



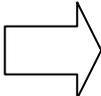
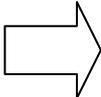
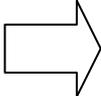
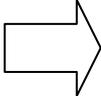
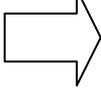
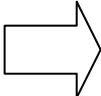
# International Student Handbook

# How to use this Handbook

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

Example: Immediate Priority -



Colour Code	Information
	 <b>“I need to know <u>IMMEDIATELY!</u>”</b>
	 <b>“I need to know by the first week!”</b>
	 <b>“I need to know <u>BEFORE</u> classes begin!”</b>
	 <b>“I need to know by the end of <u>WEEK 4!</u>”</b>
	 <b>“I need to know by the end of <u>WEEK 6!</u>”</b>
	 <b>“I need to go back and remind myself of this as I go through my study!”</b>

# SECTION 1

# Welcome

## **Section 1: Welcome**

### **Important Information & Emergency Contacts**

Education Provider Main Contact Details

International Student 24 Hour Emergency Contact

Important Telephone Numbers

Emergency Police, Fire, Ambulance

Department of Home Affairs

Medical Centres

Transport

Public Facilities

Post Office

### **Application Step by Step Process Model**

#### **Things To Do**

Before Leaving Home

Upon Arrival in Australia

**NOTE:** This handbook is only a reference guide to studying, living and working in Victoria, Australia.

# Important Information and Emergency Contacts:



## Education Provider Main Contact Details:

**Menzies Institute of Technology**  
355 Spencer Street, West Melbourne  
VIC 3003, AUSTRALIA

Tel: (61) 1300-244-002 – (613) 9329- 8877  
Fax: (613) 9328-5879  
Email: [info@menzies.vic.edu.au](mailto:info@menzies.vic.edu.au)

## International Student Coordinator/Advisor

Sam Chun  
Campus Manager

## International Student 24 Hour Emergency Contact

Sam Chun  
Planning, Development & Compliance Manager  
+61 409 752 193

Sam Chun  
Student Services Coordinator  
+61 413 058 097

## Emergency Telephone Numbers:

**Police, Fire, Ambulance – 000**

**Department of Home Affairs (DHA) -  
131 881**

**Melbourne Office**  
Ground Floor  
Casselden Place  
2 Lonsdale Street  
Melbourne VIC 3000  
**Opening Hours** : 9:00am to 4:00pm Monday to Friday

## Medical Centres:

**Medical One**  
QV Melbourne, Level 3, 23 QV Terrace  
Tel: (613) 8663 7000

**Opening Hours** Monday to Friday 8:00am - 7:00pm  
Saturday & Sunday 9:00am - 1:00pm

## Transport:

**Information on buses & trains:**  
<http://www.metlinkmelbourne.com.au>

## Public facilities:

**Post Office**  
277 – 287 William St  
Melbourne

## International Student Care Service (ISCS):

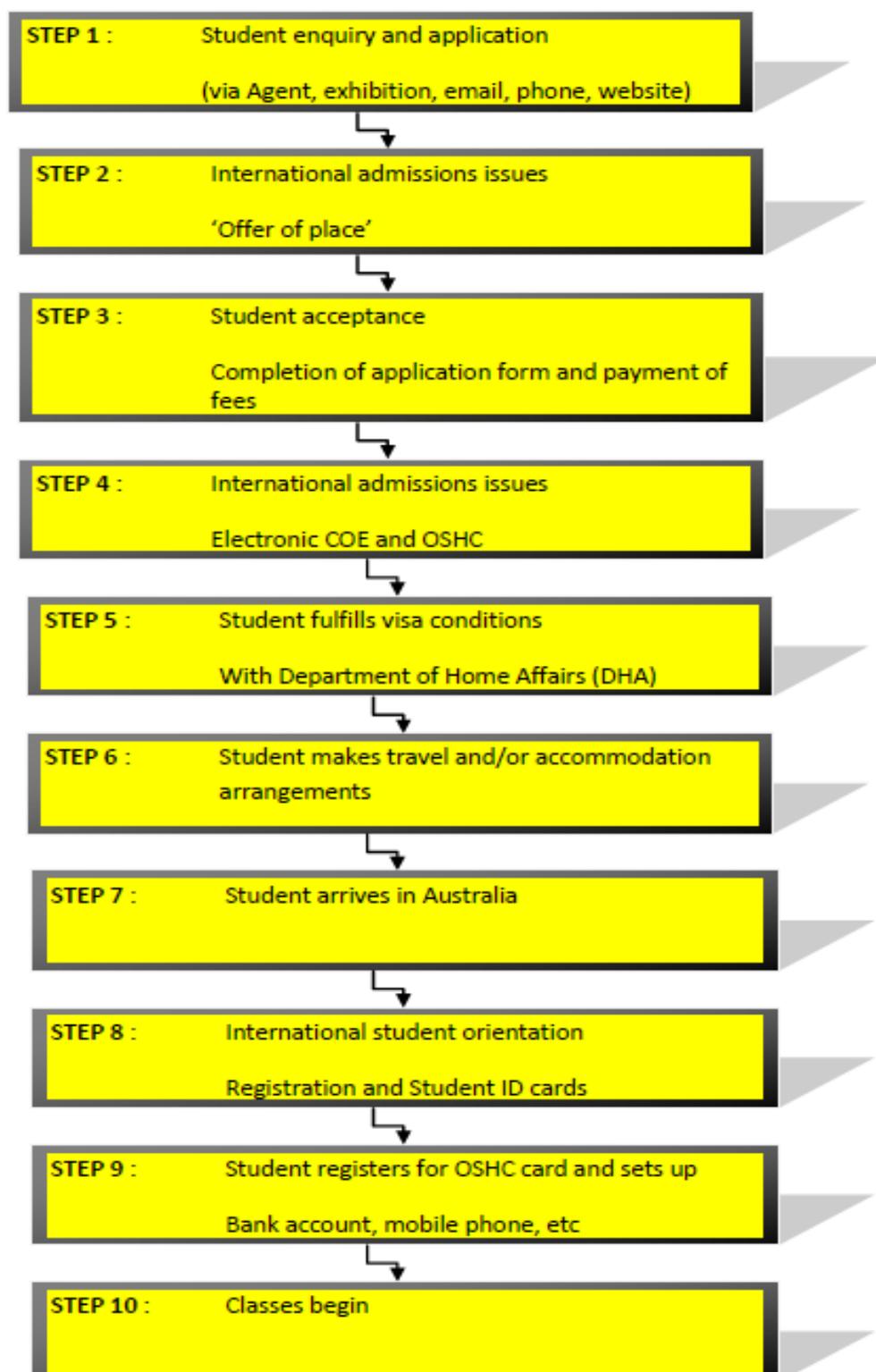
Level 1, 19–21 Argyle Place South  
Carlton, Victoria 3053

Email: [info@iscs.vic.gov.au](mailto:info@iscs.vic.gov.au)  
Web: [www.multicultural.vic.gov.au/iscs](http://www.multicultural.vic.gov.au/iscs)

Phone: 1800 056 449  
free call within Australia (Except from mobiles)  
If calling from overseas dial +61 3 8383 6401

Interpreters available on request

## Application Process Flow Chart



# Things to Do:



## Before Leaving Home:

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

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

## Upon Arrival in Australia:

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

# SECTION 2

## Pre-Arrival

## Section 2: Pre-Arrival

### Application Step by Step Process Model

#### Introduction to Australia

Introducing Melbourne

Introducing Menzies Institute of  
Technology

#### Arranging Visas

DHA

DFAT

Migration Agents

Education Agents

Visa Conditions

#### Arranging Travel

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Clothing

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Arrivals Hall

#### Getting from the Airport

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#### Keeping in Contact

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#### Arranging Accommodation

#### Bringing My Family

Issues to Consider

#### Child Care

#### Schools

# Introduction to Australia



## Why study in Australia?

In Australia, you have the freedom to choose a path that suits your particular goals. There are many different courses you can choose from.

Whichever course you choose, you'll experience a unique kind of education. Studying in Australia promotes innovative, creative and independent thinking. You'll learn to work as part of a team, to communicate effectively with others and to develop the practical skills and intellectual abilities you need for global success.

Most importantly, you'll learn how to use your initiative. Your teachers will encourage you to think of original, practical solutions to real-world problems. Upon graduation, your qualification will make you highly sought after by Australian and international employers.

