Student Handbook

Launch your Career!
How to use this Handbook

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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 - **

<table>
<thead>
<tr>
<th>Colour Code</th>
<th>Information</th>
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<tbody>
<tr>
<td></td>
<td>“I need to know IMMEDIATELY!”</td>
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<td>“I need to know by the first week!”</td>
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<td>“I need to know BEFORE classes begin!”</td>
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<td>“I need to know by the end of WEEK 4!”</td>
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<td>“I need to know by the end of WEEK 6!”</td>
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<td>“I need to go back and remind myself of this as I go through my study!”</td>
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SECTION 1

Welcome

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Section 1: Welcome

Important Information & Emergency Contacts Education

Provider Main Contact Details International Student
24 Hour Emergency Contacts Important Telephone Numbers
   Emergency Police, Fire, Ambulance
   Department of Immigration and Border Protection (DIBP)
Medical Centres
Transport
Public Facilities
   Location of Automatic Teller Machines
   Location of Public Telephones
   Post Office

Application Step by Step Process Model

Things To-Do (International students)

Before Leaving Home
Upon Arrival in Australia

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Important Information and Emergency Contacts:

Redfern, NSW 2016
Ph: (02) 83995320

Education Provider Main Contact Details:
UBSS is located right across the road from Redfern railway station:

GCA Tower 2
1 Lawson Square
Redfern, 2016
Ph: 1300 422 422
Website: www.UBSS.edu.au

Emergency Telephone Numbers:
Police, Fire, Ambulance – 000

Department of Immigration and Border Protection (DIBP)
Sydney Office:
26 Lee St
Sydney, 2000
Opening hours: 9am to 4pm (Mon-Fri)

Ph: 131 881

Medical Centres near UBSS:
Redfern Station Medical Centre
Level 1, 147-151 Redfern Street,
Redfern, NSW 2016
Ph. (02) 83132999

City Doc Medical Centre Redfern
7-9 Gibbons Street,

Transport:
Public transport (buses, trains, monorail, ferry)
Ph: 131500

Taxis
Ph: 133300 (Taxis Combined)

Public facilities:
Location of Automatic Teller Machines (ATMs)
Commonwealth Bank
147 Redfern St, Redfern
(across the road from College)

Post Office
Redfern Post Office
156 Redfern St
Redfern, 2016
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 of loss.

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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 ......................................................................................................................
- 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).

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SECTION 2

Pre-Arrival

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Section 2: Pre-Arrival

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Keeping in Contact
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Application Step-by-Step Process Model:

**STEP 1:** Student enquiry and application  
(Via agent, exhibition, email, phone or fax)

**STEP 2:** GCA admissions issues  
‘Offer of place’

**STEP 3:** Student acceptance  
Return signed forms and fees

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

**STEP 5:** Student finalises visa conditions  
With DIBP

**STEP 6:** Student makes travel and/or accommodation arrangements

**STEP 7:** Student arrives in Australia

**STEP 8:** International student orientation & issue of Student ID Card

**STEP 9:** Student undertakes subject selection (enrols) on MyGCA and attends classes

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Introduction to Australia

Australia is one of the world’s most popular destinations for both education and tourism so you will be able to enjoy the unique Australian lifestyle whilst improving your English at the same time!

Australia is an island continent and though the population is relatively small at about 21 million people, it is the 6th largest country in the world. Since the country is so huge, the climate is varied over different regions. However, generally speaking the climate is temperate, with the northern areas being warm all year round, and some of the southern states experiencing cooler temperatures in the winter months.

The vast majority of the population is concentrated in the coastal regions of the country, especially down the east coast between Melbourne and Cairns. Australia prides itself on being a cultural melting pot, reflecting cultures from all over the world. The multicultural environment means it is possible to experience the lifestyle and food of people from all over the world, especially in the major cities.

Australia is also famous for its environment and natural, unspoilt beauty. There are plenty of places of interest to visit within easy distance of major cities, and many national parks throughout the country. Also, countless species of plants and animals are native to the country, many of which can be seen in national parks.

For more information about Australia, visit the following websites:

Choose Australia
About Australia
Tourism Australia

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Introducing Sydney

Sydney is an exciting and cosmopolitan city, famous for its beautiful beaches and warm climate. Apart from its natural beauty, Sydney is also famous for its relaxed way of life and its multicultural mix of people.

You can enjoy food and culture from all over the world in just one city. Go to Cabramatta to find out about South East Asian cultures, or to the centre of the city to visit Chinatown. Or why not visit Leichhardt and experience Italian culture? Or try Lakemba or Rockdale if you want to find out about Middle Eastern food and culture in Sydney.

You can experience the city’s natural beauty for the price of a ferry ticket on Sydney Harbour, and from there you can see famous landmarks like the Sydney Harbour Bridge and the Sydney Opera House.

For more information about Sydney, see the following websites:


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Introducing UBSS

UBSS is located in a city building in the heart of Sydney’s education sector. Our central location is handy for students as it is close to shops, parks, transport and attractions such as Darling Harbour, Sydney Town Hall and a major city train station.

Students come from all over the world for the high quality of tuition offered by UBSS. By studying at UBSS you are entrusting your education to our high reputation, our experience of delivering quality education in Australia and our state of the art facilities.

The college boasts world class facilities and prides itself on the use of the latest educational technologies for course delivery. Classrooms are spacious and have spectacular city views, and are equipped with interactive whiteboards (smartboards), allowing lecturers to access the internet directly from the classroom.

UBSS is part of Group Colleges Australia, an educational consortium including Central College (vocational courses), and Metro English College. All colleges are situated in the one building, and provide educational pathways between the different colleges.

UBSS is a Sydney-based education institution that offers a Bachelor of Accounting and a Bachelor of Business, with exit points at the Diploma and Associate Degree levels, providing students with a lot of flexibility. The Business Degree also has 3 majors and one double major, and requires students to choose a major of specialisation at the beginning of their course.

10 Good reasons to choose UBSS:

- World class educational facilities such as interactive whiteboards.
- Pathways available through Group Colleges Australia such as Central College.
- All student records available online from anywhere in the world – students can access grades, reports, timetables, attendance etc. from a secure password protected website.
- Spacious light-filled classrooms with sweeping views over the Central Business District, Botany Bay, and other areas of Sydney.
- We have been around for more than 10 years, so you can rely on us to deliver high quality courses.
- All our lecturers are qualified with extensive experience with international students.
- ‘Moodle’ online learning platform available for students to access course content from the internet.
- Convenient location across the road from Redfern railway station, just one stop from Sydney’s main railway station, ‘Central’.
- Large resource room on Level 2 of campus dedicated to UBSS students, equipped with group discussion rooms, private study areas and free tea and coffee facilities.
- E-library that you can access from your MyGCA account from anywhere at any time.

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Arranging Visas:

Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may 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 (i.e. GCA) 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 be a lengthy process depending on your country of origin.

**Department of Immigration and Border Protection (DIBP)**

The Australian Government’s Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm) for the latest information.

**Department of Foreign Affairs and Trade (DFAT)**

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

**Migration Agents**

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

**Education Agents**

Education agents 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.

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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 full-time enrolment status in the course with a standard study load of 4 subjects per semester (over 2 semesters per year) with no less than 3 subjects per semester (and ensuring that you have financial status at all times as a condition of enrolment).
- 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 http://www.immi.gov.au/students/students/chooser/

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 International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Sydney International Airport which is the closest international airport to Sydney. Sydney International Airport is located about 8 km south of the Sydney Central Business District. It is easily accessible by car, train, taxi or bus.

For more information visit: http://www.sydneycityairport.com.au/Sacl/

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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 GCA
- Confirmation of Enrolment (eCoE) issued by GCA
- 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're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.agis.gov.au:

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

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

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Seasonal Considerations

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

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

Clothing

On most campuses, students usually dress informally. Jeans or trousers 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 your traditional dress and accessories.

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

☑ alarm clock
☑ bath towels, bed sheets, pillow cases
☑ dictionary (bilingual)
☑ small sewing kit
☑ music CDs or iPod
☑ sporting equipment
☑ toiletries
☑ umbrella
☑ scientific or graphics calculator
☑ camera
☑ micro recorder for lectures
☑ spare spectacles or contact lenses
☑ your optical prescription
☑ photos of friends and family
☑ swimming costume
☑ small gifts from home

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

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

Bringing Your Computer

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

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

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

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before

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

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a
legal document. **You must tick ‘YES if you are carrying any food, plant material including
wooden souvenirs, or animal products**. This includes fruit given to you during your flight. If you
have items you don’t wish to declare, you can dispose of them in quarantine bins in the airport
terminal. Don’t be afraid to ask airline staff if you have any questions.
If you are carrying more than **AU$10,000** in cash, you must also declare this on your Incoming
Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash
but arrange for an electronic transfer of funds into your Australian bank account once it has been
opened.

**Entry into Australia**

**Australian Immigration**

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

**Baggage Claim**

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

**Detector Dogs**

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

**Australian Customs and Quarantine**

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

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now
screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to
declare or dispose of any quarantine items, or make a false declaration, you will get caught. In
addition to on-the-spot fines, you could be prosecuted and fined more than **AU$60,000** and risk 10
years in prison. All international mail is also screened.

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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.

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**Getting From the Airport:**

Sydney International Airport is situated quite close to the Central Business District (CBD) and is accessible to public transport.

**Train**

There are rail stations located at both the International and Domestic Terminals.

The International rail station is located at the northern end of the terminal and is accessible from the arrivals level.

**Travel to the City**

Airport Link is a fast and convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey into the city takes only 13 minutes. The international and domestic rail stations link directly to the City Circle which means most city destinations are within a short walk of stations.

**Travel to the Suburbs**

Tickets can be purchased to all Sydney stations from the International and Domestic rail stations. Simply catch the train from the International or Domestic stations to Central station and change for all suburban services.

