

CQUniversity GOLD COAST

Starting at CQUniversity – An Essential Guide

GUIDE

BE WHAT **YOU** WANT TO BE



How to use this Handbook

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

Example: Immediate Priority -



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

This Guide has been adapted from the ISANA Orientation & Pre-Arrival Handbook – Rainbow Guide 2009. Please see acknowledgements.

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Welcome

Welcome to CQUniversity Gold Coast from the Campus Director



Dear Student,

Welcome to CQUniversity Gold Coast and to what we hope will be an enjoyable and productive semester.

Orientation week is designed to help you learn about your campus, the support services available and the transition into Australian tertiary education. This program will provide you with important information that will help you successfully adjust to, and cope with, university life.

We strongly encourage you to fully participate in this educational experience. Please do not hesitate to speak to staff if you require assistance while studying at CQUniversity Gold Coast.

Please refer to the Campus Guide, which outlines the staff responsible for each department.

We are happy that you have chosen CQUniversity Gold Coast as your place of education and hope you have an enjoyable and happy academic career.

A handwritten signature in black ink, appearing to read 'Trent McHenry'.

Trent McHenry

**Campus Director
Gold Coast Campus**

Message from Student Services

On behalf of the Gold Coast I extend a warm welcome to our students; those new to the campus, those continuing with us from previous terms, and those considering us for future study.

This guide is aimed at providing you with information you will need during the course of your studies. Some information relates to the campus and your academic study, whilst other sections provide advice and useful contact information about life in Australia and, specifically, life on the Gold Coast.

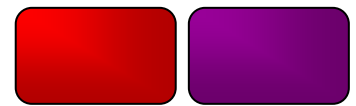
Please remember, the Student Services team is here to assist students throughout the course of their studies. This assistance is across a range of issues including academic progress and study issues, student visa enquiries, accommodation, personal welfare issues and adjusting to life and study on the Gold Coast.

In addition, the Student Services team is responsible for coordinating a range of student activities on campus. These include cultural celebrations such as Diwali, Chinese New Year and Christmas in addition to sporting recreational and cultural activities which may be held both on and off campus.

May I sincerely wish you all the best with your studies and encourage you to and make the most of your student experience on the Gold Coast. You are encouraged to take full advantage of the support that is available from all staff on campus and I look forward to seeing you on campus.

Kerri Viragh

**Associate Director Student Services
Gold Coast Campus**



CQUniversity Gold Coast

Reception: 07 5552 4900

Student Services: 07 5552 4917

Security: 07 5552 4923

Designated Contact People

Student Services Team

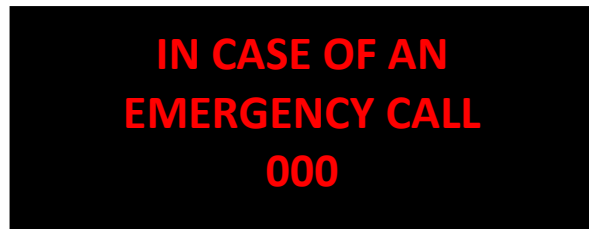
Kerri Viragh

Phone: 07 5552 4917

Email: k.viragh@goldcoast.cqu.edu.au

Life Threatening Emergencies

Ring **000** for **Fire, Police or Ambulance** in any life-threatening emergency. From a mobile, ring **112**.



For property damage or theft ring 13 1444

Queensland Police

www.police.qld.gov.au

Non-urgent property crime and incidents

Phone: 131 444

Medical Emergencies

Gold Coast Hospital

General Phone: 07 5519 8211

Patient Enquiries: 07 5519 8242

Poisons Information Centre: 13 11 26

Health Concern: 13 43 25 84

Ambulance Services

<http://www.ambulance.qld.gov.au>

General Enquiries: 13 QGOV

Hospitals

Gold Coast Hospital

Address: 108 Nerang Street, Southport Qld
4215

General Phone: 07 5519 8211

Other Emergencies

Electricity emergencies and power failures
ENERGEX

General: 13 12 53

Emergencies: 13 19 62

Loss of supply: 13 62 62

Gas leaks and emergencies

ORIGIN

Emergency: 1800 808 526

Water and sewer emergencies and
difficulties

Phone: 13 11 93

RACQ Road conditions

Phone: 1300 130 595

State Emergency Services

State Emergency Service (SES)

Phone: 132 500

<http://www.emergency.qld.gov.au/ses/about/regions.asp>

Department of Immigration and Citizenship (DIAC)

Brisbane Office: Ground floor,
299 Adelaide Street,
Brisbane Qld 4000

Client Counter: 9am – 4pm (Mon – Fri)

General Enquires: 131 881

www.immi.gov.au

Getting Around the Gold Coast

Street Directories

A detailed map to assist you to find your way around the Gold Coast can be downloaded from

www.street-directory.com.au

Public Transport

- **Bus – Surfside**
Time Table: 13 12 30
Lost property & complaints:
07 5571 6555
Web: <http://www.surfside.com.au>
- **Taxis – Gold Coast Cabs**
Phone: 131008
Web: www.gccabs.com.au
- **Train - TRANSLink**
Phone: 13 12 30
Web www.translink.com.au

Cycling

Cycling is a very cheap mode of transport. Various road laws apply to cyclists: bicycles must not be ridden on footpaths; all cyclists must wear an approved safety helmet (except on medical and or religious grounds); bicycles must be equipped with a bell or horn, an efficient brake and if driven at night, a red taillight and red rear reflector is required.

See the [Gold Coast City Council website](http://www.goldcoastcitycouncil.qld.gov.au/bike) for comprehensive cycling information on Bike and Bikeways

To buy an inexpensive bicycle, look for advertisements in the Trading Post newspaper www.tradingpost.com.au and second hand shops.

Driving a Car on the Gold Coast

If you are on a **temporary visa**, you can drive on your overseas licence (provided it is a current, valid licence) for an indefinite period provided your overseas licence is in English (or you have an English translation), or you have an International Driving Permit.

If you are on a **permanent visa**, you can drive on your overseas licence for only three months from the date you arrived in Australia or from the time a permanent visa was issued to you. If you want to continue to drive after that time you must apply for a Queensland driver's licence. It is against the law to drive without a licence.

Road laws in Australia are very strict, and can differ from state to state. Therefore before you start driving in Australia, we recommend you take some lessons to familiarise yourself with local driving

conditions and road laws. We drive on the left-hand side of the road in Australia. It is a legal requirement that seatbelts must be worn by the driver as well as all passengers.

Driving when over the blood alcohol limit (0.05%) will result in heavy fines or even loss of licence (including overseas licence).

If you are thinking of driving on the Gold Coast we recommend that you read the [Queensland Transport & Main Roads website](#)

Public facilities

Location of Automatic Teller Machines (ATMs)

There are ATMs for all major Australian banks within close proximity to the campus.

The closest ATM's are located at Australia Fair Shopping Centre
Address: 42 Marine Parade, Southport
Phone: 13 13 18

Location of Public Telephones

Located on the CQUniversity Gold Coast Campus.

Post Office

Australia Fair Shopping Centre Shop
Address: 1045 42 Marine Parade Southport
Phone: 13 13 18

Medical Centres

There are many medical centres both in the CBD and in suburban areas. Medical Centres may Bulk Bill patients which means you will not have to pay anything to see a doctor.

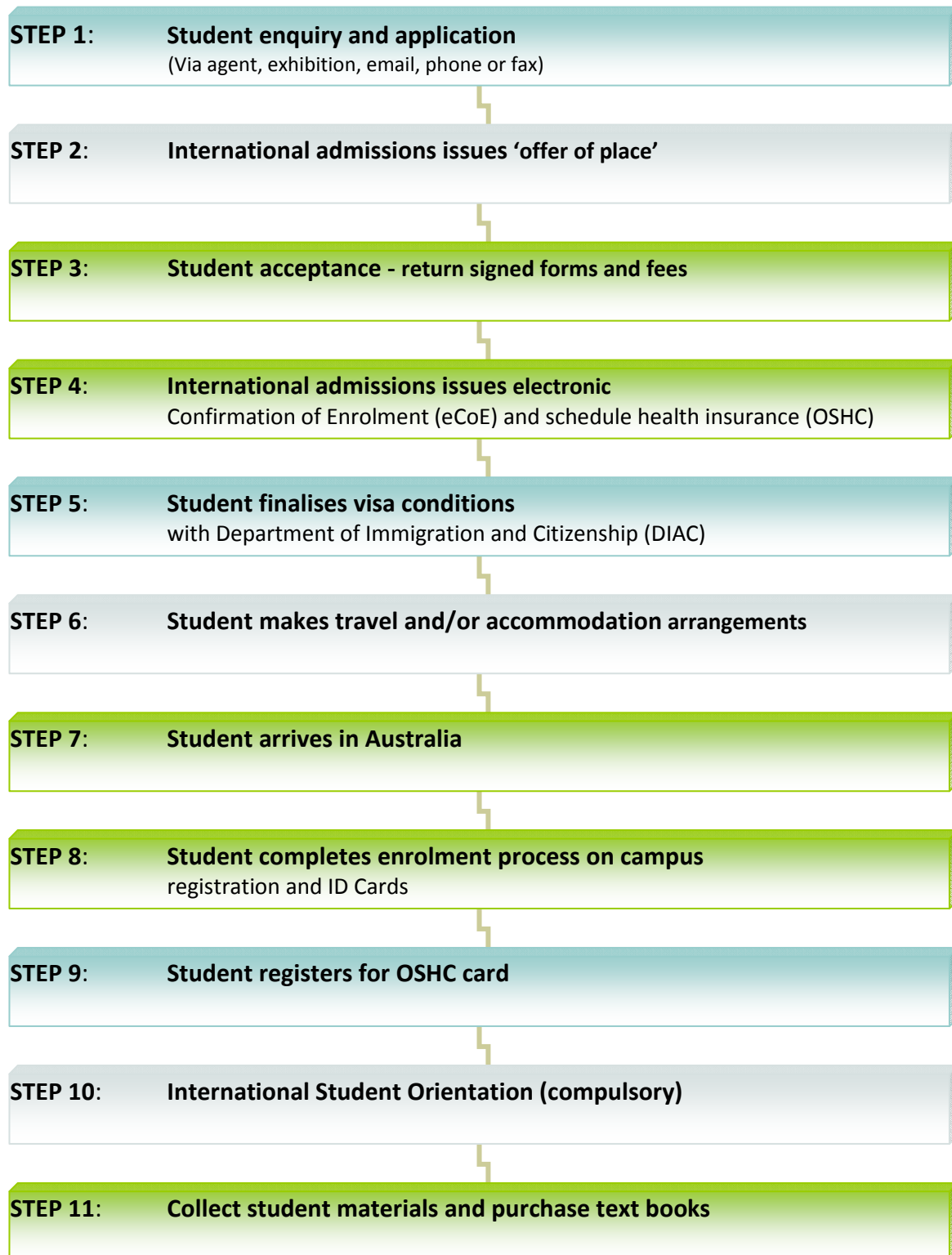
The closest Medical Centre to the campus is:

Scarborough Street Medical Centre
Address: 80-82 Scarborough Street,
Southport
Phone: 07 5528 3806

Pharmacies (Close to Campus, Open 7 Days)

Chemist Warehouse
Address: 87 Scarborough Street, Southport
Phone: 07 5591 8400

Application Step-by-Step Process Model





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 [[contact Student Services for further information](#)]..... ☐
- 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.

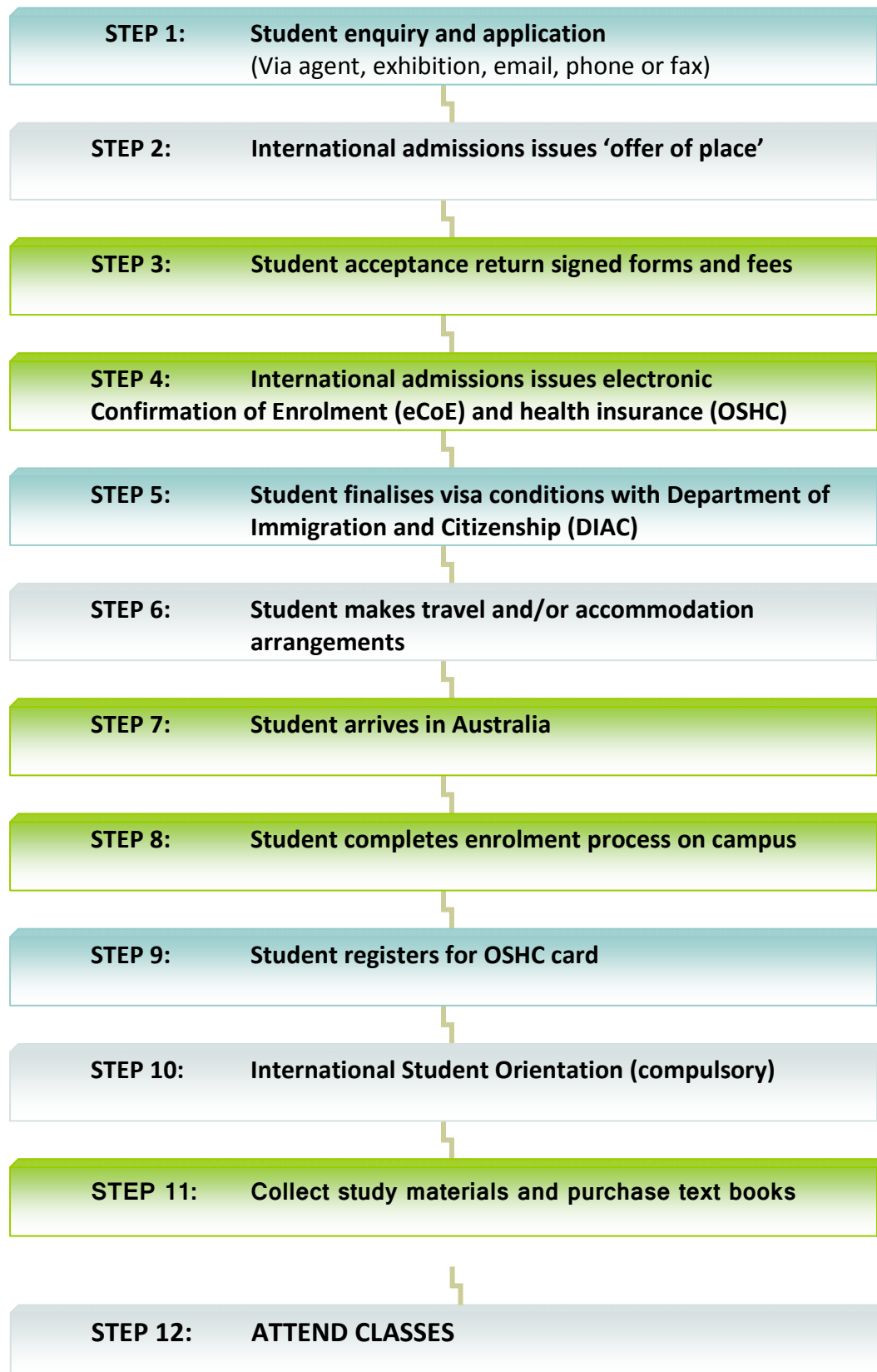
Upon Arrival in Australia:

- 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 ☐
(eg music, sporting and cultural clubs).

