AAHE

AUSTRALASIAN ACADEMY
OF HIGHER EDUCATION

Student Handbook



Table of Contents

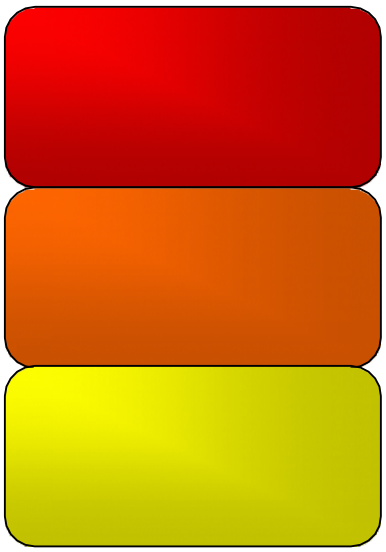
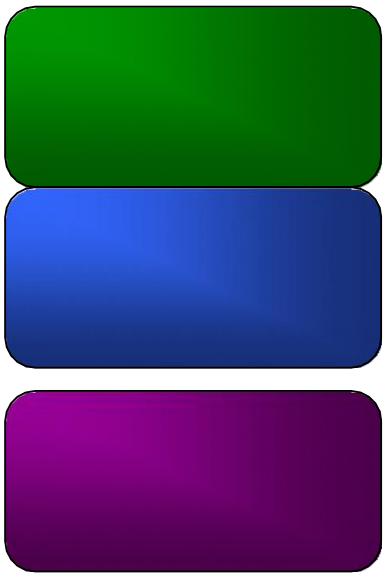
How to use this Handbook 3
Welcome 4
Australasian Academy of Higher Education 4
AAHE courses 5
AAHE key dates 8
Studying in Australia 10
The City of Melbourne 11
Studying at AAHE 13
Starting out 13
What to expect 14
Assessment 15
Academic integrity 15
Feedback, complaints and appeals 16
Policies, procedures, terminology and forms 17
Fees, charges and refunds 17
Enrolment, deferment, suspension, cancellation 21
Student support services 22
Facilities and resources 22
Health & Safety on Campus 24
Applying 25
Eligibility 25
Application process 27
Preparing 29
Arranging visas 30
Overseas Student Health Cover (OSHC) 32
Arranging travel 33
Bringing your family 35
Arranging your finances 36
Arriving 37
Getting from the airport 38
Living in Melbourne 40
Cost of living 40
Accommodation 41
Services 45
Money 53
Work 56
Laws and safety 57
Adjusting 66
Helpful contacts 71

How to use this Handbook

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

Example: Immediate priority -



Colour Code	Information
	I need to know **IMMEDIATELY – before I make any decisions!**
	I need to know by the first week!
	I need to know by the end of **WEEK 4!**
	I need to go back and remind myself of this as I go through my study!

Welcome



Australasian Academy of Higher Education

The Australasian Academy of Higher Education (AAHE) is a registered higher education provider that specialises in courses in high demand. We strive to be an innovator in preparing a new generation of learners for the new generation of in-demand careers and aspire to be a provider of choice for students from diverse academic backgrounds. AAHE prioritises the quality of our learning and teaching above all things and deploys educational technologies that enable our students to maximise their learning and engagement, and to ensure they are prepared for the careers of the future.

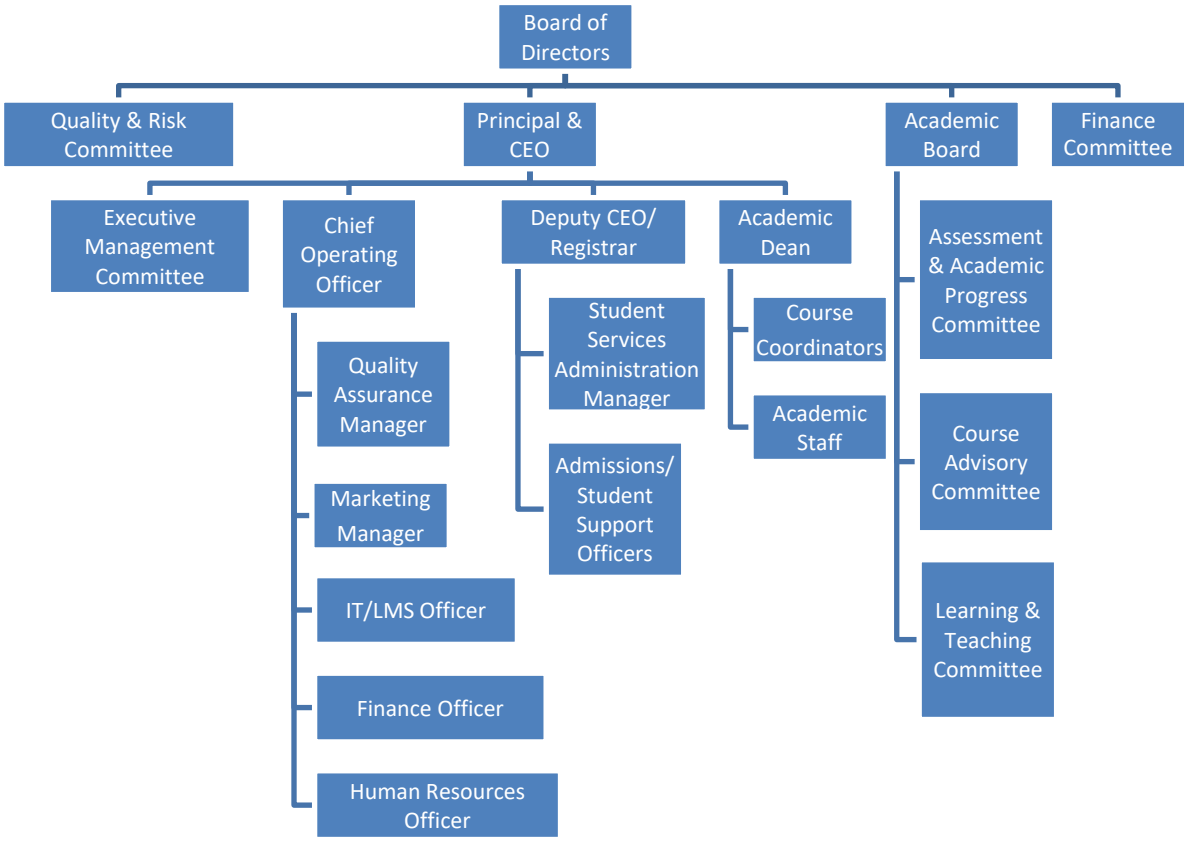
AAHE's first courses focus on cybersecurity, as protecting information and IT infrastructure from complex and evolving cyber-threats is a critical challenge for modern organisations. Global demand for highly-trained cybersecurity professionals is at an all-time high and is expected to increase.

Structure and governance

AAHE is a proprietary limited company with a Board of Directors that includes external members and a representative of the company shareholders. The Board sets AAHE's mission and strategic goals in addition to ensuring the Academy meets its legal, regulatory, financial and social obligations and responsibilities.

The Board of Directors has delegated academic governance to the Academic Board, which comprises external academics, industry practitioners, AAHE staff members and a student representative. The Learning and Teaching Committee, Assessment and Academic Progress Committee, and Course Advisory Committee are subcommittees of the Academic Board.

AAHE's Principal and Chief Executive Officer (CEO), Professor Jim Barber, is responsible for the management of AAHE's operations, supported by the Executive Management Committee. See below.



AAHE courses

The courses offered by AAHE are accredited by the Tertiary Education Quality and Standards Agency (TEQSA) in Australia (Provider Identification Number PRV14361), have CRICOS registration (Provider number 04181B) and meet the requirements of the Australian Qualifications Framework (AQF).

The AQF is the policy for regulated qualifications in the Australian education and training system. The purpose of AQF recognition is to provide a nationally consistent approach to course recognition and consistency as well as a common understanding across Australia of what defines every accredited qualification.

The AQF is constructed in the form of levels from Level 1 for Certificates to Level 10 for Doctorates. AAHE currently offers the following awards:

Qualification	**AQF Level**
Bachelor of Cybersecurity	7
Graduate Certificate in Cybersecurity	8
Graduate Certificate in Cybersecurity (Systems)	8
Graduate Certificate in Cybersecurity (Management)	8
Graduate Diploma in Cybersecurity	8
Master of Cybersecurity	9

AAHE Cybersecurity courses cover areas of critical importance to operational-level and management-level cybersecurity professionals. Our courses have been designed with input from leading industry professionals and academics in the field of Cybersecurity, ensuring graduates receive an education that meets industry standards and expectations and is on a par with some of the best national and international benchmarks in the Cybersecurity discipline.

The **Bachelor of Cybersecurity** (CRICOS Code: 113867J) is a three-year full-time course (144 credit points) that provides you with a broad understanding of cybersecurity principles, theory and practice. You will be exposed to real-life case studies on cutting-edge cybersecurity scenarios and trained on state-of-the-art cybersecurity tools and techniques. You will learn to analyse cybersecurity problems and design, implement, evaluate and manage solutions for complex systems and organisations.

Specific knowledge and skills that you will gain throughout the course include cybersecurity fundamentals, cyber law, secure software development, cyber risk management, network security and digital forensics. Other areas covered include project management, basic mathematics and computer networking. In addition to the core subject areas, you can choose electives in specialised units such as critical infrastructure security, embedded systems security and trustworthy systems.

The **Master of Cybersecurity** (CRICOS Code: 113872A) is a one to two-year full-time coursework degree (48, 72 or 96 credit points depending on your education and experience) aimed at students wanting to gain a professional qualification to develop expert knowledge and skills in the field. The course is designed to meet the educational needs of students ultimately seeking to transition into or advance in a career as a cybersecurity professional. You will develop a strong capability in analysing, designing and evaluating cybersecurity technologies and management solutions for complex systems and organisations. This will culminate in a capstone unit incorporating work-related experience, giving you an opportunity to apply the knowledge and skills that you have developed throughout the course in a professional context.

The **Graduate Diploma in Cybersecurity** (CRICOS Code: 113871B) is a one-year full-time coursework program (48 credit points) aimed at students wanting a professional qualification that expands or deepens their knowledge of cybersecurity. Students will develop an advanced capability in analysing and designing cybersecurity technologies and management solutions for complex systems and organisations. The course is designed to meet the educational needs of students ultimately seeking to transition into or advance in a career as a cybersecurity professional.

The **Graduate Certificate in Cybersecurity** (CRICOS Code: 113868H) is a six-month full-time coursework program (24 credit points) aimed at students wanting a professional qualification to extend their existing knowledge base or upskill in cybersecurity. Students will develop a capability in analysing and designing cybersecurity solutions for complex systems and organisations. The course is designed to meet the educational needs of students ultimately seeking to transition into or advance in a career as a cybersecurity professional.

The **Graduate Certificate in Cybersecurity (Systems)** (CRICOS Code: 113870C) is a six-month full-time coursework program (24 credit points) aimed at students wanting a professional qualification to extend their existing knowledge base or upskill in cybersecurity. Students will develop a capability in analysing and designing cybersecurity technology solutions for complex systems and organisations. The course is designed to meet the educational needs of students ultimately seeking to transition into or advance in a career as a cybersecurity professional.

The **Graduate Certificate in Cybersecurity (Management)** (CRICOS Code: 113869G) is a six-month full-time coursework program (24 credit points) aimed at students wanting a professional qualification to extend their existing knowledge base or upskill in cybersecurity. Students will develop a capability in

analysing and designing cybersecurity management solutions for complex systems and organisations. The course is designed to meet the educational needs of students ultimately seeking to transition into or advance in a career as a cybersecurity professional.

AAHE key dates

2026

Trimester 1 (T1-1)	Start	End
Orientation week	2 March	6 March
Teaching	10 March	5 June
Census date[1]	2 April	
Mid-trimester break / non-teaching	20 April	24 April
Final assessments / marking	9 June	19 June
Results released	3 July	
Autumn Trimester (May intake, T1-2)	**Start**	**End**
Orientation week	18 May	22 May
Teaching	25 May	21 August
Census date	19 June	
Mid-trimester break / non-teaching	6 July	10 July
Final assessments / marking	24 August	4 September
Results released	18 September	
Trimester 2 (T2-1)	**Start**	**End**
Orientation week	6 July	10 July
Teaching	13 July	9 October
Census date	7 August	
Mid-trimester break / non-teaching	24 August	28 August
Final assessments	12 October	23 October
Results released	6 November	
Spring Trimester (September intake, T2-2)	**Start**	**End**
Orientation week	7 September	11 September
Teaching	14 September	11 December

[1] The census date is the date at which a higher education provider finalises its student enrolments for that teaching period. Census dates are set for each teaching period based on a legislated minimum amount of delivery before a student may withdraw from a unit without an academic or financial penalty.