The Australian education system has a strong international reputation and is known for its effective structure and innovative policy developments. Many other countries, eager to improve their own education systems, turn to Australia for advice.

Australia is also one of the best places to live. It is a young, vibrant and friendly country in which students can live, learn and grow. So if you want a quality education and a good lifestyle, Australia's the place to be.

## Useful links:

[Choose Australia](#)

[About Australia](#)

[Tourism Australia](#)

## Introducing Melbourne



Melbourne is the second largest city in Australia, the capital of the southern state of Victoria. Few countries in the world are larger than Australia, yet we have a population of only 21.5 million. Almost a quarter of all Australians live in Victoria; 3.8 million in Melbourne. See Melbourne and Victoria on a map below.

Melbourne is a multicultural city. People from more than 200 countries live here and while 230 languages are spoken, most people speak English.

### People, culture and language

About 5 million people live in Victoria - the second largest population of any state in Australia. More than 70 percent of Victorians live in Melbourne, the state's capital city.

Victoria is one of the world's greatest migration success stories. Victorians come from more than 200 countries, speaking over 230 languages and dialects and follow over 120 faiths.

Almost one quarter of Victoria's population was born overseas - 43.6 percent were either born overseas, or have a parent who was born overseas. More than 100,000 international students study in Victoria.



Melbourne on the World map

## **Introducing Menzies Institute of Technology**



Menzies Institute of Technology is committed to providing a high level of flexible learning and education to all students from all nationalities and walks of life. Menzies recognizes the importance of each individual and his or her active learning success, and is committed to provide opportunities to allow students to grow and feel motivated in their educational accomplishments.

Menzies Institute of Technology is very committed to providing an honest, lawful, social and ethical adult-learning Registered Training Organisation (RTO). We aim to become the leader in our industry and contribute to its economic sustainability; we understand that education as a business is a never ending process.

We strive to enhance the lives of our students and staff by exerting knowledge, leadership development, cultural enlightenment, helping, informing, aspiring and empowering them to their best both personally and professionally, as well as providing all the assistance we can, not only in academia but also in day to day lives. We are concerned for their safety and wellbeing and will strive to implement policies and procedures to cater for their needs.

Menzies Institute of Technology is dedicated to detail, consistency and continuous improvement, delivering and abiding by all regulations, guidelines, codes and standards.

# Arranging Visas:



Most international students wanting to study in Australia require a **student visa**. (Although some other visa holders are also eligible to study as international students in Australia too). Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field. You should check with the education provider 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 (eCoE)** and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed **CAAW form** to ensure your accommodation and welfare is approved by your education provider.

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

## Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit <https://www.homeaffairs.gov.au/trav/visa-1/500> for the latest information.

## Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website the Department of Foreign Affairs and Trade website [www.dfat.gov.au/embassies](http://www.dfat.gov.au/embassies) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

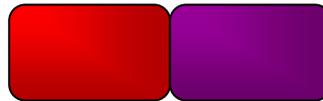
## Migration Agents

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

## Education Agents

Education agents 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 making international student applications and applying for visas. Most 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 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):

- Complete the course within the duration specific 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, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of **mandatory** and **discretionary** student visa conditions please visit <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

# Arranging Travel:



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

You should fly into **Tullamarine International Airport** which is the closest international airport to Melbourne. The CBD of Melbourne is located 25 kms from the airport (for further information please see <http://www.melbourneairport.com.au/>).

## Documents

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

- Valid passport with Student Visa
- Offer of a place / admission letter from **Menzies Institute of Technology**
- Confirmation of Enrolment (eCoE) issued by **Menzies Institute of Technology**
- 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
- CAAW if you are under 18 years of age.

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

## What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. **If you 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 Department of Agriculture and Water Resources homepage - <http://www.agriculture.gov.au/travelling/arriving-in-australia>:

- Also read **"Travelling to Australia"**

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (30kg) 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 is from March to May, winter is from June to August, and spring is 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 for your home 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, a graduation ceremony, student dances or balls. 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 Need to Include (although most can also be purchased in Australia)

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> alarm clock                           | <input checked="" type="checkbox"/> scientific or graphics calculator  |
| <input checked="" type="checkbox"/> bath towels, bed sheets, pillow cases | <input checked="" type="checkbox"/> camera                             |
| <input checked="" type="checkbox"/> dictionary (bilingual)                | <input checked="" type="checkbox"/> micro recorder for lectures        |
| <input checked="" type="checkbox"/> small sewing kit                      | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> travel adapter                        | <input checked="" type="checkbox"/> your optical prescription          |
| <input checked="" type="checkbox"/> sports equipment                      | <input checked="" type="checkbox"/> photos of friends and family       |
| <input checked="" type="checkbox"/> toiletries                            | <input checked="" type="checkbox"/> swimwear                           |
| <input checked="" type="checkbox"/> umbrella                              | <input checked="" type="checkbox"/> 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 [www.acma.gov.au](http://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.

## On 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 may be **very HOT** when you arrive so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

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

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

## Entry into Australia

### Australian Immigration

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

### Baggage Claim

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

### Detector Dogs

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

## **Australian Customs and Quarantine**

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

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$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](http://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:**



## **Shuttle Buses**

**SkyBus** offers an express bus service from the airport to the city centre (Melbourne City Express). **This service operates 24 hours 7 days a week, including all public holidays. Buses run from every 10 minutes throughout the day.**

- \$18 Adult - one way / (Return \$36)
- \$18 Family 1- (1 adult and 1-4 children) – one way / (Return \$36)
- \$36 Family 2- (2 adults and 1-4 children) – one way / (Return \$72)
- \$9 Child (4-14 years old) - One way / (Return \$18)
- \$160 ten-trip ticket (valid for 12 months)

Prices correct as of 31/01/2018.

Tickets can be purchased on arrival at the bus stop or purchased online at [www.skybus.com.au](http://www.skybus.com.au). On arrival at Southern Cross Station in the city, SkyBus provides a complimentary hotel transfer service, subject to availability, during the following hours:

- 0600-2200 Monday to Friday; 0730-1730 Saturday and Sunday, (excluding Christmas day).

For more information visit [www.skybus.com.au](http://www.skybus.com.au)

## Train

There are no public trains from the airport.

## Public Buses

There are a limited number of public buses travelling to Melbourne Airport from various suburbs

> These routes are:      901Route      478Route      479Route      500Route

For timetables and more information visit <http://www.tullamarinebus.com.au/services.html>

## Taxis

Taxis are rather expensive and will cost about \$60 – \$70 from Tullamarine International Airport to the city of Melbourne (about 25kms)

## Uber

You may also book Uber services which serve as an alternative to taxis. Uber rides offer cheaper fares and will cost about \$47 - \$60 from Tullamarine International Airport to the city of Melbourne (about 25kms).

## Keeping in Contact:



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

## Accessing Money:



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

## How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$1,500 to AU\$2,000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. **Traveller's cheques** can be cashed at any bank or currency exchange in Australia.

**Please note that it is not safe to bring large sums of cash 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.

## 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 **Melbourne**, you can also change money at any bank or at currency exchanges.

## 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:



Melbourne is a city of approximately 4.5 million people, with suburbs spread over 30 kilometres from the city centre. Student accommodation in the city centre is in high demand.

## Where to start

A month of homestay is a good temporary option. This gives you time to settle in and look for more permanent accommodation.

Check websites such as [www.domain.com.au](http://www.domain.com.au), [www.realestate.com.au](http://www.realestate.com.au) and [www.flatmatefinders.com.au](http://www.flatmatefinders.com.au) for share accommodation.

Pick up rental property lists from real estate offices or download these from the internet. This is a good option if you get together with friends to rent a house or flat independently. Great properties go fast, so check regularly and respond quickly.

Explore different areas of Melbourne and Victoria on the [Live in Victoria website](#).

## Homestay Accommodation

A good option for short term and temporary accommodation for new international students in Australia is to spend the first 4 weeks living in a Homestay arrangement.

Students living with a Homestay can benefit through being provided with:

- guidance on settling into their new community
- help with understanding the basics of Australian culture
- information on how to use public transport, internet, banking and personal safety tips
- clean furnished rooms and meals

Please feel free to contact Menzies Institute of Technology by email ([info@menzies.vic.edu.au](mailto:info@menzies.vic.edu.au)) if you would like help arranging Homestay accommodation.