2

Before you Arrive

Application Step-by-Step Process Model



Introducing the Gold Coast



The Gold Coast is a coastal city and a major tourist destination situated in Queensland, Australia. The city is 94km south of the state capital Brisbane and is the second largest city in the state and, with a population of approximately 600,000 in 2011 has the highest population of any non-capital city in Australia.

The city consists of 57 kilometers of coastline with some of the most popular surf breaks in Australia and the world. The Gold Coast has an enviable climate and boasts a relaxed lifestyle which makes it a desirable place to live and, currently, one of the fastest growing regions in Australia.

Tourism is a major industry for the Gold Coast and, with its sunny subtropical climate, surfing beaches, canal and waterway systems, theme parks, nightlife, and rainforest hinterland, both visitors and locals are able to find plenty to do. The Gold Coast was recently announced as the host of the 2018 Commonwealth Games.

Introducing CQUniversity Gold Coast



CQUniversity, Gold Coast Campus is located at Southport, the business centre of the Gold Coast, along the waterfront and 5 minutes drive from Surfers Paradise.

A short walk away from the Southport business center and bus terminal, the Gold Coast campus is well connected to the greater Gold Coast area and Brisbane. The Gold Coast Campus has leading edge technology with computer laboratories, an electronic library, interactive system-wide learning, large lecture facilities, academic support service and many other student areas.

The campus is a short stroll to major shopping, banking, dining and medical facilities and enjoys easy access to the Southport Parklands precinct and recreational facilities, including the Southport Olympic Swimming Pool which is opposite the campus on Marine Parade.

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 be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed **CAAW form** to ensure your accommodation and welfare is approved by your education provider.

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

Department of Immigration and Citizenship (DIAC)

The Australian Government's Department of Immigration and Citizenship provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.immi.gov.au/students/index.htm for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIAC website the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies 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 DIAC 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 www.immi.gov.au/students/visa-conditions-students.htm

Arranging Travel



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

You should fly into Brisbane International Airport which is the closest international airport to the Gold Coast. Visit www.bne.com.au for more information. The Brisbane Airport is approximately 80km from Southport, where the campus is located. An average trip from the airport to Southport is approximately 1 hour.

Airport pickup is available for a fee. Please contact Student Services if you wish to arrange this.

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 CQUniversity
- Confirmation of Enrolment (eCoE) issued by CQUniversity
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.
- Address details of your intended accommodation and key contact people (e.g. relatives, friends, university contact details).

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

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au

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

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

Seasonal Considerations

Summer in Australia is from December to February, autumn 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)

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



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

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

Time Zones

The Gold Coast is in the Eastern Standard Time (EST) Zone, the equivalent to UTC (GMT) + 10 hours.

Queensland currently does not participate in daylight saving which begins on the first Sunday in October until the first Sunday of April in the following year. During this period, the clocks are advanced by one hour. Daylight savings is observed in New South Wales, Victoria, South Australia, Tasmania and the Australian Capital Territory and care must be taken with the time difference during these months.

Bringing Your Computer

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

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you

intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

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

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

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

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

Entry into Australia

Australian Immigration

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

Baggage Claim

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

Detector Dogs

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

Australian Customs and Quarantine

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

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

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit www.daff.gov.au

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Getting From the Airport



Train

Once you arrive in Brisbane there is an air train that leaves out the front of the international airport and it approximately takes 90mins to get to the Gold Coast on this train

http://www.airtrain.com.au/products_airtrainconnect.php

Shuttle Buses

Another option for you is a bus service that will collect for from the airport and drop you directly to your destination at the Gold Coast. But you will need to book prior once you know your flight details <http://www.con-x-ion.com>

Airport Pick-up Service

If you would like assistance in arranging airport pick-up, please contact Student Services on 07 5552 4917 or k.viragh@goldcoast.cgu.edu.au and staff will be able to assist you in arranging this service. This will come at a cost, which will depend on the travel being arranged.

Keeping in Contact



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

Accessing Money



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

How Much to Bring

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 on the Gold Coast, you can also change money at any bank or at currency exchanges at <http://www.travelex.com.au/Store-Locator>

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



Temporary Accommodation

Homestay is a great short term accommodation option that can be booked before you arrive in Australia. Expect to pay from \$250 per week (if you are over 18 years of age) with meals included. A placement fee is also applicable.

Before you leave your home country simply follow these steps to organise your accommodation in Australia

- Go to <http://www.homestaynetwork.org/cquniversity-students>
- Click on "Join as a Student" and complete the form with your details and preferences
- AHN will match you to a Homestay host within 48 hours
- Airport transfers can also be arranged direct to the accommodation
- Information on Homestay for CQUniversity educational agents is also available at <http://www.homestaynetworks.org/public/agents>

Homestay families may be able to become your referees, which will also be useful if you decide to rent an apartment or apply for a job later on. It can also save you considerable amount of time when you don't have to search for information. Many of your questions or problems can be addressed by your Homestay family.

AHN Contact Details:

Telephone – Within Australia: 1300 MY STAY (1300 69 7829)

Telephone – Outside Australia: +61 2 890 50321

Web: <http://www.homestaynetwork.org/cquniversity-students>

Staying With Friends or Family

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

Bringing My Family



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

Issues to Consider

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

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

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

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

Child Care



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.

Bauer Street Community Children's Centre

Address: 76 Bauer Street, Southport QLD 4215

Phone: (07) 5532 3467

Trinity Child Care Centre

Address: 3 Carey La, Southport QLD 4215

Phone: (07) 5531 3019

Little Feet Childcare & Pre-Preparatory

Address: 190/200 Scarborough Street, Southport QLD 4215

Phone: (07) 5528 4388

Schools



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

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 30th June of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact

Web: <http://education.qld.gov.au/directory/schools/index.html>

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

State Schools

Web: <http://education.qld.gov.au/directory/schools/index.html>

Independent Schools

An independent school is a non-government. fee-paying school. They include large and small schools; single-sex and co-educational schools; primary and secondary schools and those that offer education from pre-school through to year 12; schools that cater only for day students and others that offer boarding facilities.

Many independent schools in Queensland have a particular religious affiliation; however most schools do not require a student to be a member of that denomination. For further information please see

Web: <http://education.qld.gov.au/directory/schools/index.html>

3

Settling In – Living on the Gold Coast

Where to go for help on Campus



Designated Contact People

Student Services is located on the ground floor. Our experienced staff are available to assist you with any aspect of your life and study in Australia, such as adjusting to life in Australia or to a new education system, dealing with personal and emotional issues, managing with a disability, visa issues or accommodation. This is a free and confidential service.

If you need to make an appointment to see Student Services contact the Associate Director of Student Services, details below.

The Student Services Contact Person

Kerri Viragh

Phone: 07 5552 4917

Email: k.viragh@goldcoast.cqu.edu.au

Living on the Gold Coast



The **Gold Coast** has roughly 500,000 residents and hosts millions of visitors each year, making it one of the most exciting and thriving communities in Australia. The Gold Coast is much more relaxed than city life but still offers an abundance of things to do. From visiting the local beaches, surf or surrounding hinterland and is home to Australia's largest Theme Parks.

The Gold Coast region has a fabulous and truly comfortable sub-tropical climate ideal for outdoor enjoyment all-year round.



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.

Student Housing

The following accommodation options are all located near Gold Coast and are suitable for suitable for students. Please contact the businesses directly or visit their websites for further information.

Homestay

Homestay involves becoming a temporary member of an Australian family unit (a single person, a couple or family with children). CQUniversity works with the Australian Homestay Network (AHN) to give international students the opportunity to be hosted by a specially trained AHN Homestay host for their introduction to accommodation and living in Australia. Homestay is a wonderful way to share a unique cultural experience. AHN Homestay hosts will help you with life in Australia, and advise you of general safety, accommodation and welfare information. AHN offers students a better quality and secure Homestay experience.

All of AHN Homestay hosts have undergone extensive training, police checks (as required), are personally interviewed and homes professionally inspected. Other benefits include insurance to protect you and your belongings with in Homestay, and a professional 24/7 helpline including interpreter services should you ever need assistance.

Before you leave your home country simply follow these steps to organise your accommodation in Australia:

- Go to <http://www.homestaynetwork.org/cquniversity-students>
- Click on “Join as a Student” and complete the form with your details and preferences
- AHN will match you to a Homestay host within 48 hours
- Airport transfers can also be arranged direct to the accommodation
- Information on Homestay for CQUniversity educational agents is also available at <http://www.homestaynetwork.org/cquniversity-agents>

Homestay is an excellent way to make new local friends, learn quickly and safely about local customs and ways, and generally make your transition from your home country to Australia smoother and more comfortable.

Homestay families may also be able to become your referees which will be useful when you decide to rent an apartment or apply for jobs later on. It can also save you a considerable amount of time when you don't have to search for information (many of your questions or problems can be addressed by your homestay family), buy food, keep track of bills, etc.

If you wish to live in a Homestay arrangement and require assistance, please contact your Student Services office for assistance. Below are the contact details for AHN:

Telephone – within Australia: 1300 MY STAY (1300 697 829)
Telephone – outside Australia: +61 2 890 50321
Website: www.homestaynetwork.org/cquniversity-students

Rentals

Renting a property means that you enter a legal agreement with a real estate agent acting on behalf of a landlord (owner) called a lease. A lease is usually for 12 months and there are penalties for break it (leaving the property earlier). This is probably the most comfortable living arrangement, but also can be quite expensive and you take a lot of responsibility on yourself.

Renting is highly regulated in Australia and it is necessary for you to learn about your rights and responsibilities as a tenant before you apply for a rental property. For more details refer to the [Tenant's Handbook](#)

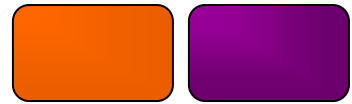
You usually are required to provide referees, details of your employment or financial situation, and your rental history. Once your application for tenancy has been approved, you are usually required to pay one month's rent and the bond (usually equivalent of one month's rent) upfront.

Looking for the right property for you will involve setting up a budget and other requirements (noise levels, proximity to transport, entertainment, and religious communities), viewing and applying for several properties and eventually signing the lease contract for your best available choice. There are several websites you can visit to search for rental properties such as www.realestate.com.au or www.domain.com.au. You can also check newspapers, community papers or the notice board on campus. Once you have found some properties of interest, get in touch with the agent and arrange for an inspection (prepare \$50 for a refundable key deposit and an ID; make sure you get a receipt with you lodge the deposit). For some advice on how to inspect the property see Student Services.

Never feel obliged to sign a lease if you are not sure whether you really want the property. Never sign anything that you do not understand and that does not satisfy you.

Average share accommodation ranges from \$150 upwards per week. Average studio rental accommodation starts at \$250 per week

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 \$1,000. 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.

Restrictions

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

Inspecting a Potential Property

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

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

Choosing a Roommate

The task of choosing a roommate needs to be taken **very seriously**. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning

roommates, remember these tips: *don't panic, take your time, and don't compromise on important principles.*

Bills & Expenses

Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?

If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

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

Food

Do you and your roommates expect to share the costs of buying food and share in the preparation?

Do you have specific food needs (allergies, preparation needs)?

If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

Cleaning

Who will clean what? How often?

Decide exactly what "clean and tidy" means to you.

Will you hire a cleaning company to keep things under control?

Personal Habits and Individual Needs

How much privacy do you need?

What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash clothing?

Smoking & Drugs

Do you prefer to have a smoker or non-smoker as a roommate?

Is a smoker alright as long as they smoke outside the residence?

(Many rental agreements will forbid smoking inside the premises)
Clarify your stance on the use of alcohol and/or illicit substances.

Music & Television

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

Personality Traits & Communication

How do you perceive yourself?
How do others perceive you?
Do you enjoy being around a lot of people - or just a few friends?
Are you more comfortable by yourself?
What about overnight visitors?
When conflicts arise, how do you go about resolving them?
How do you behave when you're happy - angry? What are the things that bother you most?