For more information on fares, maps and travel planners visit the [Airport Link](http://www.airportlink.nsw.gov.au) website or phone +61 2 8337 8417.

**Public Buses**

There are many bus services that operate to and from Sydney Airport - most of which require pre-booking. See the options below to determine which service best suits your needs.

**Sydney buses**

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Sydney Buses has a timetabled service between Bondi Junction and Burwood with stops at both T1 International and T3 Domestic Terminals. Clearly marked bus stops are located on the arrivals level outside each of these terminals.

General Information about fares, timetables and connections to other parts of Sydney is available at [www.sydneybuses.info](http://www.sydneybuses.info).

**Taxis**

Each terminal has its own sheltered taxi rank with supervisors on hand in peak hours to ensure a smooth flow of taxis for travellers.

Kerbside supervisors can also organise taxis with baby capsules, wheelchair access, 5 seaters, station wagons for lots of baggage, and maxi taxis for groups.

Here are some approximate return fares you can expect to pay to and from Sydney Airport. Remember passengers pay for any bridge or road tolls on top of the fare (these fares are in Australian dollars and are based on non-peak traffic conditions):

Return fare to Sydney Airport:

- Sydney City $50
- North Sydney $65
- Manly $103
- Parramatta $165
- Liverpool $114
- Cronulla $89

A $3.00 airport toll is payable by all passengers taking a taxi from any of Sydney Airport’s taxi ranks.

**Keeping in Contact:**

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them). 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**

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You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU$1500 to AU$2000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money 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 money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

**Currency Exchange**

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Sydney, you can also change money at any bank or at currency exchanges located along George St in the Central Business District.

**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:**

Most international students either organise rental share accommodation in a house or apartment, or seek homestay accommodation.

Rental or share accommodation can be found by visiting: [http://www.domain.com.au/](http://www.domain.com.au/)

**Temporary Accommodation:**

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Hotels, Motels & Backpackers

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

Visit the following websites for more information:
http://www.sydneybackpackers.com/

Staying With Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Bringing My Family

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

Issues to Consider

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

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

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

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

Child Care

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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.

Visit the following website to find information about local child care centres:

http://www.careforkids.com.au

**Schools:**

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

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 31 July 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: [https://www.det.nsw.edu.au/](https://www.det.nsw.edu.au/)

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

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SECTION 3

Settling-In

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Permanent Accommodation:

Choosing Where to Live

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

Types of Accommodation:

Rentals

Median weekly rents in Sydney are approximately $400 for an apartment and $500 for a house. However, these prices can vary greatly depending on the size, quality and location of the rental property.

Generally speaking, locations close to the city or beaches can be much more expensive. Cheaper rental accommodation can usually be found at longer distances from the city centre.

Where to Look for Accommodation:

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

- Student noticeboards around campus – see the noticeboard in the student lunch room
  http://www.realestate.com.au

Things to Keep in Mind When Renting:

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A$1,000 dollars (4 weeks rent). A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

The landlord or real estate agent must lodge your rental bond with the NSW Office of Fair Trading within 7 days of receiving it from you. When you decide to leave the premises, a ‘Claim for return of bond money’ form must be submitted to the NSW Office of Fair Trading before the bond money can be refunded.

Visit the NSW Office of Fair Trading website for more information:

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

Inspection of Property
Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.
If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Utilities
Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

Contact 'Fast Connect', a free service funded by providers that can connect your gas, water, and telephone, broadband and pay TV:

http://www.fastconnect.net.au

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

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

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

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

Bills & Expenses:
Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone? If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

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

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

Personal Habits & Individual Needs:

Smoking:
Do you prefer to have a smoker or non-smoker as a roommate? Is a smoker alright as long as they smoke outside the residence? (Many rental agreements will forbid smoking inside the premises) Clarify your stance on the use of alcohol and/or illicit substances.

Music & Television:
What are your musical likes and dislikes? Do you watch TV everyday or just once in a while? Do you like to study with or without music/TV?

Personality Traits & Communication:
How do you perceive yourself? How do others perceive you? Do you enjoy being around a lot of people - or just a few friends? Are you more comfortable by yourself?
What about overnight visitors?  
When conflicts arise, how do you go about resolving them?  
How do you behave when you're happy - angry? What are the things that bother you most?  
*Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust.*

**Housekeeping**  
Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you; these are the responsibility of each individual and are a sign of personal independence and becoming an adult. **Note that hiring a cleaner/housekeeper in Australia will be significantly more expensive than in your home country.**

Most Australians, especially landlords and rental agencies, believe it is **very important** for one’s living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

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

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

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

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

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

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

Cleaning Products

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

Maintenance & Fixtures & Fittings

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

Smoke Alarms

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

ONLY WORKING SMOKE ALARMS SAVE LIVES!

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

(Source: Metropolitan Fire Brigade, Melbourne)
Where Can I Get Help?

NSW
The Tenants Union of NSW
http://www_tenants.org.au/

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. 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

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**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/](http://www.mobiles.com.au/mobile-phone-plans/)

- [www.telstra.com](http://www.telstra.com)

(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.

There are over 200 computers with internet access available at Group Colleges Australia for student use. Most computers are located on the 5th floor and as soon as you are registered with the college and have set up your student account (on your first day) you will be able to access the computers.

The college also provides free wireless access throughout the building for all students, so you can also bring your laptop in if you prefer.

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$0.50 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.

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**Envelopes Face Format - Allocation of Zones**

**Typical Machine Addressed Envelope**

Always include a return address.

Use a fixed-space font such as Courier 12 point and ensure the characters do not touch or overlap.

Always include the correct postcode in the last line. Leave one or two spaces between the place name, the Territory or State abbreviation and the postcode.
Getting Around

Public Transport (Buses, trains, monorail and ferry)

Sydney has an extensive public transport system which integrates several different modes of transport depending on where you live.

For information about fares and timetables ring: 131500 or visit the Transport Infoline: http://www.131500.com.au/

Taxis

Taxis are frequent in Sydney. Look for a taxi that has its light on and flag it down by waving your hand. Taxis can be expensive so it is often worthwhile to ask the taxi driver approximately how much your journey will cost. To book a taxi, phone: 133 300 or 131 017.

Driving

As a temporary overseas visitor, you are allowed to drive in NSW as long as you hold a current driver’s licence from another country. See the NSW Transport, Roads and Maritime Services website for more information: http://www.rta.nsw.gov.au/licensing/newtonsw/international_drivers.html

Bicycles

In NSW, bicycles are regarded as vehicles so cyclists are subject to the same road rules. Please note that is compulsory to wear an approved helmet at all times when riding a bicycle in NSW. See the NSW Transport, Roads and Maritime Services website for more information: http://www.rta.nsw.gov.au/roadsafety/bicycles/cyclingrules.html

Shopping

Where to Shop

In the immediate vicinity of the college there are two shopping streets, Redfern St and Regent St. There is a nearby convenience store, newsagency, chemist, and bank, as well as various other retail outlets. Many of these are factory outlet stores which sell cheap brand-name clothes, shoes and homeware.

The college is only one train stop from Central Railway Station, the gateway to Sydney’s Central Business District (CBD). In the CBD you can find a full range of retail shopping outlets, including department stores, bookshops, eateries, and specialty stores.

Business Hours

Apart from major public holidays such as Christmas, Easter and Anzac Day, there are no restrictions on shop trading hours in NSW. Most shops are open 7 days per week, and department stores in the city usually operate between 9am and 7pm seven days per week.

Late night shopping on Thursday nights means that most stores extend their hours, often to 9pm or sometimes 10pm. Also, some big supermarkets are open 24 hours, 7 days a week.
It is always best to contact shops directly to find out about specific opening hours.

**How to Shop**

**Bargaining/Haggling**

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: 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.

**Yellow Pages**

The Yellow Pages are a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. They are a **GREAT time-saver** and very useful when you are looking for specific products or services. "**Let your fingers do the walking!**” These books may be provided in rental properties, and are available at Post Offices around Australia.

Or you can visit the website:  [www.yellowpages.com.au](http://www.yellowpages.com.au)

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**Health:**

<table>
<thead>
<tr>
<th>Health</th>
<th>000 Emergency</th>
</tr>
</thead>
</table>

**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 directly on: 8503 5199

Redfern Police Station is right next door to the college at:
Tower 1, 1 Lawson Square, Redfern, 2016.

A victims of crime counselling service is available on: 8688 5400 or Freecall: 1800 633 063. Or you can visit the website at:

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

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-hours 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?**

All students at Central College are required to pay the OHSC fees along with enrolment and course fees. Group Colleges Australia’s preferred OSHC provider is Medibank Private.

For general enquiries regarding Medibank Private you can ring 132 331 or visit the website: [www.medibank.com.au](http://www.medibank.com.au)

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


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

**What am I covered for?**

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

**How do I use my OSHC card?**

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

**How do I make a claim?**


**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 (OSH) 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 Centres near UBSS

Redfern Station Medical Centre
Level 1, 147-151 Redfern Street,
Redfern, NSW 2016
Ph. (02) 83132999

City Doc Medical Centre Redfern
7-9 Gibbons Street,
Redfern, NSW 2016
Ph: (02) 83995320

Broadway Medical Centre
185-211 Broadway, Ultimo (Unilodge Building)
Ph: 9212 2733

Waterloo Medical Clinic
162-822 Bourke St, Waterloo, 2017
Ph: 8399 0611

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). **You must only see a doctor with a registered provider number.**

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 *AUS$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.immi.gov.au or phone 131 450

*2008 Applicable limit.
Medical Facilities in Sydney

**Hospitals**

**Royal Prince Alfred Hospital**  
Missenden Road  
Camperdown NSW 2050  
Phone: +61 2 9515 6111

**Prince of Wales Hospital**  
Barker Street.  
Randwick. NSW. 2031  
Ph: 9382 2222

**Sydney Hospital and Sydney Eye Hospital**  
8 Macquarie Street,  
Sydney NSW 2000  
Ph: 9382 7111

For more information about the locations of hospitals around Sydney, visit:  

**Medical Centres near UBSS**

**Redfern Medical Centre**  
92 Regent St, Redfern  
Ph: (02) 9698 5763

**Broadway Medical Centre**  
185-211 Broadway, Ultimo (Unilodge Building)  
Ph: 9212 2733

**Waterloo Medical Clinic**  
162-822 Bourke St, Waterloo, 2017  
Ph: 8399 0611

**X-ray & Pathology Services**

**Douglass Hanly Moir Pathology**  
L3 G01 Wentworth Building  
Cnr City Rd & Butlin Avenue  
Sydney University 2006  
Ph: 9692 8256

**Central Sydney Imaging**  
Suite 102-103 RPAH Medical Centre  
100 Carillon Ave  
Newtown NSW 2042  
Ph: 8568 9000

**Pharmacies**

**Gold Cross Pharmacy**  
118 Redfern Street,  
Redfern, NSW  
Ph: 9698 2155
General Health

Maintaining good health is of vital importance when studying abroad.