Census date	9 October	
Mid-trimester break / non-teaching	2 November	6 November
Final assessments	14 December	24 December
Results released	15 January (2027)	
Summer Trimester (T3-1)	**Start**	**End**
Orientation week	2 November	6 November
Teaching	9 November	12 February (2027)
Census date	4 December	
Mid-trimester break / non-teaching	21 December	1 January (2027)
Final assessments	15 February (2027)	19 February (2027)
Results released	5 March (2027)	

AAHE is **not open** on the following public holidays:

2026

New Year's Day	Thursday, 1 January
Australia Day	Monday, 26 January
Labour Day	Monday, 9 March
Good Friday	Friday, 3 April
Easter Saturday	Saturday, 4 April
Easter Sunday	Sunday, 5 April
Easter Monday	Monday, 6 April
Anzac Day	Saturday, 25 April
King's birthday	Monday, 8 June
AFL Grand Final holiday	Friday, 25 September
Melbourne Cup Day	Tuesday, 3 November
Christmas Day	Friday, 25 December
Boxing Day	Saturday, 26 December
Boxing Day holiday	Monday, 28 December

Studying in Australia



The Australian Government is committed to ensuring that international students have an excellent education experience in Australia.

The Tertiary Education Quality and Standards Agency is responsible for regulating and assuring the quality of all higher education providers in Australia. These include public and private universities, branches of overseas universities, university colleges and institutes of higher education. More than 160 of Australia's 217 registered higher education providers[2] are independent or private providers, like AAHE. These providers often score better than universities in student satisfaction surveys. See Independent Advantages For Students | IHEA.

The Department of Education has released a factsheet for international students containing important information on:

- the Education Services for Overseas Students (ESOS) framework
- choosing and enrolling in a course of study
- support services available in Australia
- your rights and responsibilities as an international student in Australia
- working in Australia
- making complaints and getting help.

For more information visit Study Australia or the Education Services for Overseas Students (ESOS) Framework.

[2] As at 31 March 2026 (source: TEQSA National Register)

The City of Melbourne



Melbourne is the capital of the State of Victoria and now the largest city in Australia (recently overtaking Sydney's population). It has a diverse and multicultural population and is often named one of the world's most liveable cities. The city features grand Victorian buildings built during the 1850s gold rush and the 1880s boom. As Australia's 'Sporting Capital', Melbourne is the home of Australian Rules Football (AFL/AFLW), international cricket, the Australian Open tennis tournament, the Formula 1 Grand Prix, and the Melbourne Cup Carnival, which features horses from all over the world. Melbourne also has strongly-supported teams in the national basketball, football (soccer), rugby league, netball and T-20 cricket competitions.

Widely regarded as the 'cultural capital' of Australia, Melbourne is home to residents from more than 200 countries and territories, who speak over 233 languages and dialects and follow 116 religious faiths. Melbourne's metropolitan area population is now estimated at 5.46 million. Until 2020, when COVID-19 swept across the globe, Melbourne had attracted the largest proportion of international overseas immigrants (48,000) in Australia as well as the largest interstate migration from other parts of Australia.

Climate

Melbourne has a mild, temperate climate with summers that are warm, autumns that are moderate, winters that are cool, and springs that are sunny and bright. See below.

Season	Average minimum temperature	Average maximum temperature
Summer	14°C (57°F)	25°C (77°F)
Autumn	11°C (52°F)	20°C (68°F)

Winter	7°C (45°F)	14°C (57°F)
Spring	10°C (50°F)	20°C (68°F)

Melbourne has clean air quality and clean beaches but be aware that Australia has a high average UV index rating and the second highest rate of skin cancer caused by sun damage in the world. It is important to take precautions against prolonged exposure to the sun. The free SunSmart app from the Cancer Council of Victoria provides the UV rating for a given day and is available for apple and Android phones.

Religion

Australia is traditionally a Christian country but practically all of the world's religions are represented here. Australians respect the freedom of people to practise their choice of religion. Churches, mosques, temples and synagogues are located throughout the city and surrounding areas.

Clean, safe, cosmopolitan

Students from all over the world come to Melbourne to take advantage of our world-class education and enjoy our hospitality and cultural diversity. Melbourne has a low crime rate and strict gun control laws provide a safe environment in which to learn and travel.

Food

Melbourne has a fabulous variety of food. Our quality meat, fish, fruits and vegetables are exported to markets all around the globe. You should have no difficulty in finding the foods that you are used to at home. Melbourne is home to many of Australia's best restaurants and cafés (our coffee is world-famous!), and for those who like takeaway, most of the major global fast food chains are well represented. Melbourne also has some of the best and cleanest drinking water in the world, as well as thriving, world-renowned wine and beer industries.

Festivals and events

In addition to its world class art galleries, public libraries and museums, most of which offer free admission, Melbourne hosts entertainment to suit everyone's tastes, including Australia's best live music and theatre scene, and a busy schedule of festivals and events throughout the year that regularly feature major international artists and exhibitions. Among Melbourne's many famous events each year are: the Melbourne Food and Wine Festival, the Melbourne Fringe Festival, the Moomba Festival, the Melbourne Royal Show, Melbourne Fashion Festival, the Melbourne International Comedy Festival, and far too many multicultural festivals to list here.



For further information go to: www.visitvictoria.com/whats-on/major-events.

Studying at AAHE



Starting out

AAHE provides an orientation program for new students before the commencement of classes. Orientation is compulsory for international students to comply with their student visa conditions, and is a requirement of the ESOS (Education Services for Overseas Students) Act 2000.

Staff who run the orientation work hard to ensure that you as a student will be well-equipped to achieve the best possible success in your studies. You will have received a lot of information about AAHE before you arrive, but you won't be able to remember everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving early to attend orientation gives you the chance to:

- See and talk to the people you will work with at AAHE
- Get your student card, which will help when you want to open bank accounts, borrow books, get discounts and more
- Find your way around the campus
- Meet other students who may share your classes, as well as sharing your concerns or fears
- Find your way around the city and how to get to and from your accommodation.

The AAHE orientation is designed for new students to familiarise themselves with AAHE's courses, services and campus. The program provides an overview of:

- safety, emergency and critical incident procedures
- the AAHE Student Code of Conduct
- other AAHE policies relevant to students, including the Enrolment Policy, Student Academic Integrity Policy, and Sexual Assault and Sexual Harassment Policy
- internal and external support services and how they can be accessed
- AAHE feedback mechanisms and internal and external complaint processes
- opportunities to participate in AAHE's decision-making processes
- the learning activities (including an introduction to the learning management system and to the principles of academic integrity) that students must complete within the first fortnight
- the challenges students commonly face and strategies for dealing with them.

Each student will be allocated a buddy and a social program will be arranged to help students form friendships, build their confidence and overcome potential anxieties.

See **Key Dates** for the dates of your orientation session.

What to expect

International students normally enrol in four standard units (24 credit points) per trimester.

Each unit requires a commitment of 12 hours per week on average, totalling about 156 hours of study during the trimester. This comprises on-campus face-to-face attendance at approximately 38 hours of seminar/workshop classes and final examinations in selected units, and approximately 118 hours of self-study, over a period of 13 weeks. Classes are scheduled between 8am and 9pm.

We endeavour to create the right environment and stimulus for your learning and to provide timely and helpful feedback on your work. Our students are expected to:

- set themselves high learning goals and challenges
- consider themselves as partners in the program
- familiarise themselves with the requirements of their course and of the units in which they enrol, including the schedule of activities, submission dates, group learning and any other relevant aspects
- attend class regularly and prioritise their studies, establishing their own learning and study schedule, including allocating the necessary additional time for interaction with the rest of the group/class
- invest enough time towards developing their self-learning and research skills (which are pivotal in any field of technology)
- endeavour to apply professional judgement in interpreting the course requirements or understanding relevant concepts and evaluating the validity of work done
- actively participate in or lead discussion and group learning activities
- develop a keen interest in expanding their horizons in the respective subject matter.

AAHE will intervene where necessary to support a student's progress and may impose certain conditions or additional requirements that must be met for a student to continue. AAHE may exclude any student whose progress does not improve. For full details of the progression requirements for AAHE courses, refer to the **Academic Progress Policy** on the AAHE website.

Each student's ongoing enrolment at AAHE is also subject to their conducting themselves appropriately as part of the AAHE community. This means that each student must

- act with honesty, integrity and professionalism
- contribute to the maintenance of a safe, inclusive and harmonious learning environment
- actively engage with AAHE processes and comply with AAHE policies and procedures
- encourage other students to act appropriately
- follow all reasonable directions from AAHE staff.

AAHE does not tolerate discrimination, sexual harassment or bullying and will take action where it is reported to have occurred.

For more information go to the **Student Code of Conduct** at https://docs.aahe.edu.au/policies/

Assessment

During your course you will be required to complete a range of assessment tasks that can include reports, peer reviews, lab exercises, quizzes, posters, group technical projects, presentations, industry projects, work placements and exams to demonstrate that you have met the intended course and unit learning outcomes.

The following alternative arrangements are available to assist students in certain circumstances:

- extensions or deferred assessment
- special consideration
- Assessment Adjustment Plans.

Extensions, deferred assessment and special consideration are only allowed once for any single assessment task, except in extraordinary circumstances as approved by the Dean.

If you require different methods of assessment to evidence your achievement of the learning outcomes because of an ongoing health condition or disability, you can apply for an Assessment Adjustment Plan. Applications should be submitted on an *Application for alternative assessment: Assessment Adjustment Plan* form before the start of the trimester where possible. See Alternative Assessment Arrangements in the **Assessment Policy** at https://docs.aahe.edu.au/policies/ and find the Assessment Adjustment Plan application form at https://docs.aahe.edu.au/forms/

Academic integrity

AAHE is committed to academic integrity: 'the expectation that teachers, students, researchers and all members of the academic community act with: honesty, trust, fairness, respect and responsibility'[3].

Breaches of academic integrity include:

a. plagiarism: copying or closely paraphrasing material or using another person's ideas, work or research without acknowledging the source
b. collusion: working with another person or people on an assessment task that is supposed to be done individually, or allowing another student to copy your work
c. contract cheating: submitting work under your name that another person completed (whether or not any payment was involved); asking another person to write part of an assignment or to sit a test or examination for you
d. using artificial intelligence platforms and tools, such as generative artificial intelligence, in developing content for assessment (e.g. essay, assignment, creative or mixed media project, coding and data generation) unless expressly permitted to do so; any authorised use of generative artificial intelligence content must be clearly indicated and appropriately cited and referenced
e. cheating in examinations or disobeying AAHE's examination rules
f. resubmitting work that you have already had assessed at AAHE or elsewhere, without the Unit Coordinator's permission
g. producing or submitting false or misleading academic records
h. fabricating your sources or research findings
i. infringing copyright law
j. taking any other action that could undermine the integrity of the assessment process or the validity of the marks or grades a student is awarded for their work.

[3] Understanding academic integrity | Tertiary Education Quality and Standards Agency (teqsa.gov.au)

As well as acting with integrity themselves, AAHE students are expected to support AAHE in upholding the academic integrity of its courses, by encouraging their peers to act with integrity and reporting potential breaches to AAHE staff. For more information go to the **Student Academic Integrity Policy** at https://docs.aahe.edu.au/policies/.

Each AAHE student must complete AAHE's academic integrity training module when they commence studying at AAHE. It is very important that you understand what is expected, as breaches of academic integrity can have very serious consequences.

Feedback, complaints and appeals

We do our best to give each student a warm welcome and to ensure that they have a quality educational experience at AAHE. We also encourage students to tell us if they think we can do better. We organise regular student satisfaction surveys, but students can email the Registrar (registrar@aahe.edu.au) or Dean (dean@aahe.edu.au) at any time if they have feedback or suggestions to improve the student experience.

Students also have the opportunity to participate in the life of the Academy and its decision-making processes through the Student Representative Council, which contributes to AAHE's boards and works with the AAHE executive on any areas in the student experience that could be improved.

