to practise! Try to speak English as often as possible, this includes during break times!
6. **No Discrimination.** Discrimination is treating one person differently to another based on prejudice. The Australian government has legislation to prohibit any form of discrimination. Students in classes are expected to treat each other with respect and to show respect for each other’s cultural differences. Learn to accept such differences, including:
   - Gender
   - Race
   - Country of origin
   - Marital status
   - Religious beliefs
   - Age
   - Ability/disability
   - Sexual Orientation
7. **No Harassment.** Harassment is to give uninvited and unwanted attention to another person to the point of annoyance. It is, therefore, unacceptable for one student to continuously “harass” another person by words or actions. The Australian Sex Discrimination Act specifically outlaws this type of
activity. Physical contact should be avoided, particularly with the opposite gender. Physical violence between students will not be tolerated and may result in instant dismissal from Academies Australasia Polytechnic.

If anyone believes they have been harassed or discriminated against, please report it to the student counsellor, the course coordinator or other trusted AAPoly staff member. Such reports will then be investigated and appropriate actions taken. Please refer to the student policies page of our website for the current Student Non-Academic Misconduct Policy and Procedure, and the Sexual Harassment and Sexual Assault Policy and Procedure via the following link: http://www.aapoly.edu.au/student-policies

Please see the Academic School Supplements for further information regarding academic policies and procedures.

Complaints & Grievances Policy

Students shall have access to a transparent, fair and prompt process for resolving complaints and appeals. Where possible and appropriate, the complaints/appeals shall be dealt with locally at the level at which the issue of the complaint/appeal occurs. If the complaint/appeal cannot be resolved at the local level, the student will have access to an Academies Australasia Polytechnic internal appeal process. If the matter cannot be resolved through the internal appeal process, then the student will have access to a final hearing by an independent external person or organization. Throughout these processes, no student will be disadvantaged for having made a complaint or appeal.

A student who wishes to make a complaint or appeal will complete the Complaint/Appeal form and submit it to Academies Australasia Polytechnic reception.

All students have the right to be represented and/or accompanied by a nominee at all times.

Lodging complaint

1. A complaint or appeal may be lodged by a student in a timely manner except for appeals against the decision to report the student to the Department of Home Affairs. The student must lodge the appeal within 20 working days of notification of an intention to report to Department of Home Affairs on the following matters:
   a. Deferral, suspension or cancelling a student enrolment
   b. Non achievement of satisfactory attendance
   c. Non achievement of satisfactory course progress
2. The complainant/appellant will have an opportunity to formally present the case at minimal or no cost to him or herself.
3. Each party may be accompanied and assisted by a support person at any relevant meetings.
4. A student has the responsibility to be enrolled during the complaint/appeal process. Students who are studying programs offered by Academies Australasia Polytechnic’s partner institutions will have to comply with the requirements of the partner institutions to be enrolled (including the payment of fees). However, Academies Australasia Polytechnic may waive the payment of fee as a condition for enrolment in its own programs.
5. Academies Australasia Polytechnic will maintain the student’s enrolment while the internal complaints and appeals process (Stage 1 and Stage 2) is ongoing. It will also maintain the student’s enrolment throughout the external appeals process (Stage 3).
6. If the appeal is against Academies Australasia Polytechnic’s decision to defer or suspend a student’s enrolment due to misbehaviour, then Academies Australasia Polytechnic will maintain
the student’s enrolment throughout the internal process only. It will only need to await the outcome of the internal process (supporting Academies Australasia Polytechnic’s decision) before notifying the Department of Education and Training (DET), through PRISMS, of the change to the student’s enrolment. Once DET has been notified of a deferment, suspension or cancellation of a student’s enrolment, the student has 28 days in which to:

a. Leave Australia;
b. Show the Department of Department of Home Affairs and Border Protection a new Confirmation of Enrolment (CoE); or
c. Provide Department of Home Affairs with evidence that he/she has accessed an external appeals process.

7. Academies Australasia Polytechnic will immediately implement any decision and/or corrective and preventive action following the outcomes from the complaint and appeals process.

The sequence of complaint or appeal process

a) A student who wishes to make a complaint or appeal will complete the Complaint/Appeal form and submit it to Academies Australasia Polytechnic reception.

Stage 1

I. A student or prospective student who wishes to make a complaint or appeal will complete the Complaint or Appeal form and submit it to AAPoly reception. If wishing to be anonymous, the complainant/appellant may post the completed form to:

AAPoly Head of Student Services

Level 7, 628 Bourke Street, Melbourne VIC 3000 Australia

II. Upon receiving the Complaint/Appeal form, generally, Academies Australasia Polytechnic reception will immediately forward it to Designated Head (Student Services) (DH-SS).

III. Designated Head (Student Services) will acknowledge the receipt of the complaint/appeal and direct the matter to the appropriate Head of Department to handle. If the Head of Department is perceived to have a conflict of interest in relation to the matter, then the next more senior staff member must be approached.

IV. The Head of Department must commence the resolution phase within ten (10) working days of the complaint being lodged.

V. The Academic Head or Department manager must take all reasonable measures to resolve the complaint or appeal as soon as practicable.

VI. The Head of Department must keep records of the following, where applicable:

1. Actions taken to address the root cause of complaints;
2. Minutes of meetings at which actions arising from complaints were agreed on;
3. Changes to systems and/or processes to address the inadequacy that led to the complaint/appeal or to improve operations.

VII. The Head of Department will provide the student with a written statement of the outcome or an estimated outcome date in 10 working days, including details of the reasons for the outcome; and forward a copy to the DH-SS. The DH-SS will keep a record as evidence of the communication to the student.
Stage 2

I. If the student is not satisfied with the result or conduct of the complaint/appeal handling process by the Head of Department, he or she should inform the Designated Head (Student Services) in writing within ten (10) working days of receiving the written statement of outcomes.

II. The DH-SS will convene a committee comprising at least three (3) managers or lecturers who are not involved in the hearing at Stage 1 to investigate and resolve the matter within ten (10) working days. Student should be notified as soon as practical if the matter will not be resolved in ten (10) working days and an estimated outcome date must be communicated to student.

III. DH-SS will inform the student of the outcome through a written communication which contains information of student’s right to access external appeal process if the outcome is not in favour of the student.

Stage 3

I. If the complainant/appellant is still dissatisfied with the result of the decision by the internal committee, the student can appeal to the Overseas Students Ombudsman (OSO) within twenty (20) working days from the date of the written notification of Stage 2 outcome. Student is required to inform AAPoly in writing if the external appeal is initiated.