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

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

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

(Source: Education Abroad Program, UCLA)

Mental Health

If a student is feeling distressed or upset, a lecturer or staff member can be approached by the student. If the student does not wish to do this, they can talk to the Principal who will then organise other forms of support or external counselling. The college has a certified counsellor on staff, who can be accessed through contacting the Principal.

Free external phone counselling services include:

- Lifeline Ph: 131 114 (24 hours)
- Salvo Youth Line Ph: 8736 3293 (24 hours)
- Salvo Care Line Ph: 8736 3292 (24 hours)

Physical Health

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

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

Sexual Health

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

Initial Expenses

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

<table>
<thead>
<tr>
<th>Expense</th>
<th>Estimated Cost*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary accommodation</td>
<td>$40 per night</td>
</tr>
<tr>
<td>Rental bond (four weeks rent @ $400/week)</td>
<td>$1,600</td>
</tr>
<tr>
<td>Advance rent (two weeks @ $300/week)</td>
<td>$600</td>
</tr>
<tr>
<td>Electricity connection</td>
<td>$200</td>
</tr>
<tr>
<td>Telephone connection</td>
<td>$80</td>
</tr>
<tr>
<td>Gas connection</td>
<td>$200</td>
</tr>
<tr>
<td>Internet connection</td>
<td>$200</td>
</tr>
<tr>
<td>Mobile phone and/or network sim card</td>
<td>$80</td>
</tr>
<tr>
<td>Household items, e.g. furniture, crockery, etc.</td>
<td>$2,000</td>
</tr>
</tbody>
</table>

*These are indicative costs only and vary between companies providing these services; and are subject to change at any time.

On-going Expenses

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

<table>
<thead>
<tr>
<th>Monthly Expense</th>
<th>Estimated Cost*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent (four weeks rent @ $300/week)</td>
<td>$1200</td>
</tr>
<tr>
<td>Food (four weeks @ $80/week)</td>
<td>$320</td>
</tr>
<tr>
<td>Electricity</td>
<td>$60</td>
</tr>
<tr>
<td>Gas</td>
<td>$30</td>
</tr>
<tr>
<td>Telephone</td>
<td>$120</td>
</tr>
<tr>
<td>Internet</td>
<td>$50</td>
</tr>
</tbody>
</table>
Mobile Phone $40
Transportation $160
Entertainment $50
Educational $1200
Insurance – health, house, car $80
Unexpected $200

TOTAL: $3,510

*These are indicative costs only.

**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.

**Bank & ATM Locations near UBSS**

<table>
<thead>
<tr>
<th>BANK</th>
<th>WEBSITE</th>
<th>LOCAL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Australia Bank</td>
<td><a href="http://www.nab.com.au">www.nab.com.au</a></td>
<td>University of Sydney</td>
</tr>
<tr>
<td>Commonwealth Bank</td>
<td><a href="http://www.commbank.com.au">www.commbank.com.au</a></td>
<td>Broadway Shopping Centre</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 Bay Street, Broadway, NSW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>147 Redfern Street, Redfern,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2016</td>
</tr>
</tbody>
</table>

45
Westpac Bank
www.westpac.com.au
Lower ground, Shop 4/5,
Broadway Shopping Centre,
Broadway, 2037

St George Bank
www.stgeorge.com.au
1-21 Bay St,
Shop G29 Broadway Shopping
Centre, Ultimo, 2007

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

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

Accessing Money from My Account

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

**ATMs (Automatic Teller 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 gyms. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.
When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

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

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

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

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

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

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

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

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

(Source: Australian Bankers’ Association Inc.)

**Using an ATM**

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

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

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

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

(Source: Australian Bankers’ Association Inc.)

**Safety When Carrying Money**

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

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

The second is:

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

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

Permission to Work

From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australia until the first official day of classes when the education provider will confirm your study commencement.

Working While Studying

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 40 hours per fortnight during the semester and unlimited hours when your course is not in session.
3. The Department of Immigration and Citizenship (DIBP) considers your course to be ‘in session’:
   - for the duration of the advertised semesters (including periods when exams are being held)
   - if you have completed your studies and your Confirmation of Enrolment is still in effect
   - if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Immigration and Citizenship)

For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/index.htm

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, although online is now the most common.

Try these online companies:

| www.seek.com.au |
| www.careerone.com.au |
| www.mycareer.com.au |
| www.jobsearch.com.au |

(Source: On-line search)
Earning an Income

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

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

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

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

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation
If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia
You will need to provide the details of your superannuation fund.

(Source: Australian Taxation Office)

Laws and Safety in Australia

Obeying the Law

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

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

Legal Services & Advice

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

You can visit ‘Law Access Online’, a NSW state government information service, which provides information about the law and available legal services:

Child Protection Laws

If you gain employment that involves working with children in NSW, your employer will ask you to complete a ‘Working with Children’ check. The completed form is then sent to the relevant government authority to check your suitability for the position including background checks for any previous criminal convictions.

If you are self-employed in an area that involves contact with children (anyone under 18 years of age) you are required by law to first obtain a ‘Certificate for Self-Employed People’. See the following website for information on obtaining this certificate:

For more information about NSW laws concerning children and young people, see below:

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(Source: Australian Institute of Family Studies)

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.

*When you register at UBSS on your first day, you will receive free internet access from any of the computers on the 5th floor of the building and the UBSS Resource Centre on level 2. These are available during college opening hours from Monday to Friday, provided they are not being used for teaching purposes. There are over 200 student computers available on the campus.*

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)

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**Personal Safety**

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

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

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

If you are **out and about:**

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

(Source: Australian Federal Police)

**Public Transport Safety**

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

**Buses**

Waiting for a bus:

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

Riding on the bus:

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

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

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras.
- Carriages nearest the drivers are always left open and lit. If you are travelling at night, look for the ‘Nightsafe’ area on the platform and only use the carriages alongside this area- they are usually marked with a blue light.
- 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)
**Road Rules**

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

**Owing a Car**

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

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

**Speed**

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

**Mobile Phones and Driving**

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

**Demerit Points Scheme**

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law. Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

(Source: Roads and Traffic Authority, NSW)

**Licence Requirements**

In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence 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 licence 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 licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.

When driving in NSW you must carry your overseas driver licence. Your licence must be written in English or, if the licence 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.

![Image of people driving](image_url)

**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 NSW, the limit is .05, but there are different limits for learner drivers or drivers of public vehicles. Visit the NSW Road and Traffic Authority website for more information:

Factors Affecting your BAC

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

- **Body size**: A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.

- **Empty stomach**: Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.

- **Body fat**: People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.

- **Women**: After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

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

Drinking Limits Advice

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

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

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

Random Breath Testing (RBT)

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

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

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

DON’T DRINK & DRIVE!

(Source: Australian Federal Police)

Alcohol, Smoking, & Drugs

Alcohol

Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia. See the NSW Police Force website for more information about the laws which apply to alcohol in NSW: [http://www.police.nsw.gov.au/community_issues/alcohol/key_issues/drinking_and_the_law](http://www.police.nsw.gov.au/community_issues/alcohol/key_issues/drinking_and_the_law)

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, pubs and dining areas, and in some workplaces. See the NSW Department of Health website for more information on smoking in public areas:


**Drugs**

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

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

(Source: Australian Drug Foundation)
Hitchhiking

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

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

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

Avoiding Dangerous Areas and Activities

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

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

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

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

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

Making New Friends

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

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

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

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

![Image](image.jpg)

**Sexual Assault**

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

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely 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.

You can phone the NSW Rape Crisis Centre for confidential counseling and assistance on: 1800 424 017 (24 hours). Or you can visit their website for online counseling or other information: [http://www.nswrapecrisis.com.au/index.htm](http://www.nswrapecrisis.com.au/index.htm)
From a **public phone or mobile phone**, ring the police on **000**.

1. 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.

2. 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 UBSS
Section 4: Studying at UBSS

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To Begin:

Arrive early
Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 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. Orientation at UBSS is held in the week before classes commence each semester and is compulsory for all new students to attend. Dates are published in advance on the UBSS website. 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.
  - Executive Dean/Director of Studies
  - Course or Academic Coordinator
  - Student Services staff
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, arrange transport concessions, and more.
- Find your way around the campus
  - Computer rooms and facilities
  - Recreation and eating areas
  - Classrooms
- Meet other 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

Make sure you have a copy of your Certificate of Enrolment (CoE) as well as your passport and/or visa information. Also, you will need your Sydney address and phone contact, as well as emergency contact information. Make sure you arrive early so that you don’t miss out on important information in the orientation presentation.

Ask for directions at the reception desk in the lobby to the UBSS orientation room.

Student Orientation

Orientation for all new students is held in the week prior to semester commencing. During these sessions an overview of UBSS and its requirements will be provided to students.

