STUDENT HANDBOOK
Acknowledgements

Nova Institute places on record our acknowledgement to

The Rainbow Guide

Developed by ISANA - International Education association and funded by the Australian Government through the Department of Education, Employment and Workplace Relations (DEEWR), International Quality Branch.
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Section 2: Pre Arrival
Section 3: Settling-in
Section 4: Studying at Nova Institute
Section 5: Social and Cultural
Section 6: Appendix
How to use this Handbook

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

Example: Immediate Priority -

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

Welcome
This initiative is supported by the Australian Government through the Department of Education and Training (formerly the Department of Employment and Workplace Relations).
Section 1: Welcome

Welcome
   Message from PEO

Important Information & Emergency Contacts Education
   Provider Main Contact Details International
   Student 24 Hour Emergency Contact Important
   Telephone Numbers
   Emergency Police, Fire, Ambulance
   DHA
   Transport
   Public Facilities
   Location of Automatic Teller Machines
   Post Office
   Medical Centres

Application Step by Step Process Model

Things To Do
   Before Leaving Home
   Upon Arrival in Australia
WELCOME TO NOVA

Message from Principal Executive Officer

Congratulations on your decision to further your education in Australia. You are about to embark on an incredible journey that is sure to change your life in many positive ways. To commit to studying overseas is to make a commitment to secure a brighter future for yourself and your family and I admire your ability to do so.

The student service focus at Nova is designed to ensure that you have the support required to help you adjust to living in Australia, to provide academic support and information that you may require.

Thank you for your interest in studying at Nova Institute, I wish to extend a warm welcome to you on behalf of all our staff and I hope that the time you spend with us will be enjoyable.
Important Information and Emergency Contacts:

MELBOURNE

Education Provider Contact Details - Melbourne
Nova Institute of Technology Level 4, 220 Albert Road South
Melbourne, VIC 3205
www.novainstitute.net.au
Tel: 1300362883

International Student 24 Hour Emergency Contact

VANEER RANDHAWA
Principal Executive Officer
Ph: +61 (0)3 9607 3508
Mob: +61 (0)411 245 800

Emergency Telephone Numbers:

Police, Fire, Ambulance - 000

Department of Home Affairs

General Enquiries: 131 881

Transport:

Information about Melbourne's public transport is available at this website: www.ptv.vic.gov.au/ for trains, buses and trams. Metropolitan rail, bus and tram and free city trams and free city circle timetables may be found at the following website: www.ptv.vic.gov.au/timetables

As no student concession is available for overseas students, it is recommended that students buy a weekly, monthly or period rail ticket in order to save on cost. A weekly ticket is about the same price as four return tickets.

Local taxi companies

13Taxi (Australia) Pty Ltd 138294
Yellow cabs 131924
Silver Top taxi 131 008

Public facilities:

Location of Automatic Teller Machines (ATMs), CBD

Melbourne CBD
Ground Floor
Casselden Place
2 Lonsdale Street
Melbourne VIC 3000

Counter hours: Mon-Fri 0900-1600 (Wed 0900-1330)

Postal address:
GPO Box 241
Melbourne VIC 3001

Dandenong
51 Princes Highway
Dandenong VIC 3175

Counter hours: Mon-Fri 0900-1600 (Wed 0900-1330)

Postal address:
Private Mail Bag 5001
Dandenong VIC 3175

2 Raglan Street
277 Clarendon Street

Post Office, South Melbourne
215-217 Park Street South Melbourne
Medical Centres:
If you cannot find a doctor locally you can go to Outpatients of any public hospital. In an emergency call 000 and ask for an ambulance.

Doctors close to Nova
Modern Medical St Kilda Road
Level 3, 23 QV Terrace
2/27-33 Raglan Street
South Melbourne 3205
Ph: (03) 9869 2000

South Melbourne Family Practice
1/111 Cecil Street
South Melbourne 3205 VIC
Ph: (03) 9284 3400

Dentists close to Nova
Please be aware that your health insurance does not cover you for dental visits

Freedom Dental
6/37-39 Albert Road
Melbourne VIC 3004
Ph: 1300 437 333

South Melbourne Dental Group
265 Park Street
South Melbourne 3205
Ph: (03) 9690 6388

Important Information and Emergency Contacts – ADELAIDE

Education Provider Contact Details - Adelaide
Nova Institute of Technology
Level 9/108 King William Street, Adelaide SA 5000

International Student 24 Hour Emergency Contact
VANEER RANDHAWA
Principal Executive Officer
Ph: +61 (0)3 9607 3508
Mob: +61 (0)411 245 800

Emergency Telephone Numbers:
Police, Fire, Ambulance - 000

Police, Fire, Ambulance – 000

Department of Home Affairs (DHA)
70 Franklin Street
Adelaide SA 5000
9 am to 4 pm Monday to Friday
131 881

Medical Centres
If you cannot find a doctor locally you can go to Outpatients of any public hospital. In an emergency call 000 and ask for an ambulance.

Adelaide City General Practice
L2, 29 King William Street
08 84101322
Website: acgp.com.au

Adelaide Health Care
43 Carrington Street, Adelaide South
08 8410 0774
Website: adelaidehealthcare.com.au

Gawler Place Medical Practice
Level 1 47 Gawler Place, Adelaide
08 8212 7175
Website: adelaideunicare.com.au

Hutt St General Practice
Bray House, 60, Hutt Street, Adelaide
08 8223 3918
Website: healthdirect.gov.au

Dentists
Please be aware that your health insurance does not cover you for dental visits

Adelaide City Dental Care
25 King William St Adelaide South
08 8212 3880

The Dental practice on King William
2/25 King William St Adelaide South
08 8212 3247

Transport
Adelaide SA 5000
Phone: 1300 311 108
www.adelaidemetro.com.au

Taxis
Suburban Taxis Adelaide
131008
Adelaide Independent Taxis
132211

Public facilities:

Location of Automatic Teller Machines (ATMs)
ANZ 121 King William St, Adelaide SA 5000
Westpac 2 Grenfell St, Adelaide SA 5000
NAB 22-28 King William St, Adelaide SA 5000
Commbank 94 King William St, Adelaide SA 5000

Location of Public Telephones
18 Currie St, Adelaide SA 5000

Post Office
141 King William St, Adelaide SA 5000
Things to Do:

Before Leaving Home:

- Apply for passport
- Arrange student visa
- Make contact with institution
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
  - Name and contact details of an institution representative
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency

Important documents:

- THIS HANDBOOK!
- Passport
- Letter of offer
- eCoE
- Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, drivers licence, birth certificate (or copy)

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.
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).
SECTION 2

Pre-Arrival
# Section 2: Pre-Arrival

| Application Step by Step Process Model | Australian Customs & Quarantine |
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| Introducing Nova Institute            | Shuttle Buses                   |
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| Education Agents                      |                                 |
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|                                      | Schools                          |
|                                      | State Schools                    |
|                                      | Independent Schools              |
STEP 1: Student enquiry and application
(Via agent, exhibition, email, phone or fax)

STEP 2: International admissions issues
'offer of place'

STEP 3: Student acceptance
return signed forms and fees

STEP 4: International admissions issues electronic
Confirmation of Enrolment (eCoE) and schedule health insurance (NIB)

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

STEP 6: Student makes travel and/or accommodation
arrangements

STEP 7: Student arrives in Australia and reports at Nova

STEP 8: International student orientation
registration and ID Cards

STEP 9: Student registers for OSHe card and
sets up bank account, mobile phone, etc.

STEP 10: Classes begin!

STEP 11: Enjoy your student life with Nova
**Introduction to Australia**

**The Country**

Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests.

