



# **LIVING IN AUSTRALIA**

**Information for International Students**

**EDUCATION ACCESS (AUSTRALIA) PTY LTD**

trading as

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### **WELCOME**

Welcome to the Education Access Australia (EAA), an educational provider specialising in Australian vocational education and located in the heart of Melbourne. We are committed to providing quality vocational training, enabling students to advance their career by attaining their educational goals.

EAA was established in 2002 and since that time has developed range of courses in Hospitality, Automotive, Engineering, Information Technology, Accounting, Business and Management.

Governing Council, Senior Management and Academic and Support Staff of EAA has wide ranging expertise from Business and Finance Management to Academic integrity. Our Academic and support staff are highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

This booklet was put together to help you adjust to this new and exciting stage in your life. Studying away from home in a foreign country is a big step and you are very brave to leave your familiar surrounding and embark on this wonderful adventure.

You will find a lot of useful information in this booklet which you can refer to anytime during your first week or even months in Melbourne. We wish you all the best and hope you enjoy your time with us at EAA.

### **TIPS ON LIVING AWAY FROM HOME**

- Feeling homesick is normal. If you are concerned or lonely, speak with the Student Support Officer.
- Learn about Australian culture
- Familiarize yourself with Melbourne
- Learn where the major places are (shopping, health care etc.)
- Know what to do in an emergency
- Build a support network and make friends
- Stay safe (don't take dangerous risks)
- Be patient and tolerant
- Have a balanced life (study, work, leisure time...)
- Discuss your worries with others
- Practice positive thinking, be optimistic
- Speak English to improve your academic, work and personal life
- Learn how to manage your finances (budget well)
- Don't be embarrassed to ask for help
- Respect college rules
- Have a sense of humor

### **SUPPORT FOR INTERNATIONAL STUDENTS**

Education Access Australia has a Student Contact Officer available if you have personal problems or problems with school or anything else that may be causing you concern. Contact details for all EAA staff will be given to students at induction on the day of commencement.

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EAA cares about our students and seeks to ensure your stay with us is not only academically rewarding, but also that it is an enjoyable one.

If you need to see a student support officer, please don't hesitate to call and make an appointment with Student Support Officer

Phone: + 61 3 9654 3433

Email: [info@eaa.edu.au](mailto:info@eaa.edu.au)

Alternatively, CEO – Wendy Evans (CEO) +61 426 510 194 [ceo@eaa.edu.au](mailto:ceo@eaa.edu.au)

### **CLIMATE**

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures:

Spring	September - November	12 - 22 degrees
Summer	December to February	28 - 32 degrees
Autumn	March to May	12 - 20 degrees
Winter	June to August	10 - 15 degrees

Melbourne does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year.

### **LANGUAGE**

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world, many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system, about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment, but all sectors of Australian education and training provide tuition in many other languages as well.

English, as it is spoken in Australia, is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas, the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

### **MULTICULTURALISM**

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

### **CURRENCY, BANKS AND HOURS**

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash traveller's cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will also cash traveller's cheques.

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia.

All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day.

Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

#### **Normal Bank Trading Hours**

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

#### **Banks operating in Victoria:**

- ANZ Bank
- Bank of Melbourne
- CitiBank
- Commonwealth Bank
- National Australia Bank
- Westpac
- Bank of China
- Bendigo Bank
- Colonial State Bank
- Hong Kong Bank
- St George Bank

When you open your bank account the bank will ask you for your Tax File Number.

### **HEALTH CARE**

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to

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public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa, which will be arranged for students on their behalf by Education Access Australia prior to arrival in Australia.

### **ELECTRICITY**

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

### **ACCOMMODATION**

Please take the time to find a suitable place to live while you stay in Melbourne. EAA can offer you assistance to find suitable accommodation (fees may apply). Your options include: student apartments, \*shared accommodation, home-stay accommodation.

\*Most rental agreements are for a minimum of 6 months and are based on a lease agreement signed by the tenant (you) and the owner of the property.

Weekly rent can range anywhere between \$80-\$350 depending on the location and type of property and living arrangements.