## Hostels and guesthouses

Students share a bathroom, kitchen and laundry. Cost is from \$150 per week and meals are not included.

## Share accommodation

Many students join together to rent a flat or a house. Accommodation rented this way is usually not furnished. You will usually need to sign a lease for 6 to 12 months, and organise to connect utilities (gas, water, electricity) yourself. You may also join an existing share household. Cost can range from \$80 to \$350 per week, per person. It is not practical to arrange share accommodation before you arrive.

## Questions to ask

Check where a suburb is located using [Google maps](#) and ask:

- How far is the accommodation from the city, or from Menzies?
- Is it in public transport zone 1 or 2? Which train line is it on or near?
- How far is it to the bus, tram or train? Can you walk there?
- Is it within walking distance of supermarkets, etc?
- How much is the bond?
- If it's a share household, is there a 'kitty' for items like milk, toilet paper and cleaning products? Is food shared or does everyone buy their own?
- How are domestic tasks like cleaning allocated?

## Next

Found your accommodation? What next? You'll need documents to prove you are a good tenant or flatmate. You'll need to pay some rent and bond in advance and you'll need to know your rights and responsibilities under the law. And if gas, electricity and water are not already connected, you'll need to organise these as well.

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. You may find out more information about renting and consumer rights as a tenant in Victoria - <https://www.consumer.vic.gov.au/renting> and <https://www.tuv.org.au/advice>.

# 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: **How to Apply for Family Members to Join You**). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

## Issues to Consider

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

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of air fares 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 please visit: [www.homeaffairs.gov.au](http://www.homeaffairs.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- 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. See the link below for further information.

<http://www.careforkids.com.au/default.asp>

<http://www.melbourne.vic.gov.au/community/education-child-care/Pages/child-care-options.aspx>

## Schools:



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

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

For further information, please contact:

<http://www.education.vic.gov.au/findaservice/Home.aspx>

# SECTION 3

## Settling-In

## Section 3: Settling-in

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# Living in Melbourne:



Melbourne is set around the shores of Port Phillip Bay. The city itself, laid out in a large rectangle and boasting a lively and cosmopolitan pulse, sits on the northern banks of the Yarra River, about five kilometres from the bay.

## CBD

One glance at a map and it's obvious that Melbourne is a planned city: a tidy, balanced grid of neatly angled streets. But beneath this sense of everything in its place restraint lies a restless creative energy constantly pushing back at the city's seeming conservatism. The CBD is made up of precincts – distinct enclaves each with its own flavour and charm. Some are just a lane or two, while others cover the banks of the Yarra River or a busy CBD street.

## City

## fringe

Extending around the bay are a number of inner suburbs, each with its own distinct character and personality. A short tram ride from the city centre, Melbourne's suburban neighbourhoods are a must see for anyone wanting to experience what life here is really all about.

## Currency

Australia has a decimal system with 100 cents to the dollar (\$AUD). Coins have values of 5, 10, 20 and 50 cents, and \$1 AUD and \$2 AUD; notes have values of \$5 AUD, \$10 AUD, \$20 AUD, \$50 AUD and \$100 AUD.

## Banks

## and

## foreign

## exchange

Melbourne's banking hours are generally Monday to Thursday 9am–4pm and Friday 9am–5pm. Some banks may also open on Saturday mornings. All the major banks, such as Westpac, ANZ, Commonwealth and National Australia Bank, have offices in Melbourne, as well as in cities and many of the larger towns in regional Victoria. In smaller centres, you may have to rely on the local post office or newsagent. In Melbourne, all main banks are equipped to exchange foreign currency. You can also exchange foreign currency any day or night at the airport, or during normal business hours at foreign exchange bureaus in Melbourne's central business district.

## Travellers

## cheques

## and

## credit

## cards

Brands like American Express and Travelex are widely accepted in Victoria, and can be cashed at banks, foreign exchange brokers, larger hotels and restaurants, and for car rental. Passport ID is required when you cash travellers cheques. Fees for changing travellers cheques vary from bank to bank.

Major credit cards – Visa, MasterCard, American Express, Bankcard, Diners Club and their affiliates – are widely accepted throughout Victoria. Some retailers in larger centres will also accept JCB cards. Automated Teller Machines (ATMs) with around-the-clock access are available in convenient locations like banks, along main shopping streets and in malls.

## Tipping

Tipping is not a general custom in Australia, and is at your discretion.

## Goods

## and

## Services

## Tax

## (GST)

Australia has a Goods and Services Tax (GST) of 10 per cent on most goods and services such as accommodation, day tours, guides, translators, food, transport (including coach, rail and cruise) and other tourism services within Australia. International airfares do not attract GST. For international visitors, all prices quoted for a Victorian holiday will include the 10 per cent GST, payable at the time of ticketing.

## **Tourism Refund Scheme (TRS)**

Departing travellers may be able to claim a refund for GST and WET (Wine Equalisation Tax) paid on goods purchased in Australia. The refund is applicable to goods, totalling at least \$300 AUD (GST inclusive) that are being taken out of Australia and that have been purchased no earlier than 30 days before leaving Australia. TRS facilities are located at international airports and cruise-liner terminals. To claim, make sure you have your passport, international boarding pass, retailer's tax invoice and the goods. Other conditions may apply.

## **Arriving or Leaving with currency**

If you are carrying \$10,000 AUD cash or more (or foreign currency equivalent) into or out of Australia you will need to fill out a Cross-Border Movement – Physical Currency (CBM-PC) form. If asked at the border, you must also tell a Customs or police officer, if you are carrying any Bearer Negotiable Instruments (BNIs) – also known as promissory notes, travellers cheques, personal cheques, money orders and postal orders. Even if the BNI has no face value (for example, a blank cheque), it still needs to be disclosed to a Customs or police officer on request. You will be given a form to fill out if required.

## **Weather and Seasons**

Melbourne enjoys manageable summers, glorious springs, mild autumns and crisp winters.

With its variable climate, Melbourne is warm to hot in summer (December to February), mild in autumn (March to May), cold and damp in winter (June to August), and cool in spring (September to November).

Melbourne's warmest months are generally January and February, which are often dry and prone to hot spells, although some respite is provided by the cooling sea breezes off Port Phillip Bay. June and July are the coldest months, while October is the wettest. The annual average rainfall for Melbourne is around 600mm, which is substantially less rain than Sydney receives.

## **Water restrictions**

Currently there are Stage 2 water restrictions across the city of Melbourne. These are restrictions and prohibitions relating to the use of water in across Victoria.

There are restrictions on Residential or Commercial Gardens and Lawns, whereby;

A garden area must not be watered except by means of:

(a) a manual watering system which operates only as required within the hours of 6.00am and 8.00am, and 8:00pm and 10pm on alternate watering days; or

(b) an automatic watering system which operates only as required within the hours of midnight and 4.00am on alternate days. A lawn area must not be watered at any time.

There are also restrictions on washing your vehicle, whereby;

Vehicles can be washed at home using a high pressure cleaning device or a bucket; or alternatively at a water efficient commercial car wash.

## **Time Zones**

Melbourne is located in the Australian Eastern Time zone and is known as the Eastern Standard Time (EST). The EST difference compared to UTC/GMT is +10 hours. Melbourne Daylight Saving Time difference compared to UTC/GMT is +11 hours.

# 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 with the most important information which will help them to respond. For example, Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health – Emergencies)

### Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. 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

- To make international phone calls:

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

- To make domestic phone calls:

 **Dial** – the area code + phone number

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



Visit [www.whitepages.com.au](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.

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



(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.

## Australia Post



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

### Small Letters

The cost of posting a small letter for distribution in Australia is an **AU\$0.95 postage stamp** which you affix to the envelope.

