Let’s Join hands to build a healthy future

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Welcome message from the Managing Director

Welcome to the Institute of Health and Management (IHM). We are pleased you have chosen IHM as the institute at which you will continue your lifelong learning in healthcare.

IHM understands that its students are diverse and come from many areas including Australian and overseas trained healthcare professionals. Our student services team works closely with each student to provide a supported and positive learning experience. The Institute’s approach is encapsulated in our core values of Innovation, Caring and Excellence – ICE.

IHM specialises in the delivery of higher and specialized education and the development of healthcare leaders. IHM has adopted the following values that will guide its growth as a higher education Institution in post graduate courses in health and management:

1. Perception in action that will guide the development of our postgraduate speciality courses
2. Passion for knowledge that has the capacity to transform individuals working in specialised areas in health and management
3. Perseverance that will provide the drive to achieve excellence in everything we do
4. Persuasion to engage in partnership collaboration as the basis on which to provide diversity in postgraduate speciality education.

Our mission is to serve the community, and the health industry through the provision of outstanding careers focused specialised postgraduate courses. IHM encourages its students and graduates to practice nursing to the highest standards and with the greatest professionalism.

We are proud of our on campus and off campus learning environments. The Institute’s facilities include new classrooms, nursing laboratories with state-of-the art equipment, an on-line library, computer labs and e-learning systems. As nursing is a skills based profession, we encourage you to fully utilise these facilities to develop your nursing skills.

On behalf of the faculty, staff and administration of the Institute of Health and Management, we look forward to supporting you as you begin this exciting journey towards a successful future.

Bijo Kunnumpurath
Managing Director
Institute of Health & Management
Important Information & Emergency Contacts IHM Sydney Campus:

Education Provider Main Contact Details:
Level 7, 33 Argyle Street, Parramatta, NSW 2150
T: +61 2 8228 6400
W: www.ihm.edu.au

Emergency Telephone Numbers:
Police, Fire, Ambulance – 000

Department of Immigration and Border Protection (DIBP)
9 Wentworth Street, Parramatta, NSW 2150
Ph.: 131 881
Opening Hours: 9 am to 4 pm - Monday to Friday

Medical Centres:
Argyle Street Medical Centre
Shop 13, Westfields Parramatta / Marsden St, Parramatta, NSW 2150
Ph: (02) 9893 8733

Transport:
Sydney’s public transport system features a comprehensive network of train, bus and ferry services. Light rail lines, airport links, sightseeing buses and taxi services complement the network.

You can plan your trip by going to the following website:
http://www.transportnsw.info/

Local Taxi Companies:
1. Premier Cabs
   Ph: 13 10 17 or book your cabs by going to the website:
2. Prestige Maxi Taxi
   Ph: 0414 383 804

Public facilities:
Location of Banks and Automatic Teller Machines (ATMs):
Banks and ATM's are located in West Field Shopping Centre, Parramatta

Post Office
Westfield Shopping Town
Shop 1106 157-159 Church Street, Parramatta, NSW, 2150

Opening hours:
Mon – Fri 9:00am - 5:00pm
Saturday 9:00am - 1:00pm
Sunday Closed

Important Information & Emergency Contacts IHM Melbourne Campus:

Education Provider Main Contact Details:
Corporate Office:
Level 1, 76-80 Turnham Avenue, Rosanna, Victoria 3084, Australia
T: +61 3 9455 4400  F: +61 3 9455 4433
W: www.ihm.edu.au

Campus Address:
597-599 Upper Heidelberg Road, Heidelberg Heights Victoria 3081, Australia
Ph.: 131 881

Emergency Telephone Numbers:
Police, Fire, Ambulance – 000

Department of Immigration and Border Protection (DIBP)
Casselden Place, 2 Lonsdale Street, Melbourne, VIC 3000

Public facilities:
Location of Banks and Automatic Teller Machines (ATMs):
Commonwealth Bank ATM
Shop 23 - 24, Warringal Village, 56 Burgundy St, Heidelberg, VIC 3084
Or
82 Lower Plenty Rd, Rosanna, VIC 3084

ANZ Bank ATM
Warringal Sc, 56 Burgundy Street, Heidelberg, VIC 3084
Or
Shop 18-19 Warringal Shopping Centre
56 Burgundy Street, Heidelberg, VIC 3084

Post Office
103-105 Lower Plenty Road, Rosanna, VIC 3084

Opening hours:
Mon - Fri 9:00 am - 5:00 pm
Saturday 9:00 am - 12:00 pm.
Sunday Closed

Local Taxi Companies:
1. Mega Taxi Care - Rosanna
   Ph: 0419 881 473
2. Diamond Valley Taxi Service - Greensborough
   Ph: 0412 368 388

Public facilities:
Location of Automatic Teller Machines (ATMs):
Commonwealth Bank ATM
Shop 23 - 24, Warringal Village, 56 Burgundy St, Heidelberg, VIC 3084
Or
82 Lower Plenty Rd, Rosanna, VIC 3084

ANZ Bank ATM
Warringal Sc, 56 Burgundy Street, Heidelberg, VIC 3084
Or
Shop 18-19 Warringal Shopping Centre
56 Burgundy Street, Heidelberg, VIC 3084

Post Office
103-105 Lower Plenty Road, Rosanna, VIC 3084

Opening hours:
Mon - Fri 9:00 am - 5:00 pm
Saturday 9:00 am - 12:00 pm.
Sunday Closed
Contact Details:
Level 1, 76 – 80 Turnham Avenue,
Rosanna, Victoria 3084, Australia
T: +61 3 94554400
F: +61 3 94554433
W: www.ihm.edu.au

Emergency Telephone Numbers:
Police, Fire, Ambulance – 000
Department of Immigration and Border Protection (DIBP)
Casselden Place
2 Lonsdale Street
Melbourne VIC 3000
Ph.: 131 881

Opening Hours:
9 am to 4 pm - Monday to Friday

Medical Centres:

Royal Perth Hospital
197 Wellington Street
Perth CBD, WA 6000
Ph: (08) 9224 2244

After Hours GP – Royal Perth Hospital
Corner Lord and Goderich Streets
Perth, WA 6000
Ph: (08) 9202 1660

Public Transport Victoria
Information about the fare and timings for buses, Trams and trains could be obtained from the following website
http://ptv.vic.gov.au

Local Taxi Companies:
1.  Awan Taxis
Ph: 13 13 30
2.  Maxi Taxi
Ph: 0421 219 513

Local Taxi Companies:
1.  Mega Taxi Care - Rosanna
Ph: 0419 881 473
2.  Diamond Valley Taxi Service – Greensborough
Ph: 0412 368 388

Public facilities:
Location of Automatic Teller Machines (ATMs):

Commonwealth Bank ATM
Level 1 (Hay Street) Carillon City Arcade
680 – 692 Hay Street Mall, Perth, WA 6000

ANZ Bank ATM
Level 1 (Hay Street) Carillon City Arcade
680 – 692 Hay Street Mall, Perth, WA 6000

Westpac
Level 1 (Hay Street) Carillon City Arcade
680 – 692 Hay Street Mall
Perth, WA 6000

