



# Adjusting to Life in Australian

# What does the Flag represent...???

## Any Guesses ..?

The flag has three elements on a blue background

- ▶ the Union Jack,
- ▶ the Commonwealth Star(also known as the Federation Star, is a seven-pointed star symbolising the Federation of Australia which came into force on 1 January 1901.
- ▶ and the Southern Cross (The stars of the Southern Cross – Alpha, Beta, Gamma, Delta, and Epsilon Crucis).



Below the Union Jack is a white Commonwealth, or Federation, star.

It has seven points representing the unity of the six states and the territories of the Commonwealth of Australia.



Australia was the second country in the world to allow women to vote (New Zealand was first).

It is the 6th largest country in the world, occupying an entire continent of some 7.6 million square kilometers.

Most of Australia's exotic flora and fauna cannot be found anywhere else in the world.



MELBOURNE

# Melbourne Climate

Melbourne has a moderate climate and is well known for its changeable weather conditions. It is a little colder than other mainland Australian state capital cities in the winter with only a small variation in winter temperatures. Melbourne summers are notable for occasional days of extreme heat.



## The Hottest month

January  
(average 14°C to 26°C, on  
an odd day it can  
reach 40+)



## The Coldest month

July (average 6°C to 13°C)  
and there is a uniform  
rainfall (500mm to 800mm)  
throughout the year.

<http://www.living-in-melbourne.com/>

# Adjusting to Life in Australia

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While living and studying abroad may be an exciting adventure- it can also present a range of challenges.

Adjustment to a new country and culture is a process that occurs gradually and takes time.

Having decided to study and live in Australia-you will be undertaking adjustments in many areas of your life including **cultural, social** and **academic**.

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**.

# Adjusting to Life in Australia (Contd/-)

## **Listen, observe and ask questions:**

- 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.

# Adjusting to Life in Australia<sub>(contd/-)</sub>

## 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.



# Adjusting to Life in Australia<sub>(Contd/-)</sub>

## **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..

## **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.

# Adjusting to Life in Australia<sub>(Contd/-)</sub>

## 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:

- 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.

# Adjusting to Life in Australia<sub>(Contd/-)</sub>

## 2. Be objective

- 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

- 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

# Adjusting to Life in Australia<sub>(Contd/-)</sub>

## 4. Share your feelings

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.

**Finally, relax and enjoy the journey**

Source: Rotary International Youth Exchange



# Live in Australia

Living in Australia will be a new experience, but there are support services in your institution as well as from other organisations to help make adjusting to life in Australia easier.

Australia is among the happiest countries in the world (World Happiness Report 2017) and we have four of the 30 best cities in the world for students (QS Top University Rankings 2017), you are sure to enjoy your time here.

No matter what type of study you are doing in Australia, whether you are here for a few months or a few years, some research and planning will help you have a safe and rewarding study experience. Important considerations and planning include:

- ▶ Planning your departure.
- ▶ Arriving in Australia.
- ▶ Accessing support services.
- ▶ Remaining visa compliant.
- ▶ Working while you study.
- ▶ Living costs and finding accommodation.
- ▶ Health and safety.

# Plan your Departure

Once you have been accepted to study at an institution and have received confirmation of your student visa, the next step is to start planning for your arrival.

## Here is a checklist to help you plan your departure:

- ▶ **Passport and Visa** – Check that your passport is valid for at least 6 months prior to your entry arrival in Australia, and that you have all your visa documentation. It is also a good idea to make copies of your passport in case you lose your passport.
- ▶ **Student enrolment and orientation documents** – You will need your electronic Confirmation of Enrolment (eCoE) and student information pack, which you will have received from your institution.
- ▶ **Overseas Student Health Cover (OSHC)** – This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home.
- ▶ **Travel Insurance** – You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.

# Plan your Departure (Contd/-)

- ▶ **Airfares** – Make sure you are aware of the date and time of your flight. Keep your flight details in a safe and secure place, with your passport and visa.
- ▶ **Contact details** – You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and institution details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia.
- ▶ **Australian currency** – There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency on you prior to leaving your home country.
- ▶ **Transport from the airport** – Whether you are taking public transport, a taxi, or you are being picked up from the airport by your education provider, it is important that you have all the details including the time, the route and, if your travel has been arranged by your institution, their contact details. If you need a map to assist you in getting to your accommodation from the airport, they will be available at the airport, or you can print one prior to leaving.
- ▶ **Accommodation details** – Make sure you have the address of where you will be staying as well as their phone number and payment confirmation (if you have already paid for your accommodation).

# Customs and Border Protection

- ▶ You need to be aware of what you [cannot bring into Australia](#) and therefore what you should not pack. It is illegal to carry drugs including marijuana, cannabis, heroin, cocaine and amphetamines in and out of Australia. There are a number of items that you must declare upon your arrival in Australia including:
  - ▶ Firearms, weapons and ammunition.
  - ▶ Currency amounts of A\$10,000 (or foreign equivalent).
  - ▶ Some medicines.
- ▶ You should also be aware that as a routine part of their work, Customs and Border Protection officers may question travellers at any time, and trained dogs may also be used to detect illegal drugs or prohibited imports. If you are in doubt, declare your goods or ask a Customs and Border Protection officer for advice. Declaring goods does not necessarily mean your baggage will be examined.
- ▶ People who deliberately break Australian Customs and Border Protection regulations could be [fined](#) or taken to court. You can also find information at the [Department of Home Affairs](#) website.



# Department of Agriculture and Water Resources

## Resources

The Department of Agriculture and Water Resources is responsible for protecting Australia's unique environment and agricultural industries from unwanted pests and diseases by regulating imported products including certain food, plant material and animal items.

It is important to check Australia's biosecurity requirements when packing your personal items. Do not bring fresh fruit and vegetables, meat, poultry, pork, eggs, dairy products, live plants or seeds. Some products are not allowed into the country while other products need to meet strict import conditions. You can search the department's [Biosecurity Import Conditions system \(BICON\)](#) to find detailed import conditions under which various commodities may be brought into Australia.

If you are unsure of an item, declare it on the Incoming Passenger Card which you will receive on the plane, or don't bring it at all. Failure to declare items can result in an on-the-spot fine or potential prosecution.