Australia is the sixth largest country in the world and has the lowest population density per square kilometre.

**Culture and Customs**

The culture and customs consists of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous ‘Dream time’ forms the base of tens of thousands of years of spiritual aboriginal art and culture.

**Language**

In Australia over 200 different languages and dialects are spoken, including 45 indigenous languages. The most commonly spoken language is English.

Useful links:

Introducing Melbourne

Melbourne is an affluent, modern Australian city with nearly 3.5 million people who enjoy a high standard of living. The Australian education and training system is recognised internationally as one of the best in the world and is one reason why so many international students choose to study here.

Providing a lifestyle for all tastes, Melbourne has some of the best fine dining in Australia with its grand restaurants as well as sophisticated bars and cafes. These are complemented by an array of cinemas and theatres as well as a host of nightclubs and discos.

**Melbourne City Centre**
Melbourne Weather
Melbourne has a temperate oceanic climate and is well known for its changeable weather conditions. This is mainly due to Melbourne's geographical location. Melbourne weather is changeable. Melburnians say: “If you don’t like the weather, wait ten minutes and it will change.”

<table>
<thead>
<tr>
<th>Months &amp; Seasons</th>
<th>Temperature</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>September-November (Spring)</td>
<td>25-25 degrees</td>
<td>Cool and wet</td>
</tr>
<tr>
<td>December-February (Summer)</td>
<td>25-32 degrees</td>
<td>mainly hot and dry</td>
</tr>
<tr>
<td>March-May (Autumn)</td>
<td>18-25 degrees</td>
<td>mainly dry</td>
</tr>
<tr>
<td>June-August (Winter)</td>
<td>10-15 degrees</td>
<td>cool and cloudy</td>
</tr>
</tbody>
</table>

Introducing Adelaide

Adelaide is Australia's fifth largest city with a population of over one million people. The site for Adelaide was chosen in Dec 1836 by Colonel William Light, who created its remarkable design.

Lifestyle

Adelaide has many attractive features within walking distance or at a short bus ride from the campus. One feature which sets Adelaide apart from other Australian cities is the many parks that are found throughout the city centre. For the more adventurous students, trips to the Flinders ranges in the North provide ample opportunity for bush walking, climbing and camping. Day trips to Victor Harbour at the right time of year may include whale watching or a range of other water sports for the thrill seekers.

Often described as the Festival City, Adelaide has gained a reputation for excellence in performing and visual arts and plays host to internationally renowned events such as The Adelaide Festival of Arts, Barossa Music Festival as well as ethnic food, wine and cultural celebrations.
Adelaide Weather

Adelaide enjoys a mild Mediterranean climate with four distinct seasons that include warm, dry summers and cool, wet winters. The temperature ranges from an average 15 degrees Celsius (59 Fahrenheit) and lowest recorded 0.7 in winter (Jun to Aug) to 32 degrees Celsius (90 Fahrenheit) and highest recorded to 45.7 degree in summer (Dec to Feb). The average temperature is 25 degrees Celsius.

<table>
<thead>
<tr>
<th>Months &amp; Seasons</th>
<th>Temperature</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>September-November (Spring)</td>
<td>20-25 degrees</td>
<td>little rain</td>
</tr>
<tr>
<td>December-February (Summer)</td>
<td>25-32 degrees</td>
<td>mainly hot and dry</td>
</tr>
<tr>
<td>March-May (Autumn)</td>
<td>20-25 degrees</td>
<td>mainly dry</td>
</tr>
<tr>
<td>June-August (Winter)</td>
<td>10-15 degrees</td>
<td>cool and wet</td>
</tr>
</tbody>
</table>

Introducing Nova Institute of Technology

Nova Institute of Technology (Nova) is an Australian Registered Training Organisation located in the Cities of Melbourne and Adelaide, Australia. We offer internationally recognised qualifications in a safe and supportive environment.

**Nova Institute of Technology - Melbourne** is located in South Melbourne at Level 4, 220 Albert Road, South Melbourne. The institute is close to St Kilda Road. Many tram services depart from St Kilda Road, very close to the institute. The central location of the institute means that few students will be able to live in the immediate area of the college and walk to and from school. Most students will be live in suburbs further away and will need to catch a bus, tram or train. Trains run regularly throughout peak hours and all of Melbourne’s major railway lines go through Flinders Street station.
Nova Institute of Technology - Adelaide is located at Level 9, 108 King William Street. King William Street is the part of a major arterial road that traverses the CBD and centre of Adelaide, continuing as King William Road to the north of North Terrace and south of South Terrace. At approximately 40 metres wide, King William Street is the widest main street of all the Australian State capital cities. Named after King William IV in 1837, it is historically considered one of Adelaide's high streets, for its focal point of businesses, shops and other prominent establishments. The Glenelg tram line runs along the middle of the street through the city centre. The College is close to Adelaide Railway station. Many public bus services depart from Currie Street, very close to the College.

The central location of the college means that few students will be able to live in the immediate area of the college and walk to and from school. Most students will be live in suburbs further away and will need to catch a bus, tram or train. Trains run regularly throughout peak hours and all of Adelaide’s major railway lines go through Adelaide Railway station.

Courses offered at Nova Institute

Nova Institute offers many VET courses and English language programs. Check our website www.novainstitute.net.au for current courses offered in these areas.
Arranging Visas:

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries. It may better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field. You should check with the education provider in Australia 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.

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.

The SSV (Simplified Student Visa Framework)

The SSV was designed to support the sustainable growth of the international education sector by making the process of applying for a Student (subclass 500) visa (Student visa) simpler to navigate for genuine students, to reduce red tape for business and to deliver a more targeted approach to immigration.

Department of Home Affairs


Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIAC website the Department of Foreign Affairs and Trade website https://www.protocol.dfat.gov.au/Public/MissionsinAustralia has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

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

Education Agents

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

**Visa Conditions:**

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

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

For a full list of mandatory and discretionary student visa conditions please visit https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/student-500
Arranging Travel:

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


**SKYBUS**


**TAXIS**

Taxis are available from the ground floor level of Melbourne Airport, outside the International Terminal both domestic Terminals. Expect to pay around A$30 to A$40 for the 25-minute trip into the centre of Melbourne (roughly about 25km).

**Documents**

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

- Valid passport with Student Visa
- Offer of a place / admission letter from Nova institute.
- Confirmation of Enrolment (eCoE) issued by Nova institute.
- Receipts of payments (e.g. tuition fees, AHM, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.

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

**What to Bring with You**

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...

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

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

**Seasonal Considerations**

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

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

**Clothing**

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

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, 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
Australian Electric Plugs

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.

![Electric Plugs](image)

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

Bringing Your Computer

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

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

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

Mobile Phones & Laptops

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

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it 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$5,000** 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.
For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantineis

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.

Keeping in Contact:

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

After your arrival at your accommodation, get in touch with the institute by calling the main reception using (03)9670 7801 and ask for a convenient time to come to the institute.

Accessing Money

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

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU$1500 to AU$2000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.
Currency Exchange

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

Electronic Transfer

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

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.

Credit Cards

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.
Arranging Accommodation

You may wish to find accommodation in a house or flat. It is quite common for young people in Australia to live in shared accommodation with their friends. In Melbourne the cost of shared accommodation varies between $150 and $300. You may be able to pay less if you share your apartment with a number of people, but many people will not find this comfortable.

If you are going to live in a shared flat or house you will also need to pay a returnable bond which is usually equivalent to four week's rent. The bond is used to replace or repair any damage you might be responsible for during the time you live in the accommodation. If there is no damage the full amount will be returned to you when you leave your accommodation. Sometimes there is also a deposit for the security key. You get this back when you return the key when you move out. This can be up to $150.