A small letter has the following characteristics:

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

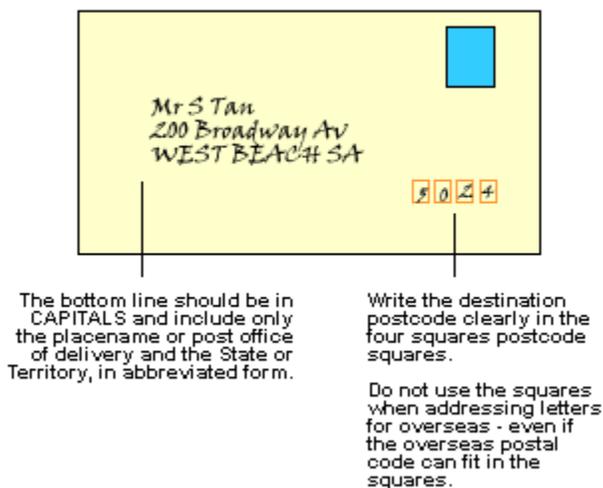
### Envelope Layout

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

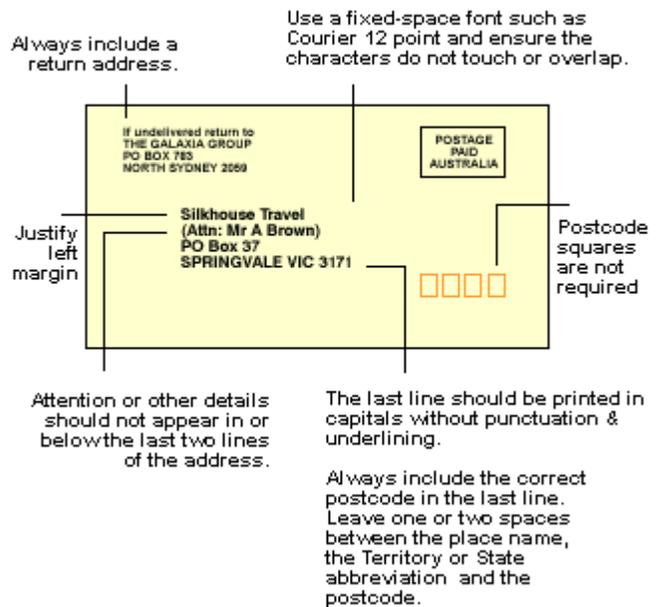
#### Envelope Face Format - Allocation of Zones



#### Typical Hand Addressed Envelope



#### Typical Machine Addressed Envelope



[www.auspost.com.au](http://www.auspost.com.au)

(Source: Australia Post)

# Getting Around



## Public Transport

### Trains in Melbourne

Melbourne has a user-friendly train system that can take you to a range of destinations. Metro trains begin or end their journey at Flinders Street Station, located on the corner of Flinders and Swanston streets, while Southern Cross Station is Melbourne's hub for metropolitan, regional and interstate trains.

The City Loop is Melbourne's underground system, with five stations servicing the CBD: Southern Cross Station, Flagstaff, Melbourne Central, Parliament and Flinders Street (Flagstaff does not operate on weekends).

There are 16 different lines which service the outer suburbs. Stations are all linked to bus or tram services.

### Trams in Melbourne

Melbourne's trams give the city character and provide a scenic way to explore the city and inner suburbs like Richmond, St Kilda and South Yarra. Trams run down the centre of the road on most of Melbourne's major thoroughfares.

Services run regularly from 5am - midnight Monday to Thursday and till around 1.30am on Friday and Saturday nights. On Sunday, trams run 7am - 11pm. Many tram services link to bus and train routes.

**How to travel on trams**

Passengers can board trams at sign posted stops displaying maps, route numbers and a timetable. Route numbers are also displayed on the front of the tram.

### Buses in Melbourne

Melbourne's bus network is made up of over 300 routes. Buses run frequently to major hubs, including shopping centres, schools, hospitals, leisure and sporting activities, and Melbourne's biggest attractions.

### Tickets

Metropolitan Melbourne is divided into two zones, with fares based on time and distance. For ease of convenience, it is advisable to purchase the Myki card prior to boarding the trains. The Myki cards are sold in most convenience stores, 7-11 outlets, newsagents and PTV offices all around Victoria - <https://www.ptv.vic.gov.au>.

The Myki card allows you to travel on all of Melbourne's trains, trams and buses and Top Up stations and Auto Top Up facilities are available to top up the value in the card.

### Taxis

**Fares and surcharges**

Taxi meters are usually clearly visible, so you can keep check of your fare. Late night taxi trips must be paid for in advance. Between 10pm and 5am in Victoria, the driver will ask you for an up-front deposit, based on a table of point to point estimates. You can use the [fare estimator](#) to work out what your up-front costs are likely to be. Melbourne cabs attract additional charges like a late night surcharge from midnight to 5am, a fee for phone bookings, a fee for using the Citylink freeway and even a fee for taxis waiting at the airport rank.

Alternatively, you can also choose to travel via **Uber** - <https://www.uber.com/en-AU/cities/melbourne>.

## Driving

### Driving in Melbourne

Melbourne is an easy city to drive in due to its wide thoroughfares and simple grid city plan that is well sign-posted. As well, Melbourne's three major freeways: the West Gate, the Monash and the Tullamarine; are conveniently linked by CityLink, a non-stop expressway.

The most important rule for travellers in Australia is that you drive on the left-hand side of the road. You must also wear a seatbelt and have your licence with you when you're driving (you'll be fined if you don't). A driver's licence from home will suffice for up to three months in Australia, as long as it has photo ID and it's for the same class of vehicle you intend to drive. If you're staying more than three months, you'll need to get a Victorian licence. In Victoria, the speed limit on the open road rises to 100 km/hr and, in some sections of freeway, 110 km/hr.

### Hook

### turns

To ensure that the trams get a clear way through some intersections, drivers turning right must do so from the left-hand lane. It's known as a hook turn and will be clearly marked if it applies to an intersection.

To make a hook turn, simply move forward in the left-hand lane and wait on the far left-hand side of the road. When the lights turn orange, and the road is cleared of oncoming traffic, make a wide turn to the right.

Because tram lines share the roads with cars, drivers have to take care. Trams stop often and passengers often have to cross in front of a line of cars to get to the pavement. Cars must always stop behind a tram when it is stationary and the doors are open to give way to passengers stepping on or getting off the tram. Failing to do so not only lands you with a hefty fine but you could easily hit someone alighting from the tram. For more information on licences and Victorian road rules, visit the Vicroads website.

### Parking

Melbourne has thousands of parking meters and parking lots, though in peak times (Monday-Friday) it can be hard to find space for your vehicle. Most CBD streets and inner suburban shopping strips have coin-operated meters (there are hefty fines if you let the meter expire); for parking lots, expect to pay around \$5 an hour, or \$10–20 daily, although some offer discounts to moviegoers and shoppers.

### Bicycles

You must wear a helmet while riding a bike in Melbourne. Also make sure you lock/chain your bike when not in use. You will find many bike racks in the city. Bikes can also be rented/hired for a small fee.

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

<http://www.rentabike.net.au/bike-hire.htm>

<https://www.o.bike/au>

# Shopping

## Where to Shop

From locally-designed originals to the best of international brands there are many places to shop in Melbourne. Melbourne has many designer boutiques and laneway and arcade stores in the city. The main shopping centres in the city include Melbourne Central, Emporium and QV, which has many fashion stores, entertainment and food choices. You could also explore department stores and shopping centres in the outer suburbs of Melbourne. The most popular market in Melbourne is the Queen Victoria Market, located in the heart of the city. You could find fresh fruit, vegetables, meat, poultry and fish at markets across Melbourne.

## Business Hours

City shops generally open from 9am-5pm but some have hours of 10am till 6pm, Monday to Friday. On Friday, many shops in the CBD and suburban shopping centres remain open late, until 9pm. On Saturday, the hours in the CBD and shopping centres are generally 9am-5pm. Shops in tourist areas may be open on Sundays. Shopping hours change close to Christmas, when shops remain open in evenings and open on Sundays.

## 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 your keycard through 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 receive a printed receipt after each purchase and the transaction appears on your statement.

# 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.

### Fire

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

### Ambulance

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

**Nurse on Call** - If you require medical advice you could call Nurse on Call by dialling 1300 60 60 24.

### State Emergency Service

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

### Lifeline

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

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

### Poisons Information Line

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

### Emergency Translation

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

# Overseas Student Health Cover (OSHC)



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

## How do I get OSHC?

The Institute applies for your OSHC on your behalf. The cost of OSHC is detailed on your Letter of Offer.

OSHC Providers	
Medibank Private:	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
OSHC Worldcare:	<a href="http://www.oshcworldcare.com.au">www.oshcworldcare.com.au</a>
BUPA OSHC:	<a href="http://www.overseasstudenthealth.com">www.overseasstudenthealth.com</a>
Australian Health Management:	<a href="http://www.ahm.com.au">www.ahm.com.au</a>

Further information on OSHC can be found at: <http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascover.htm>

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.

