

International Student Support



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International Student Guide

Your passport to success

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Welcome

I welcome and congratulate you as a commencing student of Federation University Australia (FedUni).

Federation University Australia (FedUni) is one of the nation's leading regional universities. With a reputation for relevance and excellence, FedUni has a strong tradition of education and training delivery spanning more than 145 years. We were the nation's first regional, multi-sector university and are the third oldest site of higher learning in Australia.

We offer access to higher education, TAFE, secondary schooling and research opportunities. With campuses in Ballarat, Gippsland and the Wimmera, our programs are also delivered online and via a range of partner institutes across Australia and around the globe.

For some of you, this is your first experience of living away from your home country and I understand that you may have many questions about Australia, Victoria and this university. This student guide is a great starting point and I urge you to take the time to explore its contents. It contains information about your local area; your university campus; provides useful hints and tips on your study success and directs you where to go for services and support, both at FedUni and in our cities. I want you to feel confident in your surroundings, safe in the knowledge that FedUni staff are available and happy to assist.

You are joining a modern, dual sector university that is regional in focus, national in scope and international in reach. Federation University Australia is a place where our students are afforded every opportunity for success and to reach their potential.

One of our key strengths is in the personal contact with staff across campuses. You will get to know your lecturers, school and support staff and I invite you to ask questions, and also to bring your experience and knowledge to your courses.

The success of your time with FedUni largely depends on you.

There are many events and programs outside of your academic study which will assist you to settle in and get to know other people. I urge you to participate in the social and cultural opportunities on offer, as these not only improve your English skills but also offer opportunities for increased networks and lifelong friendships.

I wish you success as you begin your experience at FedUni and I look forward to seeing you on campus.

Regards,

Darren Holland
Deputy Vice-Chancellor



Now that you have arrived

Welcome

You will see a lot of the International Support team over the first few weeks of the semester as we conduct international orientation days and host your social and cultural program.

Attending these programs is important and is a vital part of your university experience. The first weeks of living in Australia can feel very strange and at times lonely for new students. Adjusting to a new environment, people and way of going about your day is both exciting and scary for some. Here are two simple pieces of advice;

'Ask if you don't know'. The International Student Support team will answer your questions and help you to get the best start to your time at FedUni.

'Say Yes' to all opportunities to meet other students and to improve your English.

The first few days and weeks after arriving in Australia, and at your new campus, you can expect to feel both excited and unsure.

There may be many things to arrange and questions that you have. Using this guide will address many of the questions but always remember that there are friendly staff, students and locals who will readily talk to you about what Australia has to offer.

Important Dates

Please check this website for important dates throughout the academic calendar.

www.federation.edu.au/important-dates

 Check out our video:
www.youtube.com/watch?v=O63NL-xPfUM



“ Ballarat is cheaper than other big cities. Because it's not big, you can communicate and get to know each other more easily. In addition, you can drive to wherever you want to go in Ballarat in less than 30 minutes. **”**



International Student Support

The International Student Support (ISS) office is a resource for, and provides information to, students about campus services and programs; community living; transport; accommodation and social programs. In fact, international students who are unsure of any aspect of their living and study can call into the International Student Support office for help.

International Student Support assist students throughout each stage of university transition. Our student-centred staff are committed to providing a welcoming and informative program of support.