For tenants rights and information contact TENANTS UNION OF VICTORIA, 55 Johnston Street, Fitzroy, Telephone: 9416 2577, website: [www.tuv.org.au](http://www.tuv.org.au).

To search for long-term accommodation try the following sites:

#### **Student Housing Australia:**

[www.s-h-a.com.au](http://www.s-h-a.com.au)

Telephone: 1300 742 000

#### **Rental Properties:**

<http://131.170.43.250:1080/listinter.html>

#### **Rental and properties for sale:**

[www.RealEstate.com.au](http://www.RealEstate.com.au)

[www.Domain.com.au](http://www.Domain.com.au)

#### **Share Accommodation:**

[www.easyroommate.com](http://www.easyroommate.com)

[www.share-accommodation.net](http://www.share-accommodation.net)

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[www.melbourne.gumtree.com.au](http://www.melbourne.gumtree.com.au)

[www.flatmatesfinders.com.au](http://www.flatmatesfinders.com.au) (click on Melbourne)

[www.melbourneexchange.com.au](http://www.melbourneexchange.com.au) (click on Property)

[www.yourestate.com.au](http://www.yourestate.com.au) (click on Flatmates Australia then click Share Accommodation Melbourne)

[www.realestate.com.au](http://www.realestate.com.au) (click on Share)

[www.domain.com.au](http://www.domain.com.au) (click on Share)

Also check the property search in both local and state-wide newspapers each week.

### **Home-stay:**

[www.homestay-australia.com/](http://www.homestay-australia.com/)

### **Short-term accommodation:**

Try the following student accommodation sites located in or close to the city of Melbourne:

Home@Flinders

Le Student 8 Melbourne

Kingstree Backpackers\*

Unilodge

Miami Hotel Melbourne

The Greenhouse Backpacker\*

For an extensive list of hostels\* (a cheaper option for short stays) or for further assistance with accommodation contact Student Support Services at EAA.

## **COST OF LIVING**

When calculating your budget, you must include the following:

1. Course fees
2. Overseas Student Health Cover (OSHC)
3. Accommodation costs
4. Living Expenses (i.e. Food, gas, electricity, telephone, transport, school supplies)
5. Entertainment/Recreation
6. Airfares
7. Emergency expenses

NB: It is very important to remember; DO NOT rely on your part-time job to cover your course fees and all the above living expenses.

**If you need help with budgeting contact Student Support Services at EAA.**

See table below (adapted from RMIT University website: [www.rmit.edu.au](http://www.rmit.edu.au)) showing typical living costs for a single international student.



Sample of Expenses	Apartment/Flat/House (Unfurnished, 2 people sharing)		Home Stay (some meals included)		Hostel (Some meals included)	
	Per week	Per year	Per week	Per year	Per week	Per year
<b>Establishment Costs (A\$):</b>						
Placement/arrangement fee				165*		
Accommodation establishment costs (rental bond, furniture, etc)		1,835*				840*
<b>Recurrent Costs (A\$):</b>						
Rent for Accommodation	160	8,320	235	12,220	235	12,220
Overseas Student Health Cover (OSHC)		350		350		350
Telephone, gas electricity, water	40	2,080	20	1,040	20	1,040
Travel (up to 10km from city)	30	1,560	30		1,560	
Books and stationary		815		815		815
Food	\$80	3,120	30	1,560	30	1,560
Personal Expenses	80	4,160	80	4,160	80	4,160
<b>Total Estimated Costs:</b>		A\$22,240		A\$21,870		A\$20,985

\*These costs are generally paid once when first setting up accommodation. Bond is equivalent to four weeks rent. *Prices may be higher now.* Tuition fees are not included. Gas and electricity costs are higher in winter because heating is necessary. If you need further individual help visit Student Support Services at EAA.