Each AAHE student has the right to:

- request a review or appeal against certain decisions taken by AAHE (noting that some decisions may have implications for an international student's enrolment and student visa status)
- lodge a complaint if they feel they have been wrongly treated by AAHE or one of its staff members or associates (including education agents).

A student who is concerned about a mark they have been awarded for an assessment task, or believes an error has been made, should discuss their concerns in the first instance with the Unit Coordinator. A student whose concerns remain unresolved, or who has been unable to contact the Unit Coordinator, can apply to the Dean for a formal review of a mark they have received for an assessment task, but only on one of the following grounds: that the original mark was biased, or that the marker did not follow the Assessment Policy or the published assessment criteria. Requests must be submitted on an *Application for review of results* form within 5 days after the student is notified of the mark and must be accompanied by a reassessment fee of $80. See https://docs.aahe.edu.au/forms/

Students can appeal against certain AAHE decisions, proposed actions or penalties, in accordance with the **Academic Progress Policy**, **Student Academic Misconduct Procedure**, **Student General Misconduct Procedure**, **Fees and Charges Policy** or **Enrolment Policy** (see https://docs.aahe.edu.au/policies/). Appeals need to be submitted on a *Student appeal* form within 20 working days after the student is notified of the decision, proposed action or penalty. See https://docs.aahe.edu.au/forms/.

Students can make a formal complaint at any time as described in the **Student Complaints Policy**, which can be found on the AAHE website at https://docs.aahe.edu.au/policies/. Note however that delays can make the resolution of a complaint more difficult and that complaints made more than 6 months after the incident in question will be investigated at the Registrar's discretion.

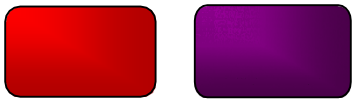
Policies, procedures, terminology and forms

All of AAHE's policies and procedures are on the AAHE website at https://docs.aahe.edu.au/policies/.

Terms commonly used at AAHE are defined in the Glossary at https://aahe.edu.au/glossary/.

Forms students are likely to need can be found at https://docs.aahe.edu.au/forms/

Fees, charges and refunds



AAHE will increase its fees for currently enrolled (continuing) students by no more than 15% each year and by no more than 30% over 3 years.

Course fees

Course	Cost Per Unit $	Cost Per Year (Full-time) $
Bachelor of Cybersecurity	1,625	13,000
Master of Cybersecurity	1,875	15,000
		Total Cost $
Graduate Certificate in Cybersecurity	1,875	7,500
Graduate Diploma in Cybersecurity	1,875	15,000

Other fees and charges

AAHE's course fees do NOT cover a student's accommodation and living expenses, transport or airport pickup charges, textbooks, stationery, equipment, or the Incidental Fees set out below. The fees that all students must pay are in red. Others may or may not apply, depending on your circumstances.

Application fee per course	$200
Late payment of tuition fees	$100 per week
Overseas Student Health Cover (OSHC)	Approx $2,200
Re-issue of academic transcript	$50
Re-marking/review of result	$80
Supplementary assessment fee	$300
Re-issue of student card	$20
Graduation fee (in person attendance: ceremony venue, gown hire, catering, documents)	$250
Graduation ceremony guest tickets (per person)	$70
Graduation fee)in absentia) – includes document postage costs	$80

In addition, each student is required to supply their own laptop, with the specifications below.

Intel Core i7
At least 16GB of RAM
Cache size 12MB or more
Primary HDD storage 256GB or more
Wireless networking IEEE 802.11ac, Bluetooth 5.0
Operating System: Windows 11

You must bring your laptop to all classes, noting that AAHE expects students to take full responsibility for the possession and use of any personal property they bring to AAHE premises. AAHE does not accept any responsibility for any personal property lost or damaged in the AAHE premises.

Refunds

The circumstances in which refunds will be provided and the rules that apply are set out in **Table 1** below. No monies received by AAHE will be refunded to applicants or students who provide false, fraudulent or misleading documentation and/or information in their applications for admission, course and unit enrolment, or for credit for learning undertaken elsewhere.

Where a student has their enrolment cancelled by AAHE (see *Enrolment, Deferment, Suspension, Cancellation* below) and they either have not accessed the appeal process or their appeal was unsuccessful, no refund will apply for units already commenced.

The refund policy does not remove the student's right to take further action under Australia's consumer protection laws, nor inhibit their right to pursue other legal remedies.

Processes for claiming a refund

1) Before a student can apply for a refund:
    - AAHE must have received money into its accounts as cleared funds
    - the student's course or subject cancellation must have been processed; and
    - the student must settle any other debts owing to AAHE, such as library fines. AAHE reserves the right to deduct outstanding debts or fines owing from the refund amount.
2) Students should refer to this document to check whether their refund claim is valid. If unsure, the student should seek advice from administration staff.
3) Students are required to complete a Refund Request Form which will include the reason the request is being submitted and attach the applicable original documentary evidence.
4) Once the student's request has been received and the approval process completed, AAHE will contact the student with information regarding the approval or decline of the refund requested.
5) If a student's refund request is valid a refund will be made within 28 days of AAHE receiving the request in writing.
6) Refunds will be made by EFT in Australian dollars ONLY to the bank account that the payment was originally sent from. Under Australian banking regulations, if a student has made payment with a credit card any refund must be credited to the original credit card.
7) Refunds will only be made to a nominated person/sponsor who initially paid the student fees.
8) Scholarship and sponsored students' refunds will only be paid to the scholarship provider or sponsoring body.
9) If a student is dissatisfied with the outcome of the refund request, the student may request a review within 10 working days of being informed of the decision.
10) Review requests must be lodged with the Registrar on the approved form.
11) Students must apply to the provider of their Overseas Student Health Cover for a refund and that provider's refund policy will apply.

Table 1: Fee refund schedule

Refund Conditions	Applicable Refund
Full Refund	
The student's visa application is unsuccessful.	Full refund less the application fee is payable within 28 days. (The student must supply documentary evidence of visa refusal.) *No refund is given if visa refusal is based on breaches of visa conditions or fraud.*
AAHE unable to provide the course or unit on the specified date.	Full refund of fees paid in advance within 14 days of the specified date.
The student withdraws more than 10 weeks before commencement date.	Full refund of fees paid in advance less the application fee is payable within 28 days.
AAHE terminates the unit before it is complete.	Full refund is payable within 28 days.
Partial or No Refund	
AAHE terminates the course before it is complete.	Full refund of unused unit fees paid in advance of tuition provided by AAHE. (Refund payable within 14 days of the time the course is terminated.)
Credit transfer or recognition of prior learning is granted at the time of enrolment.	*Pro rata* refund according to the proportion of the course or unit credited.
The student's visa expires before completion of the course.	Refund of all unused unit fees paid in advance. (Refund payable within 28 days.)
The student withdraws between 4 – 10 weeks prior to commencement of first unit in the course.	Refund of 70% of any fees paid in advance for each unit in the course. (Refund payable within 28 days.)
The student withdraws from course less than 4 weeks before commencement date of the first unit.	Refund of 40% of any fees paid in advance for each unit in the course. (Refund payable within 28 days.)
The student withdraws after the commencement date of the first unit in the course.	No refund of any fees paid in advance for units already commenced.
The student's visa is cancelled due to breach of visa conditions or violation of AAHE policies, including *Code of Conduct*, after commencement of first unit in the course.	No refund of any fees paid in advance for units already commenced (including the application fee).
The student is granted a deferment or temporary suspension of studies after commencement of the course and, without seeking approval from AAHE, does not return.	No refund for units already commenced and enrolment cancelled.
The student is provisionally enrolled and fails to provide evidence of English language proficiency prior to commencement of classes.	No refund of any fees for enrolled units paid in advance.
Student payments to third parties for services such as airport pickup, accommodation, homestay, government examination or administration fees, health cover, or any cost of living expense.	AAHE is not liable for any of these fees. Students must apply to the providers of these services for a refund and the refund policy of these organisations will apply.
Refunds requested more than 180 days from the specified commencement date.	No refunds payable.
Alternative to Refund	
If AAHE fails to start delivery of the unit or course on the agreed start date or ceases to deliver the course or unit.	Instead of a refund, AAHE may offer a place in an alternative course at no additional expense to the student.

Further information can be found in the **Fees and Charges Policy** at docs.aahe.edu.au/policies.

Enrolment, deferment, suspension, cancellation

After you return your Student Offer and Acceptance Agreement, an AAHE staff member will enrol you in the units you are expected to take in your first year and will send you a Confirmation of Enrolment (CoE). You must enrol in 24 credit points (normally four units) per trimester, unless you are directed by AAHE to reduce your study load, have had credit for units granted by AAHE, or the Dean agrees that you can take fewer units due to compassionate or compelling circumstances (see below).

After you are enrolled, you will only be permitted to **defer** your course commencement where there are compassionate or compelling circumstances or where there is a delay in granting your visa.

Students may also be permitted to **suspend** their studies temporarily in compassionate or compelling circumstances.

Compassionate or compelling circumstances are circumstances outside your control that significantly impact your wellbeing or ability to complete your course, e.g. serious illness, injury or trauma, death of an immediate family member or major disaster in your home country. Travel, friends' weddings, work commitments, etc are NOT considered to be compassionate or compelling circumstances. When determining whether compassionate or compelling circumstances exist, you are expected to provide documentary evidence in support of your claim, and AAHE will keep copies of these documents on your student file.

If you wish to defer or suspend your studies, you must complete an *Application to defer, suspend or discontinue a course* form, sign it and submit it to AAHE reception. Deferments and suspensions will only be approved where documentary evidence is provided and for a maximum of one year. A student who is on approved suspension must confirm their intention to return to studies by the deadline specified when their suspension is approved.

You should use the same form if you wish to **withdraw** from your course, but you should seek advice from the Student Support Officer before completing the form.

AAHE may amend a student's enrolment when:

- the student is permitted to undertake cross-institutional studies
- the student is granted credit for learning undertaken elsewhere
- the student is placed on an Academic Intervention Plan
- an AAHE decision (for example in relation to the units offered in a particular trimester) means that an amendment is required.

A student is expected to complete their course within the course duration specified on their CoE. AAHE may extend an international student's enrolment and CoE when:

- circumstances outside the student's control have had a significant impact on their wellbeing or ability to complete their academic work, such as a serious illness or trauma, the death of an immediate family member or a major disaster in their home country
- AAHE has placed the student on an Academic Intervention Plan
- AAHE has approved the student's application to defer or suspend their enrolment
- the student fails a unit in their final trimester that they must repeat
- a unit the student must complete is not available until the next trimester.

AAHE may **exclude** a student for unsatisfactory progress, as set out in the Academic Progress Procedure.

AAHE may **suspend** a student's enrolment for breaches of the Student Academic Integrity Policy or the Student Code of Conduct.

AAHE may **cancel** a student's enrolment for any of the following:

- academic misconduct, as set out in the **Student Academic Misconduct Procedure**
- general misconduct, as set out in the **Student General Misconduct Procedure**
- non-payment of fees, as set out in the **Fees and Charges Procedure**
- failure to comply with their visa conditions or to remain enrolled full-time
- failure to return to AAHE without seeking approval after deferring or temporarily suspending their studies.

A student will be notified in writing and advised that they have 20 working days to appeal before an exclusion, suspension or cancellation is processed (except where the Registrar considers that the student's conduct poses a risk to their own or another person's health or wellbeing, in which case their enrolment may be cancelled immediately).

A deferment, suspension or cancellation may affect a student's visa. Students will be reminded of the potential impact on their visa and the relevant government department will be notified of the decision.

A student who takes unapproved leave from study may have their enrolment cancelled. Students who take leave other than under approved compassionate or compelling circumstances may be categorised as having abandoned their studies, irrespective of the duration of time absent. Students who abandon their studies will be issued with a notification of intention to report a change in their enrolment status to the Department of Education and the Department of Home Affairs as they are in breach of their visa conditions, and they forfeit their right to a refund.

AAHE may withdraw a student from their course where the student has not engaged with their studies or with AAHE staff by the census date of the first teaching period of their enrolment. Engagement with studies includes attending orientation sessions, accessing learning materials and resources, attending classes, submitting assessments and responding to AAHE communications.

Refunds will be approved according to the fee refund schedule in **Table 1** above.

Student support services



All AAHE students are offered a range of support services to assist them with living and studying in Australia. In addition to our teaching staff, who have regular consultation times outside classes, AAHE employs support staff to assist you with admissions and enrolment, learning support, and personal matters such as housing, health care and finance.