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

Housekeeping

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

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

Kitchen Stoves & Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should

also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.

Refrigerators

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

Disposal of Rubbish

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

Cleaning Kitchens

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

Cleaning the Bathroom

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

Cleaning Floors

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

Cleaning Products

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

Maintenance & Fixtures & Fittings

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

Smoke Alarms

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



ONLY WORKING SMOKE ALARMS SAVE LIVES!

- Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly
- Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
- When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you the battery is low and needs replacing.

- Smoke alarms must never be painted
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm
- Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

(Source: Metropolitan Fire Brigade, Melbourne)

Where Can I Get Help?



For more information on renting rights and responsibilities, please visit the www.rta.qld.gov.au If students in any kind of rented accommodation experience problems or require advice please contact the services below:

Tenant Advice and Advocacy Service (TAAS) Southport Office

Phone: 5591 1102

Telephones Services



Calling Emergency Services – DIAL 000

In Australia dial **000** from any phone for **fire, police or ambulance** services. **112** may also be dialled from mobile phones. Dialling **112** will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist.

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

Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.



Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.


Making Phone Calls within Australia

To make international phone calls

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

To make domestic phone calls:

- ☎ Dial – the area code + phone number

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

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

Calling Australia from Overseas

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

Example: International access number +61 2 XXXX XXXX

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting

before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phone-plans/>

www.telstra.com		www.optus.com.au	
www.three.com.au		www.vodafone.com.au	
www.virginmobile.com.au		www.dodo.com.au	
www.boost.com.au		www.crazyjohns.com.au	

(Source: on-line search)

Computer & Internet Access



Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

Australia Post



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

Small Letters

The cost of posting a small letter for distribution in Australia is an **AU\$0.50 postage stamp** which you affix to the envelope.

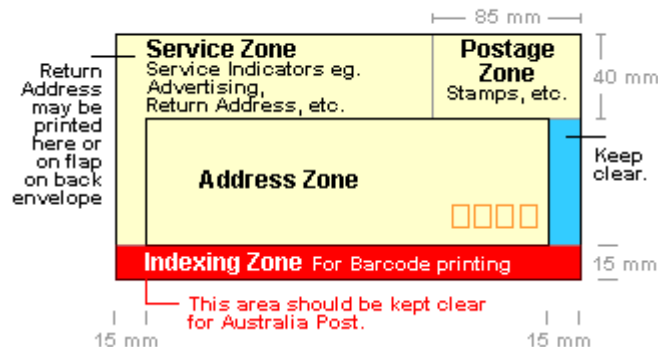
A small letter has the following characteristics:

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

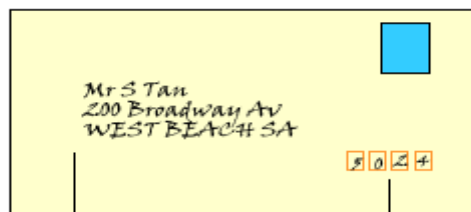
Envelope Layout

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

Envelope Face Format - Allocation of Zones



Typical Hand Addressed Envelope

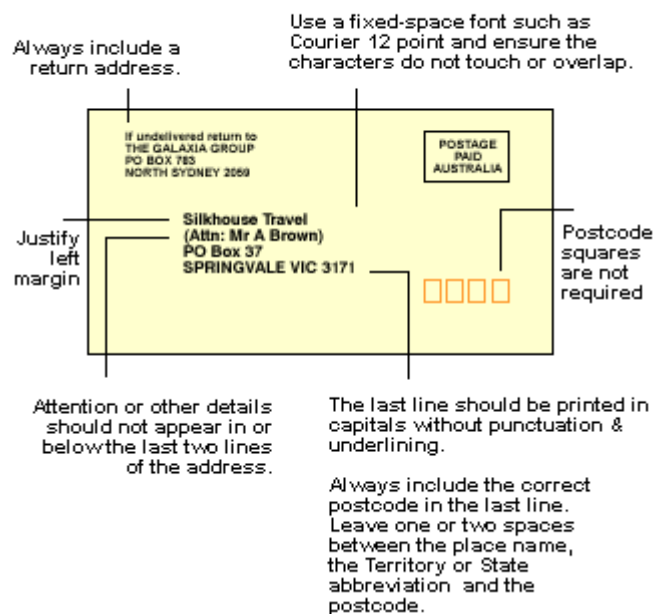


The bottom line should be in CAPITALS and include only the placename or post office of delivery and the State or Territory, in abbreviated form.

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.

Typical Machine Addressed Envelope



www.auspost.com.au

(Source: Australia Post)

Getting Around the Gold Coast



Public Transport

Bus – Surfside

Time Table: 13 12 30

Lost property & complaints: 07 5571 6555

Web: <http://www.surfside.com.au>

Train - TRANSLink

Phone: 13 12 30

Web: translink.com.au

Taxis

Gold Coast Cabs

Phone: 131 008

Web: www.gccabs.com.au

Driving

If you on a **temporary visa**, you can drive on your overseas licence (provided it is a current, valid licence) for an indefinite period provided your overseas licence is in English (or you have an English translation), or you have an International Driving Permit.

If you are on a **permanent visa**, you can drive on your overseas licence for only three months from the date you entered Australia or from the time a permanent visa was issued to you. If you want to continue to drive after that time you must apply for a Queensland driver's licence. It is against the law to drive without a license.

Road laws in Australia are very strict, and can differ from state to state. Therefore before you start driving in Australia, we recommend you take some lessons to familiarise yourself with local driving conditions and road laws. We drive on the left-hand side of the road in Australia. It is a legal requirement that seatbelts must be worn by the driver as well as all passengers.

Driving when over the blood alcohol limit (0.05%) will result in heavy fines or even loss of licence (including overseas licence).

If you are thinking of driving on the Gold Coast we recommend that you read

<http://www.tmr.qld.gov.au/Safety/Driver-guide.aspx>

Bicycles

Cycling is a very cheap mode of transport. Various road laws apply to cyclists: in Queensland, cyclists of any age are allowed to ride on a footpath unless prohibited by a 'NO BICYCLES' sign — you must give way to pedestrians and ride in a manner that does not inconvenience or endanger other footpath users. All cyclists must wear an approved safety helmet (except on medical and or religious grounds); bicycles must be equipped with a bell or horn, an efficient brake and if driven at night, a red taillight and red rear reflector is required.

See the [Gold Coast City Council](#) for comprehensive cycling information

To buy an inexpensive bicycle, look for advertisements in the Trading Post newspaper (www.tradingpost.com.au/) and second hand shops.

Shopping



Where to Shop

Below is a guide to the different shops in Australia. For store locations, please check the websites.

Groceries

There are several large supermarkets in Australia such as Coles, Woolworths, IGA, ALDI and Bi-Lo. Most suburban areas will have at least one of these supermarkets. Check their website for store locations.

For food items from a certain region you can visit speciality grocer's store (e.g. Asian grocers, Indian Grocers etc.). These can be located through Yellow Pages or White Pages.

Budget Clothing

There are several large department stores in Australia that sell clothing for men, women and children such as Big W, Kmart, Target, Best and Less. Please visit their website for store locations.

Furniture and Appliances

- Big W, Kmart and Target – budget items though may be limited in styles.
- IKEA
- Super Amart
- The Good Guys
- Harvey Norman

Markets/Farmers Markets – Fresh Food and Vegetables

Visit the below website for a full list of details on the Gold Coast Markets

http://www.goldcoast.qld.gov.au/t_standard2.aspx?pid=211

Business Hours

Most shops are open from 9am-5.30pm Monday to Friday, 9am-5pm Saturday, and 10am-4pm Sunday. Late night shopping is on Thursday night when shops are open until 9pm. Supermarkets and department stores may have slightly extended hours. Check at the stores for hours. Convenience stores such as 7Eleven are open 24 hours.

Bargaining/Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

If you are paying by **CASH** and, if you are buying more than one item, you may have more **bargaining power**. Begin the bargaining process by asking: ***“What's the best price you can give me?”***

Purchasing an Item

The most common methods of purchasing items are by cash or **EFTPOS**. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia. Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement. Be aware that your bank may charge a small fee each time you use EFTPOS.

Yellow Pages

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

Health and Counselling Services



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: **131 444**

Fire

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

Ambulance

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

State Emergency Service

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

Lifeline

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

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

Poisons Information Line

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

Emergency Translation

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

Legal Aid

For free legal information dial **1300 651 188**

The Salvation Army Hope for Life Suicide Prevention & Bereavement Support

Confidential telephone counselling, support and information.

Phone: **1300 36 36 22**

<http://suicideprevention.salvos.org.au/index.php?suicideprevention>

Sexual Assault Services

Free and confidential assistance to all victims or survivors of past and recent sexual assault regardless of gender and support to non-offending family members, partners and friends. See

<http://www.health.qld.gov.au/sexualassault/> or phone **1800 010 120**

Parentline

A confidential telephone counselling service assisting with the development of positive parenting strategies and the provision of skills aimed at empowering parents by promoting and contributing to the confidence, resilience and well-being of families. See

<http://www.parentline.com.au/> or phone **1300 30 1300**

Mensline Australia

Provides support to men who are dealing with family and relationship difficulties, particularly surrounding family breakdown or separation. See <http://www.menslineaus.org.au/> or phone **1300 78 99 78**

Women's Health Queensland-Wide

Mon-Fri 9.00am-5.00pm

Wed 12.30pm-5.00pm

Provides support to women by assisting them in making informed decisions about their health and referrals to health services. See <http://www.womhealth.org.au/aboutWHQW/aboutus.htm> or phone **(07) 3839 9962**

Domestic Violence Prevention Centre Gold Coast

For information, support, advocacy and assistance for individuals affected by domestic violence See <http://www.domesticviolence.com.au/index.htm> or phone **1800 811 811**

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.

What is covered?

- 100% of the standard ('scheduled') fee for a consultation with a general practitioner. You will have to pay the difference if the doctor charges more than the standard fee.
- 100% of the standard costs for a stay in a shared ward of a public hospital.
- Emergency ambulance cover. Routine ambulance transportation is very expensive.
- Most prescription drugs (except oral contraceptives). You pay a contribution and your provider pays the remainder (up to AUD \$50.00).

What is not covered?

- Dental, optical and physiotherapy.
- Medical examinations (x-rays and pathology) required for student visa conditions.
- Treatment for conditions in existence before you arrived in Australia.

How do I get OSHC?

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

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

OSHC Providers

Medibank Private: www.medibank.com.au

OSHC Worldcare: www.oshcworldcare.com.au

BUPA OSHC: www.overseasstudenthealth.com

Australian Health Management: www.ahm.com.au

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

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm>

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

How do I use my OSHC card?

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

How do I make a claim?

This can be done online at www.medibank.com.au or in person at a Medibank branch.

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role.

Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

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



Private System

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

Attending an Australian Hospital

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

wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

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

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

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

See also: Public hospital waiting times.

General Practitioners (GPs)

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



Medical Services



What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).



- *If you are under 18, your International Student Advisor or homestay parent can help you find a doctor and accompany you to the appointment.*

Seeing a Doctor

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



Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to **wait a VERY long time**. It is not uncommon to wait **more than 3 hours**, and at some hospitals you could wait as long as **5-6 hours** to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies

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

Prescription Medication

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

Over-the-Counter Medication

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

Dental and Optical

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

Interpreter Services

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

*2008 Applicable limit – confirm with your OSHC provider

Hospitals



Medical Centres

Scarborough Street Medical Centre

Phone: (07) 5528 3806

Address: 80-82 Scarborough Street, Southport, QLD 4215

X-ray

Queensland X-ray Southport

Phone: (07) 5581 0900

Address: 128 Queen Street, Southport, QLD, 4215

Pathology

QML Pathology Southport Laboratory

Phone: (07) 5668 4444

139 Nerang Street, Southport QLD 4215

Pharmacies

Chemist Warehouse

Phone: (07) 5591 8400

87 Scarborough Street, Southport Queensland 4215

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

A diverse range of social, environmental, biological and psychological factors can impact on an individual's mental health. Starting at a new university, away from home and without your usual support network may be daunting; however the Student Services team are available to help you. This service is free and confidential to all students.

Homesickness is the main issue with international students studying in a new country and on their own. Homesickness may include:

- Being miserable without knowing why
- Being unable to get into a reassuring routine
- Wondering what people at home are doing
- Wanting to go home straight after you have arrived
- Thinking you are the only person on campus feeling homesick
- Crying for no reason
- Getting upset about little things
- Finding the values of people around you strange
- Getting annoyed with new food, new smells, new scenery and wanting the familiar

How you can cope:

- Keep in regular contact with family and friends
- Give yourself time to settle in and explore. Don't make any major decisions quickly
- Join in University activities – they are a great way to make friends and see more of the city.
- Remember other students are feeling the same
- Try to achieve a balance between uni life and leisure time.
- Get into a routine
- If you are still finding it difficult, visit the Student Services team.

If you experience any problems that may affect your mental health, including bullying, grief, stress, relationship problems or anxiety, see Student Services immediately.

Physical Health

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



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

Sexual Health

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

It is important for both men and women to practice safe sex. The following sites will provide helpful information:

<http://www.hivhepsti.info/>

https://www.oshcworldcare.com.au/member_student/health_and_wellbeing.aspx

Staying Healthy

Along with physical activity, a good diet is important for good health. Your body needs nutrients to give you the energy and concentration to succeed academically – you cannot study well if you do not eat well.

The following food pyramid is a representation of what is considered a healthy diet. Foods at the bottom of the pyramid should be eaten more frequently and foods at the top of the pyramid should be eaten less frequently. No single food can provide all the nutrients that the body needs. Therefore it is important to consume a wide variety of foods.