You can find more information on what you can bring or send to Australia on the [Department of Agriculture and Water Resources website](#)

# Arriving in Australia

When you arrive at an Australian airport, you will first need to go through immigration and customs clearance. If you need help finding your way around, just ask the airline staff or one of the border officials in the arrivals area. A clearance officer will check your travel document and visa, and once cleared you will be able to collect your luggage to go through customs and quarantine clearance processes.

More information on what to expect when you arrive at the airport is available at the [Department of Home Affairs](#) website.

# Arriving in Australia (Contd/-)

## **Getting to your new home**

You should arrange accommodation before you arrive in Australia, even if it is just for the first few days. Have your accommodation address written in English ready to show the taxi or hire car, or detailed directions if you are using public transport. If your institution is picking you up from the airport they will take you exactly where you need to go.

## **Orientation Week**

Some institutions run an orientation week (also known as 'O Week') for new students. This is typically held at the start of the year and during the week; you will learn about your institution, take tours of facilities, and meet people who will also be studying at your institution. You can usually find more information about your institution's orientation week on their website, such as a full schedule of activities.

If your institution has an 'O Week' it is important that you attend to learn how to get the most out of your institution and study experience.

## **Seeking help**

Remember, if you have any problems or questions once you leave the airport, call your institution's international support staff. These details will be in your enrolment and orientation information.

# Accommodation

Once you have confirmed where you will be studying, you can look for accommodation that suits your needs and budget. Some tips when searching for accommodation include:

- ▶ The costs will vary depending on your chosen state, city, and type of accommodation.
- ▶ Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- ▶ Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train.
- ▶ Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

## **Short-term accommodation**

- ▶ Short-term accommodation options you might want to consider when you first arrive in Australia include:
- ▶ Hostels and discounted rates on hotels.
- ▶ Temporary housing which may be offered through your institution while you get settled. Talk to your institution's international support staff or check their website for details.

# Accommodation (Contd/-)

## Rental

- ▶ You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.
- ▶ For more information on your rights and obligations when renting in Australia you should visit the relevant government Fair Trading agency in your state/territory.

## On Campus

- ▶ Campus living can be a great option to minimise travel. Most universities have comfortable and furnished apartment-style living on campus or close by, sometimes with cleaning and meals included.
- ▶ Contact NTCA directly to find out the accommodation options they have available and how the costs compare with organising your own accommodation.

# Accommodation (Contd/-)

## Homestay

- ▶ With homestay, you will live with a family in their home. Homestay can be a good option for younger students as you will have all the comforts of an established home, often with meals and cleaning included.
- ▶ Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students.

## Legal protection

- ▶ You have certain responsibilities to meet when it comes to paying accommodation expenses on time, cleaning and maintenance. You also have the right by law to feel secure in your property, maintained with working facilities. If there are any problems with your accommodation, talk to your agent or landlord (if renting), your international student support staff for on-campus living or the service where you found your homestay.
- ▶ There are also organisations such as tenants unions and consumer advocates that can provide assistance. To find out more visit the relevant government Fair Trading agency in your state/territory.

# Support services for students

There are many consumer protection and support services available for international students. This includes services provided directly by institutions as well as those provided by a range of state, territory and federal government departments.

## Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- ▶ Would like information about your consumer rights.
- ▶ Have a problem with a consumer good or service that you have bought or are considering buying.
- ▶ Would like to know how a business should behave under the law.
- ▶ Would like to make a complaint about a business.
- ▶ Visit [australia.gov.au](http://australia.gov.au) or [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au) to find the relevant government agency for where you are living and studying.

# Support services for students (Contd/-)

## Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

If you are studying at a public institution, such as TAFE colleges and many universities and schools, you should contact the Ombudsman in the state or territory in which you are studying to lodge a complaint. You can find details of what the Ombudsman can investigate on their website. Below is a list of the Ombudsman websites for all states and territories in Australia:

- ▶ **Australian Capital Territory Ombudsman** - [www.ombudsman.act.gov.au](http://www.ombudsman.act.gov.au)
- ▶ **New South Wales Ombudsman** - [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
- ▶ **Northern Territory Ombudsman** - [www.omb-hcsc.nt.gov.au](http://www.omb-hcsc.nt.gov.au)
- ▶ **Queensland Ombudsman** - [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)
- ▶ **South Australian Ombudsman** - [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)
- ▶ **Tasmanian Ombudsman** - [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)
- ▶ **Victorian Ombudsman** - [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)
- ▶ **Western Australian Ombudsman** - [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)



# Support services for students (Contd/-)

## Tuition Protection Service

- ▶ The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.
- ▶ The TPS will ensure that you are able to either:
  - ▶ Complete your studies in another course or with another institution, or
  - ▶ Receive a refund of your unspent tuition fees.
- ▶ Under the Tuition Protection Service international students have a number of rights and obligations. For more information visit the [Tuition Protection Service](#) website.

# Support services for students (Contd/-)

## Support services

### Institution support services

Student support forms a large part of Australia's education system. Institutions provide specialist services to help international students adjust to life and study in Australia, and to achieve their goals. This includes student services such as:

- ▶ Language and academic support.
- ▶ Designated international student advisers.
- ▶ On-arrival reception and orientation programs.
- ▶ Childcare, health and counselling.
- ▶ Student accommodation.
- ▶ Employment services.
- ▶ Prayer and worships rooms.
- ▶ Banking, shopping and food outlets.
- ▶ Clubs, societies, sport and fitness facilities.

Many Australian education institutions are like mini communities, so not only will you be able to undertake your studies amid world-class learning facilities, you will also be able to enjoy the social side of studying as well. You can join a club or society, improve your health and fitness in the gym, join a sports team, attend a social event, or volunteer for community service. To find out full details of what your institution provides please check their website directly.

# Support services for students (Contd/-)

## Student associations

Australia has a number of student associations representing and assisting students from Australian institutions. National associations include:

- ▶ [Council of International Students Australia \(CISA\)](#) - national peak student representative body for international students studying at the postgraduate, undergraduate, private college, TAFE, ELICOS and foundation level.
- ▶ [Australian Federation of International Students \(AFIS\)](#) - assisting international students in maximizing the scope and potential of their experience living and studying in Australia.

Most institutions in Australia also have their own student associations - you can visit your institution's website for more information.

# Support services for students (Contd/-)

## Disability support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- ▶ Refuse admission on the basis of disability.
- ▶ Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- ▶ Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).

Many institutions offer services for students who require assistance with their studies because of a disability or chronic medical condition. These may include voice-recognition software, hearing aids or note-taking services. You should contact your institution several weeks before you arrive to make the appropriate arrangements for your specific needs.