Where specialist counselling is needed, our support staff can refer you to an external service or you can ask for a referral. If the external service charges fees, you will be liable for those fees. All counselling services are confidential.

For more information about the additional services available to students in Australia – some of which are free – visit the contacts list at the end of this Handbook or go to the Study Australia website at www.studyaustralia.gov.au/english/live/student-support.

Facilities and resources



AAHE is located at 363 King St, West Melbourne 3003, which is a 15-minute walk to the heart of Melbourne's central business district (CBD) with its retail, cultural, dining and business districts.

The campus is located opposite the lovely 7.2-hectare Flagstaff Gardens, which is the oldest park in Melbourne, with several good cafés nearby, and only 550 metres from the Victoria Market where you can shop for fresh fruit and vegetables, bread, pastries, meat, fish, smallgoods, cheeses and much more.

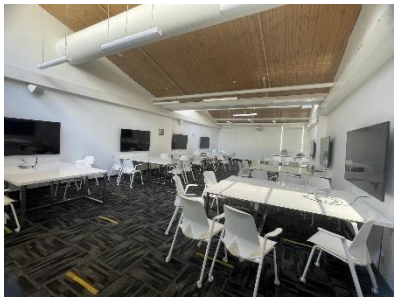




The campus is close to several forms of public transport and the city layout is easy to follow. You can shift between different types of transport using your myki card, which you can buy online or at any staffed train station. Public transport generally operates between 5am and midnight Monday to Friday, and all night on weekends. For up-to-date timetables visit: www.metrotrains.com.au or ptv.vic.gov.au.

The CBD is a Free Tram Zone, so you don't need to pay for travelling within this area. If your tram leaves the free zone, you will need to 'touch on' with your myki. A free City Circle (dark red) tourist tram also runs along Flinders, Spring, Spencer or La Trobe Streets at 10-minute intervals, seven days a week, between 10am and 6pm.

The AAHE building has been fully refurbished to accommodate modern classrooms with the latest technology to facilitate a variety of activities within the classroom and online.







The AAHE teaching and learning approach encourages student participation in the learning process, peer to peer learning and ongoing reflection. This is achieved through the curriculum design and through the design of the classrooms which have a standard layout comprising 'pods' (groups of six students) that are equipped with large monitors that students can connect to for collaboration and for presentations to each other in the group or to the class as a whole. The furniture also allows for flexible configurations that support a variety of different learning activities. Abundant writing surfaces on walls are deliberately positioned throughout the classrooms for small team collaborations and breakout activities. The same facilities and design principles apply to all informal study spaces.

Although you will be required to provide your own laptop, we carry additional laptops that are available for loan, and the informal learning spaces are wifi-enabled so that you can connect to staff and digital

resources at all times. You will also be provided with access to a contemporary and feature-rich online learning environment where you will have access to all your learning resources, content creation tools, collaboration spaces, communications, assessment tasks, remote labs and e-portfolio, along with many other features. As AAHE is an institution that specialises in technology, its Library consists mainly of digital resources, comprised of e-subscriptions to journals and e-book acquisitions.

AAHE is committed to accessibility and its building is designed to fully cater to wheelchair access.

Health & Safety on Campus



Student safety is of paramount importance to all of AAHE's operations. AAHE's orientation and induction programs emphasise how staff and students can protect their own and others' health and safety, and any event or threatened event that causes extreme stress, fear or injury or has the potential to do so must be reported to the Registrar within 7 days to ensure that the Critical Incident Team is able to investigate. Various safety measures are active on campus, e.g. the facility is constantly monitored by CCTV cameras.

Some more resources to help you stay safe are listed below. These can be downloaded from the App Store (iPhones) or GooglePlay (Android phones). Most are free; some have in-app purchases.

App	Function
Emergency Plus	This has been developed by Australian emergency services and Australian government to assist emergency services to locate people calling from their mobile phone. It lists emergency phone number, gives GPS coordinates that can be given to emergency services to help them locate you and allows you to call emergency services in app.
VicEmergency	This is the official Victorian Government app for emergency warnings and information about fire, floods, storms, earthquakes and shark sightings. Download the app, set up a user profile and watch zones to ensure you receive official warnings and information for areas that interest you.
First Aid	Created by St John's Ambulance Australia, this app presents step-by-step emergency first aid information. Designed for medical professionals but useful for anyone.
Beachsafe app	Created by Surf Lifesaving Australia, it gives a list of beaches near your location including if they are patrolled by lifeguards and what times they are patrolled, weather, tides information and water temperature at that beach, any beach closures due to dangerous conditions and tips on beach safety.
ABC listen	The Australian Broadcasting Corporation is responsible for emergency broadcasts. If travelling in a regional area with a flood or fire warning, you can tune into the **local** ABC radio station or the ABC website for live updates, road closures, watch and wait alerts and evacuation orders. Note that in a rapidly changing environment, the information may become out of date quickly, so follow any instructions from local police or emergency personnel.
bSafe	A personal safety app that can be used to notify friends if you are in an emergency including a function to allow you to notify your friends when you have arrived safely and an SOS button that will alert pre-selected 'guardians' with your location.
Watch over me	A personal safety app that will allow you to set a timeline for a particular task (e.g. walking home) and will alert your friends if you have not confirmed you have arrived safely once that timeframe expires.
My SafetiPin	Personal safety app that provides safety scores for locations and will alert you if you enter an area with unsafe rating.

For further details on how to stay safe in Australia and around campus, visit the Study Australia website and our Safety at AAHE webpage.

Applying



AAHE does not guarantee a migration outcome or a successful education assessment outcome to any student who enrols in one of our courses.

Eligibility

Applicants must be 18 years or older when they apply for an AAHE course and must meet the minimum English language requirements set out below.

Applicants for Bachelor degrees must also meet at least one of the following requirements:

- successful completion of an Australian senior secondary qualification (or recognised equivalent)
- successful completion of a qualification at an Australian registered institution of tertiary education, at Australian Qualifications Framework (AQF) level 5 or above
- satisfactory completion of an accredited Tertiary Preparation Program or Foundation Year Program offered by an Australian higher education provider
- a completed or partly completed qualification at AQF Level 6 (Associate Degree) or above from an Australian university or registered Australian higher education provider
- successful completion of a recognised equivalent qualification from another country.

The Dean will maintain and publish a schedule of other countries' qualifications that are accepted as meeting AAHE's minimum admission requirements.

Applicants for the Graduate Certificate or Graduate Diploma must have a completed Bachelor degree or a Graduate Certificate or equivalent or have at least 5 years' relevant professional experience.

Applicants for the Masters must have completed

- a Bachelor degree or 6 years' relevant work experience for entry to a 2-year full-time course
- a Bachelor degree plus 2 years of relevant work experience or a Bachelor degree plus a Graduate Certificate or equivalent in any discipline for entry to a 1.5-year full-time course
- a Bachelor degree plus 4 years of relevant work experience or a 4-year Bachelor honours degree or equivalent or a Bachelor degree plus a Graduate Diploma or equivalent for entry to a 1-year full-time course.

Minimum English Language Requirements for all AAHE students		
Test	**Minimum score for Bachelor degrees**	**Minimum score for Graduate Certificate/Diploma or Masters degree**
International English Language Testing System (IELTS)	6.0 overall No individual band below 6.0	6.5 overall No individual band below 6.0
TOEFL internet-based test taken on or before 25 July 2023 or after 4 May 2024	60 overall Reading no less than 13 Writing no less than 21 Speaking no less than 18 Listening no less than 12	79 overall Reading no less than 19 Writing no less than 24 Speaking no less than 20 Listening no less than 20
C1 Advanced / Cambridge English: Advanced (Certificate in Advanced English)	169 overall No band less than 169	176 overall No band less than 169
Pearson Test of English Academic (PTE Academic)	50 overall No communicative skill less than 50	56 overall No communicative skill less than 50
Kaplan International Tools for English	426 overall	459 overall

An applicant may also provide evidence that they have met equivalent requirements from other tests accepted by the Department of Home Affairs for student visa purposes.

Only the most recent score from any language proficiency test will be considered and it must be less than two years old on the date the course commences.

Applicants will also be considered to meet the English language requirements if they have successfully completed at least two (2) years of full-time study in English at AQF Level 5 Diploma or above at an Australian registered vocational or higher education provider.

A provisional offer may be made to applicants who provide a Confirmation of Enrolment (COE) for an ELICOS program in English for Academic Purposes (EAP) for a duration of at least twelve (12) weeks for every 0.5 below 6.0 overall or subsection IELTS or equivalent result. Evidence of successful completion of the ELICOS program must be provided before the applicant will be permitted to enrol at AAHE.

The English language proficiency requirement does not apply to applicants in the categories set out in the Migration (English Language Tests and Evidence Exemptions for Subclass 500 (Student) Visas) Instrument 2025.

Students who have completed English for Academic Purposes 2 (EAP2 standard) may also be considered to meet the English language requirements but will be assessed on a case-by-case basis.

Applicants who have completed six years of secondary schooling, or a minimum of three years of tertiary education, in an English medium institution in an English-speaking country may be exempted from the English language proficiency requirements, unless there is evidence to the contrary.

Applicants from non-English-speaking countries where schooling can be undertaken in English medium institutions can be accepted as having an English-speaking background for the purposes of meeting the English language proficiency requirements, provided that they are from an English-speaking community in that country, undertook schooling in an English medium institution and were residents in the country.

Certified copies of evidence of studies undertaken with English as the medium of instruction must be provided before the applicant is permitted to enrol at AAHE.

A list of countries where English is an official language and/or secondary schooling/tertiary education is generally undertaken in English, that is accepted at AAHE, is maintained by the Registrar.

Additional requirements may apply for any student who undertakes a work placement as part of their course, such as a police check, working with children check, or an immunisation check.

Applicants who may be eligible for credit towards their course in recognition of learning outcomes they have achieved elsewhere should apply at the same time as they apply for admission.

Further information can be found in the **Admissions Policy** and the **Credit for Learning Undertaken Elsewhere Policy** on the AAHE website at docs.aahe.edu.au/policies

Application process

If you are eligible for entry to an AAHE course, we encourage you to apply. Applying is simple.

Step 1: Gather the following documents:

- a certified copy of your passport
- a certified copy of your academic records
- evidence of English language proficiency
- a passport size portrait photograph
- a copy of your resume.

Documents that are not in English should be provided with a certified translation. What does *certified* mean and who can *certify* documents? See www.vic.gov.au/7-certifying-documents-and-validating-identity.

Step 2: Complete the AAHE Application Form: https://aahe.edu.au/apply

If you are planning to apply for credit towards an AAHE course for learning you have already completed, fill in an ***Application for Credit for Learning Undertaken Elsewhere*** (docs.aahe.edu.au/forms) and submit it and the associated evidence along with your application for admission.

Step 3: Accept your offer of enrolment

If your application is successful, we will send you a Student Offer and Acceptance Agreement. You need to read the document very carefully then complete and return the Agreement to us. Your fees will be detailed in the Agreement and you can choose from a number of payment methods.

If you are offered credit for learning you have already completed, you also need to accept this offer.

Step 4: Your enrolment is confirmed

After you have returned your Student Offer and Acceptance Agreement and your payment has been processed, an AAHE staff member will enrol you in the units you are expected to undertake in your first trimester and will send you a Confirmation of Enrolment (CoE) letter.

In subsequent trimesters you are responsible for your own re-enrolment and you must plan your enrolments so that you can complete your course within the timeframe specified in your CoE. International students must enrol in four units per trimester except under special circumstances set out

in AAHE's Enrolment Policy. You will be notified in advance of the deadlines for adding or withdrawing from units. Further information can be found in the **Enrolment Policy** at docs.aahe.edu.au/policies

Preparing



Things to do before you leave home:

- Apply for passport..... ☐
- Arrange student visa ..... ☐
- Let AAHE know your arrival and accommodation details..... ☐
- Arrange for immunisations and medications from your doctor..... ☐
- Apply for a credit card and/or arrange sufficient funds..... ☐
- Confirm overseas access to your funds with your bank..... ☐
- Make travel arrangements ..... ☐
- Arrange travel insurance ..... ☐
- Advise AAHE of your travel details..... ☐
- Arrange accommodation ..... ☐
- Arrange transport from airport to accommodation ..... ☐
- Pack bags being sure to include the following:
    - THIS HANDBOOK! .....☐
    - Cash for taxis, buses, phone calls etc. in the event of an emergency .....☐
    - Valid passport with Student Visa .....☐
    - Your offer letter and Student Acceptance Agreement .....☐
    - Confirmation of Enrolment (eCoE).....☐
    - Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
    - Certified copies of qualifications & certificates .....☐
    - Insurance policies .....☐
    - Personal identification documents (drivers licence, birth certificate or copy) .....☐
    - Medical records or prescriptions.....☐

NOTE: Leave originals or copies of these documents safely with family in your home country in case of loss.