II. If student does not proceed and withdraws the appeal, AAPoly proceeds with the decision and keep the record.

External Appeal

1. The student will have access and receive the outcome of only one external appeal process before AAPoly may report the student to the relevant authorities. Hence AAPoly does not have to await the outcome of multiple external appeals processes which the student may wish to access. However, AAPoly will inform students that they could refer to the Overseas Students Ombudsman (OSO). The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. Students can initiate the external appeals process to OSO by telephone, in writing, by fax, or using OSO’s online complaint form:
   

   Overseas Students Ombudsman (OSO)
   GPO Box 442 Canberra ACT 2601
   Phone: 1300 362 072 - Fax: 02 6276 0123
   Email: ombudsman@ombudsman.gov.au
   Website: www.oso.gov.au

2. Once student initiated the appeal with OSO, OSO investigates and informs the student and AAPoly of the outcome. The appeal procedure will be determined by the independent mediator. During the appeal process the student’s enrolment will be maintained. If required, all documentation from the student and AAPoly related to the appeal will be forwarded to the OSO.
   a. If the outcome of the external appeal is in favour of the student, AAPoly immediately implements any decision or corrective/preventative actions required and commences continuous improvement process. A record of the appeal is kept in student management system as evidence of the communication to the student.
   b. If the outcome is not in favour of the student, AAPoly proceeds with the decision, and keeps a record in student management system.
Withdrawal of Complaint/Appeal

I. The complainant/appellant may withdraw a complaint or appeal at any time during the resolution process. He/she must make the withdrawal in writing and submit it to the AAPoly reception. The AAPoly reception will then forward it to the DH-SS.

II. The DH-SS will send a written acknowledgement of the withdrawal to the complainant/appellant. The matter will be concluded and deemed to be resolved.

Record Keeping

I. The DH-SS will record the complaint/appeal and its resolution in Academies Australasia Polytechnic’s Complaints and Appeals Register that will allow identification and detail of the following:
   a) Submission date of complaint and/or appeal
   b) Nature and description of complaint and/or appeal
   c) Date/s when cause of complaint and/or appeal occurred
   d) Attachments, if applicable
   e) Determined resolution including reasons for any decision
   f) Date of resolution
   g) Date written statement of outcomes was sent to student

II. The outcome of the complaint/appeal and the reasons for the outcome will be placed in the student file.

Federation University Australia Courses

For information regarding the appeals and grievances procedures for these courses please refer to the Federation University Australia polices at: http://policy.federation.edu.au/university/appealscomplaints/ch02.php

International Student Visa Conditions

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

https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions

Monitoring Student Course Progress-Vocational Education and Training (VET) Courses

AAPoly divides its academic calendar into four study periods. These study periods are named terms. Each term comprises 10-weeks. Within these terms specific units are allocated to the student to make up a full-time study workload of twenty (20) contact hours per week. The student’s allocated units, detailed in the timetable, must be followed. A student wishing not to undertake the required study in a certain subject must obtain approval from the Course Coordinator within the first two weeks of the term.

If the student is in their last term of study the full-time study workload of twenty (20) contact hours per week will be adjusted to reflect the remaining number of subjects/units of competency/modules that the student is required to complete to satisfy their course requirements.
To check that the student’s course progress is satisfactory, AAPoly will monitor academic performance in each unit enrolment. Progress will be assessed throughout each unit and results will be collated at the end of every term. At the same time, AAPoly will also check the student’s progress towards completion of the course within the specified duration. The student will be able to access academic results at the end of each term via Paradigm. A final assessment of the student’s overall achievements will occur at the end of every term.

Student returning from leave is expected to meet course progress requirements. When a student returns from leave, he/she is expected to meet course progress and catch up on his/her studies in the following term, failing to do so would trigger the reporting process, any previous warning letters would also be counted towards the reporting cycle.

**Satisfactory Course Progress—Vocational Education and Training (VET) Courses**

a) To meet the requirement for satisfactory course progress, students enrolled for courses with duration of more than one year must pass a minimum of 50% of the enrolled units in a term. Students enrolled for courses with duration of two terms (6 months) or less must endeavour to complete all subjects allocated in each term. This will enable them to complete the course within the expected duration.

b) Course progress is monitored based on the duration of the course a student is enrolled in. Steps are explained in this procedure.

c) Warning letters such as Risk of Unsatisfactory Course Progress and Non-Compliant Rate of Course Progress are sent to students by email. Intention to Report letters are sent to students by email and by post.

Please refer to Student Policies on our website for current academic policies and procedures.  
http://www.aapoly.edu.au/student-policies

**Student at Risk and Academic Support - Higher Education**

The National Code 2018 (Standard 8) and the Higher Education Standards Framework (Standard §1.3.4) require AAPoly to monitor students’ course progress, identify students at risk of not meeting course progress and assist and support students to complete their course within the planned study period of their Confirmation of Enrolment.

AAPoly is committed to the early identification of students ‘at risk’ of not meeting academic progress. Early indicators include evidence from the student’s participation in their studies (measured via LMS engagement, class attendance and class participation), the student’s performance with assessment tasks and evidence of pastoral care needs. The end of semester course progress review also serves as a check point for identifying students at risk, where students’ progress is measured against their study plan.

Should a student be identified as requiring intervention, AAPoly will notify the student about their risk of not meeting course progress. AAPoly will arrange a consultation with an Academic Team member (the Academic Dean, a Program Director, Course Coordinator, or Senior Lecturer) who will provide Academic Counselling. An individual learning plan will be developed that may include ongoing support from AAPoly’s support services.
The support that AAPoly provides students includes Academic Skills Support, English Language Support, Academic Tutoring Support and Personal Counselling Support. Intervention strategies may also involve a reduced study load, assignment re-submission or extension and course or subject deferral.

Should a student not make satisfactory progress after receiving three warnings and despite receiving academic counselling and support, the student may be excluded from the college and reported to regulatory bodies as making unsatisfactory course progress.

Please refer to the Student at Risk and Academic Support (Higher Education) Policy and Procedure from our Student Policies page of our website: http://www.aapoly.edu.au/student-policies

**Attendance**

All students are required to arrive punctually for classes and remain for the full duration of classes.

Department of Home Affairs grants student visas only for full-time training. Full-time training is defined as an average of 20 hours per week face-to-face instruction.

If for any reason students are unable to attend classes, they must contact Academies Australasia Polytechnic Reception to inform the relevant teacher. Normally, twenty four hours’ notice is expected. In accordance with Immigration Department requirements, if you are sick and cannot attend class, you need to see a Medicare registered doctor and ask for a medical certificate. Bring this to class and give it to your teacher within 7 days.

**Student Leave**

Holders of Student Visas cannot take leave during course times for reasons other than illness or compassionate circumstances such as bereavement. Medical certificates and appropriate documentation must be provided before leave can be granted. Academies Australasia Polytechnic will have the discretion to allow deferment of study in exceptional circumstances.

Other visa holders can apply for holidays by submitting a Student Application for Leave form for approval. Leave may be granted at the discretion of the Program Coordinators.

**Attendance Certificates**

Students may from time to time need to obtain a certificate of their attendance level during their studies, for example, for a Department of Home Affairs interview. Students should complete a Documentation Request form and hand it to Reception. At least 24 hours’ notice is required to provide a Certificate of Attendance.

**Current Address Details**

Students on an International Student Visa no longer need to keep Department of Home Affairs informed of their home address in Australia, as Department of Home Affairs will check these details with your education provider if required. Therefore you MUST maintain a current residential address on your student file AT ALL TIMES.

For students studying Academies Australasia Polytechnic courses, there is a change of contact details form available from the reception.
For Federation University Australia students, you can log on to My Student Centre website and update your contact details there.