## **PUBLIC TRANSPORT**

Victoria's public transport system is unique among Australian states. Not only does it offer a statewide train and bus network, but in Melbourne a tram and light rail system operates as well. For information about public transport in Melbourne and Victoria visit the Public Transport Victoria website: [www.ptv.gov.au](http://www.ptv.gov.au) or call 1800 800 007. Up to date information is available via the website, call centre or mobile phone apps. Public

transport information is available in different languages (*more information regarding this can be found on the ptv website*).

### **myki pass and myki money**

myki is a reusable smart card that can store either a [myki pass](#) (travel days) or [myki money](#) (dollar value) and these are used to pay for your journey. When your myki money balance gets low or when your pass runs out, you just top up your card to keep travelling.

#### **You can buy a myki card:**

- online at [myki.com.au](#)
- by calling 1800 800 007
- from a myki machine (full fare myki only) at all metropolitan train stations and selected accessible tram stops and bus interchanges\*
- the ticket window at Premium Stations
- 7-Eleven stores
- selected retailers where you see the myki sign
- [PTV Hub myki Centre](#)
- [PTV Hub](#) at Swanston Street, Melbourne.

\*To find a machine near you, use the locator tool at [myki.com.au](#). Myki money and myki pass can be instantly topped up at myki machines or at:

- online at [myki.com.au](#) (link opens in a new window)
- by calling 1800 800 007
- [PTV Hub](#) at Swanston Street

**Note: International students are not entitled to concessions fares and will be fined.**

### **Trams**

There are 29 tram routes that take commuters from the city to various parts of Melbourne.

The City Circle Tram is a free tourist city tram circling Melbourne Central Business District (CBD), leaving from a central stop every 10 minutes. The complete journey takes about 30 minutes. For more information, read the "City Circle Tram" brochure by Public Transport Victoria.

### **Trains**

Melbourne's main train station is Flinders Street Station, located on the corner of Flinders and Swanston Street in the city. The City has an underground rail link, known as the 'City Loop' that circulates around the CBD. The City Loop stations are Flinders Street, Southern Cross, Flagstaff, Melbourne Central and Parliament. Not all trains travel via the City Loop.

The redeveloped Southern Cross Station on Spencer Street is the connecting station between Melbourne and Regional Victorian train. V/Line provides rail services to

Geelong in the Southwest, Ballarat in the west, Bendigo, Swan Hill and Echuca in the north, Seymour and Wodonga in the northeast and Traralgon and Sale in the east.

### **Buses and Coaches**

There are over 300 public and private bus routes across Melbourne servicing cross-suburban travel, CBD trips for commuters, connections to train stations, major shopping centres, and leisure and sporting venues. V/Line Coach provides a bus network linking most cities and towns for the remainder of regional Victoria.

### **Taxis**

In Melbourne there are many taxi companies to choose from. You can hail a taxi in the street if the taxi sign on its roof is illuminated; however small orange lights indicate the taxi is not for hire. Or you can make a telephone booking for a taxi to ensure service when you need it. Taxi cabs are also available throughout regional Victoria.

The main Taxi services in Melbourne are:

- Arrow Taxis 13 22 11
- Silver Top Taxi Services 131 008
- 13 CABS 13 2227

## **PHONES, INTERNET, MAIL**

### **Mail Services**

Australia Post runs the postal system in Australia. Post offices are located throughout Victoria and can be found in shopping centers and major shopping malls.

Post offices supply a selection of envelopes, packaging materials, stamps, writing stationary and greeting cards. Also available are a variety of small gifts and Australian coin releases. You are also able to make bill payments such as telephone, gas, electricity and other items like insurance and parking fines.

Telephone directories, postage charge guides and postcode (zip code) booklets are available on request (they are free).

For further information on the location of postal offices throughout Victoria, visit the Australia Post website. ([www.auspost.com.au](http://www.auspost.com.au))

### **Post Codes**

Each Australian suburb and town is identified by a four digit post code. Victorian post codes begin with the number 3. It is important to use postcodes in Australian mailing addresses. Visit the Australian Post website to find out more about post codes.

### **Receiving and Sending Mail**

The postal service operates weekdays between 9:00am and 5:00pm. Mail is delivered to your residential letterbox once a day from Monday to Friday. Alternatively, a post office box can be rented from the post office.