There are several ways to find somewhere to live. One way is to check the advertisements in the city and local newspapers. The Melbourne Age has advertisements for flats and share houses each week. If you have trouble understanding anything in the advertisements ask your teacher or your home stay to help you. You will probably need to telephone to make an appointment to meet the other people who live in the house. Another way to look for a flat is to search the following websites for shared accommodation:

http://www.domain.com.au/?mode=share

You can also visit a real estate agent to see if they have any suitable property for you to rent. If you rent a place yourself you may have to find other people to share with you.

You can also ask your friends or make contact with students in other institutes to see if anyone has a room they want to rent out.

There may be notices on the student notice board in the institute for shared accommodation. If you want to advertise, get your advertisement signed by the receptionist - any advertisement not signed may be taken down. The institute is not responsible for any accommodation advertised on a college notice board.

LIST OF REAL ESTATE AGENTS - Melbourne

BP City Real Estate
396 Latrobe St
Melbourne 3000
03 9602 3866

Central Equity Apartments - Real Estate Agents
560 Lonsdale St
Melbourne 3000
03 9600 1111

City First National - Real Estate Agents
LIST OF REAL ESTATE AGENTS – Adelaide

Ray White SA Metro
4/32 Halifax Street, Adelaide
raywhitesametro.com.au
08 8410 9111

LJ Hooker
1 King William Road, Adelaide South
08 8271 1055
mountisa.ljhooker.com.au

DG Real Estate
Level 1/137 Gouger Street, Adelaide South
08 8231 3689
dgrealestate.com.au

Temporary Accommodation:

Hotels, Motels & Backpackers

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

Staying with Friends or Family

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

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

Issues to Consider

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

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

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

For more information visit www.homeaffairs.gov.au

Child Care

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

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.
Schools

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

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. 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.
3. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. They can also inform you the age restrictions for admission.
4. Fees are payable by international students at all State schools unless you:
   - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
   - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school’s curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact [http://www.education.vic.gov.au](http://www.education.vic.gov.au)

There are two types of schools in Australia - State schools and independent schools. Visit these websites to find out more about the different types of schools [http://www.education.vic.gov.au/school/teachers/management/Pages/international_students.aspx](http://www.education.vic.gov.au/school/teachers/management/Pages/international_students.aspx)
SECTION 3

Settling-In

http://www.novainstitute.net.au  CRICOS No- 028568  Provider No-21984
Section 3: Settling-in

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- Time Zones

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- Choosing Where to Live

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Obeying the Law
Legal Services & Advice
Home Security
Contents Insurance
Internet Safety & Security
  Internet Access on Arrival
Personal Safety
Public Transport Safety
  Buses
  Trains
  Taxis
Road rules
  Owning a Car
  Registration
  Insurance
  Speed
Mobile Phones & Driving
Demerit Points Scheme
Licence Requirements
Drinking Alcohol & Driving
Blood Alcohol Concentration levels
Legal BAC Limits
Factors Affecting your BAC
Drinking Limits Advice
Random Breath Testing
Standard Drinks
  Increased Risk of an Accident
Alcohol, Smoking & Drugs
  Alcohol
  Smoking
  Drugs
  Drink Spiking
Hitchhiking
Avoiding Dangerous Areas and Activities
Making New Friends
Sexual Assault
What do I do if I am Assaulted?
Living in Australia

Time Zones

Australian Eastern Standard Time (AEST) is followed in these regions:

- New South Wales (except Broken Hill)
- Victoria
- Queensland
- Tasmania
- Australian Capital Territory

Day Light saving

Local time in the following States/Territory is advanced one hour when daylight saving starts and is put back one hour when it finishes. Queensland and the Northern Territory do not observe daylight saving.

You can use the clock to check times.

<table>
<thead>
<tr>
<th>States/Territory</th>
<th>Starts</th>
<th>Finishes</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Australia Victoria</td>
<td>Sunday 6 October 2019 (2.00 am)</td>
<td>Sunday 5 April 2020 (3.00 am)</td>
</tr>
</tbody>
</table>

Permanent Accommodation

Choosing Where to Live

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

Types of Accommodation

Rentals

You may wish to find accommodation in a house or flat. It is quite common for young people in Australia to live in shared accommodation with their friends. In Melbourne the cost of

shared accommodation varies between $150 and $300. You may be able to pay less if you share your apartment with a number of people, but many people will not find this comfortable.
If you are going to live in a shared flat or house you will also need to pay a returnable bond which is usually equivalent to four week’s rent. The bond is used to replace or repair any damage you might be responsible for during the time you live in the accommodation. If there is no damage the full amount will be returned to you when you leave your accommodation. Sometimes there is also a posit for the security key. You get this back when you return the key when you move out. This can be up to $15.

There are several ways to find somewhere to live. One way is to check the advertisements in the city and local newspapers. The Melbourne Age has advertisements for flats and share houses each week. You will probably need to telephone to make an appointment to meet the other people who live in the house.

You can also visit a real estate agent to see if they have any suitable property for you to rent. If you rent a place yourself you may have to find other people to share with you. Finally you can ask your friends or make contact with students in other colleges to see if anyone has a room they want to rent out.

There may be notices on the student notice board in the institute for shared accommodation. If you want to advertise, get your advertisement signed by the receptionist – any advertisement not signed may be taken down. The institute is not responsible for any accommodation advertised on a college notice board.

**Where to Look for Accommodation:**

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

- See listing of real estate agents above
- Student noticeboards around campus
- Real Estate Agent windows & websites
- Local shopping centre noticeboards
- Online student accommodation services

**Things to Keep in Mind When Renting:**

**Security Deposits/Bond**

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

**Signing a Lease**

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

**Inspection of Property**

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

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

**Utilities**

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

For more information visit: [www.connectnow.com.au](http://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?
- 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?

Smoke Alarms

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

ONLY WORKING SMOKE ALARMS SAVE LIVES!

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

The Tenants Union of Victoria
http://www.tuv.org.au
Consumer Affairs Victoria
http://www.consumer.vic.gov.au

Services

Telephones

Calling Emergency Services

DIAL 000

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health – Emergencies)

Making Phone Calls within Australia

- To make international phone calls:

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

- To make domestic phone calls:

  🍃 Dial – the area code + phone number

<table>
<thead>
<tr>
<th>Area Code</th>
<th>States</th>
</tr>
</thead>
<tbody>
<tr>
<td>(02)</td>
<td>ACT, NSW</td>
</tr>
<tr>
<td>(03)</td>
<td>VIC, TAS</td>
</tr>
<tr>
<td>(07)</td>
<td>QLD</td>
</tr>
</tbody>
</table>
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 Melbourne would be 3 instead of 03), and then dial the required number.

Example: International access number +61 3 9607 3500

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with your phone manufacturer 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.whistleout.com.au/


Computer & Internet Access

Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone. Nova Institute students have access to computers in the lab while on campus. Each existing student has access to the Nova computer network. The students have remote access to their account in the network. The students are given a computer account at the time of orientation.
Cost of Living

Nova Institute of Technology students in Australia typically spend between $250 to $400 a week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs.

The following chart is only a guide to help you understand the breakdown of costs.

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td>$150 - $200 / week</td>
</tr>
<tr>
<td>Food</td>
<td>$100 - $200 / week</td>
</tr>
<tr>
<td>Public Transport</td>
<td>$20 - $50 / week</td>
</tr>
<tr>
<td>Entertainment/movies</td>
<td>$13 per ticket</td>
</tr>
</tbody>
</table>

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. Some people spend a lot more than this, and others spend less. To live more cheaply, you could share a room, cook for yourself and shop at the markets.