Arranging visas



All international students in Australia require the same visa called the ***Student Visa (Subclass 500)***, which you must apply for online. Before applying, you'll need to obtain a Confirmation of Enrolment (COE) from us. We will send you your COE when you return your signed Offer and Acceptance Agreement along with your first tuition fee payment and your OHSC premium (or evidence that this has been paid). The COE will be in the form of an online code that you will need to enter into the appropriate section in the online visa application.

When completing your online visa application form, you need to provide evidence of the following according to the Australian student visa requirements:

- **Financial requirements**: Evidence of sufficient funds to cover tuition, travel and living costs. From 10 May 2024, the amount you need to prove you have for living costs (separate from tuition and travel) is set at a minimum of AU$29,710 for a year. If you have dependents (such as a spouse and children), you will also need to show evidence of being able to cover living costs for them, including school fees. (It is compulsory for children between the ages of 5 and 17 to attend school in Australia and the fees vary depending on the type of school you choose. See www.studyaustralia.gov.au/english/study/bringing-your-children.) Alternatively, you can show evidence that your spouse or parents are willing to support you and that they earn at least AU$87,856 a year (or AU$102,500 for students accompanied by family members).
- **English proficiency requirement**: If you're not from an English-speaking country and you haven't completed any study in an English-speaking country, you'll need to prove you can speak English to the level required by AAHE (see Eligibility above).
- **Health requirements**: Some students may be asked to take a medical and/or a radiological check-up to show that they're in good health. If told to do so, you must attend an appointment with a doctor who has been approved by the Australian Immigration Department. All international students are obliged to purchase Overseas Student Health Cover (OSHC) (see below for further details).
- **Genuine Student requirement**: Student visa applications lodged on or after 23 March 2024 require you to demonstrate that you are a Genuine Student by providing additional information as follows:
    - details of your current circumstances, including ties to family, community, employment and economic circumstances
    - explain the reason you wish to study this course in Australia with this particular education provider and your understanding of the requirements of the intended course and studying and living in Australia
    - explain how completing the course will be of benefit to you
    - details of any other relevant information you would like to include.
- **Character requirements**: Australian student visa requirements stipulate that you must be of good character to enter Australia. This includes a criminal record check, to make sure you don't have a substantial criminal record. You may also need to acquire a penal clearance certificate (or police certificate) or get a police statement, and may be asked to complete a Character Statutory Declaration Form.

The Department of Home Affairs website has a document checklist feature that provides you with a list of documents required for your specific circumstances. See immi.homeaffairs.gov.au/visas/web-evidentiary-tool. Typically, students must submit the following:

- Completed Australian student visa application form (157A)
- Paid visa application fee – now from AU$2,000 in most cases
- Copy of passport biodata page (some students may be asked to physically provide their passport)
- Certificate of Enrolment and Letter of Offer from AAHE
- Evidence of sufficient funds to support you during your stay
- Evidence of health insurance cover
- English proficiency test results
- Proof of qualifications and any employment
- Criminal record check results
- Four recent passport-sized photographs.

After you have assembled and scanned your supporting documents, you'll need to create an account and apply with the online ImmiAccount application system.

Most visa applications take four to ten weeks to process. If you study in Australia for an AAHE course that is longer than 10 months (the Bachelor and Master programs), your visa will usually be valid until 15 March the year following graduation. Under some circumstances, it may be possible to apply for a further visa at the end of your course. Consult the Department of Home Affairs website for more details.

Migration Agents

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

Education Agents

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

A list of AAHE's agents is on our website at
https://aahe.meshedhe.com.au/Publics/PublicsPages/AgentListByCountry.aspx

Please note: Although they can assist prospective students to complete course and visa applications, Education Agents are NOT licensed to provide migration advice.

Using your student visa

You can enter Australia on your student visa up to 90 days before your course starts. Within seven days of your arrival, you must inform AAHE of your residential address, and also inform us within seven days if you change address.

While on a student visa, you may work up to 48 hours per fortnight during trimester time, and full-time in the holidays. The visa is automatically issued with permission to work, although you're not allowed to

begin working until your course has started, and you should not rely on work to support yourself or your family while in Australia.

While in possession of a student visa, you have certain obligations to fulfil. You must remain enrolled in an approved course, attend classes regularly, make satisfactory course progress and maintain OSHC health insurance (see below). For students who have unsatisfactory academic progress AAHE is required to review your involvement, counsel you, implement an intervention strategy and, if unsatisfactory progress persists, notify the Department of Education.

For further information see What to Expect (above) and the Department of Home Affairs Website immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500.

Visa Conditions



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

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

Upon arriving in Australia, you are required to advise AAHE of your residential address and telephone number and any subsequent changes to your residential address. This is extremely important to ensure you receive important information about your course and fees whilst studying. AAHE may also send warning notices to help you to avoid breaches of your visa conditions. We will send you reminders every 6 months, but it is your responsibility and in your own interests to ensure that you advise AAHE as soon as your contact details change.

For a full list of mandatory and discretionary student visa conditions, visit immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions

Overseas Student Health Cover (OSHC)

International students are required by the Government to join a private health insurance scheme. You will need to pay the OSHC premium at the same time as your AAHE tuition fees. Overseas student health cover (OSHC) is insurance that helps to cover the costs of medical and hospital care which you may need while in Australia. The OSHC entitles you to free hospital cover and 85% of standard doctors' fees. OSHC will also pay for most prescription drugs and some vaccinations as well as emergency ambulance transport. You must purchase an approved OSHC policy from a registered health benefits organisation, commonly referred to as a health fund before applying for your visa. You will also need to maintain OSHC throughout your stay in Australia. We can assist you in obtaining OSHC or you can purchase your own through another insurance company.

For further information go to www.studyaustralia.gov.au/english/live/insurance.

Arranging travel



You will need to make your own travel arrangements to Australia. Try to arrive at least 1-2 weeks before Orientation to allow yourself time to settle in, adjust to the climate and overcome jet-lag.

You will fly into Melbourne International Airport which is located in the suburb of Tullamarine, approximately 20km northeast from Melbourne's central business district (CBD). Travel time between Melbourne Airport and the CBD can take between 20-45 minutes, depending on traffic and your chosen mode of transport.

For passenger information, visit Melbourne Airport's website at melbourneairport.com.au.

What to bring

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on-the-spot fines for not declaring items. Check the Can you bring it in? guide before you leave home.

Also ask your family and friends to check Australia's rules before they send you any parcels. See Importing by post or mail.

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Check with your carrier prior to departure. Economy passengers are generally permitted a maximum of 1 x checked luggage (depending on the airline, normally weighing no more than 30kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit how much you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think through the packing process very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Documents

Bring a folder with the documents you will need in Australia. See the **Things to do before you leave home** list above.

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

Clothing

Summer in Australia is from December to February, Autumn from March to May, Winter from June to August, and Spring from September to November. For most of the country, the hottest months are January and February. If you arrive in June or July, you may need to bring or buy winter clothing and blankets. Depending on your accommodation arrangements, you may also need to purchase a heating appliance once you arrive.

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

A sports coat or suit and tie for men and appropriate dress for women is necessary for functions such as formal dinners, graduation ceremonies or balls and you may wish to bring your traditional dress for festive occasions.

Most primary and secondary school students are required to wear a school uniform to classes and other school activities. You should check with your secondary education provider.

Other items you might need (most of which you can also buy in Australia) include: bath towels, bed linen, small sewing kit, music, sporting equipment, toiletries, rain coat or umbrella, camera (if you don't want to use your phone), spare spectacles or contact lenses and your optical prescription, bathers/swimsuit, and photos and small gifts from home.

Power outlets

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

Bringing your computer

AAHE students are expected to supply their own laptops. If you are bringing one from home, note that items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AU$900 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

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

Mobile phones and laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority before making any purchases to ensure that what you buy will work in Australia.

On your flight

Wear comfortable, layered clothing so that you can make adjustments according to the local weather. If you are flying from a northern hemisphere winter into the Australian summer it may feel very hot on your arrival, so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Extra clothing may be required on-hand if flying into the Australian winter.

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

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

Bringing your family



Most student visas allow you to bring your family members to Australia as your dependents if you can prove that you can support them financially. Before making a decision to bring your family to Australia, it is important to consider the following issues:

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

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

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

1. It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1 April of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one trimester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students.
5. There are two types of schools in Australia – State schools and Independent schools. Independent schools are much more expensive.
6. Fees are payable by international students at all State schools unless you:
    - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
    - Hold a higher institution or approved non-government scholarship approved by the State government for the dependents to be exempt from school fees.
7. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
8. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
9. You should also consider the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, go to www.vic.gov.au/education (state schools) and is.vic.edu.au (independent schools).

Arranging your finances



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

Money and banks

Note that it is not safe to bring large sums of money with you! Lost credit cards or travellers' cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you, even if they say they are studying at the same educational institution.

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, major hotels and currency exchange kiosks in major shopping centres. Banks will cash travellers' cheques in most currencies and some major hotels and shops will do so as well, but it's easier to use a debit or credit card, or a pre-paid travel card.

It is a good idea to set up an Australian bank account soon after you arrive. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machine (ATM) facilities that can be used for withdrawals and, in many instances, deposits 24 hours a day.

Internet and telephone banking

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

Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa and Mastercard. Be aware that not all shops will accept American Express or Diners Club International cards. Some businesses will charge a surcharge for using credit cards to make payments.

For further information, see Money below.

Arriving

Australian Immigration

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

Baggage claim

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

Detector dogs

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

Australian Customs and Quarantine

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

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and risk 10 years in prison. Some products may require treatment to make them safe (the cost of which you may be liable for, if you wish to keep the item), but restricted items will be seized and destroyed by the Australian Quarantine and Inspection Service. For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit Can you bring it in?.

Arrivals hall

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

Getting from the airport



SkyBus

SkyBus runs express services every 10 or 15 minutes between Melbourne Airport and the CBD (Southern Cross Station), between 4am and 1am 7 days a week. SkyBus stops at Terminals 1, 3 and 4 – check the SkyBus website (www.skybus.com.au) for more information on this service, including timetables and fares.

Taxis and rideshare

Taxis can be caught at ground level outside T1, and between T2 and T3.

The following Rideshare companies also operate at Melbourne Airport: uberX, UberBLACK, Ola, Didi, GoCatch and Shebah. Rideshare drivers pick up passengers from two locations: Terminals 1, 2 and 3 – Lane 3 of the forecourt; Terminal 4 - Level 2, inside the Terminal 4 Car Park. See the Taxi and Rideshare Pickup Map for locations. Prices will vary and each rideshare operator will determine the price it charges, and a rideshare access fee applies per trip. You can get fare estimates on the relevant app.

To book a lift through Uber you will need a credit or bank card, a mobile phone with an active Australian phone number, and the Uber app. Note that Uber drivers use their own car and a regular driver's licence to discount fees. See www.uber.com/us/en/ride/how-it-works.

Public buses

The following public buses arrive and depart near the T4 Car Park. To travel, you will need a **myki card**.

- Route 478 Airport West SC (via Melrose Drive)
- Route 479 Airport West SC (Sunbury Station)
- Route 482 Airport West (via South Centre Road)
- Route 901 Frankston

See Terminal 4 Ground Floor Map for locations.

Pick up

If someone is picking you up and would like to meet you in the terminal, they can park at the Terminal T1 T2 T3 Car Park. Alternatively, they can park in the wait zone on the corner of Mercer Drive and Melrose Drive for 20 minutes for free, then drive to the pickup point outside T2 once ready to meet you.

Car rental

Six car rentals companies including Avis, Budget, Europcar, Enterprise (formally Redspot), Hertz and Sixt, are located on the ground floor of the Terminal T1 T2 T3 Car Park. For booking information, go to Car Rentals.

Chauffeur

Chauffeur/hire cars can be pre-arranged to meet you at any of the terminals. Drivers meet at the Chauffeur/ Hire cars meeting points inside the airport. The fee is agreed in advance as there is no meter in the vehicle. Chauffeur/Hire cars must be pre-arranged as there are no service desks at the airport.