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Australian mail is often sent by air due to the distances between capital cities. Mail can be delivered by the next day in any capital city using Express Post and priority paid delivery services. These services guarantee delivery within the quoted time frame.

Currently, a standard letter or card can be mailed within Australia for **70** cents.

Overseas mail can be sent via air or by surface transport. Postage costs are based on weight and the method of transportation.

- Airmail is traditionally the most expensive and takes on average 4-7 days to various overseas locations.
- surface-air lifted (SAF) is an alternative to airmail. It is slightly cheaper and takes around 10-17 days.
- Surface mail is the cheapest form of postage. Sea freight can take up to 3 months.

### **Telephone and Internet Services**

Telstra and Optus Communications are Australia's major telecommunications firms supplying telephone, mobile and internet services. However, there are many other providers who supply these products and services.

#### **Telephone**

Local calls can be made at fixed cost (anywhere between 40 cents-50 cents) they are not charged per minute.

There are many companies that offer competitive prices for local, national and international calls, so it pays to shop around.

Long-distance calls inside Australia are usually charged per minute. Calls made at times of the day that are considered off peak and over the weekends are often cheaper. To make a long distance call inside Australia, dial: area code + local number.

International calls are usually charged per minute. Numerous call plans are available from all services providers, so choose one that best suits your needs. To make an international telephone call, dial: 0011 + country code + area code + local number.

#### **Finding a phone number and address**

The White pages are a list of residential, government and commercial phone numbers and addresses, categorised alphabetically.

The Yellow pages are a list of business phone numbers and addresses, categorized by the service they provide.

Both directories are sent free of charge to every household in Victoria. Each has their own website for online access to telephone numbers around Australia.

To find a number using your telephone, here is a list of the main telephone directory assistance numbers:

Local/National directory Assistance	1223 or 12455
International Directory Assistance	1225

Call Connect (operator assistance to find and connect to a number) 12 456

Reverse charge (collect call) 1800 738 3773

### **Mobile Phone Services**

There are a number of mobile phone service providers offering a selection of different phones and packages for different levels of use. Pre-paid mobile phone accounts are often a cheaper option. The majority of international mobile phones will not work in Australia.

You can hire a mobile phone for a short period of time from a number of stores throughout Melbourne Business District and major shopping centers.

### **Internet**

There are a number of companies that provide internet access with plans to suit different types of users. Broadband access has become very popular, while wireless connectivity is also available in some parts of Melbourne.

To install additional telephone lines(s) for internet access, contact Telstra or Optus.

If you live in a rented property you will need to contact your real estate agent to obtain permission from the landlord prior to installation.

Some telecommunication companies offer packages that bundle Internet services with mobile and landline services.

Find out more about internet providers in the Yellow Pages.

SOURCE: Living in Victoria website: [www.liveinvictoria.vic.gov](http://www.liveinvictoria.vic.gov) (home- lifestyle-communications)

## **SHOPPING**

### **Trading hours**

General hours of trade in Victoria are Monday to Thursday 9 .00am- 5.30pm, Friday 9.00am- 9.00pm, Saturday 9.00am- 5.00pm and Sunday 10.00am- 5.00pm, with some exceptions. Many supermarkets fast food stores and petrol stations are open 24 hours.

### **Payment options**

#### **Credit card**

Major credit cards widely accepted are Visa, American Express, Diner's Club and Mastercard. Many credit cards are linked to loyalty systems where you can be awarded frequent flyer points and other rewards. Credit cards may also be used in Automatic Teller Machines (ATMs) with the use of a Personal Identification Number (PIN).

#### **Cheque**

There is limited acceptance of cheques in Australian shops, with supermarkets only accepting cheques from approved customers. If a cheque is acceptable you will be asked to provide your driver's license for viewing. The driver's license number and your

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residential address will need to be written on the back of the cheque. Australia does not use cheque guarantees.