# Support services for students (Contd/-)

Institutions must make every effort to accommodate a student with a disability. However, the institution is not legally required to make modifications if the changes involve major difficulties or unreasonable cost. The institution has to prove the changes are unjustified and, before making such a claim, must have direct discussions with the student and seek expert advice.

If you are experiencing a problem with your institution:

You should first talk to staff at your institution. If informal discussions do not resolve the problem, you have the option of lodging a formal complaint. Institutions are required to have a process for students to register complaints. If you feel you have a legitimate complaint that is not being recognised by your institution, you should approach the Australian Human Rights Commission. Confidential enquiries can be made by telephone but a formal complaint must be lodged in writing before the commission can take action.

Find out more about disability rights in Australia at the [Human Rights and Equal Opportunities Commission](#)

# Support services for students (Contd/-)

## Childcare

While many larger institutions have childcare facilities with trained staff, there are also a wide variety of private and not-for-profit childcare centres available around Australia. The Australian government provides financial assistance to help parents with childcare costs.

International students who receive direct financial assistance from the government, through a government scholarship, may be eligible to receive the child care benefit.

To find out if you are eligible for child care financial assistance, read more at the [Australia.gov.au](https://www.australia.gov.au)

# Support services for students (Contd/-)

## Other support services

Some other support services that may be useful to know while you are studying in Australia are:

### *Emergency matters*

- ▶ **Contact details** - 000
- ▶ **Service details** - Life threatening situations, such as a car crash or a fire.

### *Local police – non urgent matters*

- ▶ **Contact details** - Call 131 444 (everywhere except Victoria). In Victoria you need to call your local police station (consult your local Telephone Directory)
- ▶ **Service details** - Police attendance for non-urgent matters.

### Lifeline

- ▶ **Contact details** - 13 11 14
- ▶ **Service details** - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

# Support services for students (Contd/-)

## ***Kids Helpline***

- ▶ **Contact details** - 1800 551 800
- ▶ **Service details** - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counseling support (anonymous if you prefer).

## ***Poison Information Centre***

- ▶ **Contact details** - 131 126
- ▶ **Service details** - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

## ***Sexual Assault counselling service***

- ▶ **Contact details** - Search online for 'rape crisis centre' in your home state
- ▶ **Service details** - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24 hour, 7 day a week telephone counseling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.



# Visa compliance

- ▶ Once you have received your visa, there are requirements you must meet in order for it to remain valid, including;
- ▶ You must remain enrolled and maintain satisfactory course progress and attendance.
- ▶ If you wish to change your qualification level you will need to apply for a new student visa.
- ▶ Provide your Australian address to your institution so they can contact you, and let them know if you change address.
- ▶ You must continue to be able to support yourself financially while you're in Australia.
- ▶ Do not breach the working conditions applicable to your visa.

## Visa help and assistance

- ▶ The [Department of Home Affairs](#) website provides all information in relation to visa requirements, responsibilities and compliance.
- ▶ Your institution's international student support staff can provide you with assistance about the visa you'll need for your course
- ▶ Education agents can also help with your visa application and paperwork (as well as your course application).

# Work While you Study

Working while you study in Australia can help complement your study and living experience. There are a number of reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area.

Most student visas allow you to work for up to 40 hours every two weeks while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the [Department of Home Affairs](#) website.

- ▶ **Paid work** - Australia has a wide range of industries and many have part time employment opportunities, including:
  - ▶ **Retail** - supermarkets, department and clothing stores.
  - ▶ **Hospitality** - cafes, bars and restaurants.
  - ▶ **Tourism** - hotels and motels.
  - ▶ **Agricultural** - farming and fruit-picking.
  - ▶ **Sales and telemarketing.**
  - ▶ **Administration or Clerical roles.**
  - ▶ **Tutoring.**

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.

# Work While you Study (Contd/-)

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## **Internships**

Paid or unpaid internships can be a great way to get exposure to the professional, financial and creative industries. Learn more about getting an internship on the Internships page in the Education System section of this website.

## **Volunteering**

There are many charities and non-government organisations (NGOs) in Australia and they always need volunteers to help out. It can be a great way to meet friends, get some hands on work experience and give back to the community.

To find out more about volunteering, start your search at: <http://www.govolunteer.com.au/> (opens in a new window)

# Work While you Study (Contd/-)

## Your rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- ▶ A minimum wage and superannuation.
- ▶ Challenge of unfair dismissal from the job
- ▶ Leave, breaks and rest periods.
- ▶ A healthy and safe work environment.

To find out more about your work rights visit the Australian Government's [Fair Work Ombudsman's website](#) or call them on 13 13 94. You can also [read about \(PDF 68.6KB\)](#) some common myths about being paid and working in Australia as an international student.

If you're a temporary resident working in Australia your employer has to pay super for you if you are eligible.

# Work While you Study (Contd/-)

When you leave Australia, you can claim your super as a departing Australia superannuation payment (DASP) if you meet all the requirements. To find out more about super for temporary residents visit the [Australian Taxation Office](#) website.

In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick. This law is called work health and safety (WHS) or occupational health and safety (OHS).

The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation. If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again.

This covers all workers in Australia, even if you are on a temporary visa. Visit [Safe Work Australia](#) for more information or to [download](#) the latest checklist.

You will also need to get a tax file number to work in Australia.

Visit the [Australian Taxation Office](#) website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

# Work While you Study (Contd/-)

## Finding Work

There are plenty of ways to find work that suits you, including:

- ▶ Newspapers and online job sites.
- ▶ Some institutions provide job notice-boards on campus and online. Contact your institution's international student support staff to find out what options your institution offers.

- ▶ Register your details at a recruitment

ce people in casual or



sites:



seek



# Living costs in Australia

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

## Accommodation

- ▶ **Hostels and Guesthouses** - \$90 to \$150 per week
- ▶ **Shared Rental** - \$85 to \$215 per week
- ▶ **On campus** - \$90 to \$280 per week
- ▶ **Homestay** - \$235 to \$325 per week
- ▶ **Rental** - \$165 to \$440 per week
- ▶ **Boarding schools** - \$11,000 to \$22,000 a year

## Other living expenses

- **Groceries and eating out** - \$80 to \$280 per week
- **Gas, electricity** - \$35 to \$140 per week
- **Phone and Internet** - \$20 to \$55 per week
- **Public transport** - \$15 to \$55 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

# Living costs in Australia (Contd/-)

## Minimum cost of living

The [Department of Home Affairs](#) has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12 month living cost is:

- ▶ **You** - \$20,290
- ▶ **Partner or spouse** - \$7,100
- ▶ **Child** - \$3,040

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>

The Australian Government provides information and guidance on managing your finances. You can read more at [www.moneySMART.gov.au](http://www.moneySMART.gov.au)

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your [cost of living](#) in Australia [www.insiderguides.com.au/cost-of-living-calculator](http://www.insiderguides.com.au/cost-of-living-calculator)

If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.