Post Office
Shops 3 & 4, 3-7 Forrest Place
Perth WA 6000

Opening hours:
Mon - Tue 8:30 am - 5:00 pm
Wednesday Closed
Thu - Fri 8:30 am - 5:00 pm
Saturday 9:00 am - 12:30 pm
Sunday Closed

Austen Hospital
145 Studley Rd
Heidelberg, VIC 3084
Ph: (03) 9496 5000

Health Monitor Medical Centre
31-35 Burgundy St
Heidelberg, VIC 3084
Ph: (03) 9457 5755

Transport:
Public Transport Victoria
Information about the fare and timings for buses, Trams and trains could be obtained from the following website.
http://ptv.vic.gov.au

Important Information & Emergency Contacts IHM Perth Campus:
**Application Step-by-Step Process Model:**

**STEP 01:** Student makes enquiry, lodges application
- Via agent, exhibition, email, web portal, phone or fax

**STEP 02:** International Admissions assesses application
- Assessed against academic eligibility and English proficiency requirements; sent offer if eligible

**STEP 03:** Student accepts offer
- Student returns signed Acceptance of Offer forms and pays relevant fees

**STEP 04:** International Admissions acts on acceptance
- Via Department of Home Affairs
- Student uses advice provided by education provider
- Student receives vital information and completes enrolment

**STEP 05:** Student applies for student visa
- Via Department of Home Affairs

**STEP 06:** Student makes travel and accommodation arrangements

**STEP 07:** Student arrives in Australia
- Student uses advice provided by education provider

**STEP 08:** Student attends international student orientation
- Student receives vital information and completes enrolment

**STEP 09:** Student establishes basic services
- Including: banks, OSHC, phones, etc.

**STEP 10:** Student attends Academic Orientation (does not apply to all courses/sectors)
- Student receives vital course information and completes/updates enrolment

**STEP 11:** Student begins classes!

**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 [if applicable]
- 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
  - Electronic Confirmation of Enrolment (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.

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

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<td>STEP 03:</td>
<td>Student acceptance return signed forms and fees</td>
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<td>STEP 04:</td>
<td>International admissions issues eCoE and schedule health insurance (OSHC)</td>
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<td>STEP 05:</td>
<td>Student finalises visa conditions with Department of Immigration and Border Protection</td>
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<td>STEP 06:</td>
<td>Student makes travel and/or accommodation arrangements</td>
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<td>STEP 07:</td>
<td>Student arrives in Australia</td>
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<td>STEP 08:</td>
<td>International student orientation registration and ID Cards</td>
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<tr>
<td>STEP 09:</td>
<td>Student registers for OSHC card and sets up bank account, mobile phone, etc.</td>
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<tr>
<td>STEP 10:</td>
<td>Faculty orientation</td>
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<td>STEP 11:</td>
<td>Classes begin!</td>
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### Pre-Arrival
Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. It is the sixth largest country in the world and has the lowest population density per square kilometre. Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal.

Australia is made up of six states and two territories, which includes:

- Western Australia (WA)
- Northern Territory (NT)
- South Australia (SA)
- Queensland (QLD)
- New South Wales (NSW)
- Victoria (VIC)
- Tasmania (TAS)
- Australian Capital Territory (ACT) – our nation's capital.

Covering a total area of 7.69 million square kilometres, mainland Australia is the world’s largest island - but smallest continent. In distance, the continent stretches about 3700 kilometres from north to south and 4000 kilometres from east to west, making it the sixth-largest nation after Russia, Canada, China, the United States and Brazil. The majority of Australia experiences temperate weather for most of the year. The northern states of Australia are typically warm all the time, with the southern states experiencing cool winters but rarely sub-zero temperatures.

Australia has three levels of government – the federal Australian Government, the governments of the six states and two territories, and around 700 local government authorities. Australia has been a nation with a single national government since 1 January 1901. Although it is divided into states and territories which have their own state governments, all these states are united as one nation. Australia follows a Westminster system of government and law inherited from the British who originally colonised the country.

Australian society is made up of people from a rich variety of cultural, ethnic, linguistic and religious backgrounds, and this is a defining feature of modern Australian society. Aboriginal and Torres Strait Islander people have inhabited Australia for tens of thousands of years. Most Australians are immigrants or the descendants of immigrants who arrived during the past two hundred years from more than 200 countries. The most commonly spoken language in Australia is English, and the most commonly practiced religion is Christianity, although foreign languages and other religions are also common.

Introduction to Australia

Introducing Sydney

Unlike other Australian sister capital cities, Sydney is the oldest. However, for its age it is a good looking city that constantly attracts both international students and travellers from across the globe. Set on a spectacular natural harbour, Sydney's coastal settings makes it a unique cosmopolitan city with an endless list of leisure pursuits: more than 70 sparkling beaches, fabulous food, festivals and fun. Sydney's climate is agreeable all year round with blue skies, warm summers and mild winters. As a coastal city, afternoon sea breezes are common and warm sea temperatures in Sydney are an ideal oceanic playground for swimming, yachting and other various water-activities. With very few extremes, Sydney oversees 300 sunny days a year.
Melbourne, the capital of Victoria, is Australia’s second largest city abundant with global culture landscaped by a colourful range of cultures, cuisines and ideas. As one of the world’s most multicultural cities, Melbourne is home to almost four million residents from over 140 nations.

Melbourne is a city of style, fashion, food, architecture, theatres, galleries, and gardens. Flinders Street Train Station, elaborate Victorian architecture and ornate boulevards reflect the city’s rich history. Cutting-edge developments such as Federation Square magnify its contemporary style.

Melbourne has a reputation for unpredictable weather and tends to experience colder winters than other Australian capital cities. However, this city is an excellent place to see the seasons change.

Springtime is spent amongst gardens and parks. In summer, beaches are a hit and in autumn and winter, enjoy the warmth of cozy European-style cafés and bars in this vibrant city.

Melbourne possesses a diverse economy and is particularly strong in education, finance, manufacturing, research, logistics and transportation and tourism sectors. Melbourne is the headquarters for many of Australia’s largest corporations.

The main attractions in Melbourne are:
- Federation Square, Flinders Street Station, Queen Victoria Market, Crown Casino, Southbank, Great Ocean Road, Yarra Valley, Melbourne Zoo/Healesville Sanctuary, Melbourne Aquarium, Phillip Island, Sovereign Hill, Dandenong Ranges/Puffing Billy, Docklands, National Gallery of Victoria, Melbourne Museum, Melbourne Observation Deck, Grampians, The Arts Centre, Mornington Peninsula, The Snowfield, Melbourne Cricket Ground (MCG).

Melbourne’s well-connected transport system consists of trams, trains, buses and taxi services that offer secure, comfortable travel.

Wherever you are from, you are sure to find restaurants and food stores representing your cuisine, as the city is home to more than 3000 restaurants serving over 70 national cuisines. Food shopping is a dream in Melbourne; find fresh food and supplies at many of the local markets such as Preston, South Melbourne and Footscray and larger supermarkets and smaller grocery shops.
Our students benefit from fully equipped campus with modern facilities and amenities including a state-of-the-art nursing and computer laboratories, a student library, highly equipped classrooms and student break out areas.