It is important that you always keep the college informed of any change to your personal details and emergency contact details.

**Scholarships and Awards**

For detailed information about our scholarships and awards visit the following page of our website: [http://www.aapoly.edu.au/scholarship](http://www.aapoly.edu.au/scholarship)

**Student Administration Information**

**Paying Fees**

All course fees and charges are payable in Australian dollars in accordance with the current Fee Schedule. The fee schedule may change from time to time. Therefore, students should confirm current course and other fees with the Student Services or Finance Departments. Once enrolled in a course, the course fees will remain the same for the normal duration of that course.

At a minimum, full semester course fees and charges must be paid in advance prior to issuing the Confirmation of Enrolment (COE). Student course fees are safeguarded through the use of insurance and assurance schemes mandated by Australian Legislation.

Fees become liable at the enrolment date of each semester or term. Failure to pay fees by the enrolment date will have significant consequences including the possible cancellation of enrolment.

**ID Cards**

Students will be issued with Academies Australasia Polytechnic ID cards as part of the first enrolment process. These cards are valid for the duration of the course and should be returned on completion or cessation of studies.

Federation University Australia students will be issued with FedUni ID cards after providing a photo at enrolment. As these are issued from FedUni, they can be collected from the Student Services Officer at the Reception desk, 10 days after enrolment.

**Access and Equity**

Academies Australasia Polytechnic is committed to access and equity for all students to ensure no student enrolled in its courses is disadvantaged. Policies on access and equity cover the following groups:

- Students with any form of physical disability (e.g. hearing, seeing)
- Gender
- People from non-English speaking backgrounds
Students with a learning disability (e.g. dyslexia)
Sexual Orientation

Students must provide information about their disabilities on their application forms. This will enable AAPoly to assess and understand support requirements. Students with known disabilities should contact the relevant Program Coordinator within the first two weeks of commencement of their course. Academies Australasia Polytechnic will, within limits, do its best to assist students with disabilities.

Access to Student Records

Academies Australasia Polytechnic acknowledges and respects the privacy of all students. Student record files are maintained in strictest confidentiality. However, students do have a right of access to any personal information contained within their own student file in accordance with the Act and Academies Australasia Polytechnic’s policies. Students wishing to gain access to information stored in their file, whether manually or electronically, should approach the Student Services Department. Note that Academies Australasia Polytechnic may be required to give some information to designated government authorities, such as Department of Home Affairs, police or government regulators.

Refund Policy

Please refer to: http://www.aapoly.edu.au/student-policies for the latest refund policy and procedure. This refund policy does not remove the student’s right to take further action under Australia’s consumer protection laws. In addition, the College’s grievance resolution process does not inhibit the student’s right to pursue other legal remedies.

Please note: The Refund Policy described in the signed Student Agreement is the basis by which actual refunds will be processed for any particular student.

1. Any request for refund must be forwarded in writing to Academies Australasia Polytechnic, addressed to the Designated Head (Student Services) using the Withdrawal Form and Credit/Refund Form and signed by the student.
2. If the student is going to withdraw from his/her enrolled program, he/she must obtain the approval from the Academic Head and send the approved Withdrawal Form together with the Credit/Refund Form to Designated Head (Student Services) within ten (10) working days of notification of withdrawal from the course.
3. Academies Australasia Polytechnic will pay the refunds within twenty (20) working days after receiving from the student the Credit/Refund Form complete with all the relevant supporting documents. A statement explaining how the refund was calculated will accompany the payment to the student. Refunds will not be processed if supporting documentation is incomplete.
4. Circumstances where a refund may be approved:
   a. Visa Refusal;
   b. Approved withdrawal from all studies;
   c. Illness or disability that prevents the student from taking up the course;
   d. a student fails to meet entry requirements for admission to the course;
   e. Special or extenuating circumstances that are accepted at the discretion of the Chief Executive Officer, or his/her nominees as preventing a student from taking up or completing the course.
5. Where a refund is due, course fees paid will be refunded and they will be calculated per refund procedures, less:
   a. Any cost incurred to recruit the students (if applicable)
   b. Any non-refundable fees.

6. Refunds will be paid to the student, unless written authorization is given by the student in favour of another party. Any refund will normally be made in the currency of the student’s country of permanent residence and payable in that country. Exceptions include non-tradable currencies (where the refund would normally then be paid in USD) or payment to another Australian educational institution. The College is not liable for any variance from the foreign exchange rates fluctuations.

7. Where a student is dissatisfied with a decision to provide or not to provide a refund, he or she may appeal that decision in accordance with the Complaints and Appeals Process.

No Refunds
No refund will be given for the following payments:

a. Administration, application or any non-refundable fees, eCOE fees, accommodation placement fees, airport pick-up fees and any fees other than tuition fees, unless specified otherwise.

b. Any amount received by Academies Australasia Polytechnic that Academies Australasia Polytechnic has paid, on behalf of the student, to a private health insurer (within the meaning of the Private Health Insurance Act 2007).

c. Fees used to purchase goods and services from other service providers (i.e. Textbooks, Materials, etc.).

d. Any scholarship or promotional amount discounted or provided by Academies Australasia Polytechnic.

Student Default
A student is not eligible for a refund in the event of a student default. Situations of student default include the following:

a. The student fails to pay an amount he or she was liable to pay Academies Australasia Polytechnic, directly or indirectly, in order to undertake the course;

b. The student breaches a condition of his or her student visa;

c. The student fails to start the course on the agreed starting day or attend classes and fails to inform Academies Australasia Polytechnic in writing;

d. Misbehaviour by the student;

e. The student withdraws from the course after course commencement.

Defaults by Academies Australasia Polytechnic

1. Tuition Fees and any administration fees will be refunded in full where:
   a. The course does not start on the agreed starting day; or
   b. The course ceases to be provided at any time after it starts but before it is completed; or
   c. The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; and,
   d. The student has not withdrawn before the default day

2. In the unlikely event that Academies Australasia Polytechnic is unable to deliver the course in full, Academies Australasia Polytechnic will notify the Tuition Protection Service (TPS) Director within three (3) working days of the Provider default and will have a period of ten (10) working days to satisfy its tuition protection obligations in relation to an affected student.
   a. The student will be offered a place in a suitable alternative course at the College or another provider, at no extra cost to the student, or will be provided with a refund of all unspent prepaid tuition fees. The refund will be paid to the student within ten (10) working days from which the course ceased being provided. The refund will be paid directly to the student or another person who has been authorised by the student in writing.
b. The student has the right to choose whether to receive a refund of the unexpended prepaid Tuition fees, or accept a place in another course at Academies Australasia Polytechnic or at another provider.

3. If Academies Australasia Polytechnic is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that Academies Australasia Polytechnic is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director.

4. If the student has not withdrawn from the course and:
   a. The course ceases to be provided at any time after it starts but before it is completed; or
   b. The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities;
   c. The student is entitled to a refund of the unexpended prepaid tuition fees.