We estimate that international students will require approximately AU$21,000 for living expenses each year.

Australia Post

Australia Post is the general postal service in Australia.

Small Letters

The cost of posting a small letter for distribution in Australia is an **AU$1.00 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.
Envelopes Face Format - Allocation of Zones

<table>
<thead>
<tr>
<th>Service Zone</th>
<th>Postage Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Indicators eg. Advertising, Return Address, etc.</td>
<td>Stamps, etc.</td>
</tr>
</tbody>
</table>

**Typical Machine Addressed Envelope**

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

**Typical Hand Addressed Envelope**

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

Do not use the squares when addressing letters for overseas - even if the overseas postal code can fit in the squares, it is an abbreviation and the postcode.

(Source: Australia Post) www.auspost.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 directly on:

General enquiries - Victoria
Dial 131 144 for non-urgent assistance.

For the contact number of your local police station, go to the following website and search under "Your local police"

General enquiries – South Australia
Dial 131 444 for non-urgent assistance

For the contact number of your local police station, https://www.police.sa.gov.au/contact-us/find-your-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.

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.

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

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.
Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.


If you come to Australia on a visa other than a student visa and undertake a short course of study of three months duration or less you will not be eligible for aSHe. 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.


### Types of Health Care in Australia

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

#### Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. Sometimes 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. This cover is expensive.

**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.

**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 26+C. **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.

Seeing a Doctor
When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she
or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

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.
Medical Facilities in Melbourne

Hospitals
Major public hospitals include:
St Vincent's Hospital: +61 (0)3 9288 2211
Royal Women's Hospital: +61 (0)3 9344 2000
The Royal Melbourne Hospital: +61 (0)3 9342 7000

Private hospitals and 24-hour clinics are available.

Medical Centres and doctors
Look at this website and look for doctors in your area

Pharmacies and chemists

Search for a chemist in your locality

Medical Facilities in Adelaide

Hospitals
Royal Adelaide Hospital
North Terrace Adelaide
08 8222 4000
rah.sa.gov.au

St Andrew's Hospital (Private)
350 South Terrace, Adelaide South
08 8408 2111
stand.org.au

Women's and Children's Hospital
72 King William Road, North Adelaide
08 8161 7000
wch.sa.gov

Medical Centres and doctors

Look at this website and look for doctors in your area

Pharmacies and chemists
Search for a chemist in your locality


**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**

Mental health difficulties refer to changes in the way that we think, act, and feel from when we're mentally healthy. There are many different types of mental health difficulties. Some of these predominantly affect our emotions (such as depression and anxiety), some our thoughts (such as obsessive compulsive disorder and schizophrenia), and some our behaviour (for example, self-harm). It is not uncommon for someone to experience a mental health issue and importantly there are things that you can do to overcome a mental health difficulty or manage it better.

There could also be other issues such as homesickness, grief, bullying, stress, anxiety, relationships, etc. There are heaps of people who can help you or a friend if you are going through a tough time. Sometimes it can be hard to find the right person and to know who to see. For example, if you are having a medical difficulty the best person to start off talking to is your local doctor, whereas if you are feeling depressed or anxious a psychologist or counsellor may be better.

For more details, see section 4 of this handbook- Studying at Nova Institute.

**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 indication 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 per week</td>
<td>$500</td>
</tr>
<tr>
<td>Rental bond (four weeks rent @ $300/week)</td>
<td>$1000- $1200</td>
</tr>
<tr>
<td>Advance rent (two weeks @ $300/week)</td>
<td>$600</td>
</tr>
<tr>
<td>Electricity connection</td>
<td>$50</td>
</tr>
<tr>
<td>Telephone(land line) connection</td>
<td>$50</td>
</tr>
<tr>
<td>Gas connection</td>
<td>$50</td>
</tr>
<tr>
<td>Internet connection</td>
<td>$50</td>
</tr>
<tr>
<td>Mobile phone and/or network sim card</td>
<td>$50</td>
</tr>
<tr>
<td>Household items, e.g. furniture, crockery, etc.</td>
<td>$500</td>
</tr>
<tr>
<td>Transportation</td>
<td>$150</td>
</tr>
<tr>
<td>Educational Expenses Additional</td>
<td>$100</td>
</tr>
<tr>
<td>Incidentals</td>
<td>$200</td>
</tr>
<tr>
<td><strong>TOTAL(approx):</strong></td>
<td><strong>$3300 - $3500</strong></td>
</tr>
</tbody>
</table>
On-going Expenses

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

<table>
<thead>
<tr>
<th>Monthly Expense</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent (four weeks rent @ $300/week)</td>
<td>$1200 (less when shared)</td>
</tr>
<tr>
<td>Food (four weeks @ $60/week)</td>
<td>$240</td>
</tr>
<tr>
<td>Electricity</td>
<td>$20</td>
</tr>
<tr>
<td>Gas</td>
<td>$20</td>
</tr>
<tr>
<td>Telephone (land line)</td>
<td>$30</td>
</tr>
<tr>
<td>Internet</td>
<td>$40</td>
</tr>
<tr>
<td>Mobile Phone</td>
<td>$30</td>
</tr>
<tr>
<td>Transportation</td>
<td>$130</td>
</tr>
<tr>
<td>Entertainment</td>
<td>$50</td>
</tr>
<tr>
<td>Educational</td>
<td>$50</td>
</tr>
<tr>
<td>Unexpected</td>
<td>$100</td>
</tr>
<tr>
<td><strong>TOTAL(app):</strong></td>
<td><strong>$1900</strong></td>
</tr>
</tbody>
</table>
Setting up a Bank Account

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

To open a bank account you will need:

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

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

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

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 gymniasums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.

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

**Telephone Banking**

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

**Internet Banking**

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

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

**Over-the-Counter Service**

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

**Paying Bills**

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

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

**Account Statements**

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

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

(Source: Australian Bankers' Association Inc.)
Using an ATM

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

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

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

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

(Source: Australian Bankers' Association Inc.)

Safety When Carrying Money

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

"Don't carry large amounts of cash!"

The second is:

"Don't advertise the fact that you are carrying money!"

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

**Working in Australia**

**Permission To Work**

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

**Working While Studying**

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

The Department of Home Affairs (DHA) considers your course to be *in session*:

- for the duration of the advertised semesters (including periods when exams are being held)
- if you have completed your studies and your Confirmation of Enrolment is still in effect
- if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Home Affairs)

For a full list of mandatory and discretionary student visa conditions please visit https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

**Finding Work**

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

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

**Online** - try these online companies:

- www.careerone.com.au
- www.indeed.com
- www.mycareer.com.au
- www.jobsearch.com.au
Earning an Income

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

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

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

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

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

Superannuation
If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9.5% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/Individuals/Super/Temporary-residents-and-super

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

(Source: Australian Taxation Office)
Laws and Safety in Australia

Obeying the Law

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

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

You can find a comprehensive outline of Australian law and the legal system at: www.australia.gov.au

Legal Services & Advice

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

If you need legal advice from a solicitor you can go to Law Institute of Victoria's (LIV) online Legal Referral Service. This is a free referral service, and the solicitors who you will be referred to provide the first 30 minutes consultation for free. After that you will have to pay. The website is http://www.liv.asn.au/, The web site has a listing of all solicitors and their specialisations, and is the most reliable place for information regarding solicitors.

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 at home.
- Avoid having parcels left on the door step. If you have to have something delivered while you are out, ask the neighbours to collect it
- When out, leave a radio, television or a light on in the evening to give the impression you are home. Keep cash and valuables out of sight.

Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks; doors should have dead-bolts, a security chain and a peep hole; and if the property has an alarm system — that would also make it an excellent choice.

Contents Insurance

It is recommended that if you are in a rental property that you obtain Contents Insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to $200 per year depending on the value of your belongings.

Safety & Security

Internet Access on Arrival
Internet cafes are located in most major cities, or book a computer at a community library.

Once you have been issued an institute ID card, you will be able to access the internet from the campus. For more details, see section 4 of this handbook - Studying at Nova Institute.

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.

Personal Safety

When you are out and about it is important to be alert and aware of your personal safety. If you are going out at night remember:
- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
• Never hitch-hike.
• Make sure that you stay with your party and that someone knows where you are at all times.
• Make sure you have enough money to get home or to phone.
• Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
• Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
• Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
• Do not leave you drink unattended – drink spiking does happen.

If you are **out and about**:

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

(Source: Australian Federal Police)

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

**Buses**

Waiting for a bus:

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

Riding on the bus:

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

Trains

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

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

Taxis

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

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
UBER

Uber is the app that connects driver-partners and riders. Here’s how it works, step by step:

STEP 1
A rider opens the app
The rider enters their destination into the Where to? box on the top of the screen; taps each ride option to see the wait time, car sizes, and price; then confirms their pickup location and taps Request.

STEP 2
The rider is matched with a driver
A nearby driver sees and chooses to accept the rider’s trip request. The rider is automatically notified when the driver’s vehicle is about a minute away.

STEP 3
The driver picks up the rider
The driver and the rider verify each other’s names and the destination. Then the driver starts the ride.

STEP 4
The driver takes the rider to the destination
The app gives the driver the option to access turn-by-turn directions, so the driver can focus on getting there and the rider can focus on enjoying a comfortable ride.

Download App Here:
IOS: https://apps.apple.com/au/app/uber/id368677368

Road Rules

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

Owning a Car

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

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

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

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

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

**Licence Requirements**  
In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:
- You remain a temporary overseas visitor
- Your overseas licence remains current
- You have not been disqualified from driving in that State or elsewhere and
- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

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

If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.  
(Source: Roads and Traffic Authority, NSW)

**Drinking Alcohol and Driving**

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

**Blood Alcohol Concentration (BAC) Levels**  
The blood alcohol concentration (SAC) is the amount of alcohol in the bloodstream. A SAC 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 SAC level drops unless more alcohol is consumed. SAC is measured with a breathalyser, or by analysing a sample of blood.

There are legal limits as to the SAC level permissible if you are driving:

The legal blood alcohol concentration (SAC) limit is 0.05. By law, probationary drivers (P-platers) must maintain a zero SAC (their SAC must equal zero). Penalties for drink-driving offences include disqualification from driving for a specified period, fines and imprisonment.

In Victoria, a SAC reading of 0.15 or higher results in suspension of the driver's licence on

Factors Affecting your BAC

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

- **Body size:** A smaller person will have a higher SAC 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 SAC 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 SACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.

- **Women:** After drinking the same amount of alcohol, a woman will almost always have a higher SAC 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 SAC. For more detailed information about alcohol and how it effects you, please see the Australian Drug Foundation website: [www.druginfo.adf.org.au](http://www.druginfo.adf.org.au).

**Drinking Limits Advice**

To stay below 0.05 SAC, 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.

**Standard Drinks**

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

These are all equal to approximately one standard drink:

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

Please keep in mind:

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

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

**DON'T DRINK and DRIVE!**

(Source: Australian Federal Police)
Alcohol, Smoking and Drugs

Alcohol and the Law

In Australia, there are laws regarding under 18s and alcohol. Each State has separate laws regarding the selling, buying and consumption of alcohol, however there is a similar sentiment in each piece of legislation. The Liquor Control Reform Act 1998 outlines the laws about alcohol for Victoria.

If you are under 18, it is illegal for you to buy or be supplied with alcohol, unless:

- it is bought for you to have with your meal by either your partner, who is over 18, or by your parent or guardian; or
- it is supplied to you in a private home.

If you are under 18, it is also illegal to for you to be found in possession of, or drinking alcohol in a public place or to be found entering and remaining on premises that sells alcohol. You are only permitted to be in licensed premises if you are:

- attending an approved underage function;
- accompanying a responsible adult who is over 18 years;
- residing at the licensed premises;
- engaging in a training program in hospitality or training for the purposes of employment or work experience; or
- unaccompanied, in a licensed restaurant during ordinary trading hours (7am to 11pm).

If you are found to be breaking any of the laws just outlined, you could be fined up to $500. If a licensee or manager of a licensed premises sells or supplies alcohol to you, they could be fined $6000.

[Source Victorian government health information]

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.

Current Victorian Law

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.

Drink Spiking

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)

Nova institute offers a smoke free and drugs free environment.

Hitchhiking

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

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

Our advice to you is: DON'T HITCHHIKE! It simply is not worth the risk.
Avoiding Dangerous Areas and Activities

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

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

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

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

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

Making New Friends

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

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

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

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

Sexual Assault

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

• When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
• Walk with confidence and purpose.
• Avoid lonely or dark places.
• Be wary of strangers, whether they are on foot, in cars or at parties.
• Be aware of the people around you.
• Respect your intuition.
• If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

What do I do if I am assaulted?

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

You need to think about whether you want to report the sexual assault to police. It is important that you make the decisions, rather than having them made for you.

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

Free counseling services are available for victims of sexual assault.

Statewide Sexual Assault Crisis Line is available for confidential telephone counseling, information and referral.

5.00pm – 9am weeknights, 24 hour service on weekends and public holidays

Tel: 1800 806 292

Centre Against Sexual Assault (CASA) You can contact a CASA 24 hours a day, seven days a week for crisis counseling, support, information and advocacy on 1800 806 292

If you contact a Centre Against Sexual Assault (CASA), a counselor/advocate can help you decide what to do and work with you to help you recover from the effects of sexual assault. Think through your options and talk to the counselor/advocates at CASA.

In case you are the victim of any type of assault, remember:

Stay with your friends and don’t take chances.

Volunteers will be clearly identifiable and are there to assist you in a number of ways.

Look out for them if you require assistance.
SECTION 4

Studying at Nova Institute
Section 4: Studying at Nova Institute

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To Begin:

Arrive early
Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. 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.
  - Office staff and their duties
  - Course or Academic Advisor
  - Counsellors
  - Institute rules
  - Your rights and responsibilities
  - Time Table and class times
- Enrol early which will help us to organise 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 Program Manager
- Find your way around the campus
  - Computer rooms and facilities
  - Recreation and eating area
  - 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 reception, sign your attendance and be directed to the orientation room.

Student Orientation
Will take place in the week before your classes start. Check with the institute close to the start for a date of orientation.

Student 'Code of Conduct'
Nova requests that you observe the following while on Institute premises.

- Smoking is banned in public and commercial buildings in Australia by law, so you must not smoke inside the institute or in the stairwell area. If you smoke outside the institute, please put all your cigarette butts in an ashtray. Dropping butts on the ground is an offence (littering a public place) and you can be fined. ($200) The building manager, other tenants and clients have the right to complain.

- The Institute prohibits the use of illegal drugs on the premises and during other institute activities. Appropriate
action will be taken against individuals who break this rule.