All of this combines to ensure IHM’s significant contribution to Australia’s health sector’s much needed competent, confident, well rounded health professionals.

Head Office and Online Learning Centre
The Melbourne Head Office and Online Learning Centre is located in Rosanna, 10 kilometres from the Melbourne CBD. Suburbs close to Head Office and Online Learning Centre include: Heidelberg, Ivanhoe, Rosanna, Eaglemont, Viewbank and Bulleen.

IHM Sydney Campus
The Sydney campus is located in Parramatta in the culturally sophisticated state of New South Wales (NSW), 30 minutes away from west of Sydney CBD.

Neighbouring suburbs in Parramatta include: Northmead, North Parramatta, Westmead, Greystanes, Mays Hill, Harris Park, Rosehill and Oatlands.

IHM Melbourne Campus
The Melbourne Campus is located in Heidelberg Heights, 10 kilometres from the Melbourne CBD. Suburbs close to campus include: Heidelberg, Ivanhoe, Rosanna, Eaglemont, Viewbank and Bulleen.

IHM Perth Campus
The Perth campus is conveniently located in the vibrant Perth CBD in Western Australia (WA), Australia’s largest state. Suburbs close to campus include: West Perth, Northbridge, East Perth and Crawley. IHM Perth Campus is well connected to public transport.

IHM Values
Innovation
- Innovate, and be forward thinking in the design of our programs and services.
- Adopt a culture of innovation in every aspect of the delivery of our programs and services.

Caring
- Maintain a primary focus on the welfare of our students.
- Understand and define the unique requirements of our students and celebrate their diversity.

Excellence
- Strive to consistently deliver excellence in training delivery.
- Provide an educational environment that is inclusive and reflects the diversity of communities it serves.

Introducing Institute of Health and Management
The Institute of Health and Management (IHM) is one of Australia’s leading providers of comprehensive health and nursing education at several levels. IHM is fast-growing, dynamic, and quality-driven institution committed to continuous improvement; working hard to develop, implement and deliver courses and professional development programs.

Student welfare and administrative and educational support are paramount to IHM from the moment of application to the time of graduation – and beyond. Whatever the mode of delivery, face-to-face or e-learning, students are supported and motivated on a one-to-one basis by the institute’s trainers.
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 online or via the Australian Diplomatic Mission in their country.

The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a valid passport, an Electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18, you must have a completed Confirmation of Appropriate Accommodation and Welfare (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 Home Affairs**

The Australian Department of Home Affairs, provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [www.border.gov.au](http://www.border.gov.au) for the latest information.

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

As well as links from the DIAC website the Department of Foreign Affairs and Trade website [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 Department of Home Affairs on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

**Education Agents**

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

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

**Visa Conditions**

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

- Complete the course within the duration specific in the eCOE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit [https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions](https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions)
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 jetlag.

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 jetlag.

You should fly into Melbourne International Airport (Tullamarine Airport) which is the closest international airport to IHM Heidelberg Campus. Visit http://melbourneairport.com.au/. IHM Heidelberg Campus is located 25 kms from Tullamarine International Airport. If you require a representative from IHM to meet you at the airport for pick-up service, please make necessary arrangements prior to your departure by contacting the institution. Refer Section 1 of this handbook for contact information.

Note: Point A represents Tullamarine Airport and Point B represents IHM Melbourne Campus.

Travelling to Melbourne (IHM Melbourne Campus)

You should fly into Perth International Airport which is the closest international airport to IHM Perth Campus. Visit http://www.perthairport.com.au/passenger-guide IHM Perth Campus is located 20 kms from Perth International Airport. If you require a representative from IHM to meet you at the airport for pick-up service, please make necessary arrangements prior to your departure by contacting the institution. Refer Section 1 of this handbook for contact information.

Note: Point A in the map represents Perth International Airport and Point B represents IHM Perth Campus.

Travelling to Perth (IHM Perth Campus)

You should fly into Sydney International Airport which is the closest international airport to IHM Sydney Campus. Visit www.sydneyairport.com.au/. IHM Sydney Campus is located 29 kms from Sydney International Airport. If you require a representative from IHM to meet you at the airport for pick-up service, please make necessary arrangements prior to your departure by contacting the institution. Refer Section 1 of this handbook for contact information.

Note: Point A in the map represents Sydney International Airport and Point B represents IHM Sydney Campus.

Travelling to Sydney (IHM Sydney Campus)
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 Institute of Health & Management
- Confirmation of Enrolment (eCoE) issued by Institute of Health & Management
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualification
- 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 Department of Agriculture, Fisheries and Forestry (DAFF) homepage [http://www.agriculture.gov.au/]

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

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

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

Other Items You Might Need to Include

(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 AU$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 and Laptops

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

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 Customs.

Getting From the Airport: IHM Sydney Campus

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. If you have requested for a reception service from IHM, prior to your departure, please wait at the Arrivals Hall in the airport for the IHM Representative.

Train
There are train stations located at both the International and Domestic Terminals which operate as part of the Airport Link train service. The International Terminal train station is located at the northern end of the terminal and is accessible from the arrivals level.

From International Airport Station, Mascot you need to catch Train T2 Airport line to Central Station Platform 21, Sydney. You need to go to Central Station Platform 5, Sydney.

Public Buses
From Central Station Platform 5, Sydney, you will get bus service (Train Blue Mountains line – Central to Bathurst Service) to Parramatta Station Platform 2, Parramatta. IHM Sydney campus is about 10 minutes’ walk from here.

Taxis
Sydney International Airport has sheltered taxi ranks for international terminal.

Airport Reception Service
If you have requested for a reception service from IHM, prior to your departure, please wait at the Arrivals Hall in the airport for the IHM Representative.

Getting From the Airport: IHM Melbourne Campus

Shuttle Buses
Sky Bus: offers an express bus service from the airport to the city centre. This service operates 24/7, including all public holidays. Buses run from every 10 minutes throughout the day. Tickets can be purchased on arrival at the bus stop or purchased online at www.skybus.com.au.

From City Centre you can catch trains to Rosanna Train Station (Please refer below). IHM Melbourne Campus is located at a walkable distance from Rosanna train station.

Train
From City Centre (Flinders Street Train Station) or any other train station in the city loop, you can get catch Metro Train (Either Eltham or Hurstbridge Route) and get down at Rosanna Train Station. IHM Melbourne Campus is located at a walkable distance from Rosanna train station.

Taxis
Melbourne’s taxis are a safe and convenient way to get from the airport to your destination. Taxi ranks are located on the ground floor outside Terminals 1 and 3. You can catch a taxi from designated taxi ranks, unless you have pre-booked one. Remember to get an electronic receipt at the end of the journey. In addition to assisting with your personal records, the information that it contains (such as Taxi Company, taxi ID number and time of travel) is vital should you accidentally leave any items behind.

Airport Reception Service
If you have requested for a reception service from IHM, prior to your departure, please wait at the Arrivals Hall in the airport for the IHM Representative.