A diet containing breads (preferably wholemeal), potatoes, cereals, grains, fruits and vegetables, moderate amounts of milk and dairy products, meat, fish or meat/milk alternatives, and smaller amounts of foods containing fat or sugar is recommended.

Breakfast is the most important meal of the day and it is important that you have a good breakfast which can include a good quality cereal with milk, porridge, fruit served with plain natural yoghurt, an omelette, wholemeal bread toasted and served with honey and tahini, cheese and tomato, avocado or baked beans.

Water is essential for our bodies to work properly. Eight glasses of water are recommended each day. Tea and coffee are diuretics which cause us to lose water from our bodies. Each cup of tea or coffee should be replaced with two glasses of water.

Wherever possible, avoid takeaway food as this is not a healthy alternative.

Will your family be living in Australia?

Family can provide much needed emotional and moral support when accompanying you to Australia. However, this requires financial resources and time to care for them, particularly during the first few months as they adjust to a different lifestyle and culture. Ideally, it is recommended that you take time to settle in first before your family joins you. Prepare your family for a different lifestyle by encouraging them to read about life in Australia and send home magazines or articles which highlight life in Australia.

When searching for accommodation, remember that it must be suitable for your family which may mean being closer to transport and schools.

If you have school-aged children (primary or secondary school age) it is a requirement of your visa that you enrol them in school. For more information and a list of schools which admit international students, please contact [Education Queensland International](http://eqi.com.au/) on line at <http://eqi.com.au/>

Childcare on the Gold Coast

There are several childcare options to suit different scheduling requirements:

- Playgrounds –for parents who want to stay with their children while they socialize with others.
- Occasional care – for parents who require someone else to care for their children on an irregular basis.
- Regular care – for parents who require someone else to care for their child on a regularly scheduled basis.

Playgroups

Playgroups are places where parents, carers and children play together in a group. For new mothers, playgroups are arranged through Maternal and Child Health Centres. Families can contact www.playgroupqld.com.au for the location of their nearest playgroup. New Playgroups can join the organization and have their playgroup listed on the database.

[Playgroups can access:](#)

- Resources for workshops and discussion groups
- Information on providing for special-needs children
- Learning activity ideas
- A bi-monthly newsletter
- A library, and
- Ethnic resource centres.

Occasional Care

Occasional care is a place you can leave children between the ages of 6 weeks and 5 years while you go shopping or to other appointments. Occasional care is run by council centres and private businesses and is staffed by qualified childcare workers. They offer care for your child for a

variety of hours most weekdays. Cost for each child varies depending on the length of stay and the centre.

Regular Care

There are several options for regularly scheduled childcare:

- Crèche
- Family day care
- Nanny service

Further information on childcare can be found at Commonwealth Childcare Support [http://www.healthinsite.gov.au/topics/Child Care and Parenting Support Services](http://www.healthinsite.gov.au/topics/Child_Care_and_Parenting_Support_Services)

Crèche

A crèche is a place where you can leave children between the ages of 6 weeks and 5 years to be looked after when you are at work or busy. Crèches are run by qualified staff and cater for varying numbers of children.

The cost can vary from \$45-\$70 AUD a day for a council-based crèche, to \$50-\$100 AUD for a privately owned crèche.

Enrolment can be arranged directly with the crèche itself. Waiting lists are common due to high demand, so it is important to make enquiries and register as soon as you know you will need one.

Family Day Care

In family day care, pre-qualified individuals care for children between the ages of 6 weeks and 5 years in their own home. A maximum of 4 children can be cared for in each home. The hours are often more flexible than in a crèche. The carers do not have to be qualified childcare workers, but they must be trained in first aid. Local councils monitor these carers. Cost is approximately \$4-10 per hour.

Nannies

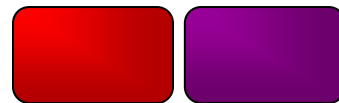
Specialist agencies can supply nannies at a cost approximately \$100AUD a day. To find a suitable agency, refer to the Yellow Pages or a local directory. The agency should provide you with references for any nanny they recommending, and you should check these. Your local council will also have a list of services in your area.

Maternal and Child Health Centres/Immunisation

Most local councils provide free information and education for parents on immunising children. Queensland Health provides a variety of immunisation services which international students can access. For further information on child health; please visit

<http://www.health.qld.gov.au/goldcoasthealth/html/services/family.asp>

Student Visa Information



Visa conditions are issued by the Department of Immigration and Citizenship (DIAC) and include a number of conditions that students must satisfy:

8202: satisfy academic requirements (this means that you must be enrolled full time and make satisfactory academic progress).

8206: study with the education provider where you initially enroll for the first 6 months of the course.

8533: advise CQUniversity within seven days of your arrival in Australia of your current residential address and any changes of your contact details within 7 days. Please note that DIAC may contact us at any time to request your address.

8501: maintain acceptable overseas student health cover during your entire stay in Australia.

8101: see 'Working in Australia'

CQUniversity is obliged to notify DIAC of any breaches to your visa conditions, change of course, deferment or cancellation of your studies.

Please remember that it is your responsibility to ensure that you continue to maintain your student visa and passport while you are studying in Australia. For more information regarding your student visa, visit the DIAC website at www.immi.gov.au.

Student Visas

Prospective students wishing to study in Australia are required to hold a valid international student visa. Student visas are granted only to those who are undertaking full-time study with a registered course. A full time study load at CQUniversity is usually defined as enrolment in 8 courses per year for an undergraduate program, and 6 courses per year for a postgraduate program.

For more information regarding full time study at CQUniversity, please see the *Full Time Student – Duration of Study Policy* at <http://policy.cqu.edu.au/Policy/policy.jsp?policyid-193>.

Students are also often required to present evidence of adequate financial resources to cover tuition fees and living expenses (particularly with assessment level 3 & 4 Countries). A medical check and an English language proficiency test are also required to be met.

In accordance with student visa regulations, international students are required to:

- Be enrolled full time (unless they are in their final term and completing their course);
- Satisfactorily meet the requirements of a program of study, the University requires passing at least 50% of courses which they are enrolled in and not failing the same course more than twice;
- Work no more than 20 hours per week during term;
- Advise DIAC of any change to program or institution;
- Notify CQUniversity within 7 days of changing address;
- Renew a Student Visa before the expiry date;
- Regularly attend lectures and tutorials.

Students requiring any further information or assistance regarding student visa regulations can contact Students Services or DIAC directly by calling 131 881 or checking the DIAC website: www.immi.gov.au.

Visa Applications

Students are strongly advised to ensure that their individual visa requirements are carefully understood and adhered to. These requirements may differ according to the student's country of origin and the education sector to which they are applying.

There are different assessment levels, so be sure to check the country assessment level and the Education subclass.

Changes to Visa status

It is essential that any student whose visa status changes (for example a student visa to permanent residence or bridging visa) brings a copy of the new visa to Reception/student Administration to have this change recorded in the system.

Address Details

Please note that DIAC requires the University to have your current address at all times. Important information is mailed to students at their term address. [Students should note that "home" address relates to your address in your home country. 'Mail/Term' address should be your address whilst in Australia.](#) Address details, including changes, must be advised in writing on a Change of Personal Details form available online or from [relevant department on campus].

It is your responsibility to advise us promptly of any changes. If DIAC cannot contact you, your visa is at risk of being cancelled. It is also beneficial that you advise the University of your telephone contact numbers.

Students must inform CQUniversity of your term address within 7 days of your arrival in Australia. Any changes to your address during the term must be advised within 7 days of changing address.

Changing Program

Students are able to change their program at CQUniversity after completing one term in their original program for which they were made an offer provided they have met all of the following conditions:

Successfully passed at least one course

Changing to a program offered by the same faculty

Meet the entry requirements for the program they are applying to

Students wishing to apply for a change of program should complete the Change of Program form if staying within the same faculty, or complete an Application for Admission form if changing faculty.

Both forms are available online or at student services. An offer letter can usually be collected within 48 hours. During the enrolment period, Change of Program applications will be accepted in the enrolment room via the Faculty Manager.

Changing Education Providers

Students are required to remain with the education provider with which they are enrolled for at least the first six (6) months of their program, unless permission (Release Letter) is granted by the provider to transfer to another provider. CQUniversity will only grant a release letter within the first six (6) months of student under the terms and conditions specified by the CQUniversity policy regarding *Transfer by International Students between Registered Providers*. Please contact Student Services for further information.

Family/Spouse Visas

Family members who wish to accompany a student to Australia may be included in the student's own visa application. If they wish to join the student at a later date they must apply separately. If a student's husband or wife wishes to work while in Australia, they too will require a visa stating that they have 'Permission to Work'. Working conditions for spouse and dependents are usually conditional upon the student's course of study.

A student's children are required to attend school in Australia, but the student is required to pay full fees for any children.

Visa Extensions

If a student needs to extend their visa to complete their studies, they are required to apply for a new visa at least one month before their current visa expires. In order to renew a student visa, students will be required to pay the term tuition fee and Overseas Student Health Cover (OSHC), and then receive a revised electronic Confirmation of Enrolment (eCOE). Students with poor attendance records and academic record may have difficulty renewing their visas. Assessment Level 3 & 4 students may require a current IELTS test. Assessment 1 & 2 students usually do not have to provide results of an English language test.

Registration with Consulates

Some Governments require students to register with the local Consulate upon arrival in Australia. If this is applicable to you, please ensure this is completed within the timeframe specified. The list below outlines the Governments requiring registration and the timeframe.

- Indonesia – registration with the Consulate within 5 days of arrival in Australia.
- Italy – Italian citizens intending to live abroad must register at an authorised consulate within 90 days of arriving in Australia.

Working in Australia



As per the information provided by the Australia Government Department of Immigration and Citizenship as at October 2009:

Student visas that were granted on or after 26 April 2008 will have Permission to Work automatically included as part of the visa. This applies to both the student and their dependent family members (e.g. husband/wife).

Students granted visas before 26 April 2008 must apply for Permission to Work for both themselves and their dependent family members. This may only be done after the student has started their course in Australia.

Students who have been granted Permission to Work are restricted in the number of hours that can be worked. Whilst studying, students may only work a maximum of 20 hours per week. This applies to when the term is in session (that is from the commencement of the teaching term, through to the end of the examination period).

The department 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.

For further details regarding work conditions, please visit <http://www.immi.gov.au/students/>

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you. There are many different ways to find a job in Australia such as newspapers, university job boards, online via the following websites:

- Seek – www.seek.com.au
- Career One – www.careerone.com.au
- MyCareer – www.mycareer.com.au
- Job Search – www.jobsearch.com.au

For assistance in preparing and looking for employment opportunities, please see the TECC office.

Tax File Number

A Tax File Number (TFN) is a number issued by the Australian Taxation Office (ATO) and is allocated to identify each person for tax purposes. It is not compulsory for you to have a TFN but it is to your advantage to have one otherwise you will pay a higher tax rate. If you open a bank account in Australia, it is at your discretion to provide the bank with a TFN. However, if you earn over \$120.00AUD in interest, a higher proportion of tax will be held back. You can apply for a TFN online at www.ato.gov.au

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 also result in imprisonment.

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.

Banking and Financial Services Ombudsman
www.abio.org.au/ABIOWeb/abioweb site.nsf

Community Law
www.communitylaw.org.au

Youthlaw (for young people aged between 12-25 years of age)
www.youthlaw.asn.au/

Consumer Affairs
<http://www.fairtrading.qld.gov.au/>

Consumer Action Law Centre
<http://www.consumeraction.org.au/>



Initial Expenses

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

Expense	Estimated Cost
Temporary accommodation	\$120/night
Rental bond (four weeks rent @ \$250/week)	\$1000
Advance rent (two weeks @ \$250/week)	\$500
Electricity connection	\$50
Telephone connection	\$59 (more for first time connection)
Gas connection	\$100
Internet connection	\$0 - \$200
Mobile phone and/or network sim card	\$50
Household items, e.g. furniture, crockery, etc.	\$350
Transportation	\$40
Textbooks & Educational Expenses	\$700/term
Incidentals	\$1200/term
Insurance – house, car, health	\$700/year

Prices are approximate only and subject to change

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):

Monthly Expense	Estimated Cost
Rent (four weeks rent @ \$250/week)	\$1000
Food (four weeks @ \$100/week)	\$400
Electricity	\$80
Internet	\$50
Mobile Phone	\$50
Transportation	\$100
Entertainment	\$200
Educational	\$200
Insurance – health, house, car	\$100
TOTAL:	\$2180 per month

Prices are approximate only and subject to change

Setting up a Bank Account



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

To open a bank account you will need:

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

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

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

Bank & ATM Locations in Southport

BANK	WEBSITE	LOCAL ADDRESS
National Australia Bank	www.nab.com.au	Level 1, 27 Scarborough Street Southport, 4215 QLD
ANZ	www.anz.com.au	81 Scarborough St Southport 4215 QLD
Commonwealth Bank	www.commbank.com.au	58 Scarborough Street Southport, QLD 4215
Westpac Bank	www.westpac.com.au	19 Scarborough St Southport QLD 4215

St George Bank	www.stgeorge.com.au	Australia Fair, 42 Marine Parade South Port QLD 4215
Credit Union Australia	www.cua.com.au	Hooker Blvd Broadbeach QLD 4218
Heritage Building Society	www.heritage.com.au	Australia Fair, 42 Marine Parade, Southport QLD 4215

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

Banking Hours

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

Bank Fees

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

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

Accessing Money from My Account



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

ATMs (Automatic 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.