Mt Helen Campus

1st Floor, Albert Coates Building

Phone: (03) 5327 9446

Mobile: 0409 948 811

Email: international.ss@federation.edu.au

www.facebook.com/groups/FedUniInternationalCALD/

Gippsland Campus

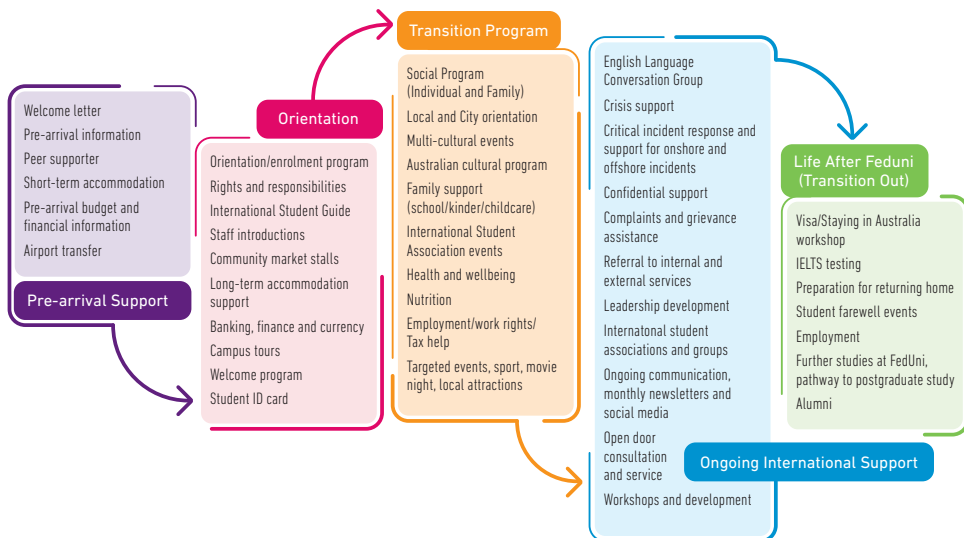
Student Connect,

Building 3N, Room 102

Phone: (03) 5122 6425

Email: international.ss@federation.edu.au

www.facebook.com/groups/FedUniInternationalCALD/





Settling in: Accommodation

FedUni Living

FedUni offers a range of accommodation located on our campuses and around the city and include short, medium and long term residential options.

Your student experience isn't only determined by the quality of your course and lecturers, where you live can have a great impact on your overall experience and how you feel during this exciting time in your life.

Living in university residences enables you to meet a diverse range of people from different backgrounds and cultures, enrolled in a variety of different courses, creating an instant support network and becoming connected with a vibrant and exciting living learning community.

FedUni Living strives to create thriving, inclusive and connected student residential communities which are integrated with the institutional teaching, learning and support framework.

Students who live with FedUni are supported and advised by a dedicated team, whose key priority is your success.

As part of your residential experience, you will also have access to UniSports (Ballarat) or Latrobe Leisure Centre (Gippsland), providing a heated pool, range of gym equipment and fitness facilities, encouraging a healthy active lifestyle.

Accommodation
guarantee

First year undergraduate students are guaranteed* accommodation during their first year of study.

For full details please visit federation.edu.au/feduniliving

1st
Year
guarantee*

Apply for a FedUni commencing international student accommodation scholarship up to \$1500.

For full details please visit federation.edu.au/feduniliving

Eligibility and application criteria apply.

Ballarat residences

Our halls and residences provide fully furnished, single study bedrooms with easy access to the university facilities and networks. Flexible catering arrangements are available to suit your needs. Residents also have access to communal living areas with TV/lounge room, fully equipped kitchens and laundry facilities.

Gippsland residences

A number of accommodation options are available to suit a variety of needs. A wide range of facilities and common spaces are available for Gippsland residents including fitness, recreation and entertainment, tennis and basketball courts, recreation halls, vegetable gardens and outdoor BBQ spaces.

Fees and inclusions

Living with us not only provides the best possible start to your university experience, fantastic opportunities, invaluable memories and lifelong friends, it also represents great value.

Accommodation options start from \$165 per week, and includes all utilities (gas, water, electricity and internet), 24/7 access to residential support, various residential programs, events and activities, pool and gym access, as well as regular cleaning of common areas and building and garden maintenance.

Visit our website to view a detailed living options comparison and outline of fees and charges.

[federation.edu.au/feduniliving](https://www.federation.edu.au/feduniliving)

Phone +61 3 5327 9480 or email feduniliving@federation.edu.au

Success > Proven transition program to help you 'settle in'

Friends > Develop lifelong friendships

Safe > 24/7 access to residential support

Fun > Planned experiences and instant networks

Easy > No hidden costs with bills included in your rent

Convenient > Residences located on, or close to, campus

Visit our website at [federation.edu.au/feduniliving](https://www.federation.edu.au/feduniliving) for further details including photo's and videos of our residences.



Private Rental Accommodation

There is a private off-campus accommodation database service available for students to search online. Please contact us or visit <https://feduni.studystays.com.au/> for further information.

FedUni Noticeboards

The FedUni notice boards often have notices for rooms for rent in shared houses. The notice boards are located on the first and second floor of the Albert Coates Complex (U Building) and throughout the Gippsland Campus. These notices are placed by students and FedUni does not deal with these listings.

FedUni Facebook

FedUni Facebook and other social media are a great way to connect with students directly who may have a house to share. Post a message at www.facebook.com/groups/FedUniInternationalCALD/

Emails

International Student Support can send an email to all FedUni International students to request if anyone has any shared accommodation available. Please email request to international.ss@federation.edu.au

Newspaper

Advertisements for houses or rooms to rent can be found in local newspapers. **Ballarat:** The Ballarat Courier, visit www.thecourier.com.au. **Latrobe Valley:** Latrobe Valley Express, visit www.latrobevalleyexpress.com.au

Real Estate

There are many Real Estate Agents who manage flats/apartments and houses for rent. The rentals generally don't come with furniture.

www.domain.com.au and www.realestate.com.au is used by most agencies to promote their rentals. You will need to inspect the rental personally and make an application directly to the agent.