### **EFTPOS**

EFTPOS- Electronic Funds Transfer at Point of Sale. This is a popular form of payment in Australia, made by your debit card with your Personal Identification Number (PIN). The EFTPOS system draws funds directly from your savings or cheque accounts and transfers the approved amount to the place where the goods or services were purchased. Most retailers will also allow you to withdraw cash from the cashier using the EFTPOS system.

### **BPay**

BPay – Bill Payments-allow you to pay for bills over the phone through your bank, using your credit card or debit card.

### **GST**

A Goods and services Tax (GST) applies to most goods and services within Australia. The current rate of GST is 10 per cent. Prices shown for goods and services include GST.

## **SHOPPING AND RESTAURANTS**

### **Shopping Centres (malls)**

Large shopping centres have department stores, supermarkets and hundreds of retail outlets, parking and banks all under one roof. These are air-conditioned and have extended trading hours at certain times of the year. Large department stores include Myer and David Jones.

- Chadstone Shopping Centre: Dandenong Road, Chadstone
- Highpoint Shopping Centre: Rosamond Road, Maribyrnong
- Melbourne Central: LaTrobe Street, Melbourne
- Westfield Shopping Centres: Airport West, Cheltenham, Doncaster, Fountain gate

While there are many large shopping centres or 'malls' throughout Victoria, and large department stores in the city, Melbourne in particular also has many districts-streets lined with boutiques, specialty stores, local greengrocers and butchers. The local corner store is known as the 'milk bar'.

### **FOOD**

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

### **Popular shopping and restaurant areas**

The most popular shopping district in the inner city or suburbs in Melbourne

#### **Bourke Street, Melbourne**

Large department stores such as Myer, David Jones and many other small retailers.

#### **Collins Street, Melbourne**

The 'top end' of Collins Street, also known as the 'Paris end', has international designer boutiques.

#### **Little Bourke Street, Melbourne**

Known as 'Chinatown' for its Chinese restaurants and a wide variety of other Asian restaurants.

#### **Lonsdale Street, Melbourne**

Also known as Melbourne's Greek precinct where you'll find a colourful range of restaurants, shops and theatres.

#### **QV, Corner Swanston and Lonsdale Streets, Melbourne**

An urban precinct filled with charming laneways, fashion and food. It has the Central Business District's first full-line supermarket, Safeway.

#### **Southgate, Melbourne**

A large variety of food from French, Italian, Japanese, Chinese and Mexican cuisine to baked potatoes, hot dogs, coffee and wine. Southgate has memorable city and river views as well as free entertainment, a variety of shops and a craft market on the weekends.

#### **Crown Casino and Entertainment Complex, Southbank**

Home of Melbourne's Casino and numerous riverfront fine dining restaurants and cafes, along with luxury boutiques featuring jewellery, exclusive fashion labels, perfume and music.

#### **Toorak Road, South Yarra**

More than 400 shops featuring fashion, lifestyle goods, international brand names, furniture and specialty bookstores. You will also find serviced accommodation, street cafes, restaurants, pubs and nightclubs.

#### **Chapel Street, Prahran**

Designer clothes stores, various novelty and specialist shops, cafes, restaurants and nightclubs.

#### **Greville Street, Prahran**

Off Chapel Street, Greville Street has cafes and shops with recycled and new clothing as well as accessories-you are sure to find a 'treasure'.

#### **High Street, Armadale**

The Antique capital of Melbourne, also home to fashion boutiques, home wares stores and restaurants.

#### **Glenferrie Road, Malvern**

Boutiques, restaurants, bakeries, supermarkets and travel stores.

**Fitzroy and Acland Street, St. Kilda**

Alongside the beach, a variety of alternative shops, hip cafes and bars, restaurants, and the best cakes shops in town.

**Brunswick Street, Fitzroy**

Bohemian atmosphere with clothes and home wares shopping, cafes, vegetarian restaurants, nightclubs and pubs.

**Johnston Street, Fitzroy**

A range of Spanish restaurants and site of the Latin Festival held each November.

**Bridge Road, Richmond**

Known for its furniture and home wares stores, a variety of cafes – and for having the most, best-value fashion factory outlets in Melbourne.