See Chauffeur/Hire Car Pick-up Map for locations.

Things to do when you arrive in Melbourne:

- Call home to let family know where you are and how you can be contacted ..... ☐
- Settle into your accommodation, buy household items and food ..... ☐
- Contact AAHE..... ☐
- Enrol children in school (if applicable) ..... ☐
- Attend international student orientation (compulsory) ..... ☐
- Get student ID card ..... ☐
- Advise health insurance company of address & get card ..... ☐
- Open a bank account ..... ☐
- Buy required textbooks ..... ☐
- Start classes ..... ☐
- Apply for tax file number if seeking work ..... ☐
- Get involved in student life and activities ..... ☐

Living in Melbourne

Cost of living

Estimating the cost of living in a foreign city is always a tough task and the precise cost will depend on your lifestyle, but you can use the following figures to estimate your living costs.

Item	Estimated cost
Accommodation	$400 to $600 per week
Gas and electricity	$10 to $20 per week
Groceries and eating out	$150 to $300 per week
Travelling	$40 to $100 per week
Phone and Internet	$20 to $35 per week
Entertainment	$80 to $150 per week

The average international student in Australia spends about $600 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. See also the Cost of Living Calculator at StudyAustralia.

For more information on Melbourne's cost of living visit the Australian government's website www.studyaustralia.gov.au/english/live/living-costs or the Victorian government's website liveinmelbourne.vic.gov.au/live/money-and-tax/cost-of-living-in-melbourne.

Here are some free apps to help you keep within your budget. Some have in app purchases.

App	Description
PocketGuard	Create a budget and keep track of saving and overspending.
Splitwise	Helps you to keep track of shared expenses such as restaurant meals or household bills.
Student Edge	Student discount app.
UniDays	Student discount app.
Gumtree	Trading post site for services and second-hand goods.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters at least 10% of the bill for good service, but this is always a matter of individual choice.

Student discounts

The AAHE student card can be used to qualify you for student discounts at a number of events and

businesses such as cinemas. This is often a significant discount so remember to take your student card when going to events.

Accommodation



There are numerous commercial accommodations for students scattered across Melbourne's central business district (CBD). UniAcco is one example and Scape is another. The weekly cost of good accommodation in Melbourne ranges somewhere around $300 – $350 per week.

Apart from commercial accommodation, moving into a share house is likely to be the cheapest accommodation option in Melbourne. The rent for a share house depends on several factors such as where the share house is located, how old the house is, how many people live there, etc. Your individual preference for such factors will affect the price but on average you can expect to pay between $150 and $400 per week, not including utilities like electricity and gas. Note that most share houses are unfurnished. Some useful sites to help you find accommodation are Fairy Floss Real Estate (Facebook page), Flatmates, Gumtree, Flatmate finders, Iglu, realestate.com.au, Rooms International and The Switch.

When signing a lease for a share house in Melbourne you are expected to pay an upfront security bond payment to the Residential Tenancies Bond Authority. The standard amount is 4 times your weekly rent payment but could be more depending on the individual home. Once you have decided to move out of your share house, you will receive your money back provided that you have not damaged the premises.

Another alternative is a homestay, where you are provided with a bedroom in a family's home and the family supplies two or three meals a day. Most families live in the suburbs, so this is likely to involve some travel, but Melbourne's public transport system is good. See Homestay Australia or Australian Homestay Network.

Things to keep in mind when renting

Security Deposits/Bond

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

Signing a Lease

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

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed and keep a copy that has been signed

by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit. If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Utilities

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

Restrictions

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

Inspecting a potential property

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

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

Choosing a house mate

Choosing a house mate needs to be taken seriously as your living arrangements can affect the quality and productiveness of your time in Australia. Here are some things to consider.

Bills & Expenses

Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which are used by everyone? If you are answering an advertisement, what does the rental price cover? Does it include utilities, or are they split equally when

the accounts are due? Who will pay them and how will you all know they have been paid? A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

Food

Do you and your roommates expect to share the costs of buying food and share in the preparation? Do you have specific food needs (allergies, preparation needs)? If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

Cleaning

Who will clean what? How often? Decide exactly what "clean and tidy" means to you. Will you hire a cleaning company to keep things under control?

Personal Habits & Individual Needs

How much privacy do you need? What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash clothing?

Smoking & Drugs

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

Music & Television

What are your musical likes and dislikes? How often do you watch TV? Do you like to study with music/TV?

Personality Traits & Communication

How do you perceive yourself? How do others perceive you? Do you enjoy being around a lot of people - or just a few friends? Are you more comfortable by yourself? What about overnight visitors? When conflicts arise, how do you resolve them? How do you behave when you're happy or angry? What are the things that bother you most? Keep in mind that not everyone can be trusted! Follow your instincts and don't room with someone you don't trust.

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. Follow directions carefully.

Refrigerators

Refrigerators should be defrosted periodically, when there's ice or frost around the freezer unless they're self-defrosting. To defrost a refrigerator, turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight, but can be sped up with a pan of hot water in the freezer. When the ice has melted, empty the tray of water into the sink. Don't use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A

solution of baking soda and water can be used to clean the inside of the refrigerator.

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 tell you how to dispose of garbage particularly with regards to recycling and the days your rubbish is collected.

Housekeeping

Some international students have never had to do their own shopping, cooking, and housecleaning. In Australia, unless you hire someone to do some of these things for you, these are your responsibility.

Most Australians believe it is very important for one's living environment to be kept clean. Many varieties of cleaning products are sold at supermarkets. Read labels carefully regarding proper uses and dangers of the products. Keep all cleaning products out of reach of children and don't mix products!

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

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

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

Maintenance, Fixtures & Fittings

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

Smoke Alarms

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

ONLY WORKING SMOKE ALARMS SAVE LIVES!

- Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly
- Replace the batteries yearly. Pick a public holiday or your birthday each year on that day.

- When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you the battery is low and needs replacing.
- Smoke alarms must never be painted.
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm.
- Do not remove the batteries from your smoke alarm or cover it to prevent it from operating.

Services

Transport

With one of the highest standards of living in the world, Melbourne offers modern transport systems that include trains, trams, buses and ferries. Victoria offers international students an iUSEpass that provides a 50% discount on the annual price of myki (a reloadable smart card used on all public transport in place of cash). To buy a myki card go to www.ptv.vic.gov.au/tickets/myki/buy-a-myki-and-top-up.

Metered taxicabs, Uber and Didi cabs also operate throughout the city.

Melbourne City Council operates four Safe City taxi ranks in the Melbourne CBD. These taxi ranks provide a safer environment for taxi passengers and drivers. Safe City taxi ranks are staffed by security personnel, monitored by security cameras, have additional lighting and clear signage.

For information on the location and hours of operation of Safe City taxi ranks in Melbourne CBD visit safetransport.vic.gov.au and whatson.melbourne.vic.gov.au/visitor-info/getting-around/taxis-rideshare.



Communications

Calling Emergency Services DIAL 000

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

Public Telephones

Australia has a network of public phones throughout the country that are easily recognised by the orange and blue Telstra emblem. Calls within Australia are free. To find a free payphone go to Telstra - Payphone services - Consumer Advice.

Long distance call charges vary depending on time of day and distance and are usually cheapest on Sunday. To make a call to international or other charged destinations, you can use a Telstra Phonecard or other third-party calling cards. Pre-paid telephone cards offer competitive calling rates to all countries 24 hours per day and can be purchased at most newsagencies, post offices and convenience stores or see Telstra Phonecards.

To make international phone calls from Australia:

Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled. See the example under Calling Australia from Overseas.)

To make domestic phone calls within Australia, dial the area code + phone number:

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

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

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number. Example: International access number +61 2 9999 3662

Mobile/cell phones

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

Providers include www.telstra.com, www.optus.com.au, www.vodafone.com.au, www.dodo.com.au and www.boost.com.au.

Computer and internet access

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

Postal services

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

The cost of posting a small letter for distribution in Australia is a AU$1.70 postage stamp which you affix to the envelope. A small letter is no larger than 130mm x 240mm, no thicker than 5mm and has a maximum weight of 250g.

Letters should be addressed in a consistent manner. See Addressing guidelines - Australia Post

See also:

- www.auspost.com.au
- Calculate Postage
- Find Post Office Locations
- Domestic and International Stamp Prices

Shopping

When shopping in Australia, you generally don't bargain or barter for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule where it is

perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price. If you are paying by CASH and if you are buying more than one item, you may have more bargaining power. You might begin the 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."

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 hundreds of thousands of 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.

Health





Emergencies – Dial 000

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

Police

In Australia, police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact **Victoria Police** on **131 444** or find your local police station at police.vic.gov.au/location.

Fire

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

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000 for an ambulance.

State Emergency Service

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

assistance in a FLOOD or STORM dial 132 500.

Lifeline

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

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

Poisons Information Line

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

Emergency Translation

For translation service in an emergency situation, dial 1300 655 010.

Types of Health Care in Australia

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

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

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

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

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

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

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

General Practitioners (GPs)

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

Medical Services

What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages telephone directory then phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8-8:30am) for an appointment. Sometimes you may not be able to get an appointment on the same day.

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. Note that if you are dissatisfied with the diagnosis or service of the doctor you see, you have the right to obtain an opinion from another doctor.

Public Hospital Waiting Times

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

Pharmacies

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

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

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

Dental and Optical

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

Interpreter Services

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

General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc) not to expect a vacation from their problems.

Going abroad is very unlikely to cure concerns and problems at home and living in a foreign environment can be unexpectedly stressful, which can exacerbate otherwise mild disorders.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behaviour. Students who are concerned about their use of alcohol and other controlled drugs or who have an emotional or physical health concern should address it honestly before making plans to study overseas.

See Helpful Contacts below for 24-hour counselling and mental health services.

Physical Health

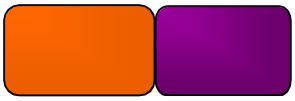
A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website www.nutritionaustralia.org.

- Exercise – do at least 30 mins of moderate exercise a day
- Sleep – get at least 8 hours of sleep a night
- Nutrition – keep a balanced diet and eat lots of vegetables and fruit every day
- Drinking – limit your consumption of alcohol and avoid binge drinking; stay hydrated by drinking water regularly throughout the day.

Sexual Health

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

Money



You can open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal, as different banks charge different fees for their products and services. The best way to find out what fees apply is to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. The way you do your banking may also affect the fees that apply; for example, internet banking is less expensive than face to face. If you don't understand any fee that has been charged, contact your bank.

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification are required to establish your identity as the person who will be named in the account. Your passport with your arrival date stamped by Australian immigration will be acceptable as 100 points if you open an account within six weeks of arrival in Australia. After this time, you will be required to produce additional documentation. Many banks have 'Student Accounts' that charge no or low fees for transactions. You will require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. You will also need some money to deposit into the account when you open it.

Most bank branches are open from Monday to Friday, 9am to 4pm (except on public holidays). Some are open on Saturdays. ATMs (Automatic Teller Machines) are open 24 hours a day, but it is unwise to use an ATM at night in quiet areas where there are not a lot of people around.

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

Most banks will give you a card to withdraw cash from your account by using an ATM and entering your PIN (Personal Identification Number). You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Be careful to keep your PIN confidential. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police.

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

- Be careful no-one is looking over your shoulder when you enter your PIN.
- Minimise your time at the machine by having your card ready when you approach it.
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police).
- If you don't feel safe using a particular ATM, consider going to another or using off-street ATMs.
- Remember that EFTPOS can be used to withdraw cash at places like supermarkets.
- If you simply want to check your account balance or transfer funds between accounts, telephone or internet banking can be used instead of an ATM.

EFTPOS (Electronic Funds Transfer at Point of Sale) terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, medical clinics and gymnasiums.

You can pay for goods and services through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can withdraw cash from your account at the same time, but some retailers limit how much you can withdraw.

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

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

You can also go into a branch of your bank (or an agency of your branch, such as an Australia Post outlet) to conduct transactions, but over-the-counter transactions usually incur higher fees than electronic transactions.

Most bank accounts offer lots of easy options for paying bills. Cheques aren't used very often, but most accounts allow you to pay bills by phone or internet banking or direct debits. Direct debits are very convenient, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, schedule your direct debit payments to be made after your pay goes in. An overdrawn account or dishonoured payment can cost you money.