EFTPOS

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

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

Telephone Banking

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

Internet Banking

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

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

Home Security



House-breaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house **left open or unlocked** where they can get what they want with ease and make a quick getaway.

Some General Security Tips

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the door step.
- If you have to have something delivered while you are out have the neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.



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

Contents Insurance

It is recommended that if you are in a rental property that you obtain **Contents Insurance** for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged

or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to \$200 per year depending on the value of your belongings.

Internet Safety & Security



Internet Access on Arrival

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

The Internet will also be available at the Gold Coast Campus once you have enrolled.

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

1. **Install anti-virus and other security software**, such as anti-spyware and anti-spam software. Use and update this software regularly.
2. **Regularly download and install the latest security patches for your computer software**, including your web-browser. Use automatic software security updates where possible.
3. **Use a firewall** and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
4. **Delete suspect emails immediately**. Don't open these emails.
5. **Don't click on links in suspect emails**. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
6. **Only open an attachment to an email where the sender and the contents of the attachment are known to you**.
7. **Don't download files or applications from suspect websites**. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.

8. **Use long and random passwords** for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
9. **Use a limited permission account for browsing the web, creating documents, reading email, and playing games.** If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

(Source: Australian Communications and Media Authority)

Personal Safety



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

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

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

If you are **out and about**:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace

- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

Public Transport Safety

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

Buses

Waiting for a bus:

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



Riding on the bus:

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



Trains

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

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



Taxis

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

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



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

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

(Source: Queensland Police Service)

Road Rules



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

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.

Note: If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.

When driving in NSW you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit. An International Driving Permit is not a license to drive. It should still be accompanied by a current driving license.

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

Drink Alcohol and Driving

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



Blood Alcohol Concentration (BAC) Levels

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

Legal BAC Limits

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

http://www.tmr.qld.gov.au/Safety/Driver-guide/Alcohol-and-drugs/Anti-drink-driving.aspx#legal_bac

Factors Affecting your BAC

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

- **Body size:** A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.
- **Empty stomach:** Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.

- **Body fat:** People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.
- **Women:** After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

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

Drinking Limits Advice

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

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

Random Breath Testing (RBT)

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



Increased Risk of an Accident

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

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

- At 0.15% your risk increases to 25 times that of driving at 0.00%.

DON'T DRINK & DRIVE!



Alcohol, Smoking, & Drugs



Alcohol

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

<http://www.olgr.qld.gov.au/>

Standard Drinks

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

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

These are all equal to approximately one standard drink:

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



Please keep in mind:

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

Smoking

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

<http://www.health.qld.gov.au/tobaccolaws/>

Drugs

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

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

(Source: Australian Drug Foundation)

Hitchhiking



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

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

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

Avoiding Dangerous Areas and Activities



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

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

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

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

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



Making New Friends



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

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

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

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

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.

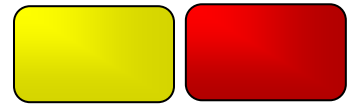
1. From a **public phone or mobile phone**, ring the police on **000**.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquillisers or other drugs as you will have 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.

<http://www.health.qld.gov.au/sexualassault/>

4

Studying at CQUniversity

Campus Information



Opening Hours

The Campus is open:

Monday – Friday	8.00am – 10.00pm
Saturday	9.00am – 5.00pm
Sunday	10.00am – 5.00pm

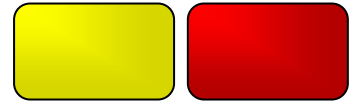
Please check your university email account and notice boards for any changes to these opening hours.

Office Hours

Reception	Monday – Friday	8.30am – 5.00pm
Faculty	Monday – Friday	8.30am – 5.00pm
Student Services	Monday – Friday	8.30am – 5.00pm
Student Admin/Finance	Monday – Friday	8.30am – 5.00pm
Library		
Learning Skills Unit	Monday – Friday	8.30am – 5.00pm
Student Association	Monday – Friday	8.30am – 5.00pm
Bookshop	Monday – Friday	8.30am – 5.00pm

STUDENTS MUST LEAVE THE CAMPUS AT CLOSING TIME, AT AN EMERGENCY EVACUATION OR WHEN REQUESTED BY SECURITY

Important Dates For 2012



Term 1, 2012

27 February 2012	Classes commence
09 March 2012	Last day to add courses for Term 1
20 March 2012	Last day to drop courses without academic penalty and financial penalty for Term 1
02-05 April 2012	DE/SE Exams and mid-term break
06-09 April 2012	Easter Long Weekend
20 April 2012	DE/SE grades released
25 April 2012	Anzac Day Public Holiday
07 May 2012	Labour Day Public Holiday
31 May 2012	Standard Exams Commence
08 June 2012	Standard Exams Finish
29 June 2012	Results for Term 1, 2012 released

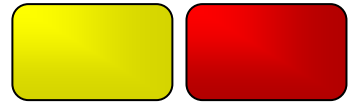
Term 2, 2012

27 February 2012	Classes commence
09 March 2012	Last day to add courses for Term 1
20 March 2012	Last day to drop courses without academic penalty and financial penalty for Term 1
02-05 April 2012	DE/SE Exams and mid-term break
06-09 April 2012	Easter Long Weekend
20 April 2012	DE/SE grades released
25 April 2012	Anzac Day Public Holiday
07 May 2012	Labour Day Public Holiday
31 May 2012	Standard Exams Commence
08 June 2012	Standard Exams Finish
29 June 2012	Results for Term 1, 2012 released

Term 3, 2012

27 February 2012	Classes commence
09 March 2012	Last day to add courses for Term 1
20 March 2012	Last day to drop courses without academic penalty and financial penalty for Term 1
02-05 April 2012	DE/SE Exams and mid-term break
06-09 April 2012	Easter Long Weekend
20 April 2012	DE/SE grades released
25 April 2012	Anzac Day Public Holiday
07 May 2012	Labour Day Public Holiday
31 May 2012	Standard Exams Commence
08 June 2012	Standard Exams Finish
29 June 2012	Results for Term 1, 2012 released

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.
 - International Office staff and their duties
 - Course or Academic Advisor
 - Student Services staff
 - Faculty and Administration staff
 - Support Staff in LSU, TECC and Library
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more
- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations
- Find your way around the campus
 - Library
 - Computer rooms and facilities
 - Recreation and eating areas
 - Student Association
 - 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 of CQUniversity Gold Coast which is located at 60 Marine Parade, Southport.

International Student Orientation

Term 1 2012 orientation will commence at 9:30 am on Thursday, 23 February 2012

Academic Policies & Procedures



All CQUniversity Policies and Procedures can be accessed on the CQUniversity Policies website, available at <http://policy.cqu.edu.au/Policy>. They can also be accessed via a link on the homepage. All the students should be familiar with the policies and procedures.

Full Time Student/Duration of Study

CQUniversity has a policy on the minimum level of enrolment in a term and in an academic year that constitutes full time student enrolment. The *Full Time Student Duration of Study Policy* can be located at <http://policy.cqu.edu.au/Policy>

If a student has successfully met their full time study load in Terms 1 and 2, they may also enrol in courses in Term 3 (but study is optional).

International students who elect to undertake less than a standard full time academic load of 24 units of credit, in any compulsory term (Term 1 & 2) must enrol in the non-compulsory term (Term 3), to ensure a load of 48 units for each academic year.

Satisfactory & Unsatisfactory Academic Progress

CQUniversity has a policy which applies to all students enrolled in award level coursework programs on Monitoring Academic Programs and unsatisfactory academic progress. The *Monitoring Academic Progress – Unsatisfactory Academic Progress Policy* can be located at http://policy.cqu.edu.au/Policy/policy_file.do?policyid=1902

Each term, students will be identified and assessed according to the following criteria. A student who:

- In a term of enrolment does not achieve a passing grade in at least 50% of the course in which the student has been enrolled, or
- Fails the same course twice, or

- Fails to successfully complete required components as designated by the Faculty, or
- Fails to complete mandatory directions as specified in the signed contract,

Will be considered 'at risk' of making 'unsatisfactory academic progress'.

Deferment & Suspension of Studies

CQUniversity has a policy which applies to all CQUniversity students who wish to apply for a deferment or suspension of studies. The *Deferment of Studies Procedure – Onshore International Students* can be located at <http://content.cqu.edu.au/FCWViewer/getFile.do?id=33149>

Under the requirements of the *ESOS Act 2000*, if an overseas student has enrolled in a program at a CQUniversity campus located in Australia, the registered provider (CQUniversity) must not allow them to defer commencement of their studies, or suspend their students, except on the grounds of illness evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, for example, bereavement.

Certain conditions need to be met before a student is able to apply for a deferment of studies.

Campus Transfer Policy

CQUniversity has a policy which applies to all CQUniversity students who wish to transfer to another CQUniversity campus. The *Student Transfer to another CQUniversity Campus* procedures can be located at http://policy.cqu.edu.au/Policy/policy_file.do?policyid=517

For various reasons each term, it becomes necessary for some students to apply for a campus transfer to another CQUniversity campus or delivery site. This may be due to the fact that only the first year of the program is offered at the campus or the student is relocating and wishes to continue their current program of study with CQUniversity in the new location.

CQUniversity provides as much support as necessary to enable students to successfully complete their studies, which includes the facility to transfer campus.

Certain conditions however need to be met before a student is able to apply for a campus transfer.

Change of Provider Policy

CQUniversity has a policy which applies to all CQUniversity students who wish to transfer between registered providers.

The *Transfer by International Students between Registered Providers Policy* can be located at <http://policy.cqu.edu.au/Policy/policy.jsp?policyid=742>.

Under the terms of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code 2007) the University is restricted from enrolling transferring students within the first six months from the commencement of the student's principal program, except in limited circumstances. This policy outlines the circumstances under which the University will allow both the enrolment of transferring students and the release of students from the University to another provider.

Student Refund Policy

CQUniversity has a policy which applies to all CQUniversity students regarding refunds. The *Refund and Excess Payments (Credit Balances) Principles* can be located at http://policy.cqu.edu.au/Policy/policy_file.do?policyid=2143 Please read this policy for more information on circumstances whereby CQUniversity will refund fees or overpayments.

Complaints & Grievances



If for any reason you encounter any upsets throughout the duration of your studies at CQUniversity, please contact the Students Services team who can assist you with a resolution.

If your problem is not resolved to your satisfaction, you may request that your problem be referred to the Campus Director, Trent McHenry, or Student Association member Kirsten Knight.

Students unhappy with the outcome at the end of the above process may inquire with the CQUniversity Student Ombudsman:

Robert O'Sullivan

Phone: 07 4930 6741

Email: student-ombudsman@cqu.edu.au

Web: www.cqu.edu.au/ombudsman

Students not satisfied with the outcomes at the end of the above process, after having seen the CQUniversity Student Ombudsman, may inquire outside the University with an impartial party to assist them with their issue.

Queensland Ombudsman

Level 17, 53 Albert Street, Brisbane

Postal Address:

GPO Box 3314

Brisbane, QLD 4001

Phone: 1800 068 908 (toll free from landline only)

Phone: 07 3005 7000

Fax: 07 3005 7067

Email: ombudsman@ombudmans.qld.gov.au

Web: www.ombudsman.qld.gov.au/default.aspx

**All students should familiarise themselves with the Student Complaints
Process Policy, located at:**

http://policy.cqu.edu.au/Policy/policy_file.do?policyid=2163

Student Charter



The Student Charter can be located at

http://policy.cqu.edu.au/Policy/policy_file.do?policyid=202.

CQUniversity Australia strives to be the most engaged, supportive and responsive university in Australia. This vision relies on the provision by CQUniversity of a positive student experience in a welcoming, academically sound and safe environment regardless of study mode or location, sustained by a student commitment to take personal responsibility for their learning journey.

To accomplish this vision CQUniversity undertakes to:

- Provide a high quality education experience with a focus on learning through teaching, research and engagement.
- Ensure that the assessment process in all courses and programs is clearly stated.
- Guarantee that any student challenging academic decisions will not suffer any repercussions.
- Consult widely with the students about matters which affect them.
- Implement easily accessed, transparent and consistent policies across the University.
- Be proactive in preventing all forms of harassment or discrimination.

In return, CQUniversity expects its students:

To take personal responsibility for all aspects of their learning journey and enrolment.

To treat all University staff and peers with courtesy and respect.

To respect the intellectual property of others and refrain from any forms of academic misconduct.

To make themselves aware of the professional and ethical standards of their intended profession.

To avoid conduct which disrupts the teaching, learning or research activities and safety of others.

To alert the relevant University authority to any actions impeding effective study.

Both parties recognized the Traditional Owners of all campus sites.

Student Conduct



All students are expected to behave in a sensible and appropriate manner while on campus. The use of abusive language or threatening behaviour, or the misuse of campus property will be treated as a serious matter and may result in suspension or exclusion. All students are required to produce their Student Identification Card upon request by a staff member or security.

Sexual Harassment

CQUniversity is committed to providing a learning environment that is free from sexual harassment and other forms of discrimination. Sexual harassment is any unwelcome, inappropriate and uninvited behavior. A person sexually harasses another person if they make an unwelcome sexual advance, an unwelcome request for sexual favours, unwelcome touching, remarks, language or display of sexual material. It is also against the law to commit any act of sexual harassment. Please refer to the Student Misconduct Procedures Policy for further details http://policy.cqu.edu.au/Policy/policy_file.do?policyid=1246

Smoking

Smoking is not permitted anywhere within the campus or at the entrance of the building. Please dispose of your cigarette butts in the bins provided. Littering is an offence and fines may be issued by the Council.

Laptop Computers

The use of laptop computers are strictly prohibited in the computer labs.