**Victoria Street, Richmond**

Asian grocery stores and an extensive range of Vietnamese restaurants.

**Lygon Street, Carlton**

Melbourne's Italian precinct, with numerous pizza and pasta places, Italian cuisine and gelati bars along with fashion boutiques, bookstores and other general retail outlets.

**Sydney Road, Brunswick**

Multicultural area with a range of favorite Middle Eastern foods.

**IMPORTANT CONTACTS**

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

**(Melbourne Office)**

Ground Floor  
Casselden Place  
2 Lonsdale Street  
Melbourne 3000  
Phone: 9235 3300

**(Dandenong Office)**

51 Princes Highway  
Dandenong 3175  
Phone: 9706 7068

**Department of Education and Training**

GPO Box 9880  
Canberra ACT 2601  
Phone: 1300 566 046

**Australian Quarantine and Inspection Service (AQIS)**

18 Marcus Clarke Street  
CANBERRA CITY  
ACT 2601  
Free call: 1800 020 504 (from within Australia)  
Phone: (02) 6272 3933



**Australian Taxation Office**

Casselden Place  
2 Lonsdale Street  
Melbourne VIC 3000  
Phone: 132 861

**Overseas Student Health Cover  
AHM**

10 Richardson St  
Wollongong 2500  
Phone: 134 246

**Real Estate**

Level 1  
678 Victoria St.  
Richmond 3121  
Phone: 9897 1121

**Australia POST**

GPO Box 72  
Melbourne 3001  
Phone: 131 318

**VICROADS**

Phone: 131 171  
459 Lygon Street  
Carlton 3053

**Public Transport Victoria**

Public transport  
(Trains, Trams & Buses)  
Phone: 1800 800 007  
TTY: (03) 9619 2727  
Overseas Customers: (03) 8608 5021

**EMERGENCY**

In case of **Medical Emergency**, please dial **000 (triple zero)** and ask for **Ambulance**.  
Provide condition and location of patient.

**Nearby Hospitals**

Following are the closest hospitals in our area.

**Royal Melbourne Hospital**

Grattan St.  
Parkville 3052  
Tel: 9342 7000

**Royal Women's Hospital**

Cnr Grattan St and Flemington Road.  
Parkville 3052  
Tel: 8345 2000

**St. Vincent's Hospital**

Victoria Parade  
Fitzroy 3065  
Tel: 9288 2211

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In case of **Emergency**, please dial **000 (triple zero)** and ask for **Police**. Provide details of  
emergency and your location.

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### **RELIGIOUS PLACES IN AND AROUND MELBOURNE**

Australia is predominantly a Christian country however all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