# Insurance

As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. But there are also other types of insurance which you may find useful.

## Overseas Student Health Cover

- ▶ International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy. Learn [more](#) about OSHC, including a list of the providers at [www.privatehealth.gov.au/](http://www.privatehealth.gov.au/).
- ▶ The Department of Home Affairs requires overseas students to maintain OSHC for the duration of time they are in Australia. For further information please visit the [Department of Home Affairs](#) website.

# Insurance (Contd/-)

## Private health insurance

Along with your OSHC you might want to consider purchasing private health insurance to cover items that your OSHC does not cover. You can take out private health insurance to cover just you or your family as well. Benefits, membership costs and eligibility can vary greatly between funds and insurance policies, so when buying health insurance take care to ensure the cover you select is suitable for your needs. You can find more information at: [www.privatehealth.gov.au](http://www.privatehealth.gov.au)

## Travel insurance

Australia has a very reliable travel industry, but cancelled flights, lost luggage or other un-planned issues can arise. If you are travelling with valuables or are on a travel schedule you have to meet, travel insurance can help cover any mishaps or missed flights. You can arrange travel insurance through a range of providers including travel insurance companies, airlines and travel booking companies.

## Home and contents insurance

Home and contents insurance covers the building you live in and your belongings, such as furniture, clothes and appliances. If you rent a property, building insurance is the responsibility of the owner and you do not need to worry about it. But contents insurance is worth considering if you have valuable items you couldn't afford to replace very easily if something happened to them.

# Insurance (Contd/-)

## Vehicle insurance

- ▶ If you purchase a car, motorbike or other vehicle you will need to consider what type of insurance you will need to purchase. Depending on what state or territory of Australia you live in there may be compulsory insurance you need to purchase.
- ▶ For example, in NSW you must purchase Compulsory Third Party insurance which covers you for personal injuries caused to someone else in an accident. You should check with the relevant government agency in your state or territory to find out what, if any, compulsory insurance you might need.
- ▶ You can also choose to purchase vehicle insurance that covers your car for accidental damage, malicious damage, theft, fire, flood or storm. There are a wide range of providers in Australia that offer vehicle insurance so make sure you research your options and consider what your specific insurance needs are before you purchase vehicle insurance.

# Health Care

## 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.
- ▶ Medicare, 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.
- ▶ In respect of the visitors please see the conditions specified in your health Insurance.
- ▶ In Australia you do not have to go to a hospital to see a doctor. You can see a doctor; **General Practitioner** (also known as a **GP**) in their private practice or medical centre (also called as **Surgery**).

# Health Care (Contd/-)

## 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.

## Prescription Medication

- ▶ Medication prescribed by your doctor is not free.
- ▶ You must pay the pharmacy.

## 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.

# Health Care (Contd/-)

## 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 e.g. 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.

# Health Care (Contd/-)

## 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 Health Insurance 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.

# Earning an Income

## Taxes

Taxes are managed through the **Australian Taxation Office (ATO)**.

The tax you pay depends on how much you earn.

## Getting a Tax File Number

- ✓ You must obtain a Tax File Number to be able to work in Australia.
- ✓ A tax file number (TFN) is your unique reference number to our tax system.
- ✓ When you start work, your employer will ask you to complete a tax file number declaration form.
- ✓ If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.
- ✓ **You can apply for your TFN online at [www.ato.gov.au](http://www.ato.gov.au), or phone 13 28 61, 8am to 6pm Monday to Friday.**



# Earning an Income (Contd/-)

## Taxation Returns

- ▶ If you pay too much tax you are entitled to a refund.
- ▶ To get a refund you will need to lodge a tax return.
- ▶ You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you.
- ▶ If you lodge by e-tax your refund will normally be issued within 14 days.
- ▶ Lodge online using e-tax at [www.ato.gov.au](http://www.ato.gov.au)
- ▶ Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

# Banking

## Account Statements

Australia has a range of choices when it comes to managing your money, from banks that cover the whole country to local credit unions and building societies. Here are some quick tips on setting up your bank accounts.

You can set up a bank account before or after you arrive.

- ▶ To open an account you will need to have your Electronic Confirmation of Enrolment (eCoE), passport, Letter of Offer and other forms of identification
- ▶ You may also need an Australian Tax File Number (TFN). You can find information about getting a TFN at the [Australian Tax Office](#) website.
- ▶ Financial or student support officers at your university or college will be able to give you information on how to set up a bank account.
- ▶ You can also read advice from the Australian Government's [Moneysmart](#) website.

## Australian currency

- ▶ The basic unit of Australian currency is the dollar (AUD). There are 100 cents in one dollar (\$1). Australian dollar notes come in denominations of \$5, \$10, \$20, \$50 and \$100. Coins are issued in denominations of 5c, 10c, 20c, 50c, \$1 and \$2.
- ▶ Prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, you would pay \$1.95 for an item priced \$1.97, but \$2 for an item priced \$1.99.

# Banking

## **Accessing your money**

- ▶ You can withdraw your money at automatic teller machines (ATMs) which can be found all over Australia. It is generally free to withdraw money from an ATM that is associated with your financial provider. Be aware that if you use another provider's ATM they will usually charge you a fee. The ATM will advise you of the fee at the point of withdrawal.
- ▶ Even if you haven't set up a bank account before you get here, most ATMs recognise international cards, so you will be able to use your credit or debit card from your home country. Just remember that there are fees associated with withdrawing money from your home account including transaction fees and the currency exchange rate. These vary by provider so check with your home financial provider before you arrive in Australia.

## **Moving money overseas or to Australia**

- ▶ Australian banks offer various services for moving money to and from Australia. For all these services, fees and charges will apply. These can be found on financial provider websites.
- ▶ You can have funds electronically transferred into your Australian bank account from overseas banks. To send money to another country you will need to provide the banking details of the person you wish to send money to. Your financial provider will then electronically transfer the funds from your account to their account.