- Use of abusive language is banned in classrooms and in the campus.
- Alcohol is prohibited on the Institute premises except under special circumstances approved of by the Principal Executive Officer.
- Acts of vandalism, including graffiti, will be dealt with by the police where appropriate.
- Classrooms are intended for lessons, only be used in the presence of a teacher and there should be no eating and/or drinking in classrooms at any time. Food and drink are permitted only in specially designated areas.
- All equipment belonging to Nova Institute of Technology should be treated with respect and you should let Nova know if anything is not working properly.
- Your classmates and teachers are from many nationalities and cultures, so please treat them with respect at all times.
- No mobile phones or iPods are to be used whilst in class.
- Class times will start at the times indicated on the course timetables unless otherwise notified.
- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around, but place it into the bins provided.
- Consider others and keep the toilets clean and hygienic after your use.
- A reasonable standard of dress and hygiene is to be maintained at all times. It is recommended that covered footwear be worn at all time. For safety purposes, thongs must not be worn.

**Academic Policies & Procedures**

We have policies and procedures to record and monitor academic progress. The progress of each student is monitored, recorded and assessed for each study period of their course in which they are enrolled. All the dedicated staff at Nova aim to help the student work towards course completion within the expected duration.

After results for a study period are available, the authorised staff member such as the Program Managers authorises the addition of units that have been failed in the previous term to be added to the student’s current term timetable to enable the student to complete modules within the expected duration and fulfill pre-requisite requirements. If pre-requisite units are not available in that study period, this can result in the student extending their study beyond the expected duration. The situation can lead to change of CoEs through PRISMS.

Other related policy is “Learning and Assessment Strategies”

**Complaints & Grievances**

Nova treats any complaint or appeal our clients have with utmost seriousness. A complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by NIT in relation to the following processes:

- course advice and enrolment training delivery
- competency assessment, including skills recognition processes overall academic progress
- non approval of transfer
- suspension and/or cancelation of enrolment
- Issues associated with personal safety, equity and access to or in the training and assessment environment.

Nova has informal or formal ways of dealing with complaints. The extracts from the policy appear under Appendix of this manual. This is also available in our web site www.novainstitute.net.au under ESOS information.

**International Student Visa Conditions**

For a full list of mandatory and discretionary student visa conditions please visit https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

**Attendance**
Nova Institute of Technology has adopted a "satisfactory academic policy" rather than "attendance policy" for VET courses. To ensure that our students are given an optimum environment for academic achievement we have implemented an academic progress of 50% in any given period of study. The Institute is now required to report a student to DHA for unsatisfactory course progress. Further or more detailed information on this policy is available from the link Academic Progress Monitoring under about Nova in www.novainstitute.net.au.

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

As a student of Nova Institute, you can change your personal details by logging on to Learner App.

**Student Administration Information**

**Paying Fees**
It is expected that the fees are paid in full. This can be paid at the institute reception or online. The institute sends out notices if fees are not paid. Failure to respond to these notices and remit fees may lead to cancellation of CoE.

**Enrolment**
The students with a valid CoE issued by the institute may report to the institute reception prior to the orientation to complete the enrolment procedures.

**ID Cards**
All students are issued with an ID card on the day of orientation.

**Refund & Cancellation Policy**
Nova Institute of Technology reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In circumstances where the course is postponed by more than four weeks a student is unable to enroll in a similar course at NIT all fees will be refunded. Refund of the fees will only be granted in accordance with the refund policy.

**Textbooks**
The details of the text books and other resources are course specific. This will be available from the Program manager on orientation day.

<table>
<thead>
<tr>
<th>Document Name:</th>
<th>Nova Student Handbook</th>
<th>Created Date:</th>
<th>January 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version No:</td>
<td>V 3.0</td>
<td>Last Modified Date:</td>
<td>June 2020</td>
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<td>©Nova Institute of Technology</td>
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</table>
Guide to Nova Key Personnel

The reception will be attended every day during office hours: Monday – Friday 9AM – 5PM
Emergency Key Personnel: In case of emergency, the PEO, Mr. Vaneer Randhawa is available to all students, staff 24 hours a day
Mobile: 0411 245 800

Academic Skills Assistance

Key Personnel: The program manager of each course will provide academic guidance and assistance. Contact reception to organise a time for discussion.

Counselling
Staff at Nova are available at any stage to help you out with academic or personal problems. Contact reception if you need help. We will refer you to an external provider if this is necessary.

Disability Services
At the time of orientation, we assess your skills in Language, Literacy and Numeracy. This is to identify any additional help you may need to complete your course with us. At this time you can let us know of any other support you may need.

Key Personnel: Program Manager of your course.

Student Services

Student Support Officer (SSO): A student support officer is available on campus. You may use this as a first point of contact if you have any complaint or appeal or if are unhappy about any outcome or decision or service from Nova. Contact Nova reception if you want to meet the officer.
Dealing with Problems

It may be difficult for you at first, you have moved to a new country and culture and maybe away from your family for the first time so it is normal to have some problems in settling down. Sometimes the problem is because you do not really understand the way things are done in this new country, but the best way to deal with any problem is to talk about it. As you progress into the course, you may also have many academic problems like

| • Class allocations       | • Coping with assessments |
| • Subjects you have completed | • Attendance and overseas student health cover |
| • Subjects you need to undertake | • Assistance with the setting and achieving of your goals |
| • Assessments and results | • Tutorial support and assistance |
| • Ways of managing your time | • Locating work |

We offer a couple of ways of dealing with the problem you may have.
If you have a problem, the first person to contact is your trainer unless the problem is one with your teacher. You can also approach our Student Support Officer who is always willing to listen to your problems and suggest /initiate solutions. We have a student counsellor who is trained to help you with personal problems and provide advice.
Below is a list of staff best approached for specific problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Who to see...... (Refer to Nova key personnel)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any problem or worry that you have</td>
<td>. Your trainer/Student Support Officer</td>
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<tr>
<td>You do not get on with your teacher/trainer</td>
<td>. Your program manager, the Student Support Officer</td>
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<td>Attendance, academic progress</td>
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<td>Assessments, results</td>
<td>. Your trainer</td>
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<td>Nova login, network issues</td>
<td>. Administrative assistant</td>
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<td>Unhappy with your accommodation</td>
<td>. the Student Support Officer/ Administrative Assistant</td>
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<td>Health care/Medical problems</td>
<td>. Administrative assistant / Student Support Officer</td>
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<td>Visa problems</td>
<td>. PEO</td>
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<tr>
<td>Financial Problems</td>
<td>. Administrative assistant</td>
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<tr>
<td>Personal problem.</td>
<td>. Student Support Officer</td>
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<tr>
<td>- homesickness, loneliness</td>
<td></td>
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<tr>
<td>- harassment, bullying</td>
<td></td>
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</tbody>
</table>
Campus & Facilities:

List of Facilities
Nova Institute of Technology has many classrooms, computer labs (PC & MAC). These facilities are on Level 4 of the building. The student lounge is located in level 4. Our premises are modern and well equipped to ensure effective and efficient learning occurs.

Student common room

The student lounge is equipped with a microwave and a sandwich maker. The facilities have been upgraded to include a snack vending machine. Those using these facilities are expected to keep the areas clean and tidy.

There are food outlets offering variety of food near the building where students are able to buy meals.

Computer labs
Available during class times

These guidelines are to be followed strictly:

- No food or drink permitted at any time
- Unauthorised software applications or downloads are not permitted
- Only applications that relate directly to your course may be used
- Tampering with the computer systems (i.e. changing settings or removing keyboards) is not permitted
- Mobile phones are to be turned off
- At the end of class, switch off all the equipment used and leave your working area clean and tidy
- All Institute owned texts/manuals are to remain in the lab and are to be returned to a trainer at the end of the session
- Use of computer labs must be under staff supervision at all times or contact reception to take permission

Learner App login

All students enrolled at Nova are provided with a log in ID, enabling them to access the following

- Policies and procedures
- Academic results Payment
- details Personal details
- Attendance details
- Timetables

If your personal details or address change at any time, you can login and update your records.
Calendar of Events:

Student orientation

The orientation session is held a week before the classes starts.