Websites

Other websites have listings of rooms for rent (in a share house situation). These include;

<http://au.easyroommate.com>

www.FlatmateClick.com.au

www.gumtree.com.au



If you are unsure of your legal obligations and rights regarding renting in Victoria, please visit the following website for more information:

Consumer Affairs Victoria – Renting

Consumer Affairs Victoria can assist with information regarding your obligations and rights as a tenant. For more information: www.consumer.vic.gov.au

“*RentRight is a free smartphone app with information and tools to assist students in Victoria to understand their rights and responsibilities when renting.*”

www.consumer.vic.gov.au/housing-and-accommodation/renting/rentright-app

Transport

Trains

Country Victoria is serviced by V-Line trains, which link Melbourne to Ballarat and Latrobe Valley, and other regional cities or towns. For further information regarding train services go to: www.ptv.vic.gov.au

The journey from Ballarat train station to Southern Cross station (Melbourne) takes approximately 75 minutes while the journey from Latrobe Valley (Morwell Station) takes approximately 130 minutes. At Southern Cross station travellers can access metropolitan trains and buses, using their Myki card to pay for fares. You can also get a bus from Southern Cross station to Tullamarine airport.

Buses

Ballarat's bus network connects all parts of the city to the central business district. The number 10 bus brings you to the Mt Helen campus. To find out more and download your timetable visit: www.cdcvictoria.com.au

Latrobe Valley Bus Lines connects towns throughout the Latrobe Valley. For information on bus services, including timetables and routes, contact: Phone: **(03) 5135 4700** or visit www.ptv.vic.gov.au or www.lvbl.com.au

MYKI Travel Card

A MYKI travel card is required to travel on all buses, trains and trams in Victoria. A MYKI card will be issued to you at orientation. MYKI fares and user guide: www.myki.com.au

Metropolitan Train Information

For information regarding metropolitan train routes and timetables, please visit: www.ptv.vic.gov.au

Bikes

Riding a bike offers an affordable transport option and both Ballarat and Churchill have good networks of cycling tracks/lanes including out to Mt Helen and Gippsland campuses. Bikes can be purchased cheaply through second hand sections in newspapers, online sites and in garage sales.

Taxi

To order a taxi call **131 008**

Airport Shuttle

The Airport Shuttle Bus Service operates between Ballarat (departing from the railway station) and Melbourne Airport, approximately six times a day, four times daily at weekends. Information is available at: www.airportshuttlebus.com.au or phone: **(03) 5333 4181**





Driving in Victoria

Before Driving in Victoria

International students may drive in Victoria on their overseas licence indefinitely, provided:

- The licence is current
- The licence is in English
- A non-English licence is accompanied by an English translation
- You have a temporary or student visa.

Before you begin driving in Victoria, you must familiarize yourself with the road rules.

- Do you know the Victorian road rules?
- Are you familiar with all Victorian road signage?
- Is your car roadworthy?

For further information on the road rules in Victoria please visit:

www.vicroads.vic.gov.au/safety-and-road-rules

To get a local licence, you will be required to go through the full testing procedure. This consists of a written test and a driving test. For information phone: **13 11 71** or visit www.vicroads.vic.gov.au

Having your own car certainly makes life easier but there are lots of potential problems. Before buying a car go to www.consumer.vic.gov.au for advice on purchasing and selling cars.

Car Insurance

There are many types of car insurance available to protect you from the costs associated with a car collision. If you do drive, make sure the car you are driving has insurance.

Unless you obtain Third Party Property, Fire & Theft Insurance, you will be liable for any damage your car causes to another vehicle or property in an accident. For example, if the car you are driving hits a brand new Mercedes Benz and the cost to fix the Mercedes is AUD\$20,000, then you will have to pay this amount unless you have Third Party Insurance. This includes if you're driving someone else's car and they have no insurance. For information on Third Party Insurance please contact: **Royal Automobile Association of Victoria (RACV)**. Phone: **13 72 28** or www.racv.com.au



Car Accidents

If you are involved in a car accident, it is recommended that you follow these instructions:

- If someone is hurt in a car accident phone 000 for ambulance and police. The police must be called if someone is hurt. If the accident is not serious and no one is hurt, the police do not need to attend.
- Obtain the other driver's name, address, telephone number, car registration number, type of insurance cover and name of insurance company. Provide similar information about yourself to the other driver.
- Note the other driver's car type, colour and damage incurred. It is recommended to always take photographs of the accident scene and vehicles involved as supporting evidence.
- Obtain name, address and contact number of any witnesses to the accident.
- If there are no witnesses, and there is the possibility of some dispute over who caused the accident, phone the police and ask them to attend.
- Call your insurance provider and inform them of the accident details.

The free and confidential Student Legal Service can advise students about any legal problems arising from a motor vehicle accident. Contact the Student Advisory Service on: 03 **5327 6105**.

studentadviser@federation.edu.au

Toll roads

There are three tolled roads in Melbourne, 2 of which are operated by CityLink while the other one is operated by EastLink. At each toll point you will drive under a gantry that is fitted with communication scanners and cameras therefore there are no toll booths to stop at.