Getting From the Airport: IHM Perth Campus

Public Buses
You will be arriving at the Perth Airport’s International Terminal 1 (T1).

Transperth is the brand name through which the Western Australian Government provides public transport services in the Perth metropolitan region. This includes Perth’s public buses, trains and ferries.

Please note that Transperth does not operate direct bus services to Perth Airport’s International Terminal 1 (T1) but operates a bus service to and from Perth Airport’s Domestic Terminals 3 and 4 (T3 and T4). A free terminal transfer bus service operates 24 hours a day, seven days a week. The journey takes approximately ten minutes to complete. Terminal transfer bus stops are located on the forecourt at the International Terminal 1 (T1).

Using this free terminal transfer bus service, you can arrive at Perth Airport’s Domestic Terminals 3 and 4. Bus 37 operates daily between T3 and T4 and Kings Park, via the Esplanade Bus Port. Get down at Esplanade bus port. IHM Perth Campus is at a walkable distance from Esplanade Bus Port.
**Taxis**
Covered taxi ranks are located at the current International Terminal (T1). Taxi ranks are also located along Valentine Road, serving Skippers Aviation and Cobham Aviation passengers. Some drivers will ask you to pay your fare in advance, and this same fare applies to both a group or single person.

**Airport Reception Service**
If you have requested for a reception service from IHM, prior to your departure, please wait at the Arrivals Hall in the airport for the IHM Representative.

**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, email, social media 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 leaving home. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

**How Much to Bring**
You 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 not 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 Australia, you can also change money at any bank or at currency exchanges.

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

**ATMs**
Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account (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.

**Temporary Accommodation**

**Hotels, Motels and 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.

**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.

**Arranging Visas**
Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs See: Arranging Visas). Family members include your spouse, and you and your spouse's dependent children.

Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

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

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.
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 Department of Home Affairs policy that school-age dependants of international students undertake formal schooling while they are in Australia.

2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.

3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students.

   Fees are payable by international students at all State schools unless you:
   - 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

In VICTORIA: Department of Education and Early Childhood development at 1800 809 834 and follow the prompts.
Email: edline@edumail.vic.gov.au

In WESTERN AUSTRALIA: Department of Education at (08) 9264 4111

In NEW SOUTH WALES: For enquiries about education and training, the school system, call the Schools and Community Senior Information Officer at (02) 9561 8999. Email: DECinfo@det.nsw.edu.au

There are two types of schools in Australia – State schools and independent schools. For State schools, major part of their costs are met by the relevant State or Territory government and for Private schools, may charge higher fees.
Settling In: Sydney Australia is located in a coastal basin situated between the Pacific Ocean to the east and the Blue Mountains.

Sydney Australia is a friendly city offering visitors and students, a variety of attractions and activities. The cost of living in Sydney Australia is not high considering that Sydney is one of the best cities in the world.

Weather and Seasons
The climate of Sydney is temperate, having warm summers and mild winters, with rainfall spread throughout the year. Average minimum temperatures in the winter months of June through to August are around 9°C (47-48 °F). The summer season is from December through to February.

Living in Sydney:

Living in Melbourne:
Melbourne is the world’s most liveable city for a sixth consecutive year in 2016, according to the Economist Intelligence Unit (EIU).

If you need to rent apartments, units, or houses in Melbourne Australia, you need to consider the two categories of apartments: furnished and unfurnished Melbourne Apartments.

People who plan to live in Melbourne for long usually opt for the unfurnished Melbourne apartments. The leases on these apartments are usually for a minimum of 6 months. You can ask for a lease of 1 year if you wish. This guarantees that the owner will ask you to evacuate the rental should they wish to increase the rent.

A quick guide to the cost of living in Melbourne could be obtained from the following link: http://www.living-in-melbourne.com/cost-of-living-in-melbourne.html

Weather and Seasons

Melbourne has a very unpredictable weather. The Melbourne weather can experience four seasons in one day. In winter, the lowest temperature in Melbourne Australia might be 10°C during the daytime. In summer, Melbourne weather experience two or three 40°C days, with a cool change to follow. Summer period in Melbourne is Dec to Feb, Autumn is March to May, Winter in June-August, and Spring is September to November. Melbourne has a moderate oceanic climate and is colder than other mainland Australian state capital cities in the winter.

Living in Perth:

Perth is the capital of Western Australia and is Australia's fourth largest city. The city itself is located on the banks of the Swan River, which is quite wide in places. WA is a great place to live! Perth has clean air, beautiful beaches, wide open spaces and a relaxed lifestyle and its multicultural society welcomed people from all over the world.

Weather and Seasons

Perth’s weather is one of our best features. Warm summers and mild winters let you make the most of the great outdoors. Perth receives moderate though highly seasonal rainfall, making it the fourth wettest Australian capital city after Darwin, Sydney and Brisbane. Summers are generally hot and dry, lasting from December to late March, with February generally being the hottest month of the year, while winters are relatively cool and wet, making Perth a classic example of a Mediterranean climate

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:

The types of accommodations:

1. Homestay
2. Student Housing
3. Rentals

Melbourne: Renting a room could cost $120-$180 per week
Perth: Renting a room could cost $175-$220 per week
Sydney: Renting a room could cost $150-$220 per week

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
- Newspaper classifieds
- Real Estate Agent windows & websites
- Local shopping centre noticeboards

Things to Keep in Mind When Renting: Security Deposits/Rental Bond

The owner (landlord) or agent may offer you a property for rent. You, the tenant, are required to pay a rental bond before you move into the property. A rental bond is a security deposit a tenant pays at the start of a tenancy. This security deposit and may amount to more than AUS 1,000 dollars. The rental bond is usually set at four weeks' rent. A rental bond/security deposit is an amount of money that guarantees that the tenant will care for the dwelling. It is held by the RTBA (Residential Tenancies Bond Authority) and is paid back to the tenant at the end of the tenancy, provided that no money is owed to the property manager/owner for rent, damages or other costs.

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.

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.

‘Utility One’ will help you by arranging your Phone, Electricity, Gas, Internet and Pay TV - at no cost. For more information visit: www.connectnow.com.au or phone 13 18 19. You can get the process started straight away by clicking the ‘Connect me NOW!’ icon on their homepage.

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?
- Are there laundry facilities?
- 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 and 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

Preparation?

Do you and your roommates expect to share the costs of buying food and share in the preparation? Who will hire a cleaning company to keep things under control?

Personal Habits and Individual Needs:
How much privacy do you need?
What hours do you usually sleep? Study? Relax?
Socialise? Shower? Wash clothing?

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

Music and 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 and Communication:
How do you do 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?

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?

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

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

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

Kitchen Stoves and 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 wheelee 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 and 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 place and use a calendar reminder to avoid.
• Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.
(Source: Metropolitan Fire Brigade, Melbourne)

Pest Control
As a general rule, any outbreak or infestation requiring treatment by a pest control operator is the responsibility of the owner/agent, who is also responsible for the annual inspection. Examples of infestation may be rats, mice, fleas, possums, cockroaches, termites, ants, spiders, wasps or bees. Owners/agents are not responsible for infestations caused by your activities or lack of cleanliness. It is a good idea to guard against pests by storing food properly and using sprays and baits.