5. A student is not entitled to any consideration of provider default if the student is not enrolled.

**Visa refusal**

Where a visa application is refused before commencement of the course, fees received in advance in respect to Overseas Student Health Cover (OSHC) and accommodation will be refunded in full. Fees received in respect to tuition will be refunded less the following amount:

The lesser of:

- 5% of the total amount of tuition fees received; or
- The sum of $500

Where a visa application is refused after commencement of the course, the student will be refunded the unspent portion of the tuition fees paid in advance.

In both circumstances, the student must show proof of refusal and evidence of payment to Academies Australasia Polytechnic. However, Academies Australasia Polytechnic is not required to provide a refund if the visa was refused for incidences the student that directly or indirectly caused him/her to default.

**Withdrawal from course of study**

Notification of withdrawal from a course of student must be made in writing and signed by the student. A withdrawal administration fee of $250 must be paid for every withdrawal request submitted. Refund for any withdrawal will be calculated based on the date the notice of withdrawal form and refund form complete with all relevant documentation were received by Academies Australasia Polytechnic and will be as indicated in the following tables:

### Before commencement of course

<table>
<thead>
<tr>
<th>More than 4 weeks before course commencement</th>
<th>70% refund of course fees paid</th>
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<tbody>
<tr>
<td></td>
<td>(For AAPoly Higher Education Courses: 70% refund of course fees paid less $3,000 non-refundable Application fees)</td>
</tr>
<tr>
<td>4 weeks or less before course commencement</td>
<td>50% refund of course fees paid</td>
</tr>
<tr>
<td></td>
<td>(For AAPoly Higher Education Courses: 70% refund of course fees paid less $3,000 non-refundable Application fees)</td>
</tr>
</tbody>
</table>
After commencement of course

No Refund

Refunds – Federation University Australia Programs

Refer to Federation University Australia’s refund policy via the links below:


Cancellations, Deferrals and Suspension

Standard 9 of the National Code allows students to defer commencement of studies, take a leave of absence or temporarily suspend their studies during their course. This must be completed through a formal agreement with their registered provider. As these absences may affect the student’s VISA, the students must be advised of this.

The registered provider may also seek to cancel or suspend the student’s enrolment. This procedure outlines the circumstances for the application, assessment and approval of the deferment, suspension, a leave of absence or cancellation of enrolment when instigated by either student or registered provider, and details the subsequent reporting requirements via PRISM’s.

Scope

This Procedure applies to all International Students studying On Shore holding a Student Visa as a student of the Academies Australasia Polytechnic or Federation University Australia students studying at Academies Australasia Polytechnic.

Definitions

Deferment: A request by the student prior to the commencement of the study period to temporarily postpone study. (Student initiated).

Leave of Absence: A request by the student to temporarily postpone study after the commencement of the study period. (Student initiated).

Suspension: When the enrolment of a student in their course of study is suspended for a period of time, after which the student may recommence study.

Cancellation: CoE is cancelled. Student must re-apply to course if they wish to continue study.

Extenuating Circumstances

- Is Missing.
- Has Medical Concerns, severe depression or psychological issues which lead the provider to fear for the student’s well being
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.
- Is at risk of committing a criminal offence.
Compassionate or compelling Circumstances*
Professional judgement is required to assess each case on its merits:

- Where a student does not receive their visa in time to arrive at Academies Australasia Polytechnic to commence study.
- Serious illness or injury – where a medicate certificate states the student was unable to attend classes.
- Bereavement of close family members such as parents of grandparents (death cert should be provided).
- Major political upheaval or natural disaster in home country requiring emergency travel and this has impacted on the students studies.
- A traumatic experience i.e. involvement in or witness a serious crime or accident and this has impact on the students studies (policy or psychologists report to be provided).
- Where the Registered provider was unable to offer a pre requisite unit.
- Other reasons may be considered but must have documentary evidence to support the claim.

Note:

I. Deferring for a semester to go home to be married is not normally considered to be a compassionate or compelling circumstance which is beyond the control of the student. It is recommended that students plan weddings during the semester breaks. Students should speak to their Program Coordinator before making wedding arrangements.

II. Suspension of enrolment should not be included in attendance monitoring calculations.

Deferrals
Students should notify the Registry department, in writing, as soon as possible that they are not intending to commence their studies at the date indicated on the CoE that has been issued to them and when they would like to commence. The Registry department will check any package arrangements and issue new CoE’s as appropriate.

Leave of Absence
Students can submit an application for leave of absence to the relevant Academic Support Department by completing the Application for Leave of Absence form. This will be assessed by the relevant department or the Federation University Australia, where applicable and the response communicated to the student. Students are advised to discuss this request with their Program Coordinator and/or the student counsellor prior to submitting the application.

A record of all correspondence relating to this application will be kept on the student file

Note:

I. Students can take a leave of absence if there are no units they can study in the relevant study period as this could be considered a compelling circumstance.

II. Department of Home Affairs policy is that if a Student takes a leave of absence for a period of 28 days or longer they student must leave Australia (unless special circumstances exist – i.e. natural disaster in the students home country, political upheaval in the students home country etc).

III. While Academies Australasia Polytechnic and/or the Federation University Australia may allow a leave of absence for more than 6 months Department of Home Affairs will not recognise it and act to cancel the student’s visa.
**Institution Initiated Suspension**

Students may be suspended from studies on the grounds listed below:

- Misbehaviour
- Poor Academic Performance (covered under the Monitoring Student Course Progress policies and procedures).

Students will be notified in writing of the decision. Students will be advised that this suspension may have an impact on their student visa and that they have 20 working days in which to access the appeals process.

The suspension cannot take effect until the internal appeals process is completed unless extenuating circumstances relating to student welfare apply.

Once completion of the process above, Department of Home Affairs will be notified of the suspension of the student’s enrolment, this may result in the student visa being cancelled by Department of Home Affairs.

**Withdrawal**

Students notify Academies Australasia Polytechnic and/or the Federation University Australia of their intention to withdraw on a Withdrawal form, available for the reception area at. The cancellation of the student’s enrolment will be according to the date on the withdrawal form.

Failure to re-enrol within the appropriate time period will be considered as a notification of withdrawal from the student.

Part of the withdrawal process is the cancellation of a student’s electronic Confirmation of Enrolment. This may result in Department of Home Affairs cancelling the student’s visa. Students are advised to contact Department of Home Affairs regarding this.

**Institution initiated Cancellation**

Students’ enrolment may be cancelled from studies on the grounds listed below:

- Severe and/or Repeated Misbehaviour
- Poor Academic Performance (covered under the Monitoring Student Course Progress policies and procedures).
- Failure to maintain appropriate attendance levels (covered under the Attendance Monitoring Policies)
- Failure to pay fees within the relevant periods

Students will be notified in writing of the decision. Students will be advised that this cancellation will have an impact on their student visa and that they have 20 working days in which to access the Academies Australasia Polytechnic and/or Federation University Australia appeals processes.

The cancellation cannot be processed until the internal appeals process is completed unless extenuating circumstances relating to student welfare apply.

On completion of the process above, Department of Home Affairs will be notified of the cancellation of the student’s enrolment. This may result in the student visa being cancelled by DEPARTMENT OF HOME AFFAIRS. Students should contact Department of Home Affairs within 28 days as advised in the notification of cancellation.
Transfer between registered providers

Under National Code 2018, transfer between registered providers within the first 6 months of the primary program in a study package requires a transfer approval.