Instead it is your responsibility to purchase a pass either prior or no more than 3 days after using the toll roads. You can do this a number of ways:

- Visiting the CityLink or EastLink website (depending on which toll road you will be travelling on)
- Purchasing a pass at any post office in Victoria
- Purchasing a pass at selected newsagents and service stations.

If you forget to purchase your pass you will have a bill sent to you in the mail that includes an extra processing fee. For more information about toll roads in Melbourne and where you can purchase passes please visit the following websites:

www.citylink.com.au,
www.eastlink.com.au



Shopping

Shopping in Australia is done at supermarkets, department stores, specialist shops, local shopping centres and factory outlets.

Shopping in Ballarat

There are a number of shopping areas and shopping complexes in Ballarat, which have a range of specialty shops. They are:

- Sturt Street, Ballarat
- Bridge Mall Shopping Centre (bottom of Sturt St)
- Central Square Shopping Centre – Armstrong Street South (behind Myer)
- Stockland Shopping Centre – Gillies Street, Wendouree
- Howitt Street Shopping Centre – Howitt Street, Wendouree
- Sebastopol Shopping Centre – Corner Albert Street & Hertford Street, Sebastopol
- Midvale Shopping Centre, Mt Clear
- Buninyong

Shopping in Latrobe Valley

There are a number of shopping areas and shopping complexes in Latrobe Valley, which have a range of specialty shops. They are:

- Hazelwood Village Churchill
- Midvalley Shopping Centre Morwell (Bus route 2)
- Commercial Road Shopping area Morwell (Bus Route 2)
- Stockland Traralgon Shopping Centre and Traralgon Shops (Bus Route 3)

EATING OUT

Ballarat and Latrobe Valley have many cafés, restaurants and take-away food outlets, providing foods inspired by a number of cultures including: China, India, Thailand, Italy and Greece. Ask other students and staff about the best places to go.



Queen Victoria Market (Melbourne)

The Queen Victoria Market is the biggest market in Australia. There are hundreds of stalls of food, clothing, craft, plants and souvenirs.

Corner of Elizabeth and Victoria Streets, Melbourne.
www.qvm.com.au

Furniture and household goods

As well as buying new furniture, there are a number of ways to buy second-hand furniture items.

- Check the '**classifieds**' section of the local newspaper for weekend garage sales around Ballarat and Latrobe Valley
- Check FedUni's **noticeboards** for sale notices
- www.ebay.com.au
- **Sunday Markets**
Ballarat: Ballarat Showgrounds (corner of Creswick Road and Howitt Street)
Morwell: Latrobe Country Market, 105 Latrobe Road, Morwell
- **Facebook**
Buy, Swap and Sell Ballarat
Buy, Swap, Sell (Latrobe Valley, Gippsland, Churchill)

Second-hand goods retailers

Ballarat

St. Vincent de Paul (Vinnies)

- 60 Bridge Mall, Ballarat – (03) 5332 6759
- 178 Albert Street, Sebastopol

Uniting Care Ballarat

- 105 Dana Street – (03) 5332 1286
- Furniture Shop: 102 Albert Street – (03) 5337 2728

Salvation Army Op Shop (Salvos)

- 102 Eureka Street – (03) 5337 0600

Latrobe Valley

St. Vincent de Paul (Vinnies)

- 15 Tarwin St, Morwell,
- 70 Argyle St, Traralgon
- 24 Fowler St, Moe

Lifeline

- Shop 12, Hazelwood Village, Churchill
- 18A Church St, Traralgon
- 2–8 Fleming St, Morwell
- 24 Fowler St, Moe

Salvation Army Mission Shops (Salvos)

- 93A Argyle St, Traralgon
- 160 Commercial Rd, Morwell

Red Cross

- 71 Franklin Street, Traralgon

Bennett's New and Used Furniture World

- 61-63 Lloyd St, Moe, (03) 5126 2442

Gippsland Auction House and Bargain Centre

- 174 Argyle St, Traralgon, (03) 5176 2099

Bargaining

In most retail shops, such as food and clothing shops, the goods are sold according to the price at which they are marked.

When buying larger items such as a fridge, vacuum cleaner, TV or bulk quantities, it is normal to ask for a lower price.

This is not seen as 'haggling' over the price, but as seeking the best deal. You might ask, 'What is the best price you can do?'



There are many international food restaurants, shops and grocers in Victoria.