Language testing will occur for all students unless proof of English language capability according to the College’s entry requirements is provided at orientation or has been provided prior to this time.

Code of Conduct and Rules

Our policy is that no student may disrupt the learning environment of other students and those who do so are dealt with promptly.
THE STANDARD
All members of the College should respect themselves, other members and the property of the College. All members of the College are entitled to a safe learning and working environment free from racial discrimination, sexual harassment and occupational hazards. Each member of the College is entitled to an equal opportunity to all resources for their work and learning. The College does not tolerate physical, verbal or emotional harassment from any member of the college community.

COLLEGE RULES
The following rules form an integral part of the College Code of Conduct. Breach of any of these rules will result in disciplinary action and may lead to expulsion:
* Medical certificates for illness must be presented to the College within fourteen days of the student’s return from the absence to which the certificate refers.
* Students are expected to attend all classes on time.
* Students are to complete all work requirements including class work, homework and assignments/projects.
* Any student found cheating in exams a second time will be expelled.
* Students must attend, participate and actively engage in all curricula associated activities - including all class activities and those undertaken as part of an excursion or fieldtrip.
* Students are expected to maintain a reasonable standard of conduct at all times. This includes time spent on campus and time spent off campus on college related activities.
* Students will follow any reasonable request/direction made by any College staff member.
* Students are expected to dress in a neat and tidy manner.
* Mobile phones and electronic games must be turned off during class. Lecturers may confiscate any ringing phone or electronic item being used inappropriately in class. Confiscated items will be returned either at the end of class or at the end of the academic day.
* Dangerous items such as knives, flammable substances and any other illegal weapons or substances are prohibited on College premises.
* Health laws prohibit smoking anywhere in public buildings.
* Health laws prohibit spitting in buildings and public places. Spitting is forbidden on campus.
* Food and drink are not to be consumed in the computer laboratories, language laboratories or classrooms.
* Do not take food or drink in to the toilets. Students may use the student common room for eating.
* Alcohol and drugs are prohibited on campus. Students found with any quantity of alcohol, drugs or drug paraphernalia or any illegal substances on campus will be expelled.
* Chewing gum is not to be chewed on College premises.

The College reserves the right to expel any student who in any way breaches the College Code of Conduct or any of the associated College rules. If a student is expelled for any reason, all / any fees paid in advance are forfeited.

Dress Standards
* Students are expected to dress in an appropriate manner.
* The College prepares students for employment in varied industries. Students should be mindful they are being prepared for the business environment and should dress accordingly.

Law
UBSS adheres to local, state and federal laws.
Students should become acquainted with their responsibilities under these laws as they are expected to abide by these laws. Students should be aware of:

* Immigration laws regarding international students
* Anti Discrimination
* Sexual Harassment
* Privacy Act
* Copyright Act
* Health Act

**Academic Policies & Procedures**

Students are to refer to the *UBSS Academic Policies & Procedures* document located on the MyGCA website (look under the Policies section of your account on the left hand menu). An overview of key academic polices, such as plagiarism, examination rules, deadlines for submitting assignments etc is provided in this document, which is explained to you at orientation.

**Complaints and Appeals Procedures:**

These are detailed on MyGCA in your account under the Policies and Procedures section. UBSS also publishes formal grievance procedures on its public website in the policies section [http://www.ubss.edu.au](http://www.ubss.edu.au)

**International Student Visa Conditions**

For a full list of mandatory and discretionary student visa conditions please visit [www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm)

As an international student studying at UBSS you are required to comply with the following DIBP regulations:

- All international students must have Overseas Student Health Cover (OSHC). Students must maintain their health cover for the duration of their studies while in Australia.
- All international students must pay course fees in advance. Fees should be paid in full, before or upon enrolment.
- All international students must study **full time** (4 subjects in Semester 1 and 4 subjects in Semester 2), and at UBSS are currently not permitted to study by distance mode.
- All international students are required to contact the College, DIBP and the Overseas Health Cover Provider about any changes to their contact details during their time in Australia. This includes address, telephone and email details.
- All international students and their dependants may only work once their course has commenced and they have applied and received a work permit from DIBP.
- The ISIS Student System will check every teaching session and upload attendance to your student record which can be accessed via the internet.
- All international students are required to achieve a mark (for subjects not given Credit Transfer) for each subject of their Course and make satisfactory academic progress. Students who fail more than 50% of their subjects in any semester will be placed on Academic Warning and are
required to meet with the Executive Dean or delegate to determine an appropriate intervention strategy to help you improve your performance.

- Students who fail a subject are permitted to repeat (and pay for) the subject. However enrolling in the subject for a third time requires the Executive Dean’s permission and an alternative subject may be recommended.

- All international students and their dependants must leave Australia as soon as their student visa has expired, or as soon as their course finishes (if this occurs before the expiry date of their student visa) unless they have made alternative visa arrangements with DIBP.

- All international students are required to comply with the policies and procedures as they apply to international students and to meet all of the course requirements for the course that they have enrolled in.

*Failure to comply with any of the above regulations can result in the automatic cancellation of a student visa and withdrawal from the College.*

**Immigration Laws Regarding International Students and Visitors**

It is the responsibility of all holders of visas entering Australia to become familiar with, understand and comply with their visa requirements. Students in particular should understand their work rights and study obligations. Not understanding these rights and obligations is no excuse and failure to comply may result in the student having to leave the country.

DIBP (Department of Immigration and Border Protection)
Sydney Office
23 Lee Street Sydney 2000
Tel: 131 881
Operating Hours:
9am to 4pm (Mon-Fri)
9am – 3pm (Wed)

**Current Address Details**

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

Students should bring their current address and telephone details, as well as emergency contact information (family member, homestay, parents or friend) with them to the orientation session on their first day. During the online registration process, you will need to enter all these details.

DIBP rules state that students MUST tell the college where they live in Sydney as well as their contact phone numbers. If you are on a student visa, you have 7 days in which to change your address or phone number in your student account, should this information change after registration. Students can change their details in their ISIS account by clicking on ‘Australian address’ from their student homepage.

**Student Administration Information**

**Paying Fees**

You must pay your fees before starting your course and keep fees paid in advance. You will not be able to attend class or graduate if you have not paid your fees. You can pay your fees by:
• Credit card- preferred method
• BPay

For the purposes of payment of fees Group Colleges Australia (GCA) comprises Central College, Metro English College and UBSS.

Payment of fees in advance secures the student a place in their chosen course/s and fixes the price of the course/s for the period of time for which they have prepaid. Tuition fees can be varied at any time so prepayment allows the student protection from any tuition price rises during the period for which they have prepaid.

Prepaid monies are allocated by the College to resourcing the course delivery for at least the period anticipated by the student’s enrolment and prepaid period. The College has the expectation that a student will commence and continue a course and plans and staffs accordingly.

Payment of Fees (Bpay)
• Contact your bank – Register for BPay
• Group Colleges Biller Code
• Customer Reference Number – See Student Services to get your personal reference Number
• Telephone/Internet banking – with BPay you can pay conveniently in your own time

Fees Calculation - Normal Course Duration

The cost for a course is quoted at the time of enrolment and at UBSS is paid by subject. This is subject to change at the discretion of the College. Students will be notified with advance notice if a fee change is to be implemented. The College reserves the right to change course fees.

The course price is based upon the course containing a set number of subjects being completed over a set time.

FAILED SUBJECTS - NORMAL COURSE DURATION AND LOAD
Where a student fails a subject a failed subject fee will become due and payable on the completion of the second attempt of that subject.

UNPAID SUBJECTS
Students do not get credit for unpaid subjects. Subjects for which the student has not paid will not be displayed on the student Academic Transcript.

Financial Hardship

Students unable to pay their tuition fees on time for any reasons should discuss their problems with Student Services Staff or the Executive Dean of UBSS.

Fee-Help

Group Colleges Australia has been approved as a FEE-HELP provider, which means that Australian Citizens can borrow money from the Federal Government for their studies towards their degree. Details are available on the UBSS website (www.ubss.edu.au) in the Fees section

International students on a student visa are not eligible for FEE-HELP.

E-mail and Bulletins

The main form of communication is email. All students are given an email account when they enrol at the College. The College communicates with students via this mechanism, therefore the student should check their College email account regularly. All notifications regarding academic progress or
communication of any form is done by email. **Saying that you did not check your email does not constitute a means of getting out of notifications.**

Students can access their free UBSS email account by going to http://studentmail.groupcolleges.edu.au. Students logon using their Student ID for both logon ID and Password. Once you logon there is a welcome message that asks you to change your password and setup the account. There is on-line help feature if you require any further assistance using your email account or see the IT Support Staff.

Students are also sent bulletins on MyGCA from staff to advise important information. Bulletins are displayed when you log into MyGCA and must be read before you can freely access the system.

**ID Cards**

All new students are issued with a photo identification card, showing their student identification number. To have their card ready for their first day in class, students must have their photo taken during the orientation session. Student cards are then available to be picked up from Student Services on the Ground Floor after 1pm of the day you had your photo taken.

Students are required to carry their ID card with them at all times while on College premises. Replacement cards cost $20 each and are available from Student Services. Since they are essential for attendance purposes (classes and examinations), students are advised to replace lost cards straight away.

**Subjects Offered**

A detailed listing of subjects offered for each semester will be displayed on MyGCA. It is at the discretion of the Executive Dean to schedule classes allowing students appropriate academic progression. **It is the primary responsibility of the students on a student visa to attend classes where they are scheduled.**

It is the student’s responsibility to monitor progression through their course plan that is presented in MyGCA during the subject selection process so that they know and understand the subjects required to complete the course for which they are enrolled. **International students are expected to study 4 subjects per semester (8 per year) and a minimum of 3 to be enrolled as a full-time student with the Executive Dean’s permission (this is only granted if you have academic progress or personal problems). This is to ensure you finish your course within your CoE period and comply with your visa regulations.**

If any student has a problem understanding what subject they should be taking, please see Student Services or the Academic Coordinator/Executive Dean for advice.