Where Can I Get Help?
NSW
The Tenants Union of NSW
http://www.tenants.org.au/
Victoria
The Tenants Union of Victoria
http://www.tuv.org.au
Consumer Affairs Victoria
Western Australia
Tenant Advice Line
(08) 9221 0088
Department of Commerce
1300 30 40 54

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.

Where Can I Get Help?
NSW
The Tenants Union of NSW
http://www.tenants.org.au/
Victoria
The Tenants Union of Victoria
http://www.tuv.org.au
Consumer Affairs Victoria
Western Australia
Tenant Advice Line
(08) 9221 0088
Department of Commerce
1300 30 40 54

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

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

Calling Australia from Overseas
To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2
XXX XXXX

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

Students can access the Computers and Internet from the Student Computer labs on each IHM campus. Also, IHM provides free Wi-Fi internet connections for students, while they are on campus.

Australia Post

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

Small Letters

The cost of posting a small letter for distribution in Australia is an AU$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.

Shopping

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.

www.yellowpages.com.au

Health:

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in Life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station.
Fire
The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

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

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

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

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

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

Emergency Translation
For translation service in an emergency situation dial 1300 655 010

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

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

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers

<table>
<thead>
<tr>
<th>Provider</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medibank Private</td>
<td><a href="http://www.medibank.com.au">www.medibank.com.au</a></td>
</tr>
<tr>
<td>OSHC Worldcare</td>
<td><a href="http://www.bupa.com.au">www.bupa.com.au</a></td>
</tr>
<tr>
<td>BUPA OSHC</td>
<td><a href="http://www.bupa.com.au">www.bupa.com.au</a></td>
</tr>
<tr>
<td>Australian Health Management</td>
<td><a href="http://www.ahm.com.au">www.ahm.com.au</a></td>
</tr>
</tbody>
</table>

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

Further information on OSHC can be found at: www.bupa.com.au

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

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

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

How do I make a claim?
Please contact your OSHC Provider, if you require assistance in making a claim.

Renewal information
Please contact your OSHC Provider, for renewal information.

Types of Health Care in Australia

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

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

See also: Attending an Australian hospital.
Private System

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

Attending an Australian Hospital

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

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

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

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

See also: Public hospital waiting times.

General Practitioners (GPs)

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

Medical Services

What do I do if I’m sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP’s surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor’s surgery early in the morning (8:00am – 8:30am) for an appointment.

Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

• If you are under 18, your International Student Advisor or homestay parent can help you find a doctor and accompany you to the appointment.
• If you are a university student, your university may have its own medical centre.

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 off work studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to.

It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies

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

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

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

Dental and Optical

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

Interpreter Services

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

*2008 Applicable limit – confirm with your OSHC provider

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**

Students with mental health issues such as anxiety or stress and depression may not be able to apply themselves well to their study. Sometimes studying abroad can be difficult and stressful, adjusting to a new environment and the pressures of assignments and exams.

There are services and resources available to help you manage your mental health. Students can take advantage of a free and confidential counselling service to discuss any concern. Counselling is provided by professionally trained psychologists and social workers.

**Physical Health**

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

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

**Sexual Health**

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner’s health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex.

**Always use condoms** as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy.

But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

**Managing my Finances:**

**Initial Expenses**

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

<table>
<thead>
<tr>
<th>Expense</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary accommodation</td>
<td>AUS$600 (4 weeks)</td>
</tr>
<tr>
<td>Rental bond (four weeks rent @ AUS$250/week)</td>
<td>AUS$1000</td>
</tr>
<tr>
<td>Advance rent (two weeks @ AUS$250/week)</td>
<td>AUS$1000</td>
</tr>
<tr>
<td>Electricity connection</td>
<td>AUS$150</td>
</tr>
<tr>
<td>Telephone connection</td>
<td>AUS$100</td>
</tr>
<tr>
<td>Gas connection</td>
<td>AUS$100</td>
</tr>
<tr>
<td>Internet connection</td>
<td>AUS$100</td>
</tr>
<tr>
<td>Mobile phone and/or network sim card</td>
<td>AUS$800</td>
</tr>
<tr>
<td>Household items, e.g. furniture, crockery, etc.</td>
<td>AUS$3000</td>
</tr>
<tr>
<td>Transportation</td>
<td>AUS$5000</td>
</tr>
<tr>
<td>Textbooks &amp; Educational Expenses</td>
<td>AUS$10000</td>
</tr>
<tr>
<td>Incidents</td>
<td>AUS$2000</td>
</tr>
<tr>
<td>Insurance – house, car, health</td>
<td>AUS$1000</td>
</tr>
</tbody>
</table>

**TOTAL:** AUS$22850

**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 @ AUS$250/week)</td>
<td>AUS$1000</td>
</tr>
<tr>
<td>Food (four weeks @ AUS$200/week)</td>
<td>AUS$800</td>
</tr>
<tr>
<td>Electricity</td>
<td>AUS$100</td>
</tr>
<tr>
<td>Gas</td>
<td>AUS$100</td>
</tr>
<tr>
<td>Telephone</td>
<td>AUS$50</td>
</tr>
<tr>
<td>Internet</td>
<td>AUS$200</td>
</tr>
<tr>
<td>Mobile Phone</td>
<td>AUS$70</td>
</tr>
<tr>
<td>Transportation</td>
<td>AUS$100</td>
</tr>
<tr>
<td>Entertainment</td>
<td>AUS$300</td>
</tr>
<tr>
<td>Educational</td>
<td>AUS$100</td>
</tr>
<tr>
<td>Insurance – health, house, car</td>
<td>AUS$50</td>
</tr>
<tr>
<td>Unexpected</td>
<td>AUS$100</td>
</tr>
</tbody>
</table>

**TOTAL:** AUS$2970

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- **You** – $18,610
- **Your partner** - $6,515
- **Your first child** - $3,720
- **Every other child** - $2,790
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 named in the account. Your passport to establish your identity as the person who

system. 100 points of identification is required to establish your identity as the person who

should have access to the benefits offered by a student bank account. bank account. For a comparison of accounts in banks throughout Australia see:


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 and ATM Locations near My Accommodation
Please refer to your local directory for a list of banks and ATMs available to you.

Banking Hours
Most bank branches are open from Monday to Friday, 9:00am to 4:00pm (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank).

ATMs remain open 24 hours a day. However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

Bank Fees
Bank fees are the price you pay for the products and services that banks offer. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account.

Some banks waive some fees if you are a full-time student. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

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

Accessing Money from My Account
Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

ATMs (Automatic Telling Machines)
ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account.

Using the ATMs of your bank will generally cost less money than if you use another bank’s ATMs. Fees for using ATMs can vary between banks and between accounts.

See also: Using an ATM.

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

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

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

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

There are security issues that need to be considered when using Internet banking. It is

List of Financial Institutions in Australia

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(NB – this list is just a sample of some financial institutions in Australia)
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 login password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information online.