Social Activities in the First Week

You will get to know your Program manager, trainers and other key people in the institute. You will be provided with an orientation kit on the day. Free food and drink are also offered.

Social Activities throughout the Semester I Year

Watch out for announcements on your learner App.

Details of your course and units of study:

The Program manager of your course will explain the course structure and assessment structure during orientation.

Timetables:

On the orientation day, you will be assigned a group and the time table for the group will be given.

Academic Support & Expectations

Teaching & Learning in Australia

The teaching and learning environment in Australia is much different to your experiences in the country you come. The education approach in Australia could be very different from that of your home country and it may take you some time to adjust. The Australian education system is designed for student participation and critical thinking, discussion and individual research. Rote learning is not part of the system nor is feeding of information by the teacher.

The trainers provide a learner centred approach in training. The training focuses on developing skills and knowledge as per the training package requirements of Australian Quality Framework. There are many different types of assessment tools that we use to measure competency. It would be a combination of written responses, projects, research work, case studies, role plays, presentation, observation etc.

Keys to Academic Success

Your attitude determines whether the time you spend in class is worthwhile and challenging. Make the most out of the time you spend in class by
Taking Notes
Active Listening
Asking Good Questions
Participating in Class
Discussions

Study Skills
Good study skills are important, whether you're the kind of student who learns quickly or one who takes a little longer to master all the information. Whichever category you fit into, you can achieve more in your study with better study habits and effective study routine. Discuss with your trainer or counselor to identify and establish a good study pattern.

Assessment & Reports:
There are many tools to measure competency in a unit. The final results for each unit in your course will be graded as C- Competent or NYC - Not Yet Competent. Each unit is progressively assessed and you will be given feedback on your performance. The final results of units undertaken in any study period are available from your trainer or program coordinator.

Award/Certificate
Upon completion of your course, you will need to apply for the certificate of completion. A statement of attainment (list of units studied with the result achieved) is issued any time of your course upon request and along with the course completion certificate.

Plagiarism
Plagiarism is using the words or ideas of others and presenting them as your own. Plagiarism is a type of intellectual theft. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement. Whenever you use the words or ideas of another person in your work, you must acknowledge where they came from.
Some Common Forms of Plagiarism include

- Downloading an assignment from an online source and submitting it as your own work. Buying, stealing or borrowing an assignment and submitting it as your own work. Copying a section of a book or an article and submitting it as your own work.
- Quoting from a source 'word for word', without using quotation marks is plagiarism. Copying, cutting and pasting text from an electronic source and submitting it as your own work.
- Using the words of someone else and presenting them as your own.
- Using significant ideas from someone else and presenting them as your own and not acknowledging the source of the ideas.

How Not to Plagiarise

- Be aware of what constitutes plagiarism
- Plan your work
- Learn how to acknowledge your sources
- Acknowledge ALL your sources
- Learn how to incorporate the work of others
- Use quotations correctly
- Learn to make effective notes from sources
- If not sure, discuss with your trainer

What happens if you are suspected of plagiarism at NIT

If the trainer suspects that you are involved in this act, the matter will be investigated further. If proved, the entire unit will be given a result of NYC. This means that you will be asked to repeat the unit by paying additional fees. This also means that your CoE could be affected.

Resources

The learning resources required will vary for each course of study and will be advised by your trainer or program manager during orientation.

English Language Support

A minimum proficiency in English language is required as specified in the enrolment application form. We also assess the language skills at the time of orientation to identify additional help you may require for your study. If this is required, a plan that is best suited will be discussed with you by your Program Manager.

Using English

Student must use only English on Nova premises, in class and out. There is little point in coming to an English speaking country if you continue to speak only your own language. Try to immerse yourself in the culture and you will find that over time your fluency will improve rapidly.
STUDENT RIGHTS AND RESPONSIBILITIES

Upon signing your enrolment form you agree that:

- Tuition fees do not include the cost of uniform, boots, tools and course material. Fees payable to Institute are subject to change.
- Continuation in the course is dependent upon satisfactory academic progress, attendance and payment of the required tuition fees before the commencement of subsequent semesters.
- Deferment of the course for whatever reason will require a new agreement and payment of the tuition fees and other fees in place at the time the course commences.
  - Where required to repeat subjects a payment of AUD$200 for each subject repeated will be charged.
  - You understand that Nova Trainers and staff can refuse admittance to class, if you do not turn up with the prescribed text books, course material, learning material, tool kits and appropriate OH&S clothing and equipment.
- You can apply for recognition of prior learning and/or credit transfer subject to Nova's policy
  - and procedure on Recognition of Prior Learning (see Appendix).
  - Whilst you may legally be permitted to work up to 40 hours per fortnight, Nova has no obligation to find or acquire work on your behalf.
- Any violation of Visa conditions or Nova's Code of Conduct could result in suspension or cancellation of the enrolment at Nova.
  - It is your obligation to notify Nova of a change of address while enrolled in a course.
  - If your course fees are overdue for more than one week, it will be deemed as if YOU HAVE NOTIFIED A CESSATION OF STUDIES AT NOVA, and the necessary administrative action will be initiated to cancel your enrolment (COE). DHA will be informed through the appropriate channel.
- Information about students is confidential, but will be made available to Commonwealth and
  - State agencies, as required by legislation.
- Nova is required to inform the Department of Home Affairs about:
  - Change to student's enrolment.
  - Any breach by the student of visa conditions relating to attendance or satisfactory academic performance.
- Any school age dependants accompanying you must attend school and pay the relevant school fees.

The Nova Institute of Technology agrees to:

- treat you in a fair and equitable manner
- respect your rights and privacy
- provide a supportive and safe learning environment, free of discrimination and harassment supply
- counselling and support services
- allow access to your personal records on request
- give feedback on your academic progress.

Unacceptable behaviour would include the following examples:

- littering
- aggressive or violent behaviour
  - disrupting class
  - bullying or harassment of other students or staff
  - behaviour that threatens the health and safety of self or others
• damaging Nova Institute or other students' property
  dishonesty including plagiarising or copying other's work
• being under the influence of alcohol or drugs
• ignoring Nova Institute's rules

As an international student in Australia on a student visa, you have responsibilities which you must take very seriously. (see International Student Visa Conditions in this section of the manual)

Health & Safety on Campus:

Occupational Health and Safety Guidelines

Australia has legally enforceable Workplace Health and Safety guidelines to ensure that all people work/study in a safe environment. All students and staff are to abide by the following occupational health and safety guidelines or rules.

• If you see anything dangerous, tell reception immediately.

• Make sure you know where the fire exits are. (See the plan of the institute on the back of every classroom door, and in the appendix) The fire exits are clearly labelled on each floor of the institute and your teacher will show you where the nearest one is located.

• During your time at Nova you may be asked to take part in an evacuation of the building. This may be a practice, or a real emergency evacuation and you must follow your teachers/fire wardens' instruction and evacuate the building and assemble at the designated meeting spot.