Mobile Phones

Mobile phones must be switched off during lectures and tutorials. Please note that it is against CQUniversity policy to record lectures and tutorials.

Car Parking

Car parking is not available on the campus. There are, however, several public car parks close to the campus or meter parking in the front of the campus.

Student Administration Information



Student Administration provides a number of services to students, most of which are requests for official letters or statements from the University. These requests can be logged online from the CQUniversity homepage <http://www.cqu.edu.au/current-student/international-students>.

Services provided include:

- Enrolment statements
- Enrolment Statements including Holidays between Terms
- Statement of Completion (**Graduation Students Only**)
- Program Fees & Living Expenses Letter
- Invitation to Graduation
- Invitation to Campus
- E-CoE (**Electronic Confirmation of Enrolment**)
- Enrolment Statement with “Meeting Course Requirement” Statement
- Work permits applications (online & Forms)
- Dependent nomination letters
- Transcripts (official)

Student ID Card

Student ID cards are produced by CQUniversity and can be collated 24 hours after your enrolment from Student Finance. All students must carry and produce their Student ID Card to enter the campus and on request when on campus. If a student cancels their program, the ID card must be handed in at Student Services.

Enrolment

Enrolment refers to officially registering as a CQUniversity student, choosing courses to study for the term, and paying tuition fees for the term. You should be enrolled before the start of classes in Week 1.

For new students enrolment is facilitated and your Course Advisor will assist to plan out your program. Continuing students complete their enrolment online, with assistance from the Faculty when required.

Students are not officially enrolled until every step of the enrolment process has been completed.

Upon completion of enrolment, students are authorised to attend lectures, access computer and Library facilities, and receive course profiles and course materials from the Resource Centre.

Changes to enrolment (e.g. dropping or adding courses) must be made on the appropriate form (Drop/Add Form). Students wishing to drop courses after the official enrolment period should see Faculty.

CQU Central

Access to CQUcentral will provide you with an unofficial transcript of your results. Please visit the CQUniversity website and follow the links to CQUCentral.

<http://www.cqu.edu.au/current-student/international-students>

Change of Enrolment Details

Enrolment details, such as course selection, are reduced on the University's central record system and become a part of each student's University record. Changes to enrolment details may include:

- Change of address and /or contact telephone numbers
- Dropping a course
- Adding a course
- Change of program

These forms are recorded on the University's student record system. In order to have enrolment change to details made, students are required to complete the necessary form. The *Change of Address* forms are available online or from Reception.

Dropping or Adding a Course and Change of Program forms are available in Faculty during the enrolment period. For advice on dropping or adding courses or changing programs outside the enrolment period, please see Faculty.

Please note: every change of program or course must be lodged in writing and approved by the Faculty. Additional costs may apply.

Cancellation of Enrolment/Program

CQUniversity may cancel a student's enrolment if the student has:

- Gained admission to the University by misrepresentation, falsification of documentation or other fraudulent means;
- Failed to fulfil the standard requirements for admission or enrolment;
- Failed to fulfil their financial obligations;
- Committed an act of misconduct associated with an academic program of CQUniversity;
- Breached a condition of their Student Visa.

Withdrawing from a Program

Students who wish to withdraw from a program must see Student Services.

Please note: DIAC will be advised of a student's cancellation/withdrawal from a program and will cancel a student's visa unless alternative study arrangements have been made.

Dropping Courses

Students withdrawing from a course they are currently enrolled in must complete a *Drop/Add* form and have the form approved by Faculty. Upon withdrawing from a course within the prescribed period, tuition fees for that course will be transferred into the student's account for the next term. Refunds will only be granted under exceptional circumstances.

To satisfy visa requirements, international students are required to be enrolled in a full-time program. For students enrolled in undergraduate (bachelor) degree programs, full time enrolment is 4 courses a term. A full time enrolment for postgraduate students is 3 courses a term.

A reduced academic is permissible in Term 3 (except when a student commences their program in this term) or where the student is completing their program.

Deferral/Suspension of Studies

For an international student, the following are the only grounds acceptable for a deferment of studies:

- An illness or disability (certified by a licensed medical practitioner or registered psychologist).
- Exceptional compassionate circumstances beyond your control – for example, the death of a close family member (parent, grandparent, sibling, spouse or child).

Please note that DIAC does not consider events such as a wedding, a holiday or financial difficulties as appropriate grounds for deferral.

International students who have been enrolled for more than one term are eligible to apply. They must have successfully completed courses in their program and must be meeting program requirements in accordance with Faculty rules. Please refer to the Deferment procedure: <http://content.cqu.edu.au/FCWViewer/getFile.do?id=33149>

Deferment of studies can be granted for only one term at a time and for a maximum of 12 months during the total duration of the student's program. International students need to be aware of the implications regarding their student visa status as a result of taking Deferment of Studies.

Students in the first term of study should contact the Student Services Manager for further advice on deferral/suspension studies.

Refund & Cancellation Policy

CQUniversity has a policy which applies to all CQUniversity students. The *Refund and Excess Payments (Credit Balances) Principles* can be located at:

http://policy.cqu.edu.au/Policy/policy_file.do?policyid=2143

Please read this policy for more information on circumstances whereby CQUniversity will refund fees or overpayments. If you have further questions, please contact the Finance Department.

Campus Transfers

Students can apply for a campus transfer to another Central Queensland University campus or delivery site. Students must meet the eligibility criteria as below:

- Campus Transfers are specific to an individual program, which should be clearly stated on the Application Form. This form can be located on the University's 'Student Forms' page at: <http://content.cqu.edu.au/FCWViewer/getFile.do?id=38844>
- There can be no outstanding fees remaining on the student account. All outstanding debt must be cleared from the student account prior to application.
- If the program of study is not available at the new campus, the request to transfer campus will not be approved, as not all programs are available on all campuses.
- Consideration of campus transfers may take into account academic performance and the availability of a place.

Please refer to the Campus Transfer Policy:

http://policy.cqu.edu.au/Policy/policy_file.do?policyid=517

Ordering your Transcript

1. Make a payment for your transcript (additional cost for postage) at the Finance Department.
2. Go on to the CQUniversity homepage and click on “AIC Student Portal” Log in and select *Request for Official Academic Transcript*.
3. Fill in the online request clearly outlining details, receipt number and ensure you specify if you have paid for postage or will collect the transcript in person. If postage is paid, please mention full mailing address to send the transcript to. Students have 2 options while ordering their transcripts

Process Now

If this option is selected the order is placed to Rockhampton on that same day and students will receive their official laminated transcripts showing the status as on that day they apply.

Process after conferral

If this option is selected the order will be placed only after the students is conferred. All students who apply for Early Conferral are advised to select this option. (To apply for Early Conferrals please contact Faculty).

Note: Students need not be currently enrolled to apply for their Completion letters or Transcripts.

Statement of Academic Results

Your results will be posted on the CQUCentral website only. The CQUCentral site can be accessed via: www.cqu.edu.au.

Academic Matters



The style of learning and teaching in Australia may be different from the style of learning and teaching in your home country.

Lecturers and tutors expect you to:

- Ask questions
- Participate in class discussions
- Put forward your own views

If there is anything you do not understand, you should ask. Lecturers and tutors are happy to answer all questions.

CQUniversity courses help you to become:

- Independent learners
- Critical thinkers

These skills are highly valued by employers. The University recognises that acquiring these skills can take time which is why ongoing support is provided for the duration of the program at the **Learning Skills Unit**.

Attendance

If a student is unable to attend lectures and tutorials, documents can be submitted at Faculty. Medical certificates will **NOT** be accepted if they are backdated, undated, unstamped or tampered with. The original copy must be presented with the name, provider number and signature of a legally qualified practitioner which must appear on the document.

Any Medical Certificate submitted that is suspected of being tampered with will be referred to the University's Academic Misconduct process.

If your name does not appear on a class roll, you should ask your lecturer/tutor to write your name at the bottom of the list and then see a Faculty Administrator **immediately** to resolve the situation. It is important that you are attending your **correct class**.

It is the student's responsibility to check the noticeboards and emails regularly for rescheduled classes and timetable changes.

Please note that students undertaking courses in Foundation Studies and ELICOS programs have very strict attendance obligations which are closely monitored and subject to DIAC reporting. Students in these courses should consult their CQU College Handbook and speak with their respective Course Coordinator.

Credit Transfers/Exemptions/Recognition of Prior Learning (RPL)

Students who have successfully completed tertiary level studies at another institution prior to enrolling at CQUniversity may be eligible for credit/exemption towards their current studies. This must be done in the first term of study in CQUniversity. Students wishing to apply for exemptions must complete an *Application for Credit Transfer* form after they have received and accepted a formal offer for a place from the University. This form is available from Faculty or online.

Credits may only be granted upon the provisions of proper documentation that includes details of the course contact hours and synopses of the course for which the credit is sought. If documents are not available at the time of enrolment then they must be brought to the Faculty

as soon as possible before the commencement of the next enrolment to process credit transfers. Please note that once credit transfers are finalised no further changes will be made.

Course Materials

CQUniversity provides study materials free of charge for each subject which you are enrolled in. These study materials may include Resource Material Books, Study Guides and in some cases, information CD's. You can collect your courses materials from Faculty. Please take care of your course materials; if you lose then they will not be replaced.

Course Profiles

A Course Profile provides a written outline of the course, and includes course content, assessment procedures and requirements, booklists and what resources are required. Course Profiles and Course Materials are available for collection from the Course Resource Centre at the beginning of each term after your enrolment. Please ensure that you read through your Course Profile and understand it completely. The information it contains is extremely important and critical to your success at CQUniversity.

Students must provide a current Student ID Card and a timetable for the current term in order to collect their Course Profiles and Course Resource Materials.

Not all courses have resource materials and study guides. Some courses have only a Course Profile. It is the student's responsibility to collect the relevant Course Materials at the beginning of each term. Make sure you collect your material at the beginning of the term.

Course Assessment

The method of assessment may vary with each course and may include some or all of the following:

- Examination
- Test
- On-line quiz
- Assignment
- Presentation
- Class participation
- Laboratory work

Assessment requirements are outlined in the Course Profile for each course. Lecturers/Tutors will also advise students of the assessment requirements of each course that the beginning of each term. Any queries regarding assessment should be directed to your Lecturer/Tutor.

Submitting Assignments

It is important to check in the Course Profiles the mode which assignments are to be submitted. Each course will vary with the submission requirements and the 2 modes of submission are:

- Online submission via Moodle
- Hardcopy (with printed coversheet) via the assignment box

If an assignment is due at a particular time, as mentioned on the Course Profile or on the course website, then students must submit their assignments in before that time specified on that day. For example, if your assignment is due at 4pm Friday then the assignment must be handed in before 4pm Friday and NOT before 9am Monday.

Once assignments are received, they are date stamped, processed and distributed to Lecturers. Upon submission of your assignment, you will be provided with a confirmation receipt, which you must keep. Assignments will only be returned to students after marking and authorization by the Course Coordinator. To collect your assignments, you must present staff with your Student ID card.

For hard copy assignments, students can download assignment cover sheets via the *MyCQUniversity* icon which is located on the Campus homepage. This system provides you access to view/print your personal timetable and assignment coversheets for hard copy submission of assignments. Assignments without the correct coversheet will not be accepted. You should only use the cover sheet for the Gold Coast campus. Students should carefully check assignment coversheets to ensure they have the correct assignment and course details.

Students should always keep a copy of all their work before submitting it for marking.

Late Submission of Assignments/Extensions

Assignment extensions are not usually granted unless there are exceptional circumstances. Your Lecturer or Tutor cannot grant an extension. This can only be granted by the Faculty Office. Students are required to complete a *Request for Extension of Assignment Form*, which is available from the Student Forms Site at <http://studentforms.cqu.edu.au/FCWViewer/view.do?page=6830>

Supporting documentation such as medical certificates must be provided. The Faculty Manager may or may not approve the request, depending on the circumstances. Extensions of more than one week are very unusual. Request must be made before the assignment is due.

- Any medical certificate submitted that is suspected of being tampered with will be referred to the university's Academic Misconduct process.
- Medical certificates will NOT be accepted if they are backdated, undated, unstamped or tampered with.
- Certificates dated on the assignment due date will be considered carefully.

- The student may be asked to demonstrate what progress they have made towards completing their assignment.
- The original supporting document must be presented and both the name and signature of a legally qualified practitioner must appear on this document.

Review of Grade/Results and Assignments

Students who have valid grounds for believing an assessment mark or final grade is incorrect may have the right to seek a review of grade. There are several steps which students must follow in order to complete the review of grade process.

Important information on the Faculty's review of grade policy and procedures is sent to your CQUniversity email account EVERY semester. Please contact the Faculty office if you would like clarification on having your results reviewed. The Faculty Review of Grade Policy is available at <http://policy.cqu.edu.au/Policy/policy.jsp?policyid=465>.

Academic Misconduct & Plagiarism

All forms of academic misconduct including plagiarism will be treated as a serious offence. Such an incident will be reported to the appropriate Faculty Officer who will take action as specified in the University's Academic Misconduct Policy and Plagiarism Policy. Some possible actions/penalties include:

- Student's details recorded on the Plagiarism Database;
- Reduced or zero marks awarded on an assignment where plagiarism is found to have occurred;
- A Fail grade given for a course where plagiarism is found to have occurred;
- Mandatory counselling;
- Exclusion or suspension from the University for a specified period;
- Permanent expulsion from the University;
- All students are advised to carefully read the following policies to understand what may constitute academic misconduct and plagiarism and the possible penalties.