**Timetable**

UBSS operates on a 5 day, Monday to Friday teaching timetable. Each subject requires attendance for 3 hours per week (12 hours per week for 4 subjects) and classes start at 9am, 1pm and 5pm during Semesters 1 and 2; during subject selection you have some flexibility to choose your attendance times, however **you are expected to be available from Monday to Friday to attend classes and any part-time work commitments are a second priority to your studies.** Summer Term (Semester 3) is intensive and classes usually run for 4.5 hours and start earlier and finish later than in semesters 1 and 2.

Students can select subjects and access their timetable via their myGCA account.

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A sample weekly timetable:

* You can only do subjects listed for your course.
* UBS does not recommend all students have 20 hours per week of study whilst completing their course.

Select Term: Term 2 13-JUL-15

My Timetable

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Distance Ed</th>
</tr>
</thead>
</table>
| ✓ Business Economics (BAS11 A)  
Tom Valentine  
Room No. 104A  
06:00 - 12:00 |
| ✓ Corporate Finance (BAP53 A)  
Tom Valentine  
Room No. 104A  
13:00 - 16:00 |
| ✓ Information Technology for Accountants (BAC01 A)  
Lincoln Fingabair  
Room No. 202  
17:00 - 20:00 |
| ✓ Accounting for Business (BAP12 B)  
Licia Chen  
Room No. 1020  
13:00 - 16:00 |

Deferments

Deferring/suspending student/ Cancellation of enrolment – Standard 13 of the National Code

Deferment means deferment of commencement of study, this is where the student has not yet started with GCA.

Suspending student means suspension of study at the College for a period of time; this is where a student has undertaken some study with GCA.

Cancellation of enrolment means cancelling the student’s enrolment with GCA.

Deferment of study, suspension of study and cancellation of enrolment may have consequences for the student’s visa.

Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.
Student initiated application for deferral of commencement or suspension of enrolment

Students, who wish to defer the commencement of their studies or temporarily suspend their studies, must apply in writing to the Executive Dean of their College by email outlining the reasons for the deferral or suspension.

The student should at this time provide any evidence that is available to substantiate the application for the deferral or suspension. If the proof cannot be provided at this time the student is advised that they will need to bring appropriate documentation with them after the deferral/suspension period. That evidence will be kept by the student but a copy will be scanned and input into the student’s journal along with the application email.

Students must be aware that deferral or suspension of studies can only be evaluated for:

- Compassionate, compelling and other reasons (for example, illness where a medical certificate states that the student is unable to attend classes)

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports).

- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa (only applicable to deferment)

On receipt of the application the Executive Dean will access the request for compliance with Standard 13 of the National Code Part D.

The Executive Dean will approve the application if it meets the criteria.

The Executive Dean will advise the student, depending on the timeframe of the requested deferral or suspension, that it may affect the student’s visa.

No deferral or suspension of enrolment will be granted for a student wanting to take a holiday.

If the application is not approved the student is advised and also given access to the URL of the College’s documented complaints and appeals procedures.

The Executive Dean advises Student Services that the application has been approved or denied and Student Services enter the appropriate information into PRISMS.
Students services then record that this has been done and on what day into the student’s journal.

As each student’s situation will be different, please feel free to view the DIBP website or helpline (131 881) for information, or visit the DIBP office in Lee Street for advice, on how the potential change to enrolment status may impact upon your visa.

Information may also be obtained from the Department of Education, Employment and Workplace Relations (DEEWR) ESOS Helpline/Mailbox: Phone (02) 6240 5069, mailbox esosmailbox@dest.gov.au or the ESOS website at http://aei.dest.gov.au/esos

Registered Provider initiated suspension or cancellation of enrolment

If a student has been identified for suspension of studies or cancellation of enrolment on any grounds as per the College policy, Code of Conduct and Rules, the Executive Dean will interview the student and advise the reasons for the suspension or cancellation.

The Executive Dean advises the student that (1) they have 20 working days in which to appeal the decision of suspension of studies or cancellation of enrolment, (2) the reasons for that suspension/cancellation, and (3) that they can continue attending until their appeal has been heard. Related information will be entered in the student’s journal in ISIS. The student will be notified in writing by email to the student’s email account with the College of the decision and the appeal outcome.

If the student chooses not to appeal, Student Services are advised to enter the appropriate information into the Provider Registration and International Students Management System (PRISMS) and note in the student’s journal that the student has chosen not to appeal and that the College has therefore informed the Department of Education through PRISMS of their suspension of studies or cancellation of enrolment. A notification informing the student of this is sent to the student’s College email in which the student is advised to contact DIBP to discuss the impact to their student visa.

If the student chooses to appeal, the student is provided with the URL of the complaints and appeals processes and all necessary paperwork.

If the decision of the appeals process is against the student, the student is notified and suspension/cancellation will be then be enacted. If the timeframe of the suspension in Standard 13 requires that PRISMS is notified, the Executive Dean adds the student to the PRISMS list to send to Student Services, and Student Services notifies the Department of Education through PRISMS and makes the note in the student’s journal that this has been actioned. A cancellation of enrolment will result in the student’s CoE with the College being cancelled through PRISMS.

If the appeal is in favour of the student, the student continues to attend their course.

Students should be aware that three different outcomes for the student’s Confirmation of Enrolment (CoE) can ensue as a result of deferral of commencement, suspension of study or cancellation of enrolment:

- The provider notifies DEEWR through PRISMS that it is deferring, suspending a student’s enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the student’s enrolment status on PRISMS i.e. the student’s CoE status will still be listed as ‘studying’. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Immigration and Border Protection (DIBP). This information will be kept for future reference.

- The provider notifies DIISRTE through PRISMS that it is deferring or suspending a student’s enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new CoE. If the student has
nominated a date on which they will return “the event date” and they do not return within 14 days of that date, the student will be reported for cessation of studies.

- The provider notifies DIISRTE through PRISMS that it wishes to permanently cancel (terminate) the student’s enrolment. Once this process is complete, the student’s CoE status will be listed as ‘cancelled’.

Recognition of Prior Learning (Credit Transfer)

Please refer to the UBSS website (Policies Section: [www.ubss.edu.au](http://www.ubss.edu.au)) for information about credit transfer and the number of subjects which may be awarded.

Withdrawal from Subjects

A student may withdraw from a subject without academic penalty if they do so by the published census date, which is the first Friday after 20% of the semester has lapsed (including the exam period). The census date is published in MyGCA as part of the subject selection process and on the UBSS website with the Semester Dates.

Refund & Cancellation Policy

The refund and cancellation Policy is outlined in your Offer Letter and also in the Policies & Procedures Section of MyGCA.

Course Materials

Course learning materials are available to students via Moodle – Online learning support platform. Access to Moodle is available through your MyGCA account.

Textbooks are a required part of most subjects. Every student should have their own copy of textbooks. Students are reminded of the copyright penalties incurred for photocopying these items.

Second-hand books and course notes may be bought/sold using For Sale signs on the student notice boards in the common rooms.

Copyright Act

UBSS complies with the relevant copyright legislation. Students are reminded that the use of copied printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act. The College prohibits the use of any software where ownership cannot be proven and also prohibits the photocopying of any material which may infringe copyright laws. Photocopying any more than 10% of a document or book is against the law and heavy penalties may apply. Notices outlining legislation are posted near photocopying machines.

Also, check this web site: [www.copyrigh.org.au](http://www.copyrigh.org.au)
Student Support Services

Student Services

GCA Student Services is located on the ground floor at the entrance of the building. There is a reception desk in the lobby, as well as a Student Services office opposite the main entrance. Contact details are as follows:

Postal address
Locked Bag 7,
Redfern, NSW 2016
AUSTRALIA

Street Address
GCA Tower
1 Lawson Square,
Redfern, NSW 2016
AUSTRALIA

Phone: 1300 422 422
Fax: 61 2 9310 1548
Email: studentservices@gca.edu.au

Key Personnel
Student Services Manager: Scarlett Burns
Phone: 61 2 8332 2525

Counselling

If a student is feeling distressed or upset, a lecturer or staff member can be approached by the student. If the student does not wish to do this, they can talk to the Executive Dean who will then organize other forms of support or external counselling.

GCA has a published Student Welfare Policy and International Student Support Policy on MyGCA that provides referrals* to external professional/community bodies who have the expertise to intervene on a range of non-academic problems. Appointment can be made by the Executive Dean or Student Services based on this policy.

*GCA does not charge for referrals.

Staff List

Human Resources Overview
Staff employed by the Colleges will meet national principles and standards, industry standards and program curricula. New staff undergo an induction process to:

- Familiarize them with the organization, its goals and structure.
- Introduce colleagues.
- Identify other staff members.
- Familiarise them with premises and equipment.
- Instruct them regarding organizational principles and standards by providing them with a Lecturers’ starter pack.
- Instruct them in organizational processes and procedures.
• Inform them of their relevant responsibilities under the National Code, the ESOS Act and any relevant state requirements.

<table>
<thead>
<tr>
<th>Executive Dean, UBSS</th>
<th>Dr Andrew West</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Coordinator, UBSS</td>
<td>Dr Selene Martinez-Pacheco</td>
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**Justice of the Peace (JP’S)**
The college has several JPs on its staff if you require documents witnessed for legal purposes. Please contact Student Services.