# Banking

## Banking ombudsman

- ▶ The Australian Banking and Financial Services Ombudsman assists individuals and small businesses to resolve complaints concerning all financial services provided by banks.
- ▶ For example, there may be an instance where you see that money has been withdrawn from your bank account without your consent. In this case, it may be necessary to talk to the banking ombudsman to resolve the issue.
- ▶ Free interpreter services are available. For more information on the banking ombudsman visit: [www.fos.org.au](http://www.fos.org.au) or call 1300 780 808.

# Area Codes for Landlines



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

# Phone and internet

Australia has a range of phone and internet services available, including public phones, fixed (landline) phones, mobile and internet.

## Mobile phones

It is best to purchase a SIM card or Australian mobile number when you arrive in Australia, as using your home phone number will incur high costs. There are two types of mobile phone accounts you can choose from:

- ▶ **Prepaid:** A prepaid service gives you flexibility because you control how much you spend and can stop using the service any time. Pre-paid SIM cards are sold in many shops and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.
- ▶ **Contract:** If you will be using your mobile a lot, and will be in Australia for a fixed period of time for study, a contract might work out cheaper for you. There are numerous mobile phone operators in Australia, and you can choose from a range of phone plans where you can get the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain amount of calls, text messages and data.

# Phone and internet (Contd/-)

## Internet

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans similar to the above. If you choose a contract service, will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you.

## Making international calls

- ▶ To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number.
- ▶ You can read more about telephone, internet and mobile phone services in Australia at: [www.communications.gov.au](http://www.communications.gov.au).

# Driving

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- ▶ If you hold a current drivers licence in your home country, you might be able to drive in Australia without sitting for any further driving tests.
- ▶ But remember that many state and territory governments require you to get an Australian drivers licence if you are here for more than three months.
- ▶ Your licence requirements, and any driving restrictions, are managed by the state or territory government where you are living.
- ▶ Visit the relevant state or territory government website or go to [australia.gov.au](https://australia.gov.au) to find out more.



# Public Transport

Victoria has a comprehensive system of trams, trains and buses and an easy to use single ticket system.

[Public Transport Victoria](#) is the contact for information on public transport in Victoria.

## Planning your trip

- ▶ Use the [journey planner](#) to work out the best route for your regular journeys to study or work. Most transport services end around midnight, although special night buses service many areas.
- ▶ In regional Victoria, train services are provided by V/Line. Visit the [V/Line website](#) to see timetables and book tickets.

## Tickets and fares

- ▶ A myki card lets you travel on any mode of public transport around Melbourne and on regional trains and some buses.

# Public Transport (Contd/-)

## Free tram zone

Tram travel is free in Melbourne's central business district (CBD) and inner city. There are signs on the tram stops to tell you where the free tram zone begins and ends. Most tram drivers also announce when you are entering or leaving the free tram zone.



# Taxis, hire cars and ride sharing

Sometimes a taxi, ride share or hire car is the best way to get where you need to go. Many people use this kind of transport for special occasions, at night, in bad weather or if the destination is not close to public transport.

## Taxis

Taxis are also sometimes called cabs. Taxis are yellow or silver. To hire a taxi in Victoria you can make a phone booking, wait at a taxi rank or hail a taxi from the side of the road.

### How to tell if a taxi is available for hire

- ▶ If the taxi's main rooftop light is on it means the taxi is available for hire.
- ▶ If the light is off it means the taxi is occupied or not taking passengers.
- ▶ Read more on the [Catching a taxi page](#) on the Taxi Services Commission website.

# Taxis, hire cars and ride sharing (Contd/-)

## Paying your taxi fare

- ▶ Taxi fares vary depending whether you are travelling at night or in day time. The fares are higher on public holidays.
- ▶ You can pay by cash or card.
- ▶ You may need to pay an extra fee for pre-booking, late night journeys, using a credit card to pay, catching a cab from the airport. If your taxi uses a toll road on the journey you also need to pay the toll.
- ▶ Read more on the [Taxi fares page](#) on the Taxi Services Commission website.

## Catching a taxi from the airport

- ▶ There are taxis outside the main entrances of the [Melbourne Airport \(Tullamarine\)](#).
- ▶ The cost of a taxi from the airport to Melbourne city centre is around \$55 or \$60.
- ▶ Use the Victorian Taxi Directorate [online fare estimator](#) to get an idea of what your journey might cost.
- ▶ Read more on the [Taxi service, fare and surcharge page](#) on the Melbourne airport website.

# Taxis, hire cars and ride sharing (Contd/-)

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## All taxis must be registered

All taxis must be registered and the driver must display their identification in the car. Taxi registration plates are numbered from M 0000 to M 9999.

## Ride sharing, e.g. Uber, Ola etc.

- ▶ Ride sharing is an arrangement where you travel in a private car driven by the car's owner. This way of travelling is becoming popular in Melbourne.
- ▶ Book a ride shares using an app or the ride share organization's website.
- ▶ Search for **ride sharing Melbourne** to see a list of ride share organizations.

# Obeying the Law

- ▶ One of the reasons for such wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law.
- ▶ We have a lot of laws in Australia and as a result, society runs smoothly.
- ▶ In being granted a visa to study in Australia, you signed a document Australian Values Statement (Temporary) agreeing to **respect Australian values** and **obey the laws of Australia** for the duration of your stay.
- ▶ Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home.
- ▶ If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!
- ▶ You can find a comprehensive outline of Australian law and the legal system at: [www.australia.gov.au](http://www.australia.gov.au).

# Public Holidays in Victoria

Holiday	2019
New Year's Day	Tues 1 Jan
Australia Day	Mon 28 Jan (26 Jan is a Saturday, hence Monday is the public holiday)
Labour Day	Mon 11 Mar
Good Friday*	Fri 19 Apr
Saturday before Easter Sunday	Sat 20 April
Easter Sunday	Sun 21 Apr
Easter Monday	Mon 22 Apr
ANZAC Day*	Thurs 25 Apr
Queen's Birthday	Mon 10 Jun
Friday before the AFL Grand Final	Fri 27 Sept
Melbourne Cup	Tue 5 Nov
Christmas Day	Wed 25 Dec
Boxing Day	Thu 26 Dec

# Australian Culture



## 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 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.



# Australian Culture (Contd/-)

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## 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.