To apply to transfer, students should discuss their case with their Program Coordinator and/or the Student Counsellor.

1. To apply to transfer to another provider within the first 6 months of the Student's Principal Program, the Student must demonstrate 'exceptional circumstances' justifying the transfer. Exceptional Circumstances include:
   - Medical reasons eg. recent hospital admission; serious injury; debilitating illness; severe anxiety or depression.
   - Loss or bereavement eg. death of a close family member, or close friend; family or relationship breakdown.
   - Hardship/trauma eg. recent victim of crime; sudden loss of income or employment; severe disruption to domestic arrangements.
   - Educational progression problems that cannot be addressed by the provider’s resources.

2. Subject to the above, an Application for Transfer on the grounds of Exceptional Circumstances may be demonstrated by providing sufficient specific detailed information with relevant supporting documentation to support the Application, such as:
   I. a medical certification stating in reasonable detail:
      - the dates of any relevant consultations or attendances;
      - if relevant, the nature of the complaint and the treatment; and
      - a specific statement that in the health care professional’s opinion (not the student’s opinion) that, as a result of the complaint or treatment, the student should be transferred.
   II. a police report or statutory declaration.
   III. other relevant supporting documentation.

All documentation will be held in confidence and will be stored to ensure privacy.

No transfer will be granted where:

1. The Student has not completed the first four weeks of the principal program in which he or she is enrolled; or,
2. the University or its nominated officer forms the view that the Student is trying to avoid being reported to the Department of Home Affairs for failure to meet the college's attendance or course progress requirements; or,
3. the transfer may jeopardise the Student’s progression through a package of programs; or,
4. the transfer would be detrimental to the Student’s future study and/or career objectives; or,
5. the Student has not accessed the University's or, in the case where a Student is studying at a Partner Provider, the Partner Provider’s student support or welfare services after having been requested to do so; or,
6. the documents provided by the Student do not, in the University's or its nominated officer’s view, provide adequate grounds to justify the transfer; or
7. The Student has outstanding debts to the University.

Applying to Transfer Between Registered Providers does not preclude students from the requirement to enrol on time. Non enrolment will not automatically result in a Transfer Between Registered Providers, it will however result in the student be reported via PRISMS for failing to enrol.
Students should submit an application together with a letter of offer from the new provider, a letter explaining why they want to change and any evidence to back up the information provided.

**Textbooks**

Students are required to purchase textbooks appropriate to their course and level. Please refer to the subject guides and seek assistance where necessary from the Library.

Supplementary materials may also be provided in the classroom.

**Victorian Student Number (VSN)**

The Victorian Student Number (VSN) is a student identification number that is assigned by the Department of Education and Early Childhood Development to all students in government and non-government schools, and students in Vocational Education and Training colleges. The number, which is unique to each student, is used as a key identifier on a student’s record and remains with the student throughout his or her education, until the student reaches the age of 25. The VSN is nine digits long, randomly assigned, and tied to information that identifies the student (name, gender, date of birth, etc.).

For more information regarding the VSN, please visit the following website: http://www.vcaa.vic.edu.au/Pages/schooladmin/vsn/studentsvetinfo.aspx.

**Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI came into effect on 1 January 2015. For more information please visit www.usi.gov.au.
# Student Support Services

## Student Services

### Student Support – Key Personnel:

#### GENERAL AND ADMISSIONS

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Services Officer</td>
<td>Tuan Quoc-Nguyen</td>
<td>8610 4131</td>
<td><a href="mailto:t.quocnguyen@aapoly.edu.au">t.quocnguyen@aapoly.edu.au</a></td>
</tr>
</tbody>
</table>

#### HIGHER EDUCATION

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Manager - Student Services</td>
<td>Tracy Huang</td>
<td>8610 4170</td>
<td><a href="mailto:t.huang@aapoly.edu.au">t.huang@aapoly.edu.au</a></td>
</tr>
</tbody>
</table>

#### VET

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty Head</td>
<td>Reece Thomas</td>
<td>8610 4188</td>
<td><a href="mailto:r.thomas@aapoly.edu.au">r.thomas@aapoly.edu.au</a></td>
</tr>
</tbody>
</table>

#### ACADEMIC

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Dean</td>
<td>Dr Mohan Dass Mohan</td>
<td>8610 4142</td>
<td><a href="mailto:d.mohan@aapoly.edu.au">d.mohan@aapoly.edu.au</a></td>
</tr>
</tbody>
</table>

#### Accommodation / Homestay Coordinator – Key Personnel:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Manager - Student Services</td>
<td>Tracy Huang</td>
<td>8610 4170</td>
<td><a href="mailto:t.huang@aapoly.edu.au">t.huang@aapoly.edu.au</a></td>
</tr>
</tbody>
</table>

#### Counselling – Key Personnel:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Counsellor</td>
<td>Angela Rivera</td>
<td>0433 489 303</td>
<td><a href="mailto:a.rivera@aapoly.edu.au">a.rivera@aapoly.edu.au</a></td>
</tr>
<tr>
<td>Student Counsellor</td>
<td>Rhea Joson</td>
<td>8610 4106</td>
<td><a href="mailto:r.joson@aapoly.edu.au">r.joson@aapoly.edu.au</a></td>
</tr>
</tbody>
</table>

## Ancillary Student Services

### Work-placement Office – Key Personnel:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work-placement Coordinator</td>
<td>Marissa Pacheco</td>
<td>8610 4118</td>
<td><a href="mailto:m.pacheco@aapoly.edu.au">m.pacheco@aapoly.edu.au</a></td>
</tr>
</tbody>
</table>

### Library – Key Personnel:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Librarian</td>
<td>Lenore Comrie</td>
<td>8610 4132</td>
<td><a href="mailto:l.comrie@aapoly.edu.au">l.comrie@aapoly.edu.au</a></td>
</tr>
</tbody>
</table>

### English Language Support

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Support Officer English</td>
<td>Kathleen Doyle</td>
<td>8610 4133</td>
<td><a href="mailto:kathleen.doyle@aapoly.edu.au">kathleen.doyle@aapoly.edu.au</a></td>
</tr>
</tbody>
</table>
## Academic Support