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 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).

**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. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

**Working While Studying**

1. You are not permitted to start work until you have commenced your course of study.
2. You can work a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.
3. The Department of Immigration and Citizenship (DIAC) 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.

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.

Online - try these online companies:

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

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

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

Superannuation
If your 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](http://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](http://www.australia.gov.au)
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.

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 and Security

Internet Access on Arrival

Internet cafes are located in most major cities, or book a computer at a community library. Students can access the Computers and Internet from the Student Computer labs on each IHM campus. Also, IHM provides free Wi-Fi internet connections for students, while they are on 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-scam 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 security software updates where possible.
3. Use a firewall and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
4. Delete suspect emails immediately. Don’t open these emails.
5. Don’t click on links in suspect emails. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a ‘trojan’, being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
6. Only open an attachment to an email where the sender and the contents of the attachment are known to you.
7. Don’t download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
8. Use long and random passwords for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.

9. Use a limited permission account for browsing the web, creating documents, reading email, and playing games. If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

(Source: Australian Communications and Media Authority)

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

If you are going out at night remember:
- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any.
- 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 discreet 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.
- If someone bothers you, change seats and tell the driver.
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket.
- Check your purse/wallet if someone is jostling, crowding or pushing you.
- If you see any suspicious activity, inform the driver.

Trains
Many of the same safety tips when travelling by bus apply for trains. In addition:
- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras.
- Carriages nearest the drivers are always left open and lit.
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.

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.

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.
- Check your purse/wallet if someone is jostling, crowding or pushing you.
- If you see any suspicious activity, inform 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.
- 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”. If you don’t want your home address known, stop a few houses away from your destination.

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.
Insure:
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.

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 licence.

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)

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)

Blood Alcohol Concentration (BAC) Levels

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

Legal BAC Limits

There are legal limits as to the BAC level permissible if you are driving. The permitted Blood alcohol content is less than 0.05g/100ml.

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:** A woman will almost always have a higher BAC than a man.

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC.

For more detailed information about alcohol and how it affects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au.

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For more detailed information about alcohol and how it affects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au.

Factors Affecting your BAC

- **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:** A woman will almost always have a higher BAC than a man.

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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 is doubled that of a 0.00% reading.**
- **At 0.1% BAC your risk is more than seven times as high as 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!**
(From: Australian Federal Police)

Alcohol, Smoking, & Drugs

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

**Standard Drinks**
The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink. Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

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

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

**Smoking**
Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

**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 Hitchhiker. 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.

**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 throughout 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.**

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Many international students spend time so-
about them and feel comfortable with them.

However you meet people, remember to be
careful. When you meet someone new, be cau-
tious 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
like
have built a relationship with them, know more
about them and feel comfortable with them.

Many international students spend time so-
cialising 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 communi-
cate 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 cau-
tious until you feel you know them reason-
ably well and can trust them. Crimes against
international students are sometimes commit-
ted 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 manners and
communication "norms" (widely acceptable
behaviour), make an appointment to talk it over
with your International Student Advisor.

Sexual Assault

Sexual assault is a criminal offence. It includes
sexual harassment, unwanted touching, inde-
cent assault and penetration of any kind. It is
important to remember that it can happen to
anyone and at any time but certain precau-
tions 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 As-

Service.
1. From a public phone or mobile phone, ring
the police on 000.
2. Do not wash, shower, change clothes or
  clean up in any way until after talking to the
  police and going to the hospital. You could
  destroy vital evidence.
Don’t drink alcohol or take tranquillisers or
other drugs as you will have to give a clear ac-
count of what has happened.

Try to remember everything you can about
your attacker.

3. Remember, you are the victim. You have
nothing to feel guilty or ashamed about.

Police officers are aware that a person who has
been assaulted, sexually or otherwise, is likely
to be suffering from emotional shock. They
will do all they can to make things as easy as
possible for you. It is likely they will provide a
female police officer for a female victim. If not,
you have the right to request one. You can
also ask the police to contact a friend, family
member, interpreter or religious adviser to be
in attendance with you when you are dealing
with the circumstances surrounding the report
of assault.

4. If you can:
   - Take the name or address of any witness, if
     you ow it.
   - Try to remember exactly what the attacker
     looked like, take notice of any scars, tattoos,
     piercings or any distinguishing marks that
     could identify the attacker.
   - If a car was involved, try to note the colour,
     model and registration number.

Free and Confidential Services

- National Domestic Violence and Sexual As-
  sault helpline Tel: 1800 200 526 to talk with
  experienced counsellors 24 hours
- Violence Against Women, Australian Says
  No (Specialises in Domestic Violence and
  Sexual Assault counselling and referrals) –
  Tel: 1800 200 526
- The Sexual Assault Crisis Line Victoria (SACL)
  is a state-wide, after-hours, confidential,
telephone crisis counselling service for vic-
tim/survivors of both past and recent sexual
assault. SACL operates between 5pm week-
ends and public holidays. Tel: 1800 806 292.
- Police emergency contact line for sexual as-
  sault, Tel: 03 9349 1212
- Centres Against Sexual Assault (CASA) offer
  a range of services and referrals. Call their
  free and confidential 24-hour emergency
  hotline on 1800 806 292.
- State and Territory crisis and service
  numbers and more can be found on the
  ReachOut Australia website.

Social Activities

A range of activities are available for interna-
tional students in Australia, it’s a vast country
with a myriad of natural wonders, diverse cul-
tures, metropolitan cities and unique wildlife.

An ongoing social activities program runs
throughout the year at all of our campuses and
provides students with opportunities to enjoy a
range of activities outside study. We have many
activities available including regular student
parties, cultural festivities and visits to local at-
traction. These events are a great way to meet
other students, make new friends and learn
about the Australian culture. Communication
will be sent to students regarding local activi-
ties and events.

- Know where you are staying and how to get
  there.
- Before you go out, have a plan for getting
  home and tell someone where you are go-
ing.
- Negotiate a designated driver at the begin-
  ning of the evening and support them in
  their decision not to drink. During the week,
take turns to be the designated driver.
- Stay clear of a driver who has been drinking
  or using drugs.
- Ask an official volunteer to walk you home
  if you are alone — don’t walk home at night
  alone.
- Always keep enough money for a phone
  call, taxi or public transport.
- Stranger danger still exists for adults —
don’t accept lifts from anyone you don’t
  know, and don’t stay at a stranger’s place.
- Don’t swim at night and don’t swim at all if
  you are intoxicated or using drugs.
Studying at IHM

韭菜

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 runs the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies.

Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving early to attend orientation gives you the chance to:

- See and talk to the most important people you will need to know at the institution.
  » International Office staff and their duties
  » Course or Academic Advisor
  » ESL Advisor
  » Student Services staff
  » Religious/Cultural/Ministry staff
  » Accommodation/Homestay Coordinator
  » Counsellors

- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
• Meet and get advice from your Academic or Course Advisor
• Meet representatives of Student Associations, Clubs, and Mentors
• Find your way around the campus
  » Library
  » Computer rooms and facilities
  » Recreation and eating areas
  » Clubs and Associations
  » Classrooms
• Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
• Find your way around the public transport/ City/ to and from your accommodation.
• Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

What to Do First
Report to the International Office or welcome area for International Students.