## How do I use my OSHC card?

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

## Types of Health Care in Australia

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

### Public System

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

See also: Attending an Australian hospital.



### Private System

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

### Attending an Australian Hospital

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

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

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

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

See also: Public hospital waiting times.

## General Practitioners (GPs)

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



# Medical Services



## What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages 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 eg: 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. If the cost is more than \*AU\$30.70 you can claim the difference back from your OSHC provider. 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.homeaffairs.gov.au](http://www.homeaffairs.gov.au) or phone 131 450.

\*2008 Applicable limit

# Medical Facilities in Melbourne



## Hospitals

**The Royal Melbourne Hospital**  
Grattan Street, Parkville  
Telephone: (613) 9342 7000

**St. Vincents Hospital**  
41 Victoria Parade, Fitzroy  
Telephone: (613) 9288 2211

## Medical Centres, X-ray, Pathology, Pharmacies

**Medical One**  
QV Melbourne, Level 3, 23 QV Terrace  
Tel: (613) 8663 7000

## General Health

Maintaining good health is of vital importance when studying abroad.

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

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

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

(Source: Education Abroad Program, UCLA)

## 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](http://www.nutritionaustralia.org).

- ☑ **Exercise** – do at least 30mins of moderate exercise a day
- ☑ **Sleep** – get at least 8-9 hours of sleep a night
- ☑ **Nutrition** – keep a balanced diet remembering to eat lots of vegetables and fruit everyday



**Binge drinking** – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

### Sexual Health

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

## Managing my Finances:



### Initial Expenses

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

Expense	Estimated Cost
Temporary accommodation	\$150 - \$300 per week
Rental bond (four weeks rent @ \$---/week)	\$1200 @ \$300 per week
Advance rent (two weeks @ \$---/week)	\$600 @ \$300 per week
Electricity connection	About \$100
Telephone connection	About \$100
Gas connection	About \$100
Internet connection	About \$100 - \$200
Mobile phone and/or network sim card	From \$30
Household items, e.g. furniture, crockery, etc.	From \$2000 - \$5000
Transportation	From \$10
Textbooks & Educational Expenses	From \$100 - \$500
Incidentals	Allow \$200
Insurance – house, car, health	Allow \$500
<b>TOTAL:</b>	From \$5190 to \$8840

# Setting up a Bank Account



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

**To open a bank account you will need:**

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

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

<http://www.banks.com.au/personal/accounts>.

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

## Major Bank & ATM Locations in Melbourne

Click on the website below to find the nearest bank or ATM to Menzies Institute of Technology.

BANK	WEBSITE
National Australia Bank	<a href="http://www.nab.com.au">www.nab.com.au</a>
ANZ	<a href="http://www.anz.com.au">www.anz.com.au</a>
Commonwealth Bank	<a href="http://www.commbank.com.au">www.commbank.com.au</a>
Westpac Bank	<a href="http://www.westpac.com.au">www.westpac.com.au</a>
St George Bank	<a href="http://www.stgeorge.com.au">www.stgeorge.com.au</a>
Credit Union Australia	<a href="http://www.cua.com.au">www.cua.com.au</a>
Heritage Building Society	<a href="http://www.heritage.com.au">www.heritage.com.au</a>

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

## Banking Hours

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

## Bank Fees

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

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

## Accessing Money from My Account



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

### ATMs (Automatic Telling Machines)

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

See also: Using an ATM.

### EFTPOS

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

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

See also: Using an ATM.

### Telephone Banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be

given a password or an identification number that allows you to access your accounts over the phone. It's important never to give your password to anyone else.

### **Internet Banking**

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

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

### **Over-the-Counter Service**

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

### **Paying Bills**

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

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

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

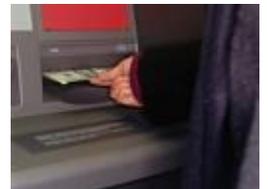
(Source: Australian Bankers' Association Inc.)

## Using an ATM

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

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

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



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

(Source: Australian Bankers' Association Inc.)

## Safety When Carrying Money



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

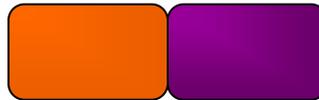
**“Don't carry large amounts of cash!”**

The second is:

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

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

# Working in Australia



## Permission to Work

From 26 April 2008, people who are 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 20 hours per week during the term and unlimited hours when your course is **not in session**.
3. The Department of Home Affairs (DHA) considers your course to be **'in session'**:
  - o for the duration of the advertised semesters (including periods when exams are being held)
  - o if you have completed your studies and your Confirmation of Enrolment is still in effect
  - o if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Home Affairs)

For a full list of **mandatory** and **discretionary** student visa conditions please visit - <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

## Finding Work

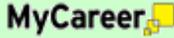
You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

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

### Newspapers

**Online** - try these online companies:

	<a href="http://www.seek.com.au">www.seek.com.au</a>
	<a href="http://www.careerone.com.au">www.careerone.com.au</a>
	<a href="http://www.getjobs.com.au">www.getjobs.com.au</a>

 MyCareer	<a href="http://www.mycareer.com.au">www.mycareer.com.au</a>
 JobsinOz com.au	<a href="http://www.jobsinoz.com.au">www.jobsinoz.com.au</a>
 jobsearch	<a href="http://www.jobsearch.com.au">www.jobsearch.com.au</a>

(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](http://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](http://www.ato.gov.au)
- For a registered tax agent visit [www.tabd.gov.au](http://www.tabd.gov.au)
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June)

### Superannuation

If your wage is AU\$52,760 per quarter or more, 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: <https://www.ato.gov.au/Forms/Applying-for-a-Departing-Australia-super-payment>

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

(Source: Australian Taxation Office)

# Laws and Safety in Australia



## Obeying the Law

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

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

You can find a comprehensive outline of Australian law and the legal system at: [www.australia.gov.au](http://www.australia.gov.au).

## Legal Services & Advice

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

## 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.
- 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.

Students will be able to use internet on the student computers once students have enrolled and attended orientation.

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 cautiously and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

If you are **out and about**:

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

(Source: Australian Federal Police)

## Public Transport Safety

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

### Buses

Waiting for a bus:

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



Riding on the bus:

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



### Trains

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

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



### Taxis

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

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



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

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

(Source: Queensland Police Service)

Similar precautions must be taken when riding on Uber vehicles.

## 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 VICTORIAN ROAD TRAFFIC RULES AND LAWS** before you attempt to drive (even 10metres)! 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.

See: <https://www.vicroads.vic.gov.au/safety-and-road-rules>

## 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.

See : <https://www.vicroads.vic.gov.au/registration>

### 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.

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

(Source: Roads and Traffic Authority, NSW)

### Licence Requirements

In Victoria 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 NSW 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 license.

If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

(Source: Roads and Traffic Authority, NSW)

### Drinking Alcohol and Driving

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



### Blood Alcohol Concentration (BAC) Levels

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

## Legal BAC Limits

There are legal limits as to the BAC level permissible if you are driving: In Victoria the legal limit is .05 BAC for full license holders. If you hold a Probationary License (P Plates), your BAC must be .00 at all times.

## 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](http://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.

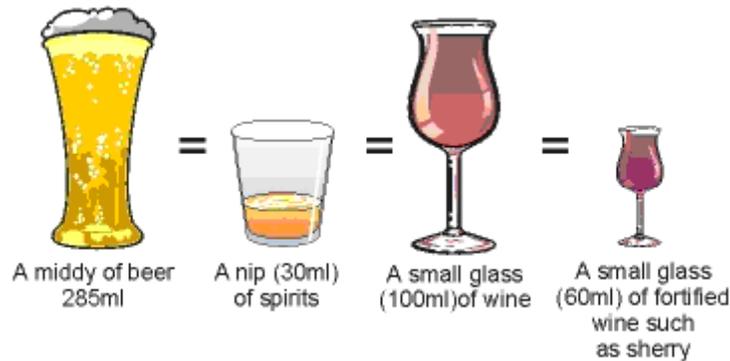
### Standard Drinks

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

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

These are all equal to approximately one standard drink:

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



Please keep in mind:

- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre mixed bottled drinks often contain more alcohol than a standard drink.

## Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces. A general rule is that smoking is not allowed in most places which are covered by a roof or ceiling.

## Drugs

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

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

(Source: Australian Drug Foundation)

## Hitchhiking



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

HOWEVER: Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into. It is also highly dangerous to offer a hitch-hiker a ride in your car.

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

## Avoiding Dangerous Areas and Activities



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

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

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

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

A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. **Being in a place when it is busy is very different from when the place is isolated.** There is often no reason to be afraid, but – always 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 **Student Services Officer**.



## Social and Recreational services for International Students



There are plenty of social and recreational activities specifically for International Students in the city of Melbourne. You can visit the Melbourne Visitors Centre or alternatively find the information from the following website:

<http://www.melbourne.vic.gov.au/CommunityServices/ForYouth/InternationalStudents/Pages/WhatsOnInternationalStudents.aspx>

Remember to have fun while you are studying!!

## Sexual Assault

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

- When socialising, be smart. Drink in a way that leaves you in control. Leaving your drink unattended is unwise as it provides an easy opportunity for them to be spiked.

- Walk with confidence and purpose.
- Avoid isolated or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say "**No!**" loudly and with conviction.

## What do I do if I am assaulted?



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

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

# SECTION 4

## Studying at Menzies Institute of Technology

[www.menzies.vic.edu.au](http://www.menzies.vic.edu.au)

CRICOS number: 02815M / RTO: 21834

## Section 4: Studying at

### To Begin

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

### Student Administration Information

- Paying fees
- Enrolment
- Student ID Cards
- BKSB Learning Support Tool
- Refund & Cancellation Policy
- Deferral and Suspension Policy
- Transfer between Registered Providers Policy
- Student Support and Welfare Services
- Textbooks
- Student Diary / Handbook

### Student Support Services

**Quick Guide to Key Personnel**

### Campus & Facilities

List of Facilities

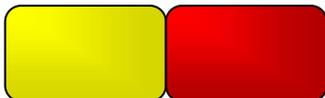
Campus map

**Guide on how to navigate through BKSB tool**

**My Student Survival Page**

**Annexure**

# To Begin:



## Arrive early

Menzies will provide an International Student Orientation before the commencement of classes. It 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 **International Student Handbook** Menzies provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although this manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

### Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution
  - Menzies Office staff and their duties
  - Course Coordinator
  - Student Services staff
  - Student Welfare Counsellors
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, and more.
- Meet and get advice from your Course Coordinator
- Find your way around the campus
  - Computer rooms and facilities
  - Recreation and eating areas
  - Clubs and Associations
  - 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 routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/City/to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

## What to Do First

Report to Head Office and inform them you are in the country.

## International Student Orientation

Ask what day and time the International Student Orientation is.

## International Student 'Code of Conduct'

At Orientation you can ask what is the "Student Code of Conduct". See Annexure – MITP04.

## Academic Policies & Procedures

At Orientation you can ask what are the "Policies and Procedures". See Annexure for relevant policies.

## Complaints & Grievances

At Orientation you can ask what are the "Complaints and Appeals" procedures. See Annexure – MITP07.

## Academic Progress and Attendance

At Orientation you can ask what are the “Academic Progress and Attendance Policies”. See Annexure – MITP01, MITP02.

## International Student Visa Conditions

For a full list of **mandatory** and **discretionary** student visa conditions please visit <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

### Current Address Details

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

If you change your address, you must come to head office and fill in a form.

## Student Administration Information



### Paying Fees

Students need to manage their finances well in order to study and live in Melbourne, Australia. This is to ensure that the student’s learning experience is hassle-free and rewarding.

The tuition fees are the first priority and students with a large amount of outstanding fees can have their enrolment cancelled.

Any students who encounter financial difficulties during their studies with Menzies are welcome to speak to the Institute’s Finance Officer or the Student Services Coordinator.

### Enrolment

To complete your enrolment, you will need to attend the Orientation Session on the date as stated in your Letter of Offer.

### Student ID Cards

After you have completed the Orientation Session, you will be issued with the Menzies Student ID card during your first weeks of classes.

### BKSB learning support tool

Towards the end of this Handbook, you will find a guide on how to navigate through the BKSB tool.

### Refund & Cancellation Policy

Please refer to the Institute’s refund and cancellation policies stated in the Annexure – MITP08, MITP10.

### Deferral & Suspension

Please refer to the Institute’s deferral and suspension policies stated in the Annexure – MITP08.

### Transfer between Registered Providers

Please refer to the Institute’s transfer policies stated in the Annexure – MITP09.

### Student Support & Welfare Services

Please refer to the Institute’s student support and welfare services policies stated in the Annexure – MITP14, MITP 28, MITP29.

## Textbooks

It is important that you bring your textbooks with you for all classes. This is because a majority of the learning is based from the textbooks. Basically, if you forget to bring your textbook, you will not get the best education possible and not receive the full education services which you have paid for.

## Student Diary/Handbook

Our Student Diary contains comprehensive information in regards to our policies and procedures concerning attendance monitoring, course progress, payment of tuition fees, cancellation/suspension/deferrals, complaints and appeals and various student support services. The Student Diary should be read together with the Orientation Guide and/or our policies.

## Student Support Services



Menzies has a Student Services Department which can help you with your needs. Feel free to come in for a chat or make an appointment at the Head Office.

## Quick Guide to Key Personnel:



### WHO TO SEE

### ISSUES

#### ACADEMIC

Trainer / Teacher	Questions about content of units, teaching procedures/methods, assessment.
Course Coordinator	Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study.
Trainer / Teacher	Help with reading, writing, note taking, preparation for exams & assignments.

#### ADMINISTRATIVE

Student Services	Visa problems, financial problems, enrolment and short term accommodation.
Student Services	Health care/insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.
Trainer / Teacher	Timetable, registration in subject units.
Admin Office	Change of address/personal particulars

#### PERSONAL

Student Counsellor	Problems with relationships, home-sickness, gambling, depression, family issues, culture shock.
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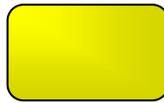
Student Counsellor

Sexual harassment, discrimination issues.

Student Services

Accommodation issues

# Campus & Facilities:



## List of Facilities

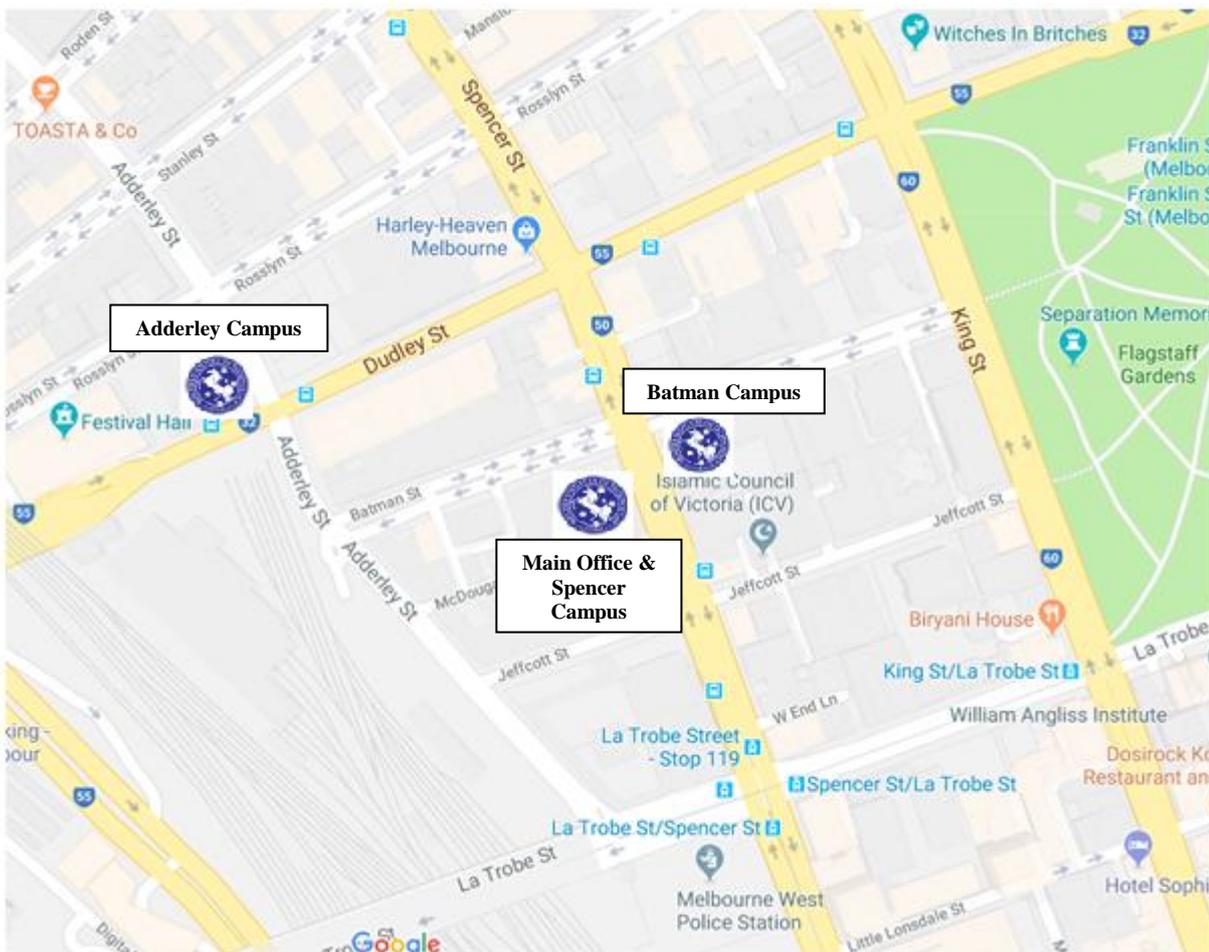
**Menzies Institute of Technology** currently has 3 campuses in and around Melbourne's CBD. The facilities included in our campuses are:

- 2 state of the art automotive workshops
- 2 well equipped practical baking facilities
- 2 large electronics laboratory
- 1 multi-purpose electronics workshop
- 3 modern and bright dental laboratories and workshops
- Theory classrooms with LCD TV's, Interactive Whiteboards and wireless internet access
- Designated student computer facilities with internet access and student printer
- Designated student common areas

## Campus map

**Menzies Institute of Technology** currently has 3 campuses. Go to the Webpage below and click on "Campuses" to see their locations:

<http://www.menzies.vic.edu.au/>

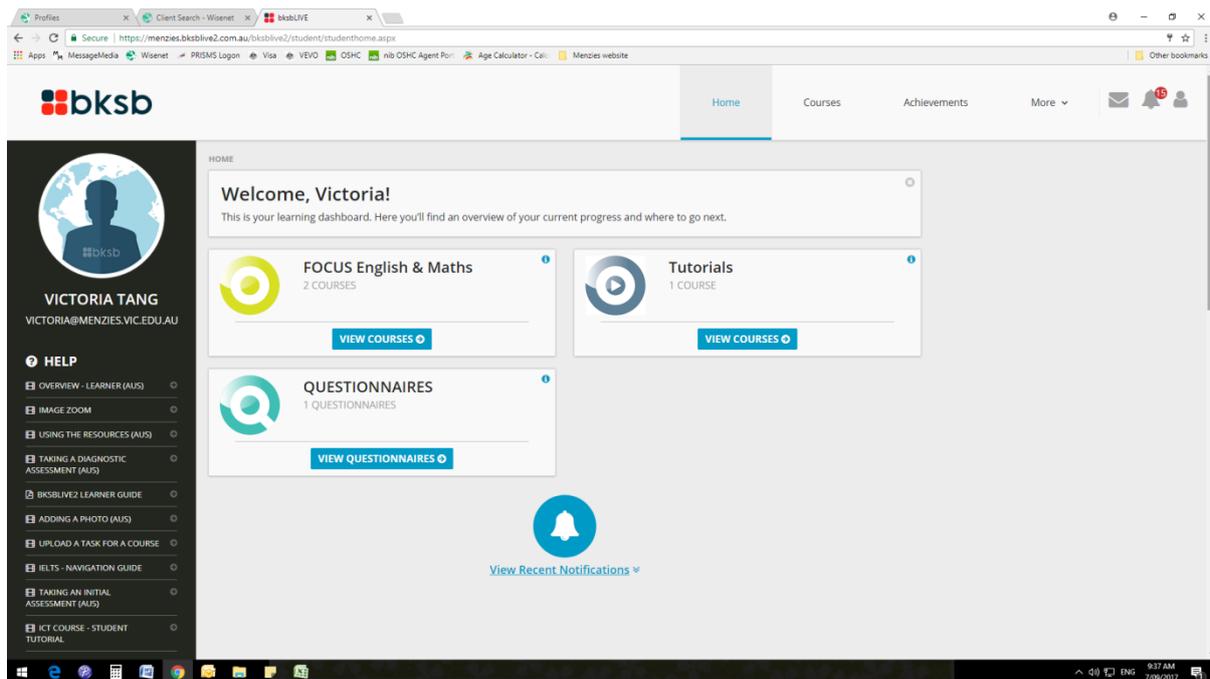


# How to navigate through your BKSB tool

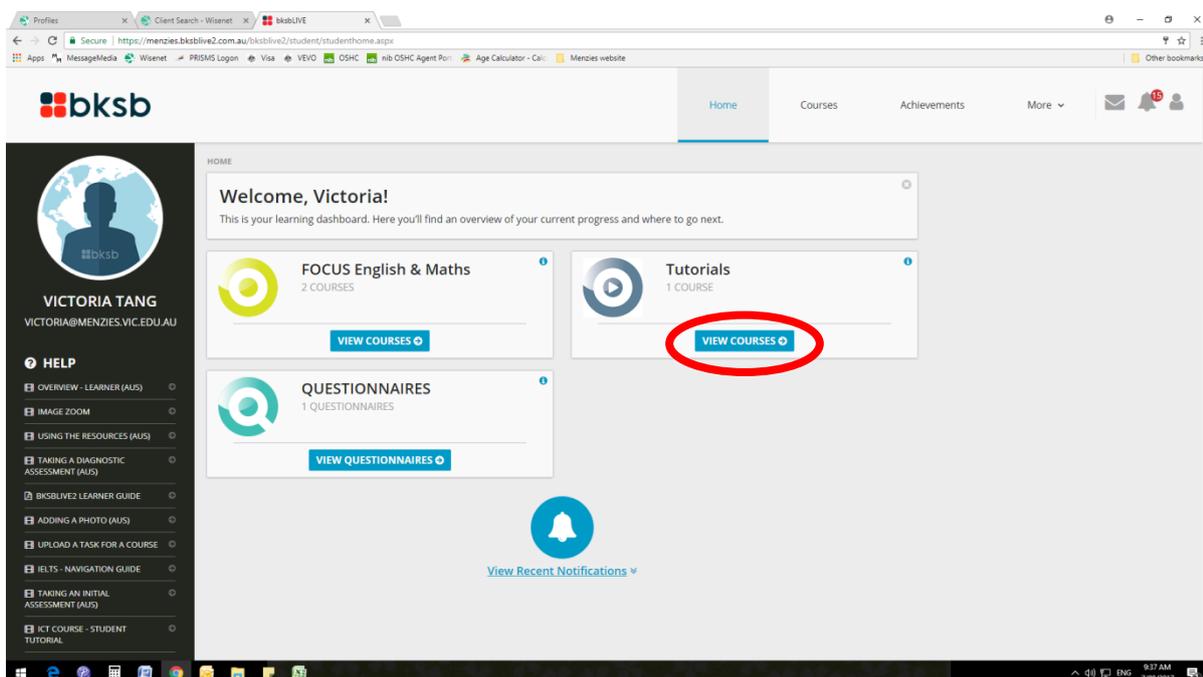
The Online Learning Tool will help support your Literacy and Numeracy skills through a series of modules and exercises. This will help you build a stronger foundation as you progress through your course.

You should have received an email with your login details. When you first login, you will be prompted to change your password.