### Academic Leaders - Key Personnel:

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Dean</td>
<td>Dr Mohan Dass Mohan</td>
<td>8610 4142</td>
<td><a href="mailto:d.mohan@aapoly.edu.au">d.mohan@aapoly.edu.au</a></td>
</tr>
<tr>
<td>Associate Academic Dean, Program Director – BBUS (L&amp;M)</td>
<td>Dr Stephen Spence</td>
<td>8610 4177</td>
<td><a href="mailto:s.spence@aapoly.edu.au">s.spence@aapoly.edu.au</a></td>
</tr>
<tr>
<td>Academic Coordinator - FedUni Courses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGHER EDUCATION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program Director - BTHM</td>
<td>Sunny Vinnakota</td>
<td>8610 4141</td>
<td><a href="mailto:s.vinnakota@aapoly.edu.au">s.vinnakota@aapoly.edu.au</a></td>
</tr>
<tr>
<td>Senior Lecturer, Academic Integrity And Student Discipline, Examination Chief</td>
<td>Dr Ghassan Soboh</td>
<td>8610 4192</td>
<td><a href="mailto:g.soboh@aapoly.edu.au">g.soboh@aapoly.edu.au</a></td>
</tr>
<tr>
<td>Senior Lecturer, Teaching And Learning</td>
<td>Sally-Anne Leigh</td>
<td>8610 4115</td>
<td><a href="mailto:s.leigh@aapoly.edu.au">s.leigh@aapoly.edu.au</a></td>
</tr>
<tr>
<td>Higher Education Course Administrator</td>
<td>Dasha Babik</td>
<td>8610 4191</td>
<td><a href="mailto:d.babik@aapoly.edu.au">d.babik@aapoly.edu.au</a></td>
</tr>
<tr>
<td>VOCATIONAL EDUCATION AND TRAINING</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Faculty Head - VET</td>
<td>Reece Thomas</td>
<td>8610 4188</td>
<td><a href="mailto:r.thomas@aapoly.edu.au">r.thomas@aapoly.edu.au</a></td>
</tr>
</tbody>
</table>
### Quick Guide to Key Personnel

<table>
<thead>
<tr>
<th><strong>ACADEMIC</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lecturers</strong></td>
<td>Questions about content of units, teaching procedures, assessments.</td>
</tr>
<tr>
<td><strong>Department Head/ Program Coordinator</strong></td>
<td>Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (Also inform Student Services)</td>
</tr>
<tr>
<td><strong>Student Services</strong></td>
<td>Student Course progress, attendance, application for leave</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>ADMINISTRATIVE</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Services Executive</strong></td>
<td>Visa problems, financial problems, enrolment and short term accommodation</td>
</tr>
<tr>
<td><strong>Student Services Officer</strong></td>
<td>Health care/ insurance problems, accommodation, understanding of how to utilise institution processes effectively.</td>
</tr>
<tr>
<td><strong>Academic Support</strong></td>
<td>Timetable, enrolment changes, change of contact details.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>PERSONAL</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Counsellor</strong></td>
<td>Problems with relationships, home-sickness, gambling, depression, relationship issues, sexual harassment, discrimination issues.</td>
</tr>
<tr>
<td><strong>Head of Student Services</strong></td>
<td>Cancellation of Enrolment, transfer between registered providers, withdrawal from a course, Student fees refund applications.</td>
</tr>
<tr>
<td><strong>Academic Support</strong></td>
<td>Examination queries, study adjustments.</td>
</tr>
</tbody>
</table>

### Campus & Facilities

#### List of Facilities

**On Campus**
Academies Australasia Polytechnic provides students with comfortable lunchrooms, equipped with refrigerators, microwaves, water coolers and eating areas. There are also student lounges with computers and online access. Coin-operated photocopiers are also available for students’ use.
Paper Cut Printing cards can be purchased from the Library or Reception with a minimum of $5.00. The printing cost is $0.10 per page.

Students are asked to show consideration for others by tidying up any mess they may make. Common areas are the shared responsibility of all students to keep them clean.

### Calendar of Events

#### Social Activities
Annual or semester-ending events are organised by the various Department Heads. Trips and activities are planned throughout the year and students are encouraged to participate.

### Subject Selection
Advice on subject selection will be provided where appropriate at enrolment. Where choice is available, the Academic Support staff can assist you.

### Timetables
Timetables will be provided at Enrolment and will be displayed on Notice Boards and on the LMS. Timetables are also available on our website to support online enrolment.

### Student Notice Boards
There are a variety of notice boards in all campuses. These are often used to convey information to students.

### Academic Support & Expectations
There is a comprehensive range of academic skills programs/services that will ensure students have the opportunities to be successful in their studies. Academic skills services will not only facilitate the learning experience but support academic research, discovery and blended learning. The support will enable students to be confident learners and have the skills and techniques to source and research quality and relevant material. Those students who want to progress to further studies will have a foundation in research methods and skills through course and curriculum.

There is a comprehensive range of academic skills programs/services to ensure students have the opportunities to be successful in their studies. Academic skills services facilitate the learning experience and support academic research. The support helps students to be confident learners and have the skills and techniques to research quality and relevant material. Those students who want to progress to
further studies will have a foundation in research methods and skills through course and curriculum design.

The range of support resources available include:

- Academic Skills Workshops (general academic skills) – provide by the Student Support Officer (Academic);
- Academic skills assistance and support material via the LMS;
- Discipline based content workshops (offered as an integrated component of the curriculum and outside class hours to assist student to develop a broader base of learning and content understanding);
- Turnitin – an academic integrity verification tool;
- Learning and Academic Skills programs and workshops;
- AAPoly provides a range of Information and Communication Technology (ICT) support services to assist students in being able to maximise their use of the available tools and technologies (whether on their own devices or those on campus). Self-help guides are available that introduce students to the ICT infrastructure and troubleshooting support information; and,
- For both the information and ICT resources, specialised members of staff are available to provide both students and staff with training and support online and face-to-face.

AAPoly’s Learning and Academic Skills programs and workshops help students develop skills required for tasks, including:

- understanding assignment tasks/analysing the question;
- adhering to the structure of essays, reports and oral presentations;
- using databases, search engines and other tools to research;
- sourcing and researching quality and relevant material;
- adhering to APA referencing and applying strategies to avoid plagiarism;
- using academic language such as linking words, phrases and sentence starters;
- editing one’s own writing and using the plagiarism-detection service, Turnitin; and,
- exam preparation.

**Guidance on Academic Misconduct**

Students will be provided with guidance, training and support on what constitutes academic misconduct. Making students aware of the importance of academic integrity and the consequences of infringement are embedded in the subject descriptions, the Learning Management System environment, within the formative and verifiable assessment methodologies and exam policies and procedures. Students are provided with a range of self-help and support resources to assist them in understanding academic integrity and the potential penalties and processes for avoiding breaches of academic integrity. Students have access to a range of online, in-class and face-to-face supported workshops to ensure that they have adequate training and awareness and have the skills and knowledge to be able to produce original work that is both well written and well referenced. The implementation of anti-plagiarism software, such as Turnitin, has assisted this process.
Copyright

All the necessary regulations as set out in the Copyright Amendment Act 1989 and any further amendments must be observed when copying material in which copyright exists.

If making photocopies, irrespective of where the copying is done, the following limits apply:

- Articles in a periodical publication - one article in an issue of a periodical can be copied. Two or more articles contained in the same issue of the publication may be copied if the articles relate to the same specific subject matter.
- Anthology - a literary or dramatic work contained in a published anthology, and comprising not more than 15 pages of the anthology – the whole article or part of that work can be copied.
- All other copying of literary, dramatic, musical or artistic work – a "reasonable portion" of the work can be copied. A "reasonable portion" is deemed to be no more than 10% of the pages in the edition, or one chapter (if the work is divided into chapters), whichever is the greater.
- Artistic works - can be copied together with the text they explain or illustrate. If copied separately, the whole of an artistic work can be copied if it has not been separately published. If it has been separately published, the whole can be copied ONLY if the provisions relating to out of print and unavailable works apply.
- Diagrams, maps and tables - are considered to be artistic works and can be subject to copyright in their own right. They can be copied together with the text they explain or illustrate. If they are copied separately, the provisions relating to artistic works apply.