# Australian Culture (Contd/-)

- 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.
- Its OK to be dressed informally, in jeans or slacks with t-shirts or blouses, sneakers or “running shoes”.
- 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 especially.
- 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.

**Thumb rule : Dress for the Occasion.**

# Australian Culture (Contd/-)

## 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.

# Australian Culture (Contd/-)

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- You need to be very mindful of your personal hygiene(haircut, nails, ears, body odor etc.).
- Depending on climate and other personal conditions, one may need to use deodorants, anti-perspirants, perfumes etc.
- 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 Culture (Contd/-)

## 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. 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'.

# Australian Culture (Contd/-)

- ✓ **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?'

# Australian Culture (Contd/-)

- ✓ **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](http://www.cultureandrecreation.gov.au/articles/slang)*

# Australian Culture (Contd/-)

## 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 *repondez 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. 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.



# Australian Culture (Contd/-)

## 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.
- 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)

# Australian Culture (Contd/-)

## **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.
- Most States and Territories observe some of the public holidays on the same date.
- In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

# Australian Culture (Contd/-)



## 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.

# Australian Culture (Contd/-)



## 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.

# Australian Culture (Contd/-)

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## 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.
- They are available in bakeries and stores many weeks before Easter.

# Australian Culture (Contd/-)

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## **Easter Traditions**

- 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.

# Australian Culture (Contd/-)



## **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.

## **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
- 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.

# Australian Culture (Contd/-)

## 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 War Memorials 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.



# Australian Culture (Contd/-)



## 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.
- 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.

# Australian Culture (Contd/-)



## 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
- 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.
- 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.

# Australian Culture (Contd/-)

- Visitors who are in Sydney at Christmas time, 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.
- **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.

# Australian Culture (Contd/-)

## Entertainment

### Melbourne Zoo

- With more than 300 species of animals from all over the world, you won't believe that you're only 4km from the CBD.
- See Australia's unique wildlife – penguins, koalas, kangaroos, platypus and wombats, plus much, much more.

**Location:** Melbourne Zoological Gardens, Elliott Avenue, Parkville VIC 3052

### Eureka Skydeck 88

- Nothing you have ever experienced will prepare you for the inspiring views from the highest viewing platform in the Southern Hemisphere at Melbourne's Eureka Tower, currently the world's tallest residential building.
- Skydeck 88 can give you the world's only "Edge Experience" – a switchable glass cube which slides out from the building – with you inside!

**Location:** 7 Riverside Quay, Southbank VIC 3006

# Australian Culture (Contd/-)

## Docklands

- Situated on the sparkling Victoria Harbour, Docklands is fast becoming one of the world's most exciting urban domains with a dynamic mix of residential, commercial, retail and leisure activities.
- A thriving hub for locals and visitors, the ever changing Docklands is a picturesque playground filled with award-winning restaurants, stylish bars, relaxing cafes and promenades, spectacular urban art, historical wharves, marinas and parkland.

## Federation Square

- Federation Square is Melbourne's meeting place and unique cultural precinct, and is one of the most visited tourist attractions in Victoria - Federation Square is home to The Ian Potter Centre: NGV Australia; ACMI; Champions – The Australian Racing Museum; and the National Design Centre, as well as a wide range of restaurants, cafés, bars and shops.
- The Melbourne Visitor Centre is also located at Federation Square, providing a one-stop shop for information on Melbourne for local, interstate and international visitors alike.  
**Location:** Federation Square, 2-20 Swanston Street, Melbourne VIC 3000

# Australian Culture (Contd/-)

## **Melbourne Museum**

- Melbourne Museum explores life in Victoria, from our natural environment to our culture and history.
- Located in Carlton Gardens opposite the historic Royal Exhibition Building, the award-winning Melbourne Museum houses a permanent collection in eight galleries, including one just for children.
- Highlights include a complete skeleton of a blue whale, the Bunjilaka Aboriginal Cultural Centre, a living rainforest, the racehorse Phar Lap and an IMAX theatre on site.

**Location:** Melbourne Museum, 11 Nicholson Street, Carlton VIC 3053

## **Her Majesty's Theatre**

- Her Majesty's Theatre, affectionately known as 'The Maj', is one of Australia's leading theatres, combining comfortable seating, exceptional sightlines and the industry's greatest productions.
- Modern facilities and its rich, historic setting and beautiful Art Deco interiors make The Maj a venue of choice.

**Location:** 219 Exhibition Street, Melbourne VIC 3000

# Australian Culture (Contd/-)



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# Australian Culture (Contd/-)

## 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.
- 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.



# Adopting: Personal Habits

- If you want to be successful in Australia, start adopting its ways( of course, not the wrong ones).
- You need to develop and have pleasant personal mannerisms to survive in Australia.
- Usage of words like **“Please”**, **“Thank you”**, **“excuse me”**, **“Sorry”** are essential for your survival.
- Don't talk loud(or speak on mobiles loudly) in public and certainly not in a language other than **“ENGLISH”**. **THIS IS CONSIDERED VERY RUDE.**
- Start preparing yourself from NOW, such as language skills, communication skills, interview skills etc, so that you are 'job ready' by the time you finish your training
- Develop correct eating habits including the right usage of cutlery
- you need to dress up smartly and wear makeup and other accessories appropriate to the situation and events.
- Personal demeanor; walk and talk confidently, carry your self with pride.

# Adopting: Personal Habits (Contd/-)

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- Maintain good health(including exercising) , since this has a direct bearing on your personality and your conduct.
- If you drink, drink in moderation and responsibly. You cannot be a cause for worry for others , either in your behavior or for their safety.
- People here are very straight forward. Nobody likes lies, or falsifying any information and trust you when you say something.
- Contrary to what some people say, be assured that there is no racial discrimination here. It is what individuals perceive.
- What People expect here is that “YOU” integrate with their society, their customs, their beliefs and not the other way around.
- It's the Australian way of life to help your neighbors and look after each other(mateship) and not take undue advantage of the systems.