Most banks will provide regular statements for your accounts. These are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs. Check your statements regularly to make sure you've got enough money in your account to cover your expenses and keep track of your spending, and make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank's ATMs instead of other banks' ATMs).

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

The first rule of safety when carrying money is: Don't carry large amounts of cash! The second is: Don't advertise the fact that you are carrying money! It is also recommended that you:

- Divide your cash into different places (front pocket, coat pocket, shoes, etc).

- Keep your wallet in one of your front pockets at all times.
- Don’t carry cash in a backpack or back pocket.
- Use a money belt or sew a small pocket in a trouser cuff, shirt sleeve or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Carry your handbag away from the road and keep it closed so no-one can slip their hand inside.

These websites will help you to find branches and ATM locations in Melbourne for some of the bigger financial institutions in Australia:

- ANZ anz.com.au
- Bank of Melbourne bankofmelbourne.com.au
- Commonwealth Bank commbank.com.au
- National Australia Bank nab.com.au
- St George Bank stgeorge.com.au
- Westpac Bank westpac.com.au

Work



On average, full-time study requires a commitment of 40 hours per week and AAHE classes can be scheduled any time between 8am and 9pm.

Australia does however allow international students to work up to 48 hours every two weeks (increased from 40 hours since 1 July 2023) and unlimited hours during their holiday breaks. The law requires that you be treated as an Australian citizen meaning that international students are entitled to the prevailing minimum wage rate. If you have any concerns about your employment conditions, you have free access to the Fair Work Ombudsman and Study Melbourne provides free legal advice for problems related to work, study, accommodation or any other matter affecting your work, study or life generally.

Some common jobs for international students in Melbourne include:

- University or school tutor
- Call centre staff
- Retail sales assistant
- Waiter or bartender
- Food delivery rider
- Uber or Didi driver.

Here are some sites to assist you in finding part time work:

Site	Function	Link
Seek	Australia's largest job search site.	www.seek.com.au
CareerOne	A job search site.	www.careerone.com.au
Jora	A job search site.	au.jora.com
Australia Jobsearch	A job search site run by the Australian government to help people on unemployment benefits find work. Contains advice on job searching, resume writing and interview skills along with job listings. Some of the functions, such as being matched with a job provider, can only be used by people on Centrelink benefits but there is a range useful information available to everyone. Anyone can apply for jobs listed on this site.	www.workforceaustralia.gov.au
Gumtree	Classified ads usually for one off, trade or freelance jobs.	www.gumtree.com.au/jobs
Air Tasker	One-off job site where people post tasks they need help with and what they are willing to pay.	www.airtasker.com

To work in Melbourne, you will need an Australian Tax File Number (TFN). Although it sounds daunting, getting a TFN is easily done online at www.ato.gov.au/individuals-and-families/tax-file-number/apply-for-a-tfn

You will also need a Working with Children Check (WWCC) for any child-related work in Victoria. This involves a National Police Check (criminal history record check) and a review of reportable workplace misconduct. Results of a National Police Check can take up to 4 weeks to be received. Further information can be found at workingwithchildren.vic.gov.au.

Laws and safety

When you are granted a visa to study in Australia, you agree to conduct yourself in accordance with Australian values and laws for the duration of your stay. Failure to comply with Australian and state 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! See www.library.gov.au/research/research-guides-0/australian-legislation-research-guide/legal-system for a comprehensive outline of Australian law and the legal system. If you break the law, are arrested and need to attend court, legal representation will help you to negotiate Australia's complex legal system. See Helpful Contacts below.

Road rules

If you are going to drive in Australia, no matter whether you are an experienced driver or not, you must know the road rules before you attempt to drive. While Australian roads are comparatively safe by world standards, many lives are still lost each year and international visitors can be at high risk. If you come from a country where you drive on the right side of the road, it may be helpful to have a companion drive with you so you both take note of traffic conditions and signs until you are more familiar with driving on the left. It is recommended that you take 1 or 2 driving lessons here before you begin to drive on your own.

Motor vehicles must be registered before they are driven on the road. Car insurance is also recommended in case you have an accident that is your fault as it will help pay for any damage you cause to your or another car.

Look for the speed limit signs and obey them! The risk of an accident increases with the speed a vehicle is being driven and the greater the chance of a fatality if you hit a pedestrian. Speed kills.

There are very strict rules about using mobile phones while you're driving, which makes you 9 times more likely to be killed in a collision. Police actively target drivers using mobile phones. Fines are considerable and penalties apply. See Transport Victoria's Mobile phones, technology & driving page.

Our Demerit Points Scheme allocates demerits as well as fines for a range of driving offences to encourage responsible driving. If you accumulate too many points, you will lose your licence.

An international visitor on a student visa who has a current overseas driver licence does not have to obtain a Victorian drivers licence so long as:

- You remain a visitor
- Your overseas licence remains valid and current and you are carrying it with you
- You have not been suspended or disqualified from driving elsewhere
- Your licence is not suspended or cancelled or your visiting driver privileges withdrawn
- Your licence is written in English or you have an authorised English translation (preferably an International Driving Permit) with you
- You can prove genuine visitor status to Victoria Police, if required, such as with a visa and letter from an educational institution and a statement from a consulate or diplomatic office.

For more information go to Tourist and visitor information about road rules and driving in Victoria and VicRoads or call 13 11 71 between 8am-5.30pm Monday to Friday and 8.30am-12.30pm on Saturday (Melbourne time). For translation and interpreter services, call 9280 0783 between 8.30am-5pm Monday to Friday.

Drinking alcohol and driving

If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol. 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 (BAC) above the legal limit is extremely dangerous and severe legal penalties apply.

The BAC is the amount of alcohol in the bloodstream, which is measured with a breathalyser or by analysing a sample of blood. A BAC of 0.05 means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol, the BAC level drops unless more alcohol is consumed. The more you drink, the higher your BAC, but two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including your body size, body fat, how much you've eaten, and your sex. For more detailed information about alcohol and how it affects you, see the Australian Drug Foundation website: adf.org.au.

There are legal limits as to the BAC level permissible if you are driving. Victoria has two BAC limits: 0 and under 0.05, depending on the category of your licence and the type of vehicle you are driving. The Police conduct random breath testing for blood alcohol levels and drug use and can stop any vehicle at any time and require the driver to supply samples for screening. If a driver exceeds the level which applies to them, the driver has committed an offence; penalties range from fines and loss of licence to imprisonment.

Personal Safety

When you are out and about it is important to be alert and aware of your personal safety, especially if you're alone or it's dark.

- Don't use personal stereos or radios especially with ear buds or headphones as you might not hear trouble approaching
- 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 you pass so they know you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Keep your backpack, case or bag in view and close to your body
- Be discrete with your cash and mobile phone
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember that emergency 000 calls are free of charge.

If you are going out at night, remember:

- Plan how you will get home. Book a taxi or arrange a lift with someone you know.
- Never hitch-hike
- Stay close to your party and make sure that someone knows where you are at all times
- Take enough money to get home or to phone
- If you see any trouble or suspect that it might start, move away and alert the police
- Walk purposely so you appear confident. Be wary of casual requests from strangers.
- Don't carry your wallet in your back trouser pocket where it is vulnerable and in clear view

- See also “Drink Spiking” under Alcohol, Smoking & Drugs.

Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride is called a hitchhiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia; however, many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

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

Public transport

Travelling on public transport should be a safe and comfortable experience. Numerous measures exist to protect traveller safety including security officers, guards, help points, good lighting and cameras. Most public transport drivers also have two-way radios and can call for assistance.

Buses

Waiting for a bus:

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

Riding on the bus:

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

Trains

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

- Most suburban trains have security cameras or emergency alarms that 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, move to another carriage with other people or closer to the driver.

Taxis

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

- Phone for a taxi rather than hailing one on the street as taxi companies record all bookings
- 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.

- Tell the driver the route you wish to take and speak up if they don't
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g. "Look after my friend, Mr/Ms Yellow Cab No.436".
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination.

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

- Ask the driver to stop. You may choose to make up an excuse to do so.
- Leave the taxi when it stops at a traffic sign or lights.
- Call out to someone on the street for help. 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.

If you're planning to use Uber to book a ride, check out www.uber.com/au/en/safety

Avoiding dangerous areas and activities

It is important to avoid dangerous areas and activities, particularly at night. A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have an impact on the way you feel when you are in them. For example, the street outside a hotel in the morning is likely to be used by people going to and from work or shopping, but at night it may be filled with hotel patrons, some of whom may have had too much alcohol. Likewise, a shopping mall that is busy during the day is often isolated and dark after hours. There is often no reason to be afraid, but be alert, be aware, and be careful.

Alcohol, Smoking and Drugs

Alcohol consumption is legal in Australia for those aged 18 years and above but is very dangerous if you're driving (as discussed above) and increases the risk of a range of diseases and injuries. The Australian Alcohol Guidelines provide advice on alcohol consumption. See below.



It is an offence in Australia to sell or supply tobacco products to a person under the age of 18 and illegal for anyone under 18 to buy them. There are also laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces. **You cannot smoke or vape on campus at AAHE.**

Each Australian State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Australian laws distinguish between those who use drugs and those who supply or traffic them. For more information go to Drug laws in Australia | Australian Government Department of Health and Aged Care.

Beware of drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) as it can happen to anyone: male or female, young or old. Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Never accept an open drink that you didn't see poured and if you suspect someone has had a drink spiked, call 000 immediately to get help.

Sexual Assault

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

- When socialising, be smart. Never leave a drink unattended.
- Walk with confidence and purpose
- Avoid lonely or dark places
- Be wary of strangers, whether they are on foot, in cars or at parties
- Be aware of the people around you
- Respect your intuition
- If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

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

1. From a public phone or mobile phone, ring the police on **000**.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.
3. Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.
4. Try to remember everything you can about your attacker.
5. 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 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.

The following counselling services are free:

Sexual Assault Crisis Line
Ph: (03) 8345 3021 or 1800 806 292
Website: www.sacl.com.au

1800RESPECT
Ph: 1800 737732

Safe Steps
Ph: 1800 015188

A Student Support Officer can also refer you to advice as necessary.

Internet safety and security

The increasing use of the internet for everyday activities is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities – particularly if you are planning to do your banking over the internet.

The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

1. Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
2. Regularly download and install the latest security patches for your computer software, including your web-browser. Use automatic software security updates where possible.
3. Use a firewall and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
4. Delete suspect emails immediately. Don't open these emails.
5. Don't click on links in suspect emails. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
6. Be suspicious of emails requesting you to hand over confidential information such as your internet banking logon password. Your bank will never ask you for this information, especially in an email. Check out your bank's security guide on its website and follow the precautions it recommends. If you are unsure about any approach that appears to be from your bank to provide personal information, do not respond until you can attend your nearest branch to discuss the request with bank staff.
7. Only open an attachment to an email where the sender and the contents of the attachment are known to you.
8. Don't download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.

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

Home security

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

Some general security tips:

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

Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks; doors should have dead-bolts, a security chain and a peep hole; and an alarm system is ideal.

It is recommended that you obtain contents insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have house insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or if you have a house fire and your belongings are destroyed or damaged.

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.

To reduce the chance of fire in your accommodation, look after your smoke alarms as they save lives by waking you and alerting you to a fire. Test them once a month and change the battery each year. Landlords are legally responsible for the installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If there is no smoke alarm or it does not work, report it to your landlord.

Remember:

- Turn off computers, monitors and TVs after each session
- Don't plug a double adaptor or powerboard into another double adaptor or powerboard as this might overload the system. Also, never place a cord under a floor covering.
- Don't ever cover a lampshade with another fabric
- Keep clothes and curtains at least 1 metre from a heater and turn off all heaters before you leave your room or go to bed
- Be very careful with candles, oil burners and cigarettes (all of which are health as well as fire hazards) and never leave them unattended
- Always stay in the kitchen while food is cooking
- Plan how you will escape if there is a fire at your home. Crawl out of the room, closing the door as you leave.

For more information go to Home Fire Safety (frv.vic.gov.au)

To avoid electrocution, keep electrical appliances away from water.

Water safety



Unfortunately, international students and visitors dominate statistics related to drownings in public waterways in Australia. If you're going to the beach and planning to swim, follow these guidelines to reduce your risk of drowning.

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 that 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 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.

If you get caught in a current or rip that is pulling you away from the shore, float with it. Don't try and swim against it.

You should NEVER:



- swim alone
- swim at unpatrolled beaches
- swim at night
- swim under the influence of alcohol
- run and dive into water
- swim directly after a meal.