To locate and visit these go to www.tripadvisor.com.au

Asian Food groceries

Ballarat

Masala Valley

126 Lydiard Street, Ballarat
Phone: (03) 5334 4833

Ballarat Asian Groceries

1231B Howitt St, Wendouree
Phone: (03) 5338 1266

Latrobe Valley

Out of India Spices

111 Buckley Street, Morwell
Phone: (03) 5133 6292

Paraluman Trading Asian Shop

112 George Street, Morwell
Phone: 0459 355 882

Halal

Halal food is commonly available in supermarkets and stores throughout Ballarat and the Latrobe Valley although often not quickly identified as such, for example, all Lilydale chicken products are Halal and are accredited by the Australian Federation of Islamic Councils. To check whether a product is Halal approved visit www.halalsquare.com.au

Butchers (Halal available)

Ballarat

Mega Meats

- 828 Latrobe Street
- 1209A Howitt St Shopping Centre

Midvale Quality Meats

Shop 10, 1174 Geelong Road, Mount Clear
Phone: (03) 5330 1174

Latrobe Valley

HY Moe Meat

330 Moe-Walhalla Road, Tanjil South.
Open to public: Friday 8:30am – 4:30pm and Saturday 9am – 12pm.

Norm Oliver Quality Meat

Shop 49, Mid Valley Shopping Centre, Morwell



Communications

Mail system

Australia Post runs Australia's postal system. Mail is delivered to households several times a week.

Standard letters cost about \$1.00 to send domestically. Stamps can be purchased from Australia Post shops or from retailers such as newsagents and convenience stores.

Express Post delivery costs more but ensures your package will arrive the next business day anywhere in Australia.

Each Australian suburb and town is identified by a four-digit post code. Victorian post codes begin with the number 3. It is important to use postcodes in Australian mailing addresses.

For more details on the postal system including the location of postal offices in Victoria, visit the Australia Post website.

auspost.com.au

Telephone

In Australia, there are several telecommunications providers including Telstra, Optus and Vodafone. Providers offer discounts for combining your home phone, mobile phone and internet services.

Local phone calls on a landline in Australia are low cost and not timed. Higher rates apply to long distance domestic and international phone calls and mobile phones – these calls are timed. The caller pays the cost of the call.

International rates vary from country to country and depend on your service provider and your contract. Pre-paid phone cards are often a cost-effective option for international phone calls. These cards can be purchased at newsagents, convenience stores or online.

Mobile phone services

Calls to and from mobile phones are usually more expensive than calls to and from fixed lines. There are several mobile phone service providers offering different phones and packages. Pre-paid mobile phones are also an option.

“ I brought my mobile phone from home, which was handy when I wanted to make the first few calls home to let everyone know I was OK. However, I now have an Australian mobile phone on a plan. ”

Telephone directories

The two main directories are:

- the Yellow Pages – used for business listings and is organised by category of business. www.yellowpages.com.au
- the White Pages – used for residential and business listings, arranged alphabetically. www.whitepages.com.au

Hard copies of each are delivered free of charge to households or can be obtained from Australia Post offices.

Emergency

000 is the emergency number for police, ambulance and fire brigade. This is a free call.

Telephone numbers

- Australia's international country calling code is **+61**.
- Victoria's area code is **03**. When calling a Victorian number from overseas, the **0** is dropped, so the code you need to dial is **613** followed by the regular phone number.
- Mobile phone numbers in Australia start with **04**. When calling a mobile phone from outside Australia, again the **0** is dropped, so the number starts with **+614**, and dial the rest of the number as usual.
- To make an international call from Australia, dial **0011** followed by the country code, the area code and then the phone number.
- **1800** phone numbers are free calls from fixed line/home phones. Charges may apply if you call from a mobile phone.
- **13** or **1300** phone numbers are the cost of a local call on a landline from anywhere in Australia.
- **19** or **1900** phone numbers are premium numbers. These are charged by the minute at a higher rate that can vary from around 55c to \$5 a minute.

HELPFUL TIP

Add to your mobile phone contacts:

1. Emergency contact details above (000)
2. Emergency contact details of persons you would want contacted if you're in an accident and injured.

Media

In Australia there is an open and diverse media system. There are countless sources of information. Australians have free access to public radio and television stations, and can purchase extra television channels through cable television.

Newspapers

Daily newspapers in Australia are mostly published within a single state. In Victoria, there are three major daily newspapers – two metropolitan papers, The Age and the Herald Sun, and one national newspaper, The Australian. Both Ballarat and Latrobe Valley have local papers; The Ballarat Courier and the Latrobe Valley Express. You can read versions of these newspapers online.

Radio

There are a number of radio stations available throughout Victoria. There are two bands of radio, FM and AM. FM has mostly commercial stations playing popular and classical music.

AM radio has alternative music options, talk and community stations. When travelling in Australia ABC radio provides emergency updates regarding weather alerts such as fires.

Television

Australia has both free-to-air and pay (cable) television. Free-to-air television provides a large number of stations including commercial networks, public nationally funded networks and speciality networks.

Pay TV provides additional channels for a monthly fee. Around one quarter of Australians subscribe to pay TV.