**UBSS Guide to Key Personnel:**

<table>
<thead>
<tr>
<th>WHO TO SEE</th>
<th>ISSUES</th>
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<tbody>
<tr>
<td><strong>ACADEMIC</strong></td>
<td></td>
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</tbody>
</table>
| Lecturers | • Questions about content of units, teaching procedures, assessment.  
• Help with reading, writing, note taking, preparation for exams & assignments |
| Academic Coordinator or Executive Dean | Questions about the program as a whole, academic regulations, difficulties with study, decisions to suspend studies, academic progress, recognition of prior learning, etc. |
| Learning Support Coordinator | Academic issues, study skills, plagiarism, etc. |
| **ADMINISTRATIVE** | |
| Student Services | Visa problems, financial problems, enrolment and short term accommodation, health insurance |
| **PERSONAL** | |
| Counsellor | Problems with relationships, home-sickness, gambling, depression, relationship issues. SEE THE EXECUTIVE DEAN OR STUDENT SERVICES FOR ADVICE |
Campus & Facilities:

List of Facilities

Classrooms
Most of your classes will take place on level 1, 8, 9 or 10 of the building.

Class Sizes
At UBSS, subjects are offered on a rotation basis. Not all subjects are offered every semester and will only continue as long as a minimum of ten students attend on a regular basis.

UBSS cannot guarantee the running of any class that has less than ten students attending.

UBSS will attempt to ensure that timetabled classes do run, but this cannot be guaranteed. If a subject is deferred it will be offered at the next practicable time.

Computer Laboratories
There are numerous computer laboratories on levels 2, 3, 4, 5 and 6. You can use these facilities in your free time to prepare your assessments, check your college email and student account, access the internet, or practise your English reading and writing skills. However, please check there are no classes being conducted in the computer laboratories before entering.

Computing equipment is provided for use by students and staff. Students are not permitted to install or remove software on any Computer.

Students are not allowed to attempt to gain entry into any casing or remove any devices such as mice, keyboards or monitors.

The attachment of non-College supplied equipment to any network point is not allowed.
Any student, who misuses any equipment or gains access to a computer for unlawful purposes, will be suspended from the College. The period of that suspension is to be determined by the Managing Director and the Executive Dean.

No food or drink is permitted in the PC labs at any time for any reason and students will be suspended from using the labs if attempts are made to do so.

Timetabled classes take precedence in the use of PC labs. The PC labs may be utilised at other times for general use.

UBSS Resource Room
UBSS has a resource room on Level 2 that is exclusively for UBSS students and was expanded in early 2013. It has free tea/coffee materials and access to group discussion rooms, quiet study spaces and computer terminals, as well as access to newspapers daily.

E-Library
UBSS has an e-library with access to e-databases to enable students to undertake research. Current subscriptions include: Emerald, ProQuest, Oxford Reference Online, Informit, EBSCOHost, Gale.
**Printing and Copying**
There are printing and copying facilities provided on level 5, which require a student card for access. On commencement of studies, all students are given $1 credit for copying and printing purposes (the price per copy is 20 cents).

There is a coin machine next to the copier where students can top up their credit, and instructions for using the printing and copying facilities are posted on the wall nearby.

**Language Laboratory**
This is located on level 5 of the building (room 505), and is equipped with a Sanako digital language laboratory. The room is locked outside scheduled class times and no food or drink is allowed inside.

**Student Lounge**
This is located on the basement level of the building and has an area for you to prepare your lunch as well as vending machines for snacks and noodles. There are microwaves and hot and cold water are provided.

There is cable TV (Foxtel) attached to the wall and students are welcome to access whichever programs they wish using the remote control beneath the monitor.

The Student Lounge also has a student noticeboard, two quiet study rooms, table tennis facilities and a piano.

**Smartboards**
All UBSS classrooms are fitted with interactive whiteboards (smartboards). This means lecturers can access the internet directly from the classroom at all times.

**Staffroom**
The staffroom is located on level 6. If you need to see your lecturers, this is where to find them when they are not teaching.

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**Academic Support & Expectations**

**Attendance**

Students are given a student card on their first day of class, which includes a photo and student ID number. The card has a magnetic strip on the back which is used to identify individual students for attendance purposes. **You are strongly encourages to attend a minimum of 80% of classes as one strategy to facilitate sound academic progress.**

Every UBSS classroom has an attendance scanner installed just inside the entrance. Students are required to swipe their student card at the beginning and end of every lesson. The system records the exact times that students entered and left the classroom, and attendance data is then uploaded daily to an Oracle database. The percentage for classes is then displayed in students’ accounts.

**Attendance and Study Load – where Credit Transfer is given**

Where a student is granted Credit Transfer for eight (8) or more subjects, their CoE will be reduced to two (2) years because eight subjects equals one year of full-time study. **The remaining subjects are to be completed full-time over the remaining 2 year period.** UBSS is required to reduce your CoE under these circumstances to adhere to the ESOS Act Guidelines.

*In order to meet the ACADEMIC PROGRESS requirements we strongly suggest that you continue to attend at least 80% of your classes.*
Students can check their attendance by clicking on ‘Attendance’ in their student accounts.

**Absence due to illness – Provision of Medical Certificates**

Medical leave can only be granted if a medical certificate is produced, and this can be uploaded by the student themselves. To upload a medical certificate into your student account, follow these steps:

1. Scan a copy of the original medical certificate.
2. Go to ‘Administration Request’ on the left of your student homepage.
3. Click on ‘Leave application’.
4. Click on ‘I accept these terms and conditions’ at the bottom left of the page.
5. Enter all the details on the medical certificate including the doctor’s name, provider number, and telephone number. Also, don’t forget to include the dates and times. Generally speaking, if you were absent for a whole day, the start time should read ‘09:00’ and the finish time should read ‘15:00’.
6. Upload the scanned copy of the medical certificate and click on ‘submit’.

The College does not accept the genuineness, validity, or otherwise of the certificates. The College will acknowledge the dates the student was absent and record these as ‘Medical leave.’

The original medical certificate or supporting documents must be produced within fourteen (14) days of the student returning to College if the student requires the absence to be recorded.

The student must keep the original certificate, and is advised to do so, to provide to DIBP when required. The College does not maintain copies of the certificates.

**Approved Leave of Absence**

Students must provide supporting evidence should they require leave due to compassionate or other reasons. There is an ‘Administration Request’ function which can be accessed from the student account homepage in order to apply for approved leave.

However, it is suggested that any applications for approved leave be discussed with the Executive Dean or the Academic Coordinator beforehand.

**Holidays**

Students must take their holidays during the advertised holiday periods at the conclusion of each semester (which means after all classes and the examination period end). The College will not grant any holiday leave and will not issue any holiday approval letters for students inside of semester timeframes (that include the examination period). It is up to the student to decide if they can afford to take a holiday.

**Special leave for compassionate reasons will be considered. Your reasons will be noted. DIBP may require evidence, such as Doctor’s Certificates.**

**Awards**

You should allow five weeks from the date of completion of your course for confirmation of your eligibility for the Award of a Degree in Accounting or Business. This is to allow time for examinations to be marked, results to be calculated, reviewed and uploaded on to the student’s transcript.

Students receive an award based on subjects in a course successfully completed and assessed at the time of ceasing of studies.

Awards will only be issued to students whose financial status with the College is up-to-date.

It is the responsibility of the student to understand their obligations with regard to fees due for subject studied.
Teaching & Learning in Australia
You will find your lecturers very friendly and approachable, and the classroom environment is quite relaxed and casual in Australia. Lecturers expect students to call them by their first name as Australians are generally quite informal and rarely use their family names as a form of address.

Lecturers use communicative language teaching methodology, which ensures that students always use English to communicate in the classroom. Students develop their English skills by actively using authentic language materials from a variety of sources such as newspapers, magazines, podcasts, DVDs, published books, and the internet.

Also, lecturers encourage their students to take advantage of living in an English speaking country by suggesting ways of using English as much as possible outside the classroom.

Keys to Academic Success
The most effective way to improve your English while you are studying in Australia is to use English as much as possible! You can also improve your progress in English by:

- Attending all your lessons on time
- Always doing the homework your lecturer sets
- Getting out and about in the community in your spare time and meeting Australians and other international students (especially from countries other than your own)
- Not getting too caught up in your own language community while you are in Australia as this will mean you use your native language rather than English
- Accessing as much ‘real English’ as possible by watching local TV stations and listening to the radio, and reading Australian newspapers and magazines
- Keeping track of your grades at the College and asking for your lecturer’s assistance with improving your progress

Academic Support
During the course of the semester, students should discuss any concerns they have regarding their progress in coursework and assessment with relevant teaching staff. When returning assessed work to students, teaching staff should provide a clear indication of the extent to which the student has or has not achieved the objectives for each assessment item. UBSS has an Academic Progression and Intervention Policy for students who are identified as being at academic risk.

Students should address any concerns they have regarding the marks for each assessment item promptly, rather than wait until the final grade is awarded in the subject.

- **Extension of submission date**
If a student is experiencing minor difficulties meeting an assignment deadline and will require a short extension of time, they should contact their lecturer for advice on correct procedures. In most cases, a brief extension of time does not require special consideration, and should be negotiated at the lecturer/student level.

Students who experience significant difficulty, or anticipate that they will experience difficulty, in meeting assessment requirements must submit an Application for Special Consideration form to the Executive Dean before the due date of the assessment item. Significant difficulty means:

- serious illness or psychological condition – such as hospital admission, serious injury or illness, severe anxiety or depression.
- loss or bereavement – such as death of a close family member, family/relationship breakdown
- hardship/trauma – such as victim of crime, sudden loss of income or employment, severe disruption to domestic arrangements.

Applications are recorded on the student’s journal in the system and then sent to Lecturer in charge of assessing the applications. **Application for Special Consideration forms are available to download from the website.**

- **Special Consideration**
  Special consideration may include the following:
(i) Negotiation of due date to submit an assignment.
(ii) Additional marks for the assessment item, taking into consideration the severity and duration of the illness or misadventure, the weighting of the item, and predicted performance based on prior assessment results (if available). Students whose performance on an assessment item is as good as or better than expected are given no additional marks.

Other forms of special consideration may be offered if the above provisions are not suitable in certain cases.

Students may apply for special consideration because of illness or other circumstances (not work related) beyond their control if, for example, they:

(i) miss a faculty-based examination; or
(ii) attend an examination but are forced to leave before the allocated time has expired; or
(iii) finish an examination, but believe that their performance was affected.