# Addressing People

- "What should I call you?" Even native English people find this question awkward.
- Why is "What should I call you?" such a difficult question to ask? Perhaps it's because you are asking the other person to provide their status or position in the world in relationship to yours. This position may involve age, job, education, religion and even marital status.
  - for Mr we say "Mister"
  - for Mrs we say "Misses"
  - for Miss we say "Miss"
  - for Ms we say "Mizz"
- There will always be some people and some professions that require more formality than others. Addressing people in writing has different rules and formalities than in speaking.
- You might not be the only person wondering about titles. Students, colleagues or acquaintances may not know what to call you. If they seem unsure about how to pronounce your name, or you want them to call you something more casual, help them out

# Addressing People (Contd/-)

- Please, call me [first name]
- You can call me [nickname or short form]
- In business situations, use formal titles unless the people you meet tell you otherwise.
- As a Thumb rule people are generally addressed by their 'First' names. When using the Surname, it is always precede by Rank/Designation/Mr./Mrs./Ms.
- When you are writing to someone for the first time, use a formal address: Mr or Ms + the person's last name if you know it. If you can't find the last name, use a generic title such as Sir or Madam.
- **There is no requirement to address people as 'Sir' or 'Madam'**. In certain instances, this is not appreciated.
- Please remember only in a very few instance, one will come across people from nobility or Diplomatic Missions and other categories, in which case there is a different protocol to be observed; such as people who are conferred Titles by the Australian Government such as 'knights' and 'Dames'.

# Caring for Children

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- Unlike elsewhere, you may not touch, fondle and kiss the children as a ritual to show your appreciation and affection.
- In fact you will require to get yourself a “working with Children Check”, if you are likely to work with children as part of your job or career which you can apply for at any of the “Australian Post” outlets.

# Adopting: Personal Habits (Contd/-)

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
- 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)

# 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.

# Personal Safety (Contd/-)

## 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.



# Personal Safety (Contd/-)

## 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

# Personal Safety Taxis

## Taxis

Travelling by taxi is generally quite a safe method of public transport.

To increase your confidence when travelling by taxi:

- 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

# Personal Safety Taxis (Contd/-)

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 essential to have a companion drive with you to ensure you become 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.

# Personal Safety Driving



## 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

- The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. **Speed kills**( because there is less time to react, less control of the vehicle and the distance needed to stop is longer).

# Personal Safety Driving (Contd/-)

## 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.

## Licence Requirements

In most States/Territories of Australia if you hold a current driver license from another country, you are allowed to drive on your overseas license as long as:

- You remain a temporary overseas visitor
- Your overseas licence remains current
- You have not been disqualified from driving in that State or elsewhere and
- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

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

# Personal Safety Driving (Contd/-)

## Drinking Alcohol and Driving

- **If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol.**
- Anything else is a risk, not only to you, but also to other motorists and pedestrians.
- Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident.
- **Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply.**
- Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night.
- 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.(Please refer to the website for further websites)

# Safety with Money

## 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

# Personal Safety: Sexual Assault



## 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.
- From a **public phone or mobile phone**, ring the police on **000**.
- 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.



# Personal Safety: Sexual Assault (Contd/-)

## 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
- The Victorian CASA Forum is the peak body of the 15 Centres Against Sexual Assault, and the Victorian Sexual Assault Crisis Line (after hours).
- Together they work to ensure that women, children and men who are victim/survivors of sexual assault have access to comprehensive and timely support and intervention to address their needs. When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.

## **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.
- For counselling and support; contact the Centre Against Sexual Assault (CASA House) on (03) 9635 3610 or visit them at Queen Victoria Centre Level 3, 210 Lonsdale St, Melbourne

# Sun Exposure

- Because of the depleted Ozone layer over Australia the affect of UV rays is very strong and the incidence of skin cancers is very high.
- Australia is well known for its abundance of sunshine and yet it is surprising that vitamin D deficiency is a common condition affecting a large proportion of Australians.
- Recommended exposure of 5–15 minutes of sunlight 4–6 times a week outside the hours of 10 am–2 pm is beneficial for Vit D synthesis.
- Certainly, avoidance of the most dangerous ultraviolet exposure in the middle of the day is appropriate, especially in summer, **with responsible use of ultraviolet blocking agents.**

# Markets



## 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.

# Markets (Contd/-)

## 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.
- 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:
  - 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**.

# Markets (Contd/-)

## Trading hours:

- Most shopping centres open from
  - ✓ 9am-6pm Monday, Tuesday and Wednesday
  - ✓ 9am-9pm on Thursday and Friday
  - ✓ 10am-6pm on Saturday
  - ✓ 10am-6pm on Sundays and public holidays
  - ✓ Some of the Outlets like Coles, Woolworths or K Mart operate for much longer hours.
- Begin the bargaining process by asking: “What’s the best price you can give me?”
- Or at a garage sale, you might pick up several items whose combined total is \$50 and say: “I’ll offer you \$30 for all of these.”
- One can also shop at Salvo’s, MS and other foundation stores, where pre-used clothing and other Items of general use can be bought at very low prices.
- This helps in initial settling process, where you would want to save all the money that ‘you can’ till you can begin work.

# Housekeeping

- Most Australians, especially landlords and rental agencies, believe it is **very important** for one's living environment to be kept clean.
- The concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.
- 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, please understand that, these are the responsibilities of each individual and are a sign of personal independence and becoming an adult.
- Rentals have to be paid very promptly.
- In Australia you can be subjected to 'credit rating checks', and you can be in trouble if you are not regular in payment of your rentals, bank loans, clearance of the bills for other services.
- It's very essential that you keep your rented property in a neat and tidy manner.
- When you vacate, you are expected to hand over the property in the same manner as was handed over to you.
- 2 Areas that need a special mention are the cleanliness of the toilets and the kitchen.

# House Keeping (Contd/-).

## **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.

## **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.

# House Keeping (Contd/-).

## 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.
- If you have to survive in Australia or most parts of the world, use only Toilet paper in the toilets and not water
- Do not put any items or paper(including sanitary napkins) other than toilet paper in the toilet as this may block the pipes.
- If it is obvious that mis-use of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.