Your family in Australia

Visas for family members

If your family members are travelling with you on your student visa, they will receive permission to work when the visa is granted. Your family members will not be allowed to work until you have commenced your course. Conditions of their working rights vary depending on the type of course you will be studying.

Spouses of students undertaking masters by coursework or research or doctorates have unrestricted work permission. All other spouses will only be allowed to work a maximum of 40 hours per fortnight. The fortnight is calculated from Monday through to the second following Sunday.

Visas for family members:

www.border.gov.au/Trav/Brin

Schools (Primary & Secondary)

Schools throughout Victoria, offer high quality learning in a caring environment and welcome international students' children. Currently, it can cost between \$8,000AUD and \$13,000 per year, per child, depending on the age of your child/children.

You are responsible for school fees (unless exempt) and other costs including school uniforms, books, stationery and excursions. Tuition fees at non-government schools vary from school to school

Your children may be exempt from school fees at a Victorian Government School if you:

- are a postgraduate research student enrolled in a doctoral (PhD) or Masters by Research degree, and you have a subclass 574 visa dated on or after 1 July 2004;

OR

- receive a fully-funded award or scholarship from the Australian government. If you receive a fully-funded tuition scholarship from Federation University Australia, you may also be eligible.

See the full list of tuition fees here:

www.study.vic.gov.au/en/study-in-victoria/school-fees/Pages/default.aspx

Childcare

Childcare Centres have qualified childcare workers who can care for young babies up to children 6 years old.

Australian law requires that children under the age of 12 must be fully supervised at all times. It is against the law to leave young children home alone.

To search for child care centres in Ballarat and Latrobe Valley, please see www.echildcare.com.au

Family Day Care is a home based childcare where your children are cared for in private homes by people who have been registered and approved by local government. Care is provided for children up to 12 years of age.

Ballarat

www.ballarat.vic.gov.au/pc/family-and-children/child-care/family-day-care.aspx

Latrobe Valley

www.latrobe.vic.gov.au/Our_Services/Child_and_Family_Services/Daycare/Family_Day_Care

Please check with your local childcare centre/family day care for current prices. There are normally long waiting lists for vacancies at most childcare centres. Most full-fee paying international students are expected to meet full childcare fees for their children. Students sponsored or subsidised by the Australian Government may be eligible for childcare fee relief.

Childcare at FedUni

FedUni has a childcare centre at each of its Gippsland, Mt Helen and SMB campuses. They offer childcare, as well as kindergarten. Please see page 19 for full details.

Kindergarten

International student tuition fees do not apply to kindergartens. Parents are required to pay a small fee, for materials, each term (between approximately AUD\$180 and AUD\$225 per term).

The service is offered through the Ballarat City Council and Latrobe City Council, and includes a wide range of participating kindergartens.

Ballarat

www.ballarat.vic.gov.au/pc/education/kindergartens.aspx

Latrobe Valley

www.latrobe.vic.gov.au/Our_Services/Child_and_Family_Services/Preschool/4_Year_Old_Preschool



A tour of campus

Student Lounge

The student lounge is an open space where students can relax, play table-tennis or pool, or sit and chat. The lounge also contains an area with fridge, microwave and hot water for students to prepare their own meals. The Student Lounge can be found at the following locations:

Ballarat

First floor of the Albert Coates building, above the cafeteria.

Gippsland

Building 3N across from the café and Student Connect.

Computer Labs

Computer labs are placed around the university. Students who are in the lab after 5:30pm must have a current Student ID card in order to remain in the lab. You are required to present your Student ID card to security officers when in the labs after hours.

The 24 Hour Access labs are located in the following rooms:

Ballarat

Mt Helen F Building: F305 Open area; F304; F303; F302
Mt Helen T Building (South): T146; T147; T148; T149

Gippsland

1E 213 and 1E 214 opposite the IT help desk.

Student HQ

Your Student HQ is your first point of contact for all your course related enquiries. Please see the website for locations and all the areas they can assist you with.

federation.edu.au/student-hq

On-Campus Retail Services

On-campus retail services across FedUni campuses include cafés with large open dining spaces and a variety of menu options, as well as retail stores stocking merchandise, clothing, snacks, drinks and a range of grocery items, stationery and books. Visit us online for further details, locations and information on on-campus services.

A range of memorabilia and merchandise is now also available for purchase online, with delivery to your door. Visit

fedunistore.federation.edu.au
federation.edu.au/campuslife

FedUniStore **The Hub**



Wi-Fi Access

FedUni has Wi-Fi access (Eduroam) across the Mt Helen and Gippsland campuses.

ITS Support

ITS Support is the first point of contact for all computer, telephone and communication-related enquiries. ITS Support provide information and assistance as well as a referral and fault-logging service for more complex and time-consuming desktop and network problems.

servicedesk@federation.edu.au

Phone: (03) 5327 9999

Web: <https://federation.service-now.com/sp>

The Service Desk operates Monday to Friday from 8:30am to 5:00pm.