The Application for Special Consideration form has a section that must be filled in by a doctor, counsellor or other relevant professional authority. A medical certificate alone is not adequate and will not be accepted for any of the above applications. The onus is on students to provide adequate information about their circumstances. College staff will not chase additional information and Subject Coordinators have the right to reject applications that lack sufficient information.

- **IT Tutoring Staff**
  IT Tutoring staff are available from 9am to 7pm Monday to Thursday and 9am to 5pm Friday to assist with computer related problems. If you require assistance, please see the staff in the IT server room on the fifth floor.

- **On-line learning & Consolidation**
  This can be completed on campus or off campus through Moodle (on-line learning platform)

**Please refer to email correspondence from the College for further information.**

- **Difficulty with Exams**
  If English is your second language you may find that you need additional time to read your examination papers. This option is only available if both your lecturer and the Learning Support Coordinator agree that you require extra support. This can be arranged by contacting the Learning Support Coordinator prior to the time of your examinations. Should the need arise, literacy and numeracy assessment and support can be arranged. If you believe you will require extra assistance, please discuss this with your lecturer.

- **Language Literacy And Numeracy Support**
  All students entering UBSS must have the minimum level of English required. Therefore, there should only be a low level of language and literacy support required. You can arrange extra-curricula assistance from your lecturer in the form of extra reading or practical work.

  If the level of language and literacy support needed is high and it is demonstrated that the student cannot meet the academic level required, they will be asked to study more English courses. If this request is refused, the student’s language and literacy support at the College may be withdrawn.

**Cheating and Plagiarism**

Plagiarism is when you present other people’s work as your own, and the College considers this to be cheating. The Plagiarism policy is available in the UBSS Academic Policies & Procedures document in your MyGCA Account.

**Student Misconduct Procedures**
Refer to the Academic Policies & Procedures document on MyGCA for details.

**Copyright Act**

UBSS complies with the relevant copyright legislation. Students are reminded that the use of copied printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act. The College prohibits the use of any software where ownership cannot be proven and also prohibits the photocopying of any material which may infringe copyright laws. Photocopying any more than 10% of a document or book is against the law and heavy penalties may apply. Notices outlining legislation are posted near photocopying machines.

Also, check this web site: [www.copyright.org.au](http://www.copyright.org.au)

**Privacy Act**

The Privacy Act precludes the giving of information to parties other than the party requesting information on himself/herself. This includes the student’s names, addresses, phone numbers or academic results. For more information regarding the Privacy Act, see this Government web site: [http://www.privacy.gov.au](http://www.privacy.gov.au)

UBSS will not give out personal details of any member of staff.

Students are advised that their personal information may be provided to Commonwealth or State agencies and the Fund Manager of the College’s Tuition Assurance Fund. A student’s Financial Status and Attendance details may be provided to the student’s agent.

**Course Completion**

Students on a student visa must complete their course within the original timeframe for which the visa was granted. This is a DIBP requirement on all visas.

**Results / Grades**

Students are able to access their academic transcripts through their myGCA account.

The Transcripts will include subjects studies in their course, date completed and grade.

**RECORing RESULTS**

**Table of Results and Grades**

Grades indicate the level of student performance in a subject against specified criteria and standards. Grades are awarded so that UBSS can provide a statement for the students and UBSS community that indicates the student’s achievement of the learning objectives in a subject. Generally at UBSS the subjects are graded with the grades of High Distinction, Distinction, Credit, Pass and Fail.

**Grade Mark Range Descriptor**

<table>
<thead>
<tr>
<th>High Distinction</th>
<th>85–100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work of outstanding quality on all objectives of the subject, which may be demonstrated by means of criticism, logical argument, interpretation of materials or use of methodology. This grade may also be given to recognise particular originality or creativity.</td>
<td></td>
</tr>
</tbody>
</table>
**Distinction 75–84:** Work of superior quality on all objectives, demonstrating a sound grasp of content, together with efficient organisation and selectivity.

**Credit 65–74:** Work of good quality showing more than satisfactory achievement on all objectives, or work of superior quality on most of the objectives.

**Pass 50–64:** Work showing a satisfactory achievement on the overall objectives of the subject.

**Pass:** Not Graded - Work showing a satisfactory achievement on the overall objectives of the subject.

**Fail 0–49:** Unsatisfactory performance in one or more objectives of the subject as contained within the assessment items.

**NA:** Not attempted

**F/SE 45–49:** Centrally conducted supplementary examination to be completed within a designated examination period before a grade can be awarded.

**W:** Result withheld. The Executive Dean may determine that supplementary assessments are required, or that alternative examiners and/or special assessments are required because of misadventure.

**Withdrawn:** Approval granted for withdrawal from a subject without academic Fail after the due date. Although the student will not have an academic Fail, they will incur a financial liability for that subject and the status on their academic record for that subject will be 'Withdrawn'.

**Absent Fail:** Withdrawn after the due date and approval for withdrawal without academic Fail has not been granted. The student will incur a financial liability for that subject and the status on the academic record for that subject will be 'Withdrawn/Fail'.

**W result – Result withheld**
Students who receive a 'W' result must immediately contact their Program Director to ensure that they understand what is required to complete subject requirements otherwise the result will be changed to Fail after the prescribed period. W results must be cleared within the prescribed period: no later than two weeks after the beginning of the following semester.

**CONCERNS WITH RESULTS**

**Remarking and Resubmission**
The Subject Assessor is responsible for remarking an assessment item where a second marker is required and the original marker was the Program Director/Lecturer. Program Directors/ Lecturers may request that Subject Assessors help them in any review of assessments. Details are available in the Examinations Policy & Procedures outlined in the UBSS Academic Policies & Procedures document.

**Subject Re-Attempt**

Failed Subjects must be paid for on the same basis as successfully completed subjects. That is, you do not get to keep failing subjects and NOT pay for them. Any subject that has to be repeated will be charged for at the same rate as that detailed in the fee per subject basis for each course. In the case of UBSS that is $1,500* per subject unless the standard fee otherwise advised.

*Fees subject to change.*
Pathways

Central College has an articulation agreement with UBSS enabling students who success-fully complete Advanced Diplomas and Diploma Courses entry into related Bachelor Degrees as outlined in the UBSS Credit Transfer Policy that is available in the Policies section of the UBSS website.

CENTRAL COLLEGE TO UBSS

Invest in your career

Central College students can join the UBSS Bachelor of Accounting or Bachelor of Business Degree and receive credit. The amount of credit available is outlined in the Credit Transfer Policy in the Policies section of the UBSS website.

Student Input and Feedback

Student input and feedback is gathered formally and informally and is used to evaluate staff, College facilities and program effectiveness. College management devise evaluation surveys for students and analyse the information collected to make decisions about academic issues, staff employment and training and College facilities. These surveys are confidential and are distributed and collected by the College to allow students free and fair comment.

Health & Safety on Campus:

EVACUATION PROCEDURES

Evacuation Floor plans are posted on each floor detailing how to leave the building. Each floor has a Floor Warden (Yellow Helmet) and a Deputy Floor Warden (Red Helmet) appointed.

PROCEDURE BETWEEN 9AM AND 5PM

* On hearing a Beep...Beep...Beep ALARM – secure items and wait for instructions
* On hearing a Whoop...Whoop...Whoop ALARM – follow instructions of Wardens and your Lecturer and leave the building via the fire exits
* Assembly areas are marked on the Evacuation Plans – be familiar with them BEFORE a fire alarm goes off!!!
* DO NOT USE LIFTS
* Exterior Assembly
* Far rear of Building
* Do not enter the building until the Fire Brigade declares it safe to do so

PROCEDURE BEFORE 9AM AND AFTER 5PM

* On hearing a Beep...Beep...Beep ALARM – leave the building via the fire exits
* Assembly areas are marked on the Evacuation Plans – be familiar with them BEFORE a fire alarm goes off!!!
* DO NOT USE LIFTS
* Exterior Assembly
* Far rear of Building
* Do not enter the building until the Fire Brigade declares it safe to do so

Occupational Health & Safety (OH&S) Policy
The purpose of this document is to outline the policy, procedures and responsibilities for OH&S at UBSS.

**Policy**

Group Colleges Australia, and therefore UBSS, has an OH&S Committee who are responsible for ensuring that current OH&S issues are monitored and observed through regular meetings held at least every 2 months and via walkarounds.

**Procedure and Responsibilities:**

1. The OH&S convener for GCA is nominated by management and they are responsible for ensuring the following:
   - the OH&S committee is created
   - the OH&S committee meets at least once every two months
   - a walkaround of the building is done on a regular basis and that the action items arising from the walk around are addressed by the appropriate persons
   - follow up on the items raised is undertaken
   - that a full scale fire practice emergency evacuation is done at least twice a year
   - That floor plan and emergency exit maps are visible in each classroom
   - That at all times there are employed staff with current First Aid Training
   - That the First Aid Kits are stocked with the appropriate items in appropriate quantities
   - That Fire Wardens are equipped with the appropriate hard helmets and have undergone Fire Warden training

2. The following documents and forms for OH&S are located on the M-drive under the Corporate folder
   - Accident and Hazard Report
   - College Risk Assessment Form
   - General Housekeeping Inspection Checklist
   - Manager Accident Analysis Report
   - Minutes of OH&S meetings

3. The Executive Dean is responsible for ensuring that the orientation of all new students includes a run through of the emergency evacuation procedure
4. The Executive Dean is responsible for ensuring that the student handbook contains a copy of the emergency evacuation procedures
5. The Executive Dean is responsible for ensuring that staff and students are made aware that all OH&S issues and accidents and injuries are reported to the appropriate people
6. The Accident/Incident Forms are located in a red folder at reception on the ground floor and are to be filled in by the individual who was injured and a supervising lecturer where relevant

**First Aid**

First Aid kits are located on the ground floor in Student Services.