Library Services

Academies Australasia Polytechnic has a main library in 628 Bourke Street, Melbourne campus and a library of prescribed text books in the Sydney campus. Any Academies Australasia Polytechnic student wishing to borrow books may approach the Library Staff in the Library between 9:00am - 5:00pm on weekdays.

You will be required to present your student identification card when borrowing books.

There is a diverse range of information resources available in and via the Library and as part of our growing online collection. Students have access to a range of learning support services to help with the requirements of their course and mode of study. AAPoly’s Information Resource Coordinator can provide guidance on the available information resources and can help improve information and digital literacy.

All required subject-based resources can be found in our growing electronic resource base. Online journals, newspapers and electronic databases are currently being provided by EBSCO (including a wide range of e-books and magazines via Flipster). Students also have access to the Gale Academic One File international journals, Sage Research Methods, JSTOR, Informit and Oxford Reference Online. More general learning resources to support students’ English language development, personal development or recreational pursuits are available in the Library or via the online databases.

Libraries off-campus that students may find useful include the following:

The City Library (Melbourne) - located on Flinders Lane. Students are welcome to become members and access the library range of books, videos, DVDS, computers and online material.
The State Library of Victoria - located nearby on the corner of Swanston and La Trobe Street. The library houses a significant amount of on-line and print based resources which can be printed and copied for learning purposes.

The City of Sydney Library - located at 31 Alfred Street, Circular Quay, NSW 2000 or 744 George Street, Sydney NSW 2000 – both of which are located near to our 333 Kent Street campus in Sydney.

The State Library of New South Wales - a large reference and research library open to the public on the corner of Macquarie Street and Shakespeare Place, Sydney. Students can take part in free research orientation programs and self-guided visits. There are also tailored sessions for help with coursework or research degrees. Students can book a one-on-one consultation for help with a tricky research question.

All of the above libraries are located near to our Melbourne and Sydney campuses.

Computer Labs

How to Access the Computer on Arrival

1. Your “User Name” is your 6-digit Academies Australasia Polytechnic Student ID number (e.g. 401234). Please do not confuse this with the FedUni Student ID number if you are a FedUni Higher Education student.
2. Your default “Password” is your 6-digit Academies Australasia Polytechnic Student ID number typed in twice with no space in between (e.g. 401234401234).
3. You will be prompted with a message advising that you are required to change your password. Click the OK button.
4. In the “New Password” field, type in your preferred password. Choose a password which is at least 7 characters long. You may use the combination of numbers and letters (Eg: a1b2c3d4).
5. Retype your new password in the “Confirm New Password” field and then click the ‘OK’ button.
6. You will be prompted with ‘Your password has been changed’ confirmation message. Click ‘OK’.
7. You are now in the process of logging into the network.
8. A “User Usage Policies” windows, similar to the one below, will pop up. Please read through it carefully.
9. Click “Yes” if you agree or “No” if you do not agree to the usage policies.
10. If “Yes” is clicked then the computer will continue your login process. It will take a couple of minutes to provide network printer and network drive settings. Please wait until the login process is completed before using the computer.
11. If “No” is clicked then the system will automatically log you off. You will not be allowed to use the computer or any of the resources the network may provide for your benefits.

Note:

- For security reasons, if you have tried to login for more than 3 times unsuccessfully then the system will automatically lock you out of the network. Please report to Reception for assistance.
- The procedure above is identical to the change of network password procedure. If a student has been requested to change his or her password then please follow the procedure in this document. The student’s current password will be reverted back to the default Academies Australasia Polytechnic -ID password as stated above.
**Student Email Account**

With AAPoly moving to cloud storage, all AAPoly students will be offered education Google accounts that include Gmail and Google Drive with unlimited storage capacity. Please read the instructions on how to log in (below), so you can upload your content from the home drive (H) to Google Drive or another cloud platform of your preference. From 12 October 2018, home drive access has been disabled. The new accounts will give you access to all Google apps online. Having an education email will provide you with a wide variety of benefits, including free software and packages and heavily discounted student prices.

How to log in to your Gmail account:

1. On your browser, type in [https://mail.google.com](https://mail.google.com), or on your mobile, open the Gmail App.
2. Type in your AAPoly email address, which is your student number followed by @aapoly.edu.au. Make sure to add the aapoly.edu.au otherwise it will login as a google.com account.
   - 201xxxxx@aapoly.edu.au
   - 4xxxxxx@aapoly.edu.au
3. Next, type in your default password, which is the letter ‘g’ followed by your date of birth - YYYYMMDD.
   - gYYYYMMDD
4. Once logged in, you will be asked to change your password. Make a new password and enter your phone number and a recovery email address. Click ‘done’.

**Health & Safety on Campus**

**Emergency Evacuation Procedures (All Campuses)**

The safety of our staff and students is very important to Academies Australasia Polytechnic. For this reason fire drills (practice) are conducted by Academies Australasia Polytechnic on a regular basis. If you hear a fire alarm, do not panic – it could just be a drill. Do not use the lifts when an alarm is sounding. It can be very dangerous.

Should an evacuation become necessary, please remain calm and follow the instructions of your teacher and the wardens (wearing yellow or red hat) at all times. You will be given more specific instructions about the emergency procedures at your campus, at orientation.
# My Student Survival Page

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EMERGENCY</strong></td>
<td>Police, Fire, Ambulance</td>
<td>000 112 (mobile)</td>
<td></td>
</tr>
<tr>
<td><strong>GOVERNMENT DEPARTMENTS</strong></td>
<td>Department of Home Affairs</td>
<td>131 881</td>
<td><a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>BUPA Emergency Helpline:</td>
<td>1800 888 942</td>
<td></td>
</tr>
<tr>
<td><strong>ACADEMIES AUSTRALASIA POLYTECHNIC</strong></td>
<td>24HR EMERGENCY</td>
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Social & Cultural
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Adjusting to Life in Australia

Living and studying abroad is an exciting adventure, but it can also be challenging. You will need to make adjustments in many areas of your life, culturally, socially and academically. While these changes are occurring you will be studying (often in a different language) away from your usual support networks and resources. Adjustment to a new country and culture is a process that 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. Do not 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. 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 you to keep connected with important social support networks, it also helps your friends and family to understand your experiences and the challenges involved. This 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 win the wider community that can 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 more at ease, and the sooner you take them, the better!

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.

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!
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 sporting 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.

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.

Many Australians look at the eyes of the people they 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. It is acceptable to wear religious or customary items, including a monks' robe, a burqa, a hijab or a turban. As a tolerant society of people from many different cultures, wearing clothing that is part of cultural beliefs or practices is encouraged.
Polite Behaviour

'Please' and 'thank you' are words that are essential 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 or specialists 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

Common words used in Australia and 'slang' may seem strange to people new to the country. Slang words have a variety of different origins. Some words are shortened versions of longer words. Many Australian expressions have been adopted from the Australian Indigenous language or were expressions used by migrants from countries such as England, Ireland and Polynesia. 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 – to be 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 'teetotaller'. This also means you are not obliged to shout.