International Student Orientation
International student orientation for IHM Campus will be conducted in the first week on course commencement.

Faculty/Course Orientation
Faculty/Course orientation for IHM Campus will be conducted in the first week on course commencement. Timetables for sessions, key faculty staff names and contact numbers will be provided to the students during this orientation.

International Student ‘Code of Behaviour’
Students are required to adhere to Institute of Health and Management Student Code of Behaviour at all times. A copy of IHM’s policy on ‘Student Code of Behaviour’ is available from IHM website.

Academic Policies and Procedures
IHMs academic policies and procedures could be accessed from IHM website, under the ‘Future Students’ tab as Policies, links and forms’. All other policies are available anytime at IHM. Please contact our administration staff or your course coordinator.

Complaints and Appeals
IHM considers Student complaints and Grievances with high importance. Should you have any complaints or grievances, you are encouraged to lodge a Complaint or Grievance through IHM website. This section could be found under ‘My IHM’ tab in the website.

In the event that a complaint is not resolved internally, students may contact the office of the Overseas Students Ombudsman by telephone on 1300 362 072 and can access information about making a complaint at http://www.ombudsman.gov.au/making-a-complaint/overseas-students

International Student Visa Conditions
For a full list of mandatory and discretionary student visa conditions please visit www.border.gov.au

Academic Progress
You have an obligation to maintain satisfactory course progress by successfully completing at least 50% of the units scheduled for each study period. Failure to achieve satisfactory progress may require a revision of your enrolment load and also an extension to your enrolment as well as your student visa, which in turn has significant cost implications.

IHM will follow the Dept. of Industry and Department of Home Affairs policies and procedures for systematically monitoring students’ course progress and will take the following steps if the student does not meet the course requirements.
• IHM will be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.
• IHM will report students to Department of Home Affairs, under section 19 of the ESOS Act, who have breached the course progress requirements.

Overseas Student Health Cover (OSHC)
• Students will maintain OSHC coverage for the duration of their student visa. This cover enables students to seek basic medical advice and assistance.
• Students will strive to attend classes on scheduled days of each term. Students who are sick and absent from school will be required to obtain a valid medical certificate.
• Students must ensure they maintain satisfactory course requirements in accordance with the National Code 2007 and the IHM International Student Application Form Terms and Conditions of Enrolment.
• Students will advise the Administration office of current contact details within seven days of any change.
• Students will not visit pornographic websites or download pornographic material while on IHM’s premises.
• Students must give at least 2 weeks advance notice if leaving the program prior to contract dates.
• Students will obey Australian laws and regulations at all times.
• It is illegal to possess and/or use non-prescribed drugs in Australia.
• Students will not engage in inappropriate sexually explicit behaviour at any time while at IHM.

Attendance
You have an obligation to attend at least 80% of scheduled classes in each study period. Failure to achieve attendance may require a revision of your enrolment load and also an extension to your enrolment as well as your student visa, which in turn has significant cost implications.

Current Address Details
Students on an International Student Visa no longer need to keep Department of Home Affairs informed of their home address in Australia, as they 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.

Student Administration Information
Enrolment
As a condition of enrolment, the student agrees to abide by all IHM policies referred to below for the duration of their enrolment and to disclose any medical or health conditions that may affect studies or student welfare. These could include:
1. Accommodation Policy
2. Complaints and Appeals Policy
3. Course Progress and Attendance Policy
4. Behaviour Policy/Code of Conduct
5. Student Transfer Request Assessment Policy
6. Deferment, Suspension and Cancellation Policy

For details, please refer to IHM’s Fee Payment Policy in IHM Website.
• Students should maintain full time enrolment in a course.
• Non-payment of fees will mean you will not be able to continue to be enrolled.
• Any changes to enrolment such as deferment, withdrawal must be notified / requested in writing.

Further information and downloading policies can be found under ‘My IHM’ tab in the website. This section could be available anytime at IHM.
ID Cards

IHM will issue individual ID Cards for all IHM students. This could be obtained from the IHM Administrative Office, on the first week of the course commencement.

Refund and Cancellation Policy

Fees, Refund & Cancellation Policies

If an intending overseas student is not granted a student visa from Australian High Commission/Australian Embassy/Department of Home Affairs for any reason, the refund applicable will be fees paid as a deposit towards an eCoE will be refunded, minus administration and processing charges. Documentary evidence of visa refusal is required.

1. If the student withdraws after the Course commencement.

2. If a student’s visa is cancelled due to reasons or compassionate/compelling circumstances. Any refund will be based purely on the discretion of the Institute’s CEO/Management.

3. If the student defers before or after the start of the course or temporarily suspends studies after the start of the study period, the tuition fee will not be carried forward, unless the student is deferring/.temporarily suspending studies for exceptional reasons or compassionate/compelling circumstances.

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5. In cases of the Institute’s default, full refund of unused portion of Tuition Fee is applicable. IHM will be considered in default in relation to an overseas student or prospective overseas student, if either of the following occurs:
   - IHM fails to start to provide the course to the student on the agreed starting day;
   - The course ceases to be provided to the student at any time after it starts but before it is completed, and the student has not withdrawn before the default day.

6. In case of onshore transfer of provider, it is the student’s responsibility to obtain Department of Home Affairs approval and visa extension:
   - If visa extension is rejected after course commencement date, there is no refund of fees by IHM.
   - If visa extension granted after course commencement date, full refund of unused portion of tuition fees will be provided by IHM.

Textbooks

Suggested list of text books will be provided by IHM. It is student’s responsibility to purchase text books.

Student Support Services

Academic Skills Assistance

IHM is committed to the delivery of high quality training outcomes for students through the regular monitoring and assessment of student progress and through the provision of high quality support. Some or all of the following support mechanisms may be identified for the student to assist them meet their learning objectives:

1. A recommendation that the student seek appropriate personal and/or academic support from within or outside of IHM.

2. Regular feedback from teaching staff that may include discussion, continuous (perhaps informal) assessment to track progress, model answers, lists of common mistakes.

3. Regular contact with the student by the Admin Coordinator and Course Coordinator in person or via e-mails.

4. Identification and implementation of other additional support strategies to enhance the student's progress as identified by the student.

Key Personnel: Educators/Course Coordinator/Counsellor/Student Support advisor

Counselling

IHM students have access to staff for counselling and advice on appointment. An internal Counsellor is available for staff and students of IHM to access as required. IHM’s counsellor will be available to all students who may want to talk about:

- Stress and depression
- Relationships and family matters
- Sexual assault
- Identity issues
- Study issues and performance anxiety
- Suicidal thoughts or self-injury
- Homesickness
- Adjusting to the new environment or the Institute

- Motivation issues
- Exam stress
- Any other matters you would like to talk about in confidence.