**Illness or accident whilst at school**

1. Should a student indicate to a lecturer that they feel ill the lecturer should ask the student if they need to lie down and rest
2. The student should be sent to Student Services
3. If a student wishes to go home the Executive Dean should be notified and arrangements for the student's transportation noted in their journal
4. Should a student have an accident whilst at school a First Aid Officer is to be notified and the First Aid Officer should determine the need for an ambulance
5. A staff member should accompany any high school student being sent to hospital in an ambulance so that accurate information can be passed on to parents/guardians
6. Guardians and or parents must be notified in case of a serious accident requiring hospitalisation/surgery etc

**Overseas Student Health Cover (OSHC)**

Student pays the OHSC fee, with enrolment and course fee (see your receipt). Student commences at the College on an intake day and the College then sends a batch of payments to Medibank (the organisation that runs the health insurance for Overseas Students).

Two weeks later you will need to go to Reception and ask for your card.

Medibank Private general inquiries Tel: 132331  
www.medibank.com.au  
www.isc.jcu.edu.au

**Medibank**  
As Australia’s largest private health insurer, Medibank Private provides cover for over 3 million members. Medibank Private has been providing Overseas Student Health Cover to overseas students since 1989, and is working to make Overseas Student Health Cover (OSHC) the easy choice for you and your students.

Students can ask questions using the email address ask_us@medibank.com.au, or the Medibank members hotline 132 331. Easy Medibank Private online joining and renewals for overseas students at www.medibank.com.au. Students can also make changes to their address and personal details online. Information for students on the website www.medibank.com.au helps explain OSHC, Extras Covers, health insurance terms, and the Australian health care system. Students can also download Medibank Private brochures, flyers, and claims forms from the website.
Cough etiquette and respiratory hygiene

**Cover your cough**
- When coughing or sneezing, use a tissue to cover your nose and mouth
- Dispose of the tissue afterwards
- Wear a surgical mask, if possible

**Wash your hands**
- After coughing, sneezing or blowing your nose, wash your hands with soap and water
- Use alcohol-based liquids, gels or wipes if you do not have access to soap and water

Remember hand washing is the single most effective way to reduce the spread of germs that cause respiratory disease.
## My Student Survival Page

<table>
<thead>
<tr>
<th>Group Colleges Australia</th>
<th><a href="http://www.gca.edu.au">www.gca.edu.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>UBSS</td>
<td><a href="http://www.ubss.edu.au">www.ubss.edu.au</a></td>
</tr>
<tr>
<td><strong>EMERGENCY</strong></td>
<td><strong>000</strong> or <strong>112</strong> from my mobile (to override key locks)</td>
</tr>
</tbody>
</table>

### Government Departments

<table>
<thead>
<tr>
<th>DIBP</th>
<th>131 881&lt;br&gt;<a href="http://www.DIBP.gov.au">www.DIBP.gov.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Immigration &amp; Border Protection</td>
<td></td>
</tr>
<tr>
<td><strong>ATO</strong> – Australian Taxation Office</td>
<td><a href="http://www.ato.gov.au">www.ato.gov.au</a>&lt;br&gt;Tax File Number:</td>
</tr>
</tbody>
</table>

## My Important People & Places
SECTION 5
Social and Cultural
Section 5: Social and Cultural

Adjusting To Life in Australia
Culture Shock
  Overcoming Culture Shock
Australian Culture
  Social Customs
    Greeting People
    Clothing Customs
    Polite Behaviour
    Australian Slang
    Responding to an Invitation
  Tipping
Public Holidays & Special Celebrations
  New Year
  Australia Day
  Easter
    Easter Traditions
  Anzac Day Labor
  Day Queen's
  Birthday
  Melbourne Cup Day
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Clubs & Organisations
Entertainment
Eating Out
Home Fire Safety
  Smoke Alarms
  Electricity
  Heaters
  Candles, Oil Burners & Cigarettes
  Cooking
  Plan Your Escape
Sun Safety
  Sun Protection
Beach Safety
  Remember the F-L-A-G-S
  The Surf Environment
    Rips
  Surf Skills
    Escaping From a Rip
Negotiating the Surf
Bush & Outback Safety
  In the Bush
  Advice for Motorists Caught in Bushfires
  In the Outback
Storm Safety
Dangerous Animals & Plants
  Bites and Stings
  Anaphylaxis – allergic reactions
  General First Aid for Bites & Stings
Adjusting to Life in Australia:

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

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

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

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

- **Maintain some of the routines and rituals you may have had in your home country.**
  This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

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

- **Sense of humour**
  Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.
➢ Ask for help
Don’t be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

➢ Finally, relax and enjoy the journey!

(Source: Macquarie University)

Culture Shock:

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

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

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

2. **Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!

3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)
Australian Culture:

Social Customs

Greeting People

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

Many Australians look at the eyes of the people they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.

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

Clothing Customs

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

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

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

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

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

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

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

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

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

**Australian Slang**

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

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.

- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.

- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
• **Fortnight** - This term describes a period of two weeks.

• **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.

• **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.

• **Chook** - The term chook means a chicken, usually a hen.

• **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.

• **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'

• **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'

• **To be crook** - to be sick or ill.

• **Flat out** - busy.

• **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaller'. This also means you are not obliged to shout.

• **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.

• **How ya goin'?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.

For more information on Australian slang visit: www.cultureandrecreation.gov.au/articles/slang

**Responding to an Invitation**

• **What could I be invited to?** If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea'. 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.
• **How are invitations made?** Invitations can be written or spoken. Written ones usually ask for RSVP, (which is *respondez s’il vous plaît* in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.

• **What if I do accept an invitation?** When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. **It is not polite to arrive late** and you should make a telephone call to your host to explain if you are going to be late.

• **What if I cannot accept an invitation?** You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

  

  (Source: Department of Immigration & Citizenship)

  

**Tipping**

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

**Public Holidays & Special Celebrations:**

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

**New Year**

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

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

Easter

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

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

Easter Traditions

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

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

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

- **Hot Cross Buns:** Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.

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

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

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

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

**Anzac Day**

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

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

**Labor Day**

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers’ rights.

**Queen’s Birthday**

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

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

Christmas

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

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

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

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

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

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

- **The Boxing Day Test**: December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.
- **The Sydney to Hobart Yacht Race**: the “Sydney-to-Hobart” is Australia’s most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)

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**Entertainment:**

Central English College is located close to the heart of the Central Business District (CBD) and is only one stop from the city’s main transport hub, Central railway station.

Many international students live in the CBD, so the area is well provided with restaurants, cinemas, bars and live entertainment venues. Also, all these facilities are situated in nearby
King St, Newtown, which is only a 15 minute walk from the campus. King St is renowned for its cafes and interesting shops, and is a favourite hangout for Sydney University students.

Eating Out:  

One of the best places in Sydney to eat out is King St, Newtown, where you can find lots of food from all over the world, available to suit all budgets.

Home Fire Safety:  

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

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

Smoke Alarms

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

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

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

Electricity

The safe use of electricity assists in preventing house fires.

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

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

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

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

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

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

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

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

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

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

Candles, Oil Burners and Cigarettes

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

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

Most house fires start in the kitchen.

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

**Plan Your Escape**

In a Fire:

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

Sun Safety: 🌞ระวังรังสีต่างๆของดวงอาทิตย์

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

Sun Protection

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

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

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

Beach Safety: 🌊ระวังรังสีต่างๆของทะเล

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

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

F Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.
L Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

A Ask a surf lifesaver for some good advice - surf conditions can change qUICKly so talk to a surf lifesaver or lifeguard before entering the water.

G Get a friend to swim with you - so you can look out for each other’s safety and get help if needed. Children should always be supervised by an adult.

S Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don’t try and swim against it.

And remember – NEVER

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

The Surf Environment

Rips

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

Identifying a Rip

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

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

Escaping From a Rip

If you are caught in a rip:

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

Negotiating the Surf

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

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

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

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

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

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

Stick to your predetermined path on the swim out.

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

(Source: Surf Lifesaving Australia)
Bush & Outback Safety:

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

In the Bush

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- **Never walk alone.** Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- **Never dive** into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

Advice for Motorists Caught in Bush Fires

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

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

(Source: NRMA)

In the Outback

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

• When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
• Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
• Always carry a current road map.
• Make sure your vehicle is in good working order and has been serviced recently.
• Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
• Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.

• **If you have trouble with your vehicle, don’t leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.**

• Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).

• Obey road closure signs and stay on recognised routes.

• Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.

• Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.

• During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.

(Source: Visit Victoria. com)
Storm Safety:

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

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

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

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

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

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

If you are caught outside during storm

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

Dangerous Animals & Plants:

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

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

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching
any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.

- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

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

**Bites and Stings**

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

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

**131 126.**

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

**Anaphylaxis – allergic reactions**

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

**General First Aid for Bites and Stings**

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

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

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

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


(Source Queensland Health)
Appendices
List of important websites

Australian Diplomatic Missions


Department of Immigration and Citizenship (DIBP): Overseas Student Section

26 Lee St, Sydney, NSW, 2000
Postal Address: NSW Student Centre GPO Box 9984 Sydney, NSW 2001
Tel: 131 881
Web: www.immi.gov.au

English Language Centres and Websites

IELTS: www.ielts.org
TOEFL: www.toefl.org

CRICOS

cricos.DEEWR.gov.au
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- **La Trobe University**
- **Macquarie University**
- **Monash University**
- **Education Queensland International**
- **Queensland University of Technology**
- **Southbank Institute of Technology**
- **Study Queensland**
- **Study Victoria**
- **TAFE NSW**
- **TAFE Queensland**
- **TAFE South Australia**
- **University of Adelaide**
- **University of Melbourne**
- **University of New South Wales**
- **University of Queensland**
- **University of South Australia**
- **University of Sydney**
- **University of Tasmania**
- **University of Wollongong**