• You should move quickly and calmly to the evacuation site with your teacher. Once there, your teacher will mark off your name on the class roll. It is important that all students are accounted for; otherwise someone will have to look for you. You will not be permitted to re-enter the building until you are informed by the institute staff that it is safe to go back into the building.
# My Student Survival Page

*Students can use this page to record names and contact numbers of new friends they make during orientation, trainers, or other details they collect during orientation and want to remember later.*

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<thead>
<tr>
<th>EMERGENCY</th>
<th>000 or 112 from my mobile (to override key locks)</th>
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<tr>
<td>Institute</td>
<td>Reception: 1300 362 883</td>
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<td>Emergency(24hrs) - Mr. Vaneer Randhawa - 0411 245 800</td>
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## My Important People & Places

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SECTION 5

Social and Cultural

http://www.novainstitute.net.au  CRICOS No- 028568  Provider No-21984
Section 5: Social and Cultural

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    Plan Your Escape
Sun Safety
  Sun Protection
Beach Safety
  Remember the F-L-A-G-S
Dangerous Animals & Plants
  Bites and Stings
    Anaphylaxis – allergic reactions
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Adjusting to Life in Australia:

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

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

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

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

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

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

› **Sense of humour**
  Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

› **Ask for help**
  Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

› **Finally, relax and enjoy the journey!**

Source: Macquarie University
Culture Shock:

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

PROCESS OF CULTURAL ADJUSTMENT

Before Leaving
Happy, excited, YIPPEE! (sad to say goodbye)

Arrival
Happy, tired, jet-lagged (a little bit confused)

Culture Shock
Everything is new & different (What is it with these Aussies?)

Feeling Very Unhappy
Lonely, homesick, confused, depressed, doubt (Did I make the right decision coming to Australia?) (Will I succeed?)

Adjusting
Making friends, feeling happy, understanding things, socialising, feeling settled

Graduation
Happy, excited, YIPPEE! (sad to say goodbye)
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.
**Australian Culture:**

**Social Customs**

**Greeting People**

(Source: Rotary International Youth Exchange)

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

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

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

**Clothing**

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

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

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

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban.

As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.

**Polite Behaviour**

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'.

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Australians tend to think that people who do not say ‘please’ or ‘thank you’ are being rude. Using these words will help in building a good relationship.

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

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

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

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, ‘Bless you’ when you sneeze. This phrase has no religious intent. Spitting is considered to be extremely rude.

**Australian Slang**

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

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

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

- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.

- **Fortnight** - This term describes a period of two weeks.

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

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

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

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

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

- **Fair dunkum** - honest, the truth. 'Fair dunkum?' when used as a question means, 'is it really true?'
- **To be crook** - to be sick or ill.
- **Flat out** - busy.
- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaller'. This also means you are not obliged to shout.
- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- **How ya goin'?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.


### Responding to an Invitation slang
- **What could I be invited to?** If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea', 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.
- **How are invitations made?** Invitations can be written or spoken. Written ones usually ask for RSVP, (which is responder s'il VoUs plai t in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.
- **What if I do accept an invitation?** When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. **It is not polite to arrive late** and you should make a telephone call to your host to explain if you are going to be late.
- **What if I cannot accept an invitation?** You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration & Citizenship)

### Tipping

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

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

New Year

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

Australia Day

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

Easter

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

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

Easter Traditions

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

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

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

- **Hot Cross Buns**: Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.
A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.

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

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

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

**Anzac Day**

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

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

**Labor Day**

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

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

AFL Grand Final Friday - Melbourne

Grand Final Friday” has been promoted by the current government of Victoria and is a campaign promise kept for the sitting Victorian Premier. Despite the economic costs, which are estimated at $850 million by a 28-day government study, supporters of the new holiday hold it up as a chance to spend more time with family and friends. Of course, it is also a chance to celebrate Australia’s national game, football, which sometimes seems closer to a “fanatical obsession” than a mere pastime.

This is not the only sports holiday in Victoria, since the state already had celebrated Melbourne Cup Day. Thus, Australia’s love for aussie rules, at least as strong as its love for horse racing, now has achieved a symbolic status by its stopping of a state for a full day.

The sport of football has deep roots in Victoria. The Australian Football League (AFL) was originally known as the Victorian Football League (VFL) because all of its teams were within the bounds of Victoria. From 1897 through 1989, it was the VFL, but in 1990, the league’s expansion during the 80s to four other states was finally recognised by the name change. There are now 18 teams in the AFL, at least one in every state but Tasmania. The AFL season has three parts: a pre-season, a regular season from March till September, and a play off season. The play offs involve the eight teams with the best records and run four rounds. They culminate in the AFL Grand Final, which always is held in the Melbourne Cricket Ground in Melbourne.

Melbourne Cup Day

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

Adelaide Cup is one of the biggest events of the year for many people in South Australia. It is a social event in Adelaide that attracts horse racing enthusiasts and socialites alike. Those involved in the horse racing industry, including horse owners, trainers and jockeys, participate for prize money that is awarded to winning horses on the day. Many people bet on their favorite horse in hope of taking their winnings home. The first race generally starts between 11.45am and 12.30pm. There are usually eight races throughout the day that are 40 minutes apart. Many people who attend the event dress up in their best outfits, watch or are chosen to take part in fashion shows, listen to live music, and socialize with celebrity guests on the field. Marquees are set up near the tracks where special guests can indulge in gourmet food and drinks. Those who do not attend the race track to watch the event may choose to watch it from their televisions at home. Adelaide Cup is part of a long weekend so it is also a time for many people to plan a short vacation or camping trip to other parts of the state or other states within Australia. In previous times, some people chose celebrate Volunteer’s Day instead of the Adelaide Cup in South Australia.

Christmas

Christmas is celebrated in Australia on 25 December

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 families and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.

Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day. Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

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

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

(Source: Australian Government – Culture and Recreation Portal)
Where to Find Out What's Going On:

Any event that is brought to the attention of the institute will be put on the notice boards. The following web site is also a good source for information.

www.thatsmelbourne.com.au

Home Fire Safety:

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

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

Smoke Alarms

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

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

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

The safe use of electricity assists in preventing house fires.

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

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

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

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

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

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

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

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

Heaters

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

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

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

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

Cooking

Most house fires start in the kitchen.

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

Plan Your Escape

In a Fire:

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

Sun Safety:

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

Sun Protection

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

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

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

Beach Safety:

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

**Dangerous Animals & Plants**

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

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

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

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

**Bites and Stings**

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

The Australia-wide **Poisons Information Centres** have a common telephone number: 131 126.

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

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

General First Aid for Bites and Stings

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

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

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

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


(Source Queensland Health)
SECTION 6

Appendix

http://www.novainstitute.net.au  CRICOS No- 028568  Provider No-21984
Section 6: Appendix

1. Student property inspection checklist
2. Easy guide to ESOS Framework
# 1. Student Property Inspection Checklist

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

## Property Location
- Is the property close to transport, shops and campus? [ ]
- Is the area noisy? Is the property on a busy road? [ ]

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

## Comments
3. Easy Guide to ESOS Framework

The Australian Government is committed to ensuring you have an excellent education experience in Australia. Our fact sheet contains important information about their rights and responsibilities while studying in Australia.

This fact sheet gives you information on:
- choosing and enrolling in a course of study
- support services available in Australia
- the rights and responsibilities of students on a student visa
- working in Australia
- making complaints and getting help.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:
- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider’s attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact details

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<tr>
<th>Who</th>
<th>Why</th>
<th>How</th>
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<tr>
<td>Your provider</td>
<td>For policies and procedures</td>
<td>• Speak with your provider.</td>
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<tr>
<td>Department of Education Science and Training (DEST)</td>
<td>For your ESOS rights and responsibilities</td>
<td>• Go to your provider's website.</td>
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<td>• ESOS Helpline</td>
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AEI contact: telephone 1300 363 079 (local call costs), email: aei@dest.gov.au or visit the website: aei.dest.gov.au

Nova Policies are available on Nova’s website at https://novainstitute.net.au/policies-and-procedures