The course coordinator and trainers or the delegated personnel will be available to provide additional support during the course duration. Students could contact the concerned personnel through e-mails, teleconference, telephonic discussions, by person (on appointment) and Skype. Students can also use any of the Community counselling services available. Arrangements for such counselling services will be made available to the students by IHM, if required.

Key Personnel: International Student Support Officer

Disability Services

IHM is committed to provide education services and a learning environment that is free from discrimination, harassment and victimisation. IHM will act to provide an accessible and supportive learning environment for students with disabilities and will provide access insofar as reasonably practicable to any service provided by IHM to its students.

Key Personnel: International Student Support Officer

Ancillary Student Services

Student Notice Boards

Student notice boards are used in IHM campus to inform students about the upcoming social activities, course related information and updates and Student’s achievements. Student Notice boards also have a section for students to post / share any useful information among other students within the campus.
### Quick Guide to Key Personnel:

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<thead>
<tr>
<th>WHO TO SEE</th>
<th>ISSUES</th>
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<td><strong>ACADEMIC</strong></td>
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<tr>
<td>Nurse Educators</td>
<td>Questions about content of units, teaching procedures, assessment.</td>
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<tr>
<td>Course Coordinator</td>
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<td>ties with study, decisions to defer from study ([Inform International]</td>
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<td></td>
<td>Education Office)</td>
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<tr>
<td>Academic Skills Adviser / Course</td>
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<td>Coordinator</td>
<td>ments</td>
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<td><strong>ADMINISTRATIVE</strong></td>
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<tr>
<td>Student Administration</td>
<td>Health care/ insurance problems, academic progression, accommodation,</td>
</tr>
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<td></td>
<td>understanding of how to utilize institution processes effectively.</td>
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<tr>
<td>Student Administration</td>
<td>Timetable, registration in subject units, change of address.</td>
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<td><strong>PERSONAL</strong></td>
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<tr>
<td>Campus Manager/Registrar</td>
<td>Problems with relationships, home-sickness, gambling, depression, relat-</td>
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<tr>
<td>Campus Manager</td>
<td>Spiritual / religious issues, personal problems.</td>
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<td>Campus Manager</td>
<td>Sexual harassment, discrimination issues.</td>
</tr>
<tr>
<td>Course Coordinator</td>
<td>Examination / study adjustments.</td>
</tr>
</tbody>
</table>

### Campuses and Facilities:

List of Facilities for NSW Campus:

- Administration, student lounge, Student Kitchen, Students computer lab, Free Wi-Fi access, library and resource centre, online library, toilet facilities and student support staff.
IHM has well-equipped, simulated laboratories ensure clinical skills teaching is achieved in a realistic and effective manner. Lab sessions typically involve use of clinical equipment, practice models and manikins, clinical tools, role plays and simulated activities reflecting real time events in clinical settings to facilitate learning. As a part of quality improvements in service delivery, IHM’s laboratories are continuously updated and improved with new equipment and facilities to accommodate relevant learning needs and provide the opportunity to practice and test commonly used nursing skills and interventions in a non-threatening environment.

IHM campus have Library and Resource Centres where students can find extra resources to help with their learning and chosen career path. IHM campuses have significant Computer Laboratories with computer lines and provided terminals so that students are able to use for their own computers. Each connection gives access to MIMS on line, EBSCO reference centre and IHM’s e-learning resources.

IHM provides students access to the e-learning platform throughout their studies at IHM. E-Learning enables students to access to course materials as soon as they are enrolled. It also assists students identify the areas they have trouble understanding and to catch-up on classes they missed.

Tutoring
At the commencement of the course, students will be introduced to their educators via email who will continue to give support as they progress through their studies through email and/or telephone calls. Please refer to the Overseas Student Progression Policy and Procedure.

Language and Literacy Support
IHM will monitor record and assess progress of each student. Students requiring Language and Literacy support will be provided support in this regard. Course Coordinators will help students having difficulties with the units in a course. They will assist students to develop a better understanding of the class work and a learning plan to help students successfully complete the course.

Resources
IHM will provide appropriate resources to you. We offer:
• a wide range of books and audio-visual materials for you to borrow
• access to online facilities and an e-learning portal
• friendly personal service
• staff expertise and experience in each area of study
• practical facilities where you can learn in a safe environment

Plagiarism
Students are required to submit their own work for assessment. The presentation of someone else’s work, words or ideas as one’s own is plagiarism and therefore unacceptable. Plagiarism can be deliberate or accidental. Whenever students use the words or ideas of another person in their work, they must acknowledge where it is originally taken from. Various forms of plagiarism as follows:
• Downloading or copying any materials/ideas or part of it from an online source and submitting it as your own work with acknowledging
• Buying, stealing or borrowing any materials/ideas and submitting it as your own work

Cheating: ‘Cheating’ is to act dishonestly or unfairly to gain advantage. It can also be defined as completing an assessment without a student’s own effort and getting someone else to do the work. This is not an acceptable practice and will affect the progression of the course.

Teaching and Learning at IHM
IHM will monitor record and assess the progress of each student. IHM has in place the following Strategies to identify students at risk of not making satisfactory progress and those with special language and literacy needs.

1. The trainer/assessor records attendance of each class as per the Daily Students Attendance Records for on campus mode of delivery
2. Participation and progress on campus mode of delivery will also be monitored through participation in classroom activities and completion of assessments
3. Participation and progress in self-paced learning such as e-learning or distance learning courses will be monitored through the activity report recorded online.

Students identified as having attendance issues, at risk behaviour or not making satisfactory progress will be contacted and counselled by the Training Manager or Course Coordinator. If required, additional learning support will be made available to the students making unsatisfactory progress.

The Australian Government promotes and supports teaching and learning in higher education institutions for the enhancement of students’ needs. Generally – and especially at IHM – learning culture consists of a supportive environment where individual students are given every opportunity to excel in their chosen study. As a student of IHM you have the following academic rights and responsibilities:
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.
Get involved
Make an effort to meet people and get 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 customs 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. 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 people wear reflect the diversity in our Australian society just as much as the variation in climate in different parts of the country. There are no laws or rules on clothing, but there are certain dress code and standards for clothing at workplace and school.

As far as dressing for Australia is concerned, casual wear is generally the go depending on individual choice; many people dress for comfort, for the social situation or the weather. The type and amount of clothing needed to stay warm and dry depends on the time of the year.

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
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 and Special Celebrations:

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.

ANZAC Day
ANZAC Day is on April 25 the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades.

You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated.

Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional “Dawn Service”, which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.

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

Happy Australia Day
**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 barbecue to celebrate Melbourne Cup. It is traditional to run a “Cup Sweep” where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, & 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the “Spring Racing Carnival” which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It’s a very colourful time to be in Melbourne.

**Christmas**

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. 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 barbecue, 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)
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.

**Home Fire Safety:**

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.
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.

Sun Safety:

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.

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.

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.

**Beach Safety:**

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

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

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

L Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

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

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

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

And remember – NEVER

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

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**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

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**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.

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**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 and 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.

**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.

- **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.

- **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.

**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.

(Source: NRMA)
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 loosing 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.

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.

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- 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.

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.


Let’s Join hands to build a healthy future
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