Blok – means 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: www.cultureandrecreation.gov.au/articles/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 respondez 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 will 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 check your plans and reply to them later.

(Source: Department of Home Affairs)

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%) at a restaurant or in cases where 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 the 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 Australians celebrate their nationhood. The day is a public holiday. The day marks the founding of the first settlement in the 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 now available in bakeries and stores many weeks before and after 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 multicultural 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. 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.

**Queen’s Birthday**
The Queen’s Birthday holiday is celebrated on the second Monday of June. It is dedicated to the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also the Queen of Australia. The Queen’s Birthday is a public holiday that falls on a Monday, results in a three-day long weekend.

**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. It is known as the “race that stops a nation” because, in addition to the Victorian Public Holiday, it is a race that most of the nation stops to watch broadcast on television. 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. The Melbourne Cup forms part of the “Spring Racing Carnival” which attracts celebrities from around the world. Women dress in their best outfits with hats or ‘fascinators,’ which are decorative headpieces consisting of feathers, flowers or beads. Gentlemen dress in suits of all sorts, and assorted other costumes. It’s a very colourful and fashionable time to be in Melbourne.

**Christmas**
Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is ‘the son of God’, the Messiah 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 resulted in some northern hemisphere Christmas traditions being followed.

In the weeks leading up to Christmas houses are decorated, greetings cards sent out, carols sung, Christmas trees decorated, 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 Cricket Test Match**: 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 on 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)

**Home 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 the installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. On campus there will be a smoke alarm in classrooms. In your 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 powerboard plugged into another double adaptor or powerboard 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 is nice to keep yourself 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.**
- **Do not leave your room when a candle or oil burner is alight.**
- **Do not 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 Fire 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; and,
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.
Water Safety

There’s nothing better than slipping into a cool pool, river, lake or ocean on a sweltering Australian summer day. Stay safe by following these steps:

- Always swim between the red and yellow flags at the beach. Lifeguards patrol this area, making it the safest area for swimmers, where you will avoid dangers like rips, undercurrents, rocks, reefs, jellyfish and other hazards.
- Always be careful of rip currents (also known as rips). These are strong currents of water running out to sea. If you get caught in a rip don’t panic. Don’t try and swim against the rip, and if you are confident, swim parallel to the beach. If you feel you are unable to reach the beach at any time, raise your arm and call for assistance while floating to conserve your energy. Read more information on rips at www.ripcurrents.com.au.
- Obey the instructions given by lifeguards on the beach. They know what they are doing, and your compliance with their requests makes you safer. After all, you might need their help if you get into trouble.
- Don’t swim at beaches that don’t have lifeguards on duty.
- If you’re swimming in a river, creek or dam, always check the water depth first and check for submerged hazards like rocks or logs. NEVER dive into water without first checking the water depth. Better still, walk in carefully.
- Never swim or operate a boat if you have been drinking alcohol. Alcohol can create physical changes (loss of balance, spasm of the vocal chords, increased risk of hypothermia) and behavioural changes (lack of coordination, risk-taking behaviour, impaired reaction time and judgement) that increase the chances of a water-related accident.
- If you have children with you, keep them under constant supervision. Make sure you can always see them and are close enough to respond if they get into trouble. Drowning can occur in a matter of seconds without any sound of splashing or crying to alert you.
- If you are on a boat, always wear a personal flotation device (PFD), even if you are not far from land.
- Remember that water conditions change quickly. Just because a beach was safe to swim at in the morning does not mean that it will still be safe in the afternoon.
- Do not enter any body of water (e.g. backyard swimming pools, the ocean, rivers, dams or other body of water) if you don’t know how to swim. You can take lessons from a certified instructor at many local swimming pools. For a list of places near you, go to www.austswim.com.au.


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 will be.** 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; and,
- 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 and 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 duckdive 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. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.
o Check the weather forecast and be prepared for unexpected changes in weather.
o Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
o 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.
o Never walk alone. Read maps and signs carefully. Stay on the track and stay behind safety barriers.
o Never dive into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
o Do not feed or play with native animals. You might get bitten or scratched.
o Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
o 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, do not 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.

(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, un-roof buildings, and damage trees and powerlines.
You can also be indirectly affected by storms even if your property is not damaged; for instance in cases when you lose power, or when access roads are cut off.

The State Emergency Service (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.
- Do not 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 food products 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**

The majority of 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:

**Phone:** 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 not 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 seek first aid assistance straight away, and stay calm and as immobile as possible, particularly when bitten or stung by the following:

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

For all other bites and stings, seek or apply basic first aid following these steps:

- 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. For more information, visit: [www.health.qld.gov.au/poisonsinformationcentre/bits_stings](http://www.health.qld.gov.au/poisonsinformationcentre/bits_stings)

(Source Queensland Health)
# APPENDIX

## Student Property Inspection Checklist

<table>
<thead>
<tr>
<th>Agent:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agent Phone Number:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Property Address:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Rent:</strong></td>
<td>$</td>
</tr>
</tbody>
</table>

### PROPERTY LOCATION

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the property close to transport, shops and campus?</td>
<td></td>
</tr>
<tr>
<td>Is the area noisy? Is the property on a busy road?</td>
<td></td>
</tr>
</tbody>
</table>

### PROPERTY FEATURES

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do the oven and stove operate correctly?</td>
<td></td>
</tr>
<tr>
<td>Do the toilet and shower operate correctly?</td>
<td></td>
</tr>
<tr>
<td>Are there laundry facilities?</td>
<td></td>
</tr>
<tr>
<td>Do the light fittings work?</td>
<td></td>
</tr>
<tr>
<td>Are there enough electrical power points to plug in your electrical appliances without overloading electrical powerboards.</td>
<td></td>
</tr>
<tr>
<td>Is there a telephone line already connected?</td>
<td></td>
</tr>
<tr>
<td>Is the place furnished? What kind of furniture?</td>
<td></td>
</tr>
<tr>
<td>Is there good security?</td>
<td></td>
</tr>
<tr>
<td>Where locks are fitted on doors, can they be opened from the inside without a key?</td>
<td></td>
</tr>
<tr>
<td>Do front and back doors open easily from the inside to allow escape in case of fire?</td>
<td></td>
</tr>
<tr>
<td>Is a Smoke alarm fitted outside your bedroom? (by law smoke alarms must be fitted and maintained)</td>
<td></td>
</tr>
<tr>
<td>If you are living in campus accommodation or a rooming house, are there smoke alarms in your room?</td>
<td></td>
</tr>
<tr>
<td>Test the smoke alarm by pressing the test button. Did the smoke alarm operate correctly?</td>
<td></td>
</tr>
<tr>
<td>Is there damp or mould on the walls?</td>
<td></td>
</tr>
<tr>
<td>Is there painting required?</td>
<td></td>
</tr>
<tr>
<td>Is there an insect / pest problem?</td>
<td></td>
</tr>
<tr>
<td>Will the landlord carry out any repairs before you move in?</td>
<td></td>
</tr>
</tbody>
</table>

**Comments**