

FREQUENTLY ASKED QUESTIONS (F.A.Qs)

Q) **I need help finding accommodation.**

A) For all your accommodation questions you will need to contact our Student Management Officers. They will be able to assist you with information on home-stay accommodation as well as advice on the different accommodation options available in Melbourne.

- If you are planning to search for accommodation via the Internet, some helpful websites are:

<http://www.homestay-australia.com>
<http://www.studenthomestay.com.au>

- Houses, Flats and/or Share Accommodation

<http://www.domain.com.au>
<http://www.realestate.com.au>
<http://www.flatmatefinders.com.au>
<http://www.youestate.com.au>

- Backpackers

<http://www.backpackertours.com.au>
<http://www.hostelmelbourne.com>
<http://www.backpak.com>

Q) **I would like to find a job.**

A) Students with the appropriate visa may work up to 20 hours per week. There are a number of ways you can find work:

- Check the local and national newspapers on Saturdays. The Age, Herald Sun and The Australian all have extensive sections for jobseekers.
- There are a number of useful websites that will help you to look for work. Three of the most popular are:
 - www.seek.com.au
 - www.careerone.com.au
 - www.mycareer.com.au
- There are a number of employment agencies that will help you to find work for free. The cost is born by the employer.

Please note: It is illegal to work in Australia unless you have a Work Visa. To obtain your Work Visa, you submit an application to the Department of Home Affairs.

Q) **I want to get a travel concession card.**

A) Unfortunately, only under-graduate domestic and exchange students are eligible to get a travel concession card. No full-fee paying international student or any post-graduate students are allowed a concession card in the State of Victoria. This is a State Government matter. Some international students have obtained concession cards in the past, but they are illegal and may get both the card holder and the person who gave them the concession card into trouble.

International Student Programs at Ballarat and other universities in Victoria are working towards getting this law changed so that all international students can benefit from travel concessions.

Q) **I need help with my studies.**

A) For all your questions regarding assignments, exam preparation and to better understand the academic basics you may wish to speak to Student Services who can advise you on what kind of assistance you may need. If you need help with English expression, we can arrange for some support or additional classes. This will help you in improving your reading, writing, listening and speaking skills. Additional English classes would incur a cost.

Q) **Do I have to tell the office if I change my address?**

A) Yes. It is a requirement as per your visa conditions that you inform us if you change your home or email address or your phone number. You will need to speak to Student Services at our reception desk at Bourke or Swanston Street campus. It is very important that we have your up-to-date contact details so that we can contact you in an emergency.

Q) **I am feeling very homesick.**

A) Some new international students may feel homesick or 'culture shock' in their first few weeks in Australia. Some symptoms include:

- Feeling sad (crying, missing home and family)
- Feeling confused and frustrated (not being able to study)
- Feeling alone or afraid
- Feeling physically unwell (not eating, tummy pains, headaches, not being able to sleep, tired all the time).

All of these feelings are quite normal and will usually pass once you have settled into your accommodation and classes, made friends and become used to the Australian way of doing things.

If these feelings don't pass, you may need to speak to someone who can help you deal with these feelings. Our qualified counselor Angela Rivera will be more than happy to talk to you about your problems and help you feel better and enjoy your time here. Please feel free to drop in and see Angela on Level 7 at Bourke Street campus any time she is in her office with the door open. Alternatively you can make an appointment (at reception) to see her.