Prayer Rooms/Places of Peace

Ballarat

A non-denominational, multi-faith prayer room is located on the second floor of the Albert Coates Complex, next to the CLIPP. It can be accessed during business hours.

The Mt Helen Campus also has a Muslim Prayer Room that can be accessed with a special after-hours card. To obtain this card and more information, please email international.ss@federation.edu.au or visit the International Student Support office in Level 1, U Building.

Gippsland

A multi-faith prayer room is located on the ground floor of building 1N, next to the bookshop. It can be accessed during business hours.

Campus Bookshop

Mt Helen Campus, Ballarat

The campus bookshop stocks the majority of textbooks prescribed to undertake your program of study. First floor, Albert Coates Building.

Gippsland Campus

Gippsland students booklists, supplies and information is available by visiting the FedUni Store on campus, 1N108.

Semester opening hours, for both campuses, are: Monday – Friday, 9.00am – 3.00pm

Hairdresser

Ballarat Only

A hairdresser, Style Degree, is located on the first floor of the Albert Coates Building, Mt Helen campus for students and staff. Opening hours during semester are 9.00am to 5.00pm (Tuesday – Friday). Appointments can be made by calling in during these times. Call (03) 5327 9816

UniSports

Based at FedUni's Mt Helen Campus, UniSports offer an exciting range of dynamic and innovative recreation, education and health programs and services run by fully qualified and experienced staff.

UniSports offers a 25m swimming pool, a fully equipped gymnasium ('The Toning Point'), gymnastics hall, get active studio and tennis courts.

Students can purchase a gym/swim membership at student prices. Keep an eye out for sales on memberships during enrolment days and O-Week!

Students living on Residences receive free UniSports membership for the duration of their stay.

Mt Helen Campus (Building P)

Phone: (03) 5327 9695

Email: unisports@federation.edu.au

www.federation.edu.au/unisports

Latrobe Leisure Centre – Churchill

Latrobe Leisure Centre offer an exciting range of dynamic and innovative recreation, education and health programs and services run by fully qualified and experienced staff.

Latrobe Leisure Centre offers an indoor swimming pool, a sauna, a fully equipped gymnasium, squash courts and basketball courts.

Students can purchase a gym/swim membership at student (concession) prices.

Students living on Residences receive free Latrobe Leisure Centre membership for the duration of their stay.

Latrobe Leisure Centre

Cnr. Northways Road and McDonald Way

Phone: (03) 5120 3888

Web: www.latrobe.vic.gov.au/leisure/Latrobe_Leisure/Leisure_Centres/Churchill



Children's Centres

FedUni Children's Centres at Mt Helen and SMB campuses provide a friendly, safe and caring environment for children, including childcare and kindergarten programs. We offer:

- high quality accredited centres working within the Early Years Learning Framework;
- qualified Early Childhood Educators;
- flexible, stimulating and inviting learning environments;
- play based learning with an emergent curriculum;
- on university campus for easy access;
- safety and security; and
- nutritional meals served daily.

Bookings are essential and places are limited. Please contact us for more information.

Mt Helen Campus (Building K)

Phone: +61 3 5327 9456

SMB Campus (Building J)

Phone: +61 3 5327 8183

childrenscentres@federation.edu.au

www.federation.edu.au/childrens-centres

Childcare, Gippsland

Pooh Corner Childcare Centre at the Gippsland campus provides a friendly, safe and caring environment for children. Bookings are essential and places are limited.

Churchill Hub, Phillip Parade, Churchill

Phone: (03) 5122 6227

Health Care

Mt Helen Campus, Ballarat

FedUni's Health Centre is located at Mt Helen campus on the ground floor of T building – opposite Student Administration. The Health Centre is staffed during the university teaching periods by doctors and nurses. The FedUni's Health Centre charges are billed direct to your Health Fund. No charge is made to the student. You will need to sign a claim form if you are not with BUPA.

To access the Health Centre's medical services, and as a condition of the Student Visa, international students must maintain adequate health insurance for the duration of their visa. The Health Centre services include:

- Health consultations
- Daily chemist pick up service (prescriptions need to be in by 11:30am)
- Daily pathology (blood collection) – If you are not with BUPA or Medibank Private you will receive a Tax Invoice for payment from Pathology Lab. You will need to pay this first before you can claim some money back from your Health Fund.
- Dental referrals
- Travel Health & vaccinations

To make an appointment:

Mt Helen Campus (T Building)

Phone: **5327 9477**

Gippsland Campus

The FedUni campus nurse provides information and advice about healthcare options. The campus nurse also has a range of non-travel related vaccines and up to date information on travel health issues. Make an appointment at Student Connect in Building 3N or call **5122 6425**.

Emergencies

In the event of an emergency, phone 000.