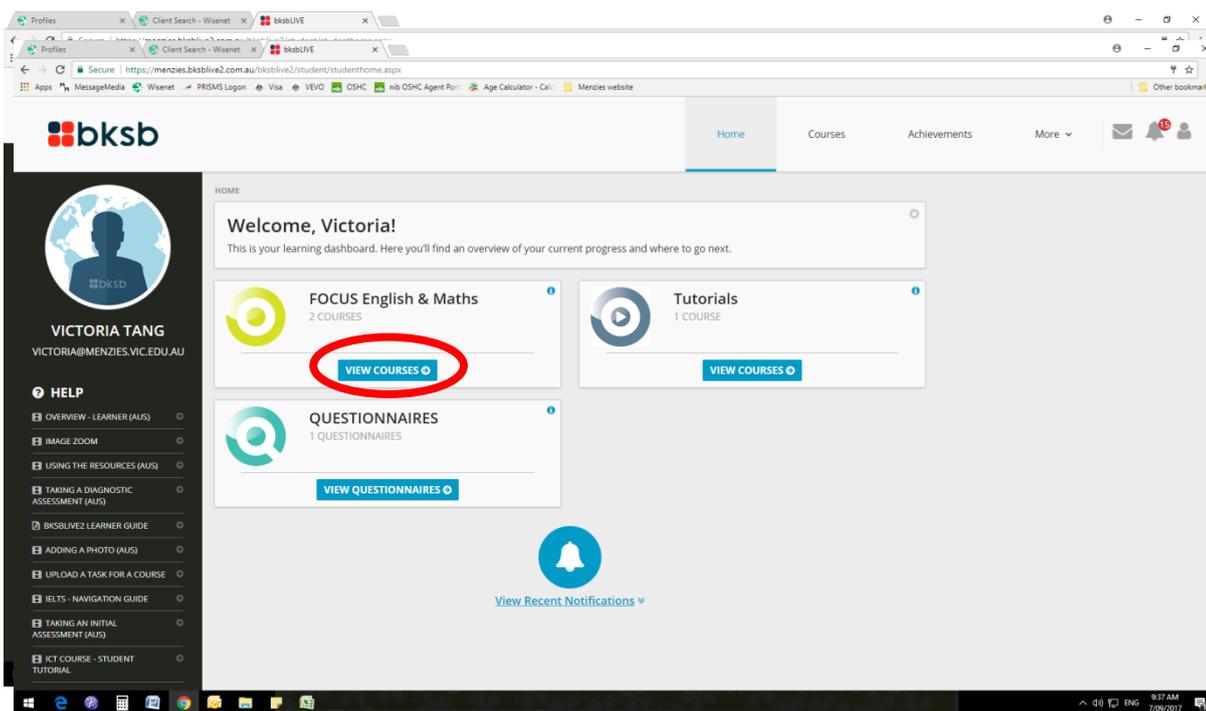
When you have logged in you will be welcomed with the "Home Page".



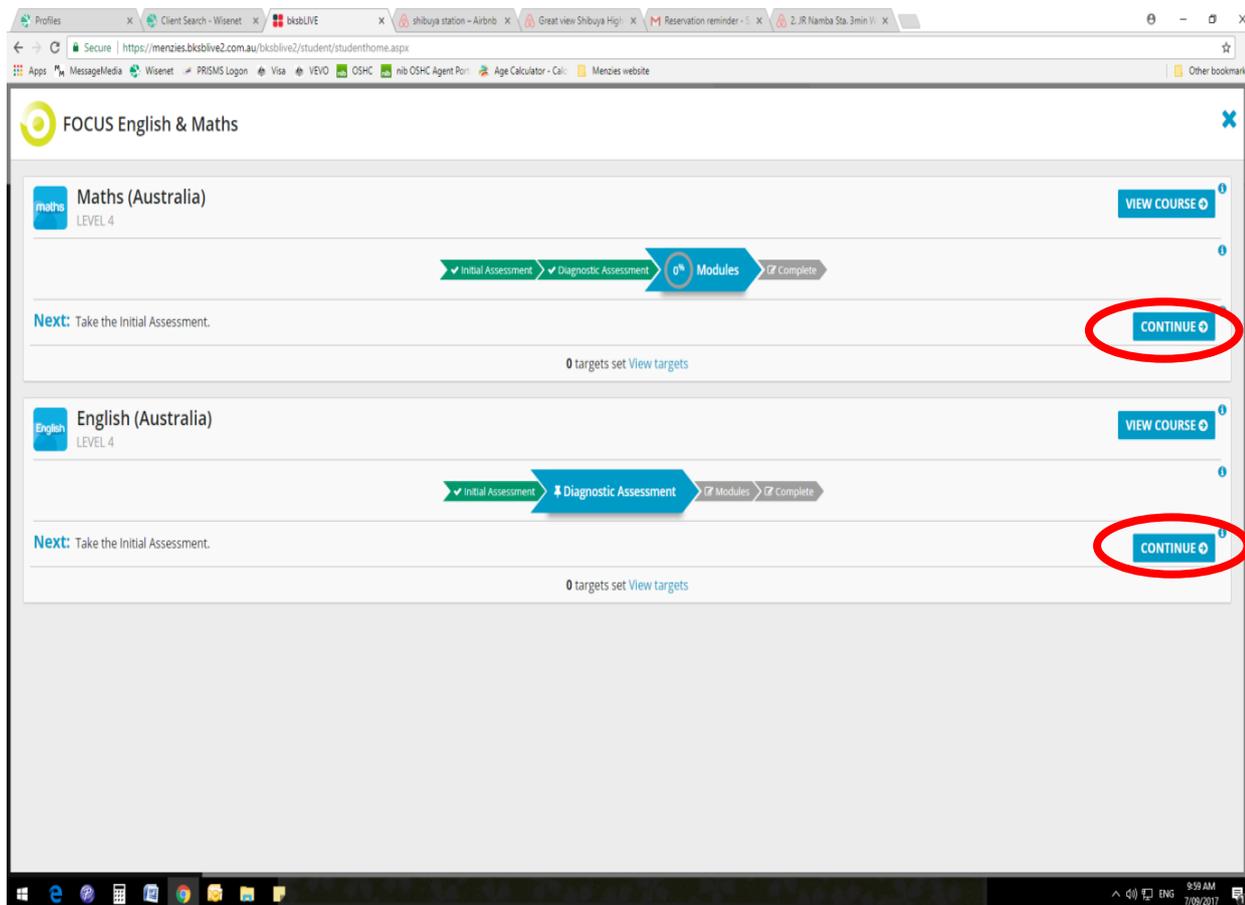
Please click on the Tutorials "View Courses" button to view a video about using the BKSB system.



After viewing the Tutorials, click on the "Home" button to take you back to the Home Page. From the Home Page you can click on the FOCUS English & Maths "View Courses" button.



This page will have the Initial Assessment, Diagnostic Assessment and Modules to complete all in one location. You will need to complete all components available to you.



Click on the "Continue" button to start where you last stopped in the assessment timeline.

Initial Assessment will give a preliminary assessment of your ACSF Level. Diagnostic Assessment will give the tool an indication of the areas to help you in.

Modules will be the exercises the Diagnostic Assessment has determined will help you improve in those areas.

Continue until all assessments in English and Maths are complete.

## My Student Survival Page

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

### Government Departments

**DHA** – Department of Human Affairs  
**131 881** [www.humanaffairs.gov.au](http://www.humanaffairs.gov.au)

**ATP** – Australian Taxation Office  
Tax File Number: **132 861** [www.ato.gov.au](http://www.ato.gov.au)

### International Student Care Service (ISCS)

[www.internationalstudentcare.com](http://www.internationalstudentcare.com)

**Phone: +61(0) 418 545 799**  
**Email: [mark@internationalstudentcare.com](mailto:mark@internationalstudentcare.com)**  
Interpreters available on request

### Institution 24hr Emergency \_\_\_\_\_

## My Important People & Places

Feel free to write names and numbers that are important for you in Melbourne ☺

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# **ANNEXURE**

## *\*Academic Policies & Procedures*

1. **MITP01** : Vocational Attendance Recording, Monitoring and Reporting Policy
2. **MITP02** : Vocational Course Progress Recording, Monitoring and Reporting Policy
3. **MITP04** : Student Code of Conduct
4. **MITP07** : Complaints and Appeals Policy and Procedure
5. **MITP08** : Deferral, Suspension and Cancellation Policy
6. **MITP09** : Transfer between Registered Providers
7. **MITP10** : Refund Policy
8. **MITP14** : Critical Incident Policy
9. **MITP28** : Student Support Services Policy
10. **MITP29** : Student Welfare Policy

*\*The abovementioned policies can be found on our website.*