Note that not all beaches in Victoria are patrolled or use the flag system, especially at night and in cooler seasons, so extra care must be taken. Swimming in rivers and lakes can also present a

number of different hazards, e.g. unknown depths, unpredictable currents or underwater obstructions. If you are not a confident swimmer, we strongly recommend taking some lessons if you plan to swim while in Australia, e.g. see vicswim.com.au.

Out of town

If you're planning to do some sightseeing while you're here, make sure to do some research before you leave town, so you're properly prepared and can avoid potential problems.

VicEmergency is the Victorian Government's official app for emergency warnings and information about fire, floods, storms, earthquakes and shark sightings. Download the app, set up a user profile and watch zones to ensure you receive official warnings and information for areas that interest you.

Visit Victoria's health and safety webpage has some helpful information regarding sun protection, beach safety, bites and stings, and weather conditions.

Here are some other useful sites:

Bushfire safety information (if you're travelling around Victoria in summer)
Home - Surf Life Saving (sls.com.au) (if you're planning to go swimming at the beach)
How To Stay Safe When Travelling in Australia (theculturetrip.com)
Travel Safety Australia - stay safe with World Nomads
Top myths about dangerous animals in Australia – Tourism Australia

Don't forget, in an emergency, call 000.

More information

For more safety information, go to **Health and Safety on Campus**, above.

Adjusting

Overcoming culture shock

Studying overseas is exciting but can also be challenging, as you will be starting a new course at the same time as you're confronting changes in many other areas of your life. Your values, beliefs, traditions and customs may be very different from those in Australia, so adjusting may take some time – particularly if you've left your family and friends at home.

You may find that your initial excitement about being in a new country subsides after a while, as you start to feel homesick, confused, anxious or more emotional than usual. These feelings are symptoms of culture shock.

Once you realise you are experiencing culture shock, getting over it and adjusting to your new environment will depend on you. The following tips should help you with this process.

1. Remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Recognising these symptoms will help you learn about yourself as you work your way through the process.
2. Try to analyse the differences between your home and your host country and consider the reasons for their differences. 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.
3. 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 store, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study 15 minutes or learn 5 new words or one new expression each day, or watch a TV program in your new language for 30 minutes. This will give you more self-confidence.
4. Make an effort to meet people and become involved in groups on campus and in the wider community. Establishing friendships is the best way to learn about Australian culture and will increase your enjoyment of your time here. Talk to your new friends about your feelings as they can help you understand ideas from their cultural point of view.
5. Make a list of the reasons you initially wanted to study in Australia and the good things that have occurred since you arrived, to try to put things into perspective.
6. Maintain some of the routines and rituals you had in your home country, such as drinking the same coffee or tea, or celebrating a national day in your country of origin with a group of friends. Find a cultural group related to your home country for support.
7. Communicate regularly with those at home about your experiences here. This can provide you with social supports and help your friends and family to understand your experience, which will help the transition when you return home.
8. Remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Try to see the funny side of these situations as this will remind you that it takes time to understand different cultures and that it's OK to make mistakes.
9. Don't be afraid to ask for assistance. AAHE's Student Support Officers are happy to help.

Australian social customs

Here are some Australian social customs that you may find strange.

- When meeting someone for the first time, it is common to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.
- Many Australians look at the eyes of the people they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.
- You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.
- The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.
- Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.
- Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.
- People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.
- When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to say '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.
- 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.

- If you're invited to lunch, dinner, a barbeque, party, wedding, birthday, or any type of event, you should respond in the same way as you were invited. 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 any time after 6pm (1800 hours) usually means dinner.
- Invitations can be written or spoken. Written ones usually ask for RSVP (which stands for Répondez s'il vous plaît in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.
- When you accept an invitation to a meal, you should tell the host what you cannot eat, for example if you are a vegetarian and do not eat meat or you are Muslim or Jewish and do not eat pork.
- Try to arrive on time and phone your host to explain if you are going to be late.
- If you can't accept an invitation, the best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.
- Tipping is optional in Australia because service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. It is acceptable to leave a small amount (perhaps 10%), however, if you feel you have received exceptional service.

Australian slang

Some Australian expressions or 'slang' may seem strange to you. If you are unsure what an expression means, ask the person who said it to explain. Some common expressions are:

- Bring a plate - when you are invited to a party or function and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and ideally ready to serve. If you are unsure what to bring, you can ask the host.
- BYO - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- Arvo - 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 - a sausage, usually cooked at a BBQ. They can be made of pork, beef or chicken. Vegetarian ‘snags’ are also available at most supermarkets.
- 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 or bathroom. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- Fair dinkum - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- To be crook - to be sick or ill.
- Flat out - busy.
- Shout - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaller' or you are the ‘designated driver’ for a group of friends. 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? Sometimes it can sound like 'ow-ya- goin-mate'.

For more information visit: The Ultimate List Of Australian Slangs and Phrases | Study in Australia - Information Website for International Students - Overseas Students Australia

Making new friends

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

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

Many international students spend time with other students and people from their own country and culture while they’re in Australia. These people can make you feel accepted and you may be able to

communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, you need to be careful at first, until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, remain cautious until you feel you know them reasonably well and can trust them.

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

More information

For more information on Australia, our history, culture and values, you can download the Life in Australia booklet. (Translated copies are available.)

Helpful contacts

AAHE contacts

AAHE reception
363 King St, West Melbourne 3003
+61 3 9454 2806
info@aahe.edu.au

Critical incident reporting
crisis@aahe.edu.au
0432 812 282 (AAHE)
or call 000 in case of emergency

Non-Teaching Professional Staff

First name	Last name	Position	Email
Mark	Hatwell	Deputy CEO and Registrar	registrar@aahe.edu.au
Christine	Plumejeau	Quality Assurance Manager	compliance@aahe.edu.au
Gurpreet	Kaur	Student Services Administration Manager / International Student Contact Officer	admin.support@aahe.edu.au
Neha	Chhabra	Admissions and Student Support Officer (Non-Academic)	admin.support@aahe.edu.au
Hunar	Chopra	Admissions and Student Support Officer (Non-Academic)	admissions@aahe.edu.au

Academic and Student Academic Support Staff

First name	Last name	Position	Email
Puneet	Kaur PhD	Dean	dean@aahe.edu.au
Sabeetha	Peiris PhD	Course Coordinator	s.peiris@aahe.edu.au
Haafizah	Rameeza PhD	Course Coordinator	h.rameeza@aahe.edu.au
Yu (Rainie)	Shen	Student Support Officer (Academic)	y.shen@aahe.edu.au
Deb	Waterhouse-Watson PhD	Student Support Officer (Academic)	d.waterhouse-watson@aahe.edu.au

Other contacts

Service	Contact details
Police	**Emergency** **Phone: 000**
	Non-emergency Phone: 131 444
	Crime Stoppers – help solve crime: www.crimestoppersvic.com.au Phone: 1800 333 000
Ambulance	**Emergency** **Phone: 000**
Fire	**Emergency** **Phone: 000**
State Emergency Services (SES)	www.ses.vic.gov.au Emergency assistance with storm, flood, landslide, earthquake or tsunami damage Phone 132 500
Free 24 hours medical advice	www.healthdirect.gov.au Free Federal government health information and advice service Phone: 1800 022 222
	www.health.vic.gov.au/primary-care/nurse-on-call Free Victorian government professional health advice service) Phone: 1300 606 024
24/7 Counselling, Advice and Referral Services	Lifeline www.lifeline.org.au Phone: 131 114
	Beyond Blue www.beyondblue.org.au Phone: 1300 224 636
	Suicide Line Victoria suicideline.org.au Phone: 1300 651 251
	headspace headspace.org.au Online mental health support to 12 – 25 year olds
	ReachOut au.reachout.com Online mental health support for young people

	1800Respect 1800respect.org.au Phone: 1800 737 732 Sexual, domestic or family violence support
	Sexual Assault Crisis Line www.sacl.com.au Phone: 1800 806 292 Free 24 hour crisis care for sexual assault
	MensLine Australia mensline.org.au Phone: 1300 789 978 Family and relationship issues and emotional well-being
	Harman Foundation www.harmanfoundation.org.au 24x7 Telephone Helpline 1800 11 66 75 (free)
	www.mingarycounselling.com.au Low cost counselling in person of via MS Teams Phone 1800 391 393 (free call) or email clinic@cairnmillar.org.au
ABC Emergency	www.abc.net.au/news/emergency Lists current alerts and warnings Australia wide
Translating and Interpreting Service	www.tisnational.gov.au Phone: 131 450
Free legal assistance	www.legalaid.vic.gov.au Phone: 1300 792 387 (Mon – Fri 8am – 6pm)
	International Student Free Legal Help ishelp.org.au
	www.anikalegal.com Social enterprise providing free online legal advice
Tenancy disputes	Tenants Victoria tenantsvic.org.au Phone: 9416 2577 (Mon – Fri 9:30am – 1:30pm) Consumer Affairs Victoria www.consumer.vic.gov.au Phone: 1300 558 181

Other Ombudsmen (Complainants must use the internal complaints resolution process with the offending company prior to contacting the ombudsman)	National Student Ombudsman Phone: 1300 395 775 or www.nso.gov.au For complaints on issues including student safety and wellbeing, racism, discrimination, gender-based violence, course administration and the fairness and effectiveness of student complaints processes – or for complaints you haven't been able to resolve or don't feel safe talking to AAHE about
	Commonwealth Ombudsman Phone: 1300 362 072 International student complaints: www.ombudsman.gov.au/complaints/international-student-complaints Complaints against federal government departments: www.ombudsman.gov.au/complaints/australian-government-agency-complaints Private health insurance complaints: www.ombudsman.gov.au/complaints/private-health-insurance-complaints
	Victorian Ombudsman www.ombudsman.vic.gov.au (complaints against Victorian state government departments)
	Australian Financial Complaints Authority www.afca.org.au (complaints against banks and lenders)
	Fair Work Ombudsman www.fairwork.gov.au (complaints against employers)
	Energy and Water Ombudsman www.ewov.com.au (complaints against gas, water and electricity companies)
	Telecommunications Industry Ombudsman www.tio.com.au (complaints against phone or internet services)
Australian Competition and Consumer Commission	www.accc.gov.au/consumers/complaints-problems/make-a-consumer-complaint Advice on making a consumer complaint against businesses and to alert authorities to potential scams
Doctors	North Melbourne Family Medical Centre www.northmelbournemedical.com.au 452 Victoria St, North Melbourne VIC 3051 Vita Medical www.vitamedicalcentre.com.au 375 King Street, West Melbourne VIC 3003

	Health services via Health Direct: www.healthdirect.gov.au/australian-health-services La Trobe Street Medical Centre T: 03 9650 0023 Melbourne Central Shopping Centre Shop 152C/211 La Trobe Street Melbourne, VIC 3000 Swanston Street Medical Centre T: (03) 9205 7500 Level 3, 255 Bourke Street, Melbourne, VIC 3000 Medical One QV Level 3, 23 QV Terrace, 292 Swanston Street, Melbourne T: (03) 8863 7000 Melbourne Sexual Health Centre (MSHC) (information on sexual health and sexual health examinations) www.mshc.org.au 580 Swanston Street, Carlton, VIC 3053 T: (03) 9341 6200
Other services (pharmacies, dentists etc)	www.healthdirect.gov.au/australian-health-services
Religious institutions near campus	Hindu temples Melbourne Murugan Temple: melbourne-murugan.org singh.com.au/hindu-temples-mandirs-in-melbourne-victoria
	Muslim mosques melbourneprayertimes.com/melbourne-australia-mosques.html
	Sikh temples singh.com.au/gurdwaras-in-melbourne-victoria-vic
	Buddhist temples melbournebuddhistcentre.org.au
	melbournecatholic.org/directory/parishes Catholic churches
	Anglican churches www.melbourneanglican.org.au/find-a-church
	East Melbourne Jewish synagogue www.melbournecitysynagogue.com
Transport	Public Transport Victoria: www.ptv.vic.gov.au

	Metro Trains Victoria (PTV): www.metrotrains.com.au Taxis: 13 CABS – phone 132227 Uber Melbourne: www.uber.com/global/en/r/cities/melbourne-vic-au

This Handbook is based on the International Education Association Inc's student handbook. Every effort is made to ensure the accuracy of the information it contains. Feedback is always welcome and should be emailed to registrar@aahe.edu.au.