The Academic Misconduct Policy can be found at:

http://policy.cqu.edu.au/Policy/policy_file.do?policyid=1246

http://policy.cqu.edu.au/Policy/policy_file.do?policyid=1245

Examinations

Examinations are held at the end of each semester although not all courses have examinations. Course Profiles give details about assessment procedures. Students are required to observe the Examinational Regulations of the University (see the CQUniversity Handbook for details).

Examination timetables, preliminary and final, will be published on all main noticeboards and the online. You can also download your exam timetable from E-rolment.

Students are required to show a current CQUniversity Student ID card to the Exam Supervisor before entering an examination room. Students must arrive on time for their examinations. Late arrivals may not be allowed to sit their exams.

Students suffering from ongoing conditions that are likely to affect their ability to sit exams (e.g. injuries/illnesses affecting mobility including pregnancy) are advised to contact Student Services to discuss their eligibility for exam accommodations. Students should contact Student Services before the end of week 4 and medical documentation will be required.

Deferred Examinations

Deferred examinations (examinations scheduled after the normal examination period) are only available to students who have suffered a medical condition, or in exceptional circumstances. Deferred examinations are only available to students who have completed all coursework assessment in the course. Applications for deferred examinations should be discussed with the Faculty office.

Deferring a deferred or supplementary examination (i.e. an already approved deferred examination) is not permitted.

Students wishing to apply for a deferred examination must complete the *Application for a Deferred Examination* form available from the Student Forms Site at: <http://studentforms.cqu.edu.au/>.

Note that there is no guarantee that you will be granted a deferred examination. It is also essential to note that there will be no further deferrals on a deferred exam.



Payment of Fees & Arranging Fees Prior to Enrolment

Tuition fees are due and payable at the time of enrolment. It is important that students who require a *Notice of Fees Due*, to access their tuition fees from Overseas, request this letter from Student Finance. Students should ensure that they allow adequate time for tuition fees to be sent from Overseas. If other supporting documentation is required, students need to ensure that this documentation is also provided.

In the event there is going to be a delay in the receipt of tuition fees, students should instruct the bank to either remit the funds to the University by telegraphic transfer or send a demand draft direct to the university. Account details, address etc. can be obtained from Student Finance.

It is the responsibility of each student to ensure that all tuition fees are fully paid. Unpaid accounts will lead to University sanctions being activated and possible cancellation of courses.

Method of Payment of Tuition Fees

For your personal safety, tuition fees are not to be paid by CASH.

The preferred methods of payment are by:

- Bank cheque;
- Credit Card;
- Direct Deposit – for transferring funds locally. A bank receipt confirming the deposit is required;
- Telegraphic Transfer – for transferring funds overseas only.

For Telegraphic Transfers and direct deposits, we request that you:

- Contact the Finance Department before using this method so that you have the correct account details;
- Your student number be noted in the reference box;
- Bring evidence of the deposit upon enrolment so that the transfer of funds can be confirmed.

If you require assistance to establish a bank account in Australia, please contact a Student Finance Officer. If you are unsure of the amount payable for your tuition fees, or wish to discuss an alternative method, please contact Student Finance.

Bookshop



The Bookshop stocks ALL textbooks required for the courses that are on offer at this campus, and also has a range of stationery to cater for students' basic requirements. If you require a textbook which is out of stock, it can be ordered for you.

Regrettably, refunds or exchanges cannot be given. You may only return a textbook with a drop form, the original CQUniversity Bookshop register receipt and the textbook must be in original condition.

Methods of payment include all major credit cards (Bankcard, MasterCard, Visa and American Express) as well as EFTPOS. Cheques can be made out to CQUniversity. No further discount will be offered for cash payments.

You can also find a range of CQUniversity merchandise including pens, key-rings, glasses, T-shirts, jumpers and much more.

Computer & Email Facilities



Every enrolled student at CQUniversity has access to the Campus Information Technology (IT) facilities, which include internet and email access. Computer accounts are accessed at a desktop computer by entering your computer logon username, and then entering your password.

Please note:

- To enter your username, type in your Student ID number;
- Students can change their passwords via <http://passwords.cqu.edu.au>;
- All enquiries regarding computer accounts should be directed to IT Help Desk staff;
- Students also have access to internet facilities for the purposes of study and research. The internet can be accessed from any student computer on campus.
- General study labs (no scheduled classes) and teaching labs may be used when they are not in use for scheduled classes.
- Printing and photocopying facilities (including scanning and colour printing) are available for student use. Each student has a printing allocation of \$25.00AUD at the beginning of each term. This credit can be used for printing and photocopying. Once this allocation is used, additional credit can be purchased.
- In order to use the photocopier, students must use their student ID cards.

The campus now has wireless network access available for students to use. To connect to the "CQUroam" network, all you need is a laptop or mobile device with a wireless network card as well as an active CQUniversity user account. Wireless access is not to be used in campus computer labs. For more information, please go to the IT Helpdesk.

Please note:

- Computing facilities are only available for use by currently enrolled CQUniversity students;
- Food and drinks must not be consumed in the labs;
- The use of laptop computers and mobile phones in the computer labs is strictly prohibited;
- Music that is loud and disrupts other users in the computer lab is strictly prohibited.

Any breach of computer laboratory use rules will result in loss of privileges for a set period and/or cancellation of computer access.

Library



The CQUniversity Gold Coast Library is located on [level/location]. For library hours please refer to the library door or visit the following webpage:

<http://content.cqu.edu.au/FCWViewer/view.do?page=6960>

The Library offers:

- 24 hour electronic access to online course materials, recommended websites, databases and electronic journals;
- Up to date book collection to support course resource needs;
- Daily newspapers
- Assistance to students in locating quality information;
- Tutorials and individual tuition in developing information research skills;
- Study space, popular magazines DVDs and PCs;
- Novels and biographies;
- Membership to participating university libraries on the Gold Coast (conditions apply).

Online Reference Sources and Databases

The CQUniversity Gold Coast Library webpage

<http://content.cqu.edu.au/FCWViewer/view.do?page=6960>

offers access to a wide range of references including dictionaries, statistics, Course Resources online, e-books and an extensive range of electronic databases. Students can access online resources freely via the CQUniversity network while on-campus. Passwords may be obtained for off-campus use from the CQUniversity Library's Passwords page:

http://library-resources.cqu.edu.au/cgi-bin/CQUniLIBRARY_forms/passauth.cgi

Loan Periods

A current CQUniversity student ID card must be presented when books are borrowed. Students in good standing (i.e. no Library penalties) may borrow up to 2 reserve items and an unlimited number of other items. These items include:

- Prescribed texts & IELTS materials - 7 day loans
- All other materials (except closed reserve) - 14 day loans

Closed reserve items may be borrowed for up to 3 hours during the day and overnight loan at the end of the day (up to 3 hours before closing time). No renewals are allowed on these items.

Borrowing & Renewals

Present your current student ID card with any items you wish to borrow at the Loans Desk. 7 day and 14 day loan items may be renewed online, in person, via email or telephone, providing they are not on hold for another student.

Swapping of books amongst students is not allowed. Library staff may refuse to lend those titles and allow other students to access them.

How to Renew a Loan

There are 3 ways to renew library items:

- In person: students are required to present their Student ID card at the Library Desk.
- Online: Go to the Library homepage (<http://content.cqu.edu.au/FCWViewer/view.do?site=410>) and select 'Information and Services for Students'. Click on 'Check and Renew Loans' and follow the prompts. Note: the student barcode is found on your student ID card. The password is your completed student ID number typed in lower case (e.g. s001111).
- By phone or email: students should state their name, CQUniversity Student ID number and the items to be renewed.

It is your responsibility to confirm if your items have been renewed.

Penalties

Penalties for overdue items are charged as follows:

- Closed reserve items is \$2.00 per hour overdue
- Penalties for any 7 day loan item is \$2.00 per day
- All other overdue items are \$1.00 per day

- Items that have been requested by another student and recalled incur an additional \$20.00 per day per item to a maximum of \$60.00.

Students with outstanding items will be sent an overdue notice via email. Please remember to return or renew items by their due date.

Students incurring penalties may be prevented from using their IT account, viewing results and the provision of transcripts/graduation registration.

Borrowing from other University Libraries

CQUniversity students are entitled to borrow from participating university libraries in Southport. Students are responsible for overdue or replacement charges they incur at other libraries. Under the agreement with other libraries, CQUniversity will add these charges to your student account in the CQUniversity Student Finance system, resulting in computer and Library sanctions being imposed.

Meeting Rooms

The Library has quiet meeting rooms available for students to book as a group for a maximum of 2 hours per group during Library opening hours. These rooms can only be booked on the day of use.

Copyright and You

As a student, you have certain responsibilities in regard to copyright. Any photocopying you do must comply with the Australian Copyright Act's 'fair dealing' provisions and it is your responsibility to abide by these laws.

You are breaking the law if you exceed the following photocopying limits:

Books: 10% or one chapter, whichever is greater.

Journal/Newspaper articles: A single copy of an article.

Electronic forms: 10% of the number of words in a given work.

Any student who is found with material which breaches the Copyright Act will have the material confiscated and disciplinary action will be taken. Photocopied material is not accepted and will not be permitted in examination rooms.

Information and Assistance

Please contact the Library staff for further information or assistance

Jennifer Kaye (Librarian)

Phone: 5552 4930

Student Support Services



Learning Skills Unit (LSU)

The LSU is a free service that provides ongoing academic support to students and assists you in the development of skills to improve your academic potential. The LSU provides a relaxed and friendly environment where you can ask questions and get support so that you can complete your assessment tasks. Through one to one appointments and small group seminars, students can develop skills such as referencing, critical thinking, essay writing and exam preparation strategies.

Students can also get support with issues such as time management and communication skills. The LSU also supplies a number of academic guides for students. LSU is the contact point for students wishing to develop their English language skills.

Further information about the LSU and its services can be obtained from the LSU or via the website:

<http://www.cqu.edu.au/current-student/international-students/student-support/learning-skills-unit>

Students are invited to visit the LSU as early as possible to book appointments and find out what group sessions are available.

Please contact the LSU Coordinator

Colleen Gard

Phone: 5552 4915

Email: c.gard@goldcoast.cqu.edu.au

Teaching Employment & Careers Coaching (TECC)

Our TECC office can assist you with resume writing, interview skills and finding a job. You should register with TECC as soon as possible to access the services available.

TECC runs seminars with industry professionals through the term. These will help you understand the Australian workplace, what employers are looking for, how to use networking opportunities and how to increase your chances of finding a job. You will automatically be notified of these seminars if you are registered with TECC.

Please note that vacation and part time work is not always readily available, therefore it is not advisable that you depend on this type of income to cover your living expenses or tuition fees. Study demands at tertiary level are high and may mean that students will have little free time for employment.

Please contact TECC staff on:

Email: studentservices@goldcoast.cqu.edu.au

Student Services



Advice & Counselling Services

Counselling services are available to students to help them deal with a range of issues including (but not limited to):

- Personal and emotional matters,
- Homesickness and difficulties adjusting to University life or to life in Australia,
- Managing with a disability,
- Emergency and health services,
- Accommodation,
- Referral to appropriate legal advice services,
- Visa issues,
- Campus information and referrals,
- Deferment of studies.

Student Services can arrange for external counsellors to address more urgent personal matters. Students are assured that this is a confidential service and no issue is too great or too small. If you wish to arrange to speak with a Student Advisor, please see Student Services.

Monitoring Academic Progress

Maintaining satisfactory academic progress is an important part of your university life. CQUniversity offers many programs to assist student success. However, if students are not achieving satisfactory academic progress there are consequences which are outlined in the Monitoring Academic Progress Policy. The complete Monitoring Academic Progress Policy can be found at: http://policy.cqu.edu.au/Policy/policy_file.do?policyid=1902

As part of the policy process Student Services staff arranges interviews to assist students to identify why they have had difficulties and to develop a learning agreement to succeed with referrals to other University sources as required. Students are urged to respond to our requests to participate in an interview if things haven't gone well with their studies.

Part of the Monitoring Academic Progress policy requires students to maintain 80% attendance, submit all assignments on time and visit LSU regularly. Additionally, the MAP policy also attempts to identify, support and prevent students who fail single courses on more than one occasion.

Student Activities

The Student Services office is also involved in coordinating student activities both on and off campus. Activities include:

- Sporting equipment for hire, activities and tournaments (e.g. cricket, table tennis, soccer and basketball)
- Off Campus Trips
- Cultural events
- Information sessions

Student Complaints, Grievances and Appeals

The Student Services office is also the key point of contact for student complaints, grievances and appeals. Students should firstly attempt to resolve complaints/grievances directly with the relevant department. Students who are not satisfied with the resolution of the issue should contact the Student Services Office.

Graduation



When you have successfully completed all the courses in your program, you will be eligible to graduate and receive your testamur, which is the certificate for your award. After the release of exam results, CQUniversity Rockhampton takes up to two weeks to check all graduates' results and then confer each graduate with his/her award. To check if/when you are conferred:

1. Log into CQUCentral on the campus home page, then View Unofficial Transcript and check for the confer date at the bottom of the page.
2. If/when you can see the conferral date, you will then have access to register online to graduate. Go via CQUCentral to the Graduation Registration link and complete the online Graduation Registration Form (GRF)

You can choose to receive your testamur by:

- Attending a ceremony (\$100 with regalia hire OR \$175 with regalia purchase)
OR

Receiving or testamur in the mail:

- \$11 for registered postage within Australia
- \$30 for registered postage overseas

Dates for 2012 Graduation Ceremonies

There will be 3 ceremonies in 2012 held on the following dates:

Tuesday 8 May	Brisbane
Tuesday 11 September	Brisbane
Friday 14 December	Gold Coast

For more information regarding 2012 ceremonies, please check for updates on the Graduation website:

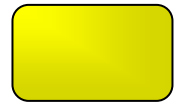
<http://www.cqu.edu.au/current-student/international-students/graduations>

For any further questions regarding graduation, please contact the Graduation Coordinator:

Email: graduate-enquiries@cqu.edu.au

Phone: +61 7 4923 2898

Student Association



The CQUniversity Student Association is an independent organization governed by students for students, and provides a range of student services and support. Student Association offers students a central focal point for all student concerns, and acts as the CQUniversity recognized student voice within the University and in the wider community.