# Religion & Faith

## Christianity

- **St Mary Star of the Sea Catholic Church**  
Location: 33 Howard Street, West Melbourne, VIC 3003,
- **Coptic Catholic Church**  
Location: 103 Wellington St, Flemington, VIC 3031
- **Hawthorn West Baptist Church**  
Location: 36 Barton Street, Hawthorn, VIC 3122
- **Faith Baptist Church**  
Location: 111 Anderson Road, Fawkner, VIC 3060

## Islam

- **Islamic council of Victoria**  
Location: 66 Jeffcott St, West Melbourne, VIC 3003
- **Islamic Society of Victoria**  
Location: 90 Cramer Street, Preston, VIC 3072
- **Newport Mosque**  
Location: 1 Walker St, Newport, VIC 3015

# Religion & Faith (Contd/-).

## Hinduism

- **Baps Shri Swaminarayan Mandir**  
60 Heaths Court, Mill Park, Victoria, Australia 3082
- **Shri Shiva Vishnu Temple**  
52 Boundary Rd, Carrum Downs, Melbourne, VIC 3201, Australia
- **ISKON; Melbourne Mahaprabhu Mandir** — 197 Danks Street, Albert Park, Victoria, 3206
- **Kundrathu Kamaran Temple**  
139 Gray Court, Rockbank, VIC
- **Shirdi Sai Sansthan**  
Location: 32 Halley Avenue (corner of Toorak Road and Eddy Street) Camberwell, VIC
- **Melbourne Murugan Temple**  
Location: 17-19 Knight Avenue, Sunshine, VIC 3020

# Religion & Faith (Contd/-).

## Jainism

### **Melbourne Shwetambar Jain Sangh**

Location: 3 Rice Street, Moorabbin, VIC 3189

## Judaism

- **Melbourne City Synagogues**

Location: 488 Albert Street, East Melbourne, VIC 3002

- **Synagogues St Kilda Hebrew Congregation**

Location: 12 Charnwood Grove, St Kilda, VIC 3182

- **Elwood Synagogue**

Location: 39 Dickens Street Elwood, VIC 3184

## Buddhism

- **Buddhist Society of Victoria**

Location: 71-73 Darling Street, East Malvern, VIC

- **Quang Ming Buddhist Temple**

Location: 18 Burke Street, Maribyrnong, VIC

## Sikhism

- **Sikh Temple Melbourne**

Location: 127 Whitehorse Road, Blackburn, VIC 3130

- **Gurdwara Sahib**

Location: 116 Tyler Street, East Preston, VIC 3072

- **Sri Guru Singh Sabha**

344 Hume Hwy, Craigieburn VIC 3064

# Places to Visit

There are many exciting and interesting things to do while living in Melbourne. A few places to visit include:

- Melbourne Zoo, Aquarium & Museum
- Southgate Arts and Leisure Precinct
- City Circle Tram: See central Melbourne aboard the free and convenient City Circle Tram.
- MCG, Royal Botanic Gardens Melbourne
- National Gallery of Victoria
- Shrine of Remembrance
- The Ian Potter Centre: NGV Australia
- Eureka Skydeck 88
- Immigration Museum
- Federation Square
- The Great Ocean Road
- Sovereign Hill, Ballarat
- Phillip Island

<http://www.visitvictoria.com>

<http://www.visitmelbourne.com>

# Entertainment



## Festivals/Events

- International Comedy festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival

## International Sporting

- Spring Racing Carnival & Melbourne Cup
- Australian Open (Grand Slam Tennis)
- Cricket World Series Test
- Grand Prix Racing
- Bells Beach Surf Classic

# 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.

## 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.

# Home Fire Safety (Contd/-).

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.



# Home Fire Safety (Contd/-).

## Electricity

- The safe use of electricity assists in preventing house fires.

### **Improper use of power boards and double adaptors can lead to fire**

- A double adaptor or a power board plugged into another double adaptor or power board 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.



# Home Fire Safety (Contd/-).

## 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 too.



# Home Fire Safety (Contd/-).

## 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:

- Get down on the floor. Crawl to the door.
- Get out of your room.
- Close the door. This prevents smoke and fire from spreading
- Alert others.
- When outside stay out.
- Call **000**.



(Source: Metropolitan Fire Brigade, Melbourne.  
[www.mfb.vic.gov.au](http://www.mfb.vic.gov.au))

# Sun Safety

- Australia has the highest rate of skin cancer in the world.
- In fact, 1 in every 2 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 UVR **Sun**



## Protection

- Skin cancer and skin damage are caused by being exposed to the sun's (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
  - ✓ Minimise your time in the sun between 10am and 3pm
  - ✓ Seek shade
  - ✓ Wear suitable clothing that provides good sun protection
  - ✓ Choose a hat that will protect your face, neck and ears
  - ✓ Wear UV protective sunglasses
  - ✓ 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.

# Beach Safety (Contd/-).

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

## Negotiating the Surf

- If you are not trained or not familiar with surfing, do not try
- Victoria has many surf beaches for you to practice your surfing after experiencing a Surfing Australia approved **surf lesson** by a professional surfing coach( you can get the details from the web).



## 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.

# Beach Safety (Contd/-).

## 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 (b
- 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



## 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

# 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.
- Check the weather forecast and be prepared for unexpected changes .
- 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 & be in possession of other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch & 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.

# Bush Fire Safety

- 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



# Bush Fire Safety (Contd/-).

- 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 it will take between 30 sec-1 min. During this time it will be hot, noisy & 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

# Outback

## In the Outback

- Australia's outback is vast. Remote wilderness areas have few towns & facilities, often with large distances between them, so be aware & 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 and always carry a current road map.
- Inform family & friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
- Make sure your vehicle is in good working order & 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 & 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.

# Outback (Contd/-).

**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](http://VisitVictoria.com))

# Storm Safety



- Storms can happen anywhere & at any time of the year.
- Storms are more common during storm season – from Oct to the end of April, but it is important to be aware all year round.
- Severe storms can cause major damage, 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 power lines, 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.

# Storm Safety (Contd/-).



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.**

# Dangerous Animals & Plants (Contd/-).

## 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 such cases medical attention should be sought immediately.
- Call a doctor or hospital for guidance, or **000**.

## Anaphylaxis – allergic reactions

- This 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 & Stings

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

- All species of Australian snakes, including sea snakes
- Funnel web spiders
- Blue ringed octopus
- Cone shell stings

**For all other bites and stings:**

Seek or apply basic first aid.

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



# Australia Quarantine

- Visitors 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.
- Visit the Australian Quarantine and Inspection Service (AQIS) homepage [www.aqis.gov.au](http://www.aqis.gov.au)

**THANK YOU**

GRACIAS  
ARIGATO  
SHUKURIA  
BOLZIN  
MERCİ

DANKSCHEEN  
TASHAKKUR ATU  
SUKSAMA  
EXHMET  
MEHRBANI  
PALDES

BIYAN  
SHUKRIA

YAGHANYELAY  
TINGKI

GOZAIMASHITA  
ECHARISTO

JUSPAXAR  
KOHAP-SUMANDA  
E MIKAKE

GRAZIE

Enjoy your stay in  
Australia