#### **Sikh Gurdwaras**

**Sri Guru Nanak Satsang Sabha**  
127, Whitehorse Road  
Balckburn 3130  
Phone: 9894 1800

**Sri Guru Singh Sabha**  
344, Hume Highway  
Craigeburn 3164  
Phone: 9305 6511

**Sri Guru Granth Sahib**  
198-206, Perry Road  
Keysborough 3073  
Phone: 9798 1313

#### **Hindu Temples**

**Hindu Temple**  
765 Mountain Hwy  
Bayswater 3153  
Phone: 9738 0564

**Shri Shiva Vishnu Temple**  
57 Boundary Rd  
Carrum Downs 3201  
Phone: 9782 0878

**Sri Vakratunda Vinayaka Temple**  
1292-1294, The Mountain Highway  
The Basin 3154  
Phone: 9792 1835

**Melbourne Murugan Temple**  
17-19 Knight Ave.  
Sunshine 3020  
Phone: 9310 9026

**Durga Temple**  
(Durga Bhajan Mandali)  
Neales Road  
Rockbank 3335  
Phone: 9747 1628

#### **Churches**

**Church of Scientology**  
42-44 Russell St  
Melbourne 3000  
Phone: 9654 8655

**St Michael's Uniting Church**  
120 Collins St.  
Melbourne 3000  
Phone: 9654 5120

**Presbyterian Church of Victoria**  
156 Collins St.  
Melbourne 3000  
Phone: 9650 9311

**Catholic Church Melbourne**  
576 Victoria Parade  
East Melbourne 3002  
Phone: 9417 4949

#### **Mosques**

**Melbourne West Mosque**  
66-68 Jeffcott Street, Melbourne  
Ph 03 9328 2067

**Islamic Centre of Australia**  
660 Sydney Road, Brunswick  
Ph 03 9385 8423

#### **Jewish Synagogues**

**Beit Aharon Memorial**  
15 Mayfield St.  
St. Kilda  
Phone: 9525 8796

**Beth Chabad Yotzei**  
366 Carlisle St.  
Balaclava  
Phone: 9578 2776

If any student belongs to another faith, please contact student support staff for details.

## **LEGAL SERVICES**

### **Registry of Births Deaths and Marriages**

Ground floor  
595 Collins St.  
Melbourne  
Phone: 1300 369 367

### **Administrative Appeals Tribunal Office**

(Melbourne - Victoria Registry)  
Level 12,  
460 Lonsdale Street,  
Melbourne 3000  
Phone: 8600 5900

### **Legal Aid**

#### **Fitzroy Legal Centre**

124 Johnston Street,  
Fitzroy  
Phone: 9419 3744

### **Victoria Legal Aid**

350 Queen St  
Melbourne 3000  
Phone: 9269 0234

## **Student Rights**

### **Department of Education and Training**

Phone: 1300 566 046                      1300 488 064

The **Victorian legal system** is organised into three tiers:

**Supreme Court** - the superior court in Victoria which hears and determines substantial criminal and civil matters

**County Court** - which hears both middle tier criminal matters and civil disputes

**Magistrates' Court** - which handles minor criminal matters and private disputes of up to \$100,000.

## **WORK CONDITIONS FOR STUDENT VISA HOLDERS**

If you are holding a student visa and thinking of looking for part-time work, please note that you must have work permission from the Department of Immigration and Border Protection (DIBP) to work up to 40 hours per fortnight when your course is in session and unlimited hours when your course is not in session

**EMPLOYMENT RIGHTS**

There is a range of external agencies where you can ask to assist with employment related issues.

**Victorian Workcover Authority**

The Victorian WorkCover Authority is the manager of Victoria's workplace safety system, and provides information on Workcover and workplace occupational health & safety issues. For more information, please visit the website: [www.workcover.vic.gov.au](http://www.workcover.vic.gov.au) or contact Victoria WorkCover Authority:

222 Exhibition Street, Melbourne  
Phone: 03 9641 1555  
Toll free: 1800 136 089  
Fax: 03 9641 1222

For serious workplace emergencies, contact their 24 hour emergency response line on 13 23 60

**Victorian Equal Opportunity & Human Rights Commission**

Receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit: [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au) or contact:

Enquiry line: Toll Free: 1300 292 153

Commission Office:  
Level 3, 204 Lygon Street, Carlton  
Phone: 1300 891 848  
Fax: 1300 891 858  
Email: [information@veohrc.gov.au](mailto:information@veohrc.gov.au)

**Fairwork Ombudsman**

Provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues.

For more information, please visit [www.fairwork.gov.au](http://www.fairwork.gov.au) or contact

Phone: Infoline adviser: 13 13 94  
8am – 5.30pm Monday to Friday (except for public holidays)  
Melbourne Branch  
Level 6  
414 Latrobe Street, Melbourne 3000

### **JOB WATCH**

Investigates exploitation in employment and training, and handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, please visit: [www.jobwatch.org.au](http://www.jobwatch.org.au) or contact

53 Drummond Street, Carlton 3053  
Phone: 03 9662 1933  
Toll Free: 1800 331 617  
Email: [jobwatch@jobwatch.org.au](mailto:jobwatch@jobwatch.org.au)

### **FESTIVALS**

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

### **INTERNATIONAL SPORTING EVENTS**

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket
- Bells Beach Surf Classic

### **ARTS**

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.