CQUniversity Student Association Membership

The CQUniversity Student Association is a voluntary, free membership organization to which enrolled students of CQUniversity are entitled to membership. Members have direct access to all CQUniversity Student Association member services (which includes a range of benefits and discounts); and can also participate in the governing of the CQUniversity Student Association.

By being a member of the CQUniversity Student Association, you are helping empower your student body to protect your rights in your current and future academic goals and also the rights of the student body. Together, we can make a difference.

To register as a member, hop on to our website at <http://association.cqu.edu.au> and click on the Sign Up button, or grab a form from the CQUniversity Student Association Office.

Campus Student Committee

The Campus Student Committee (CSC) comprises CQUniversity Student Association members who assist in the promotion of the student representation and advocacy services of the organization. They act as localized Student Representatives in matters of concern to students, and are able to make recommendations to the CQUniversity Student Association Board of Directors. The CSC is the voice of students on campus. As dedicated Student Representatives they can be contacted via their group email to discuss student issues and concerns related to their students at CQUniversity. Being on the CSC gives members the opportunity to contribute to the academic and social life of their own campus.

Vacancies for CSC positions are advertised on the CQUniversity Student Association website at: http://association.cqu.edu.au/cgusa_new_site/cgusa%20site/aaflash/frameset/Frameset.htm
For more information enquire with staff.

Quick Guide to Key Personnel



WHO TO SEE

ISSUES

ACADEMIC

Lecturers

Questions about content of units, teaching procedures, assessment.

Faculty Office

Assignment submissions, extension requests, deferment of exams, timetable, drop/add a course, Review of Grade

Learning Skills Unit

Help with reading, writing, note taking, preparation for exams & assignments

ADMINISTRATIVE

Student Services

Accommodation, academic progression, understanding of how to utilise institution processes effectively, deferment, cancellation, academic enquiries

Student Administration

Visa issues, completion letters, CoE

Finance

Payments, Finance issues and refunds.

PERSONAL

Student Services

Problems with relationships, home-sickness, gambling, depression, relationship issues, welfare issues, family problems, advice, sexual harassment, discrimination issues.



Ground Floor – ‘A’Block – Student Facilities

Notice boards

Official University notice boards are located all around campus at ground level in the glass cabinets. They are for areas such as academic, general and library. Notices such as time tables, changes to rooms and rescheduled classes are placed on these notice boards.

The student notice boards are located in the student services area, outside area of B-Block, the Library and the student lounge and the student kitchen.

The library notice board is located directly inside the main door and students are welcome to place notices. Your notice must include the date you placed the notice on display. All notice boards are cleaned regularly.

Student Lounge

The Student Lounge is for your use to relax, watch TV, or catch up with your friends in a comfortable and relaxed atmosphere. Refreshments are available from the vending machines nearby.

Student Kitchen

The Student Kitchen is a meals area and includes microwave ovens and refrigerators which students can use to store and prepare food on campus.

Quiet Rooms

Two quiet rooms have been set aside for students. The first is located between the student lounge and the student kitchen. The second quiet room is located at ground level near the Auditorium.

5

Social and Cultural

Adjusting to Life in Australia



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

➤ **Listen, observe and ask questions**

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

➤ **Become involved**

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

➤ **Try to maintain a sense of perspective**

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

➤ **Maintain some of the routines and rituals you may have had in your home country.**

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

➤ **Keep lines of communication open with those at home.**

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

➤ **Sense of humour**

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

➤ **Ask for help**

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

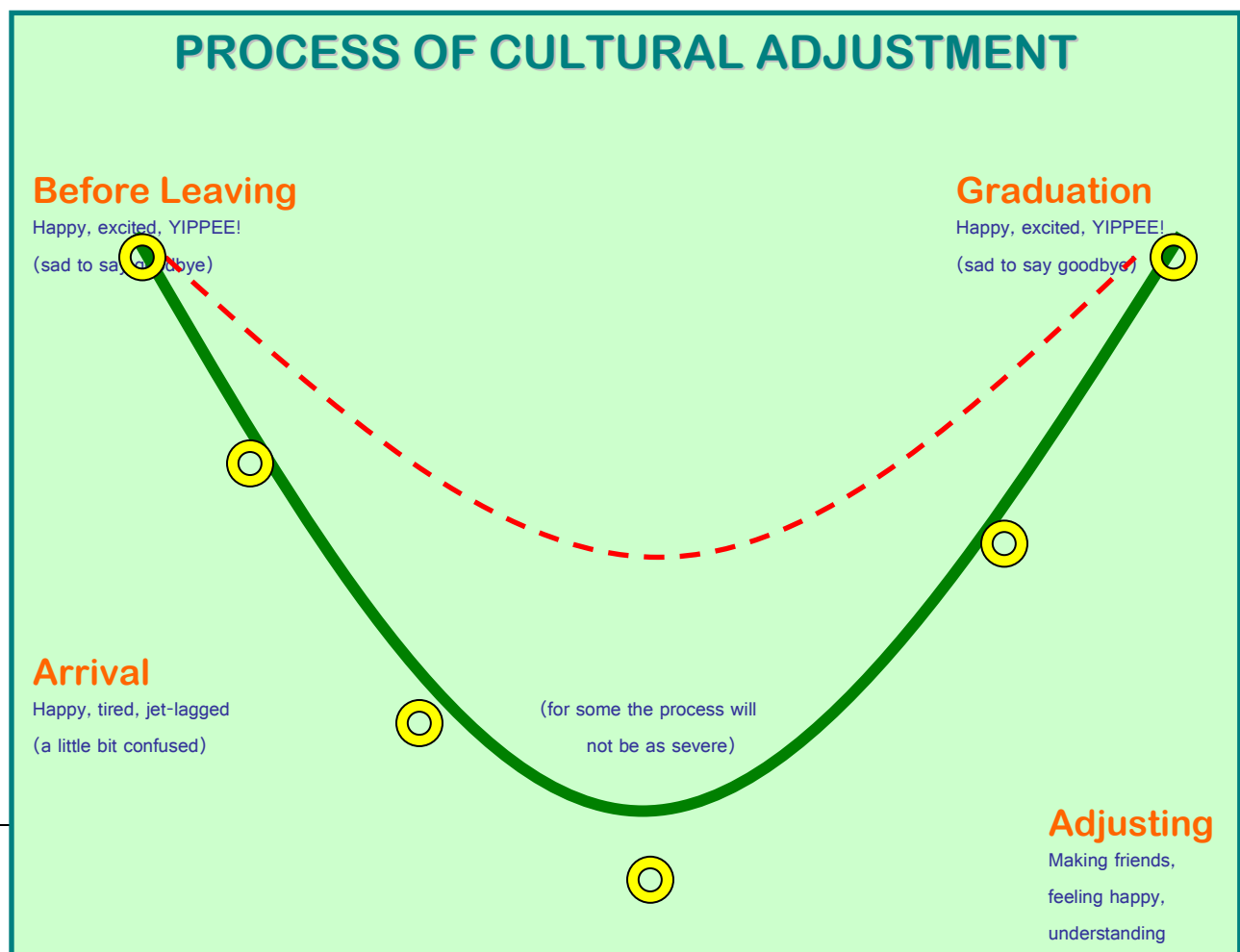
➤ **Finally, relax and enjoy the journey!**

(Source: Macquarie University)

Culture Shock



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



Overcoming Culture Shock

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

1. **Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
2. **Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!
3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.
4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

Australian Culture



Social Customs

Greeting People

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



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

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

Clothing Customs

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

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

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

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



Polite Behaviour

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

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

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

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

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

Australian Slang

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

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.
- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **Fortnight** - This term describes a period of two weeks.
- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.
- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.
- **Chook** - The term chook means a chicken, usually a hen.
- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.



- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- **To be crook** - to be sick or ill.
- **Flat out** - busy.
- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaler'. This also means you are not obliged to shout.
- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- **How ya goin?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.

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

Responding to an Invitation

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

friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration & Citizenship)

Tipping

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

Public Holidays & Special Celebrations



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

New Year

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

Australia Day

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



Easter

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

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

Easter Traditions

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



Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour. Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

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

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



- **Easter Eggs:** Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.
- **The Easter Bunny:** Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world. The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

Anzac Day



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

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

Labor Day

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

Queen’s Birthday

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

Melbourne Cup Day

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



Christmas

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

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

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat



freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.

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

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

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

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

(Source: Australian Government – Culture and Recreation Portal)

Sports & Recreation Clubs & Organisations



For a list of local sporting clubs <http://www.mygc.com.au/gold-coast-sports/sporting-clubs.php>

The Metricon Stadium was recently built and is the home of the Gold Coast Suns Australian Football League (AFL or Aussie Rules) team. For information on games see [Ticketmaster](#).

Each year in October the Gold Coast holds the Gold Coast 600 V8 Supercar race. For more information see <http://www.goldcoast600.com.au/>

Entertainment



Gold Coast Events Calendar: Visit http://www.goldcoast.qld.gov.au/eventsweb/t_events.aspx for the Gold Coast City Council's "What's On" event calendar which is a guide to festivals and events on the Gold Coast.

AMF bowling: See www.amf.com.au for more information and locations

Strike Bowling: check www.strikebowlingbar.com.au for deals and locations

Event Cinemas: <https://www.eventcinemas.com.au> for locations, movies and prices. Join Cinebuzz (cinema club, free to join) for discounts and offers at BCC and GU cinemas.

Theme Parks: [Movie World](#), [Sea World](#), [Dream World](#) and [Wet 'n' Wild](#)

Beaches: The Gold Coast is famous for its beaches. Check out the beach safety section later in this guide, swim only at patrolled beaches and always make sure you swim between the flags. Can't swim? See <http://www.goldcoastac.com.au/learn-to-swim.html> for more information.

Religion & Faith



For a list of local services see <http://www.yourcity.com.au/cat/14/309>

For a church, temple or mosque in your area, see <http://www.goldcoastaustralia.com/gold-coast-religion.html>

Where to Find Out What's Going On



View the below links to view the events upcoming on the Gold Coast:

http://www.goldcoast.qld.gov.au/eventsweb/t_events.aspx

<http://mygc.com.au/whatson/events/>

Eating Out



For dining out and entertainment ideas see
[http://www.diningout.com.au/page/9/Dining Out Gold Coast](http://www.diningout.com.au/page/9/Dining-Out-Gold-Coast)

Name	Price	Where?	What?	Other Info
Oriental Chinese Restaurant	From \$15	45C Queen Street, Southport	Chinese	
Shaftston College	Lunch specials from \$6	13 Nerang Street, Southport	Café	Breakfast & Lunch
Lime Leaf Thai	From \$15	Aqua Building, 300 Marine Parade, Labrador	Thai	5:30pm till Late
Doohey's CAFE	\$7 Lunch Specials	Australia Fair, 40 Marine Pde SOUTHPORT	Café & Bar	Lunch
CAFÉ Rockpool	From \$15	Broadwater Parklands, Marine Parade, Southport	Café, Coffee	7 day trading
Hanazono Teppanyaki	From \$15	Shop 104/50 Marine Parade (cnr Nerang St),	Japanese - Teppanyaki	Lunch and dinner
Outback Jacks	From \$18	2 Barney Street, Southport	Steak House	Lunch and dinner
Pie Face	From \$2.50	Various locations around the Gold Coast	Pies, sandwiches, coffee, pastries	Open 24hours
Cecil Hotel	Lunches from \$10	42 Nerang St, Southport	Bistro Menu	Open for lunch & Dinner

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**.



(Source: Metropolitan Fire Brigade, Melbourne. www.mfb.vic.gov.au)

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



The Surf Environment

Rips

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

Identifying a Rip

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

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



Surf Skills

Escaping From a Rip

If you are caught in a rip:

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

Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the

depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

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

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

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

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

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

Stick to your predetermined path on the swim out.

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

(Source: Surf Lifesaving Australia)



Bush & Outback Safety



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

In the Bush

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



- Check the weather forecast and be prepared for unexpected changes in

weather.

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

Advice for Motorists Caught in Bush Fires



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

- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle's fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
- If you have water, drink it

- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time
- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees
- Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

(Source: NRMA)

In the Outback



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



- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
- Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
- Always carry a current road map.
- Make sure your vehicle is in good working order and has been serviced recently.
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.
- **If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.**
- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).
- Obey road closure signs and stay on recognised routes.
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.

- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.

(Source: Visit Victoria. com)



Storm Safety



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

Severe storms can cause major damage. They may be accompanied



by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.

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



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

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

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

If you are caught outside during storm

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

Dangerous Animals & Plants



Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you. If you are visiting any of Australia's beautiful parks or forests:

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

In the warm waters of Tropical Queensland:

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

Bites and Stings

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

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

131 126.

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

Anaphylaxis – allergic reactions

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

General First Aid for Bites and Stings

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

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

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

- Wash with soap and water and apply an antiseptic if available
- Ensure that the patient's tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required 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.

http://www.health.qld.gov.au/poisonsinformationcentre/bites_stings/bs_insects.asp

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