This emergency line will promptly connect you to the police, ambulance service, or fire department, depending on your immediate needs. You will need to tell them your exact location.

Your OSHC will cover your costs for ambulance in an emergency when you require medical treatment in a hospital immediately.

Off-campus Medical Assistance

If you wish to visit a doctor off campus then there are a number of medical practices that you can visit any day of the week.

Ballarat

MedicAid

23–25 Raglan Street North, Ballarat

Phone: **5332 3355**

www.medicaid.com.au

Hours: Weekdays: 9am – 7pm;

Weekends: 9am – 5pm

Eureka Medical and Dental Centre

14 Albert Street, Ballarat.

Phone: **5309 1111**

Hours: Weekdays 7am – 10pm;

Weekends 8am – 10pm

Tristar Medical Clinic

1010A Sturt Street, Ballarat;

49–51 Albert Street, Sebastopol

Phone: **5331 7155**

www.tristarmedicalgroup.com.au

Gippsland

Our local medical centre bills directly to your Allianz or Bupa health fund. Other centres charge between \$60 and \$80 for a standard consultation. When you visit a doctor, take your OSHC card with you. You can claim your receipt through your health fund for some reimbursement if there is no direct billing available.

Hazelwood Health Centre

Hazelwood Shopping Village, Churchill

Phone: **5122 2555**

Web: www.hazelwoodhealthcentre.com.au

Hospitals

Public hospitals throughout Australia have emergency departments where any person can go, at any time of the day or night, for **emergency** treatment. If it is not urgent then visit a medical centre during opening hours.

OSHC covers international students for treatment in **public hospitals**. This applies whether you need to stay in hospital, are a patient at the hospital's outpatient clinic, or in the emergency department.

OSHC will cover you for treatment or stays at a **private hospital, but only up to the limits of your insurance cover**. You may be required to pay amounts above your OSHC insurance cover.

Ballarat

Ballarat Base Hospital (Public)

Drummond Street (North), Ballarat

Phone (general enquiries): **5320 4000**

Web: www.bhs.org.au

St John of God Hospital (Private)

101 Drummond Street (North), Ballarat

Phone (general enquiries): **5320 2111**

Web: www.sjog.org.au/hospitals/ballarat.aspx

You may be required to make a payment of approximately \$160. OSHC will cover you for treatment or stays at a private hospital, but only up to the limits of your insurance cover. You may be required to pay amounts above your OSHC insurance cover. St John of God Hospital also has an emergency department but a visit will cost over \$130 which you will not be able to claim back via OSHC.

Gippsland

Latrobe Regional Hospital (Public)

Princes Highway, Traralgon West

Phone (general enquiries): **5173 8000**

Web: www.lrh.com.au

Maryvale Private Hospital (Private)

286 Maryvale Rd, Morwell

Phone (general enquiries): **5132 1200**

Web: www.maryvaleph.com.au

Overseas Student Health Cover (OSHC)

OSHC assists international students to meet the costs of medical and hospital care when in Australia. OSHC will pay limited benefits for pharmaceuticals and ambulance services. Visa length OSHC cover is also a requirement for all student visa holders.

For FedUni students order your OSHC card, check and update your details, print a temporary certificate, find a doctor or file a claim on the Bupa website www.bupa.com.au/health-insurance/cover/oshc or call **1800 888 942**.

Other health insurance providers

www.nib.com.au

www.medibank.com.au

www.oshcallianzassistance.com.au

www.austhealth.com

Pharmacies (Chemists)

Pharmacies dispense medicines on prescriptions from doctors. Pharmacies also stock a wide range of health related products and can be located in most shopping areas. Medicines are not covered by OSHC. To find a pharmacy, search: www.yellowpages.com.au

Dentists

Dental treatment in Australia is expensive. A basic check-up with no treatment will cost around AUD\$50.00 and you can expect to pay AUD\$100.00 for standard treatment. It is recommended you take out special dental cover insurance. To find a dentist search: www.yellowpages.com.au

Optometrists

Fees for eye tests are covered by your health insurance; however, the purchase of prescription glasses is not covered. To find an optometrist, search: www.yellowpages.com.au



Student Learning

Studying in Australia

International students may find that studying in Australia is a different experience than studying in their home country. Lectures, tutorials, laboratories, and self-directed study comprise the total learning experience at Australian universities.

HELPFUL TIP

We highly recommend checking your emails every day. People in Australia use it frequently. If you check it daily, you won't miss anything. You can also link your uni email with your personal email.

Be a SMART student

We all expect that your time at FedUni will be a happy, successful and fulfilling experience for you; however, sometimes things don't go quite to plan so it's a good idea to follow these tips for being a SMART student.

- S** Send a follow up email after meetings with your lecturers summarising what has been discussed and agreed; this way you have a record of what's happened.
- M** Make enough time to fully understand and complete your assignments.
- A** Ask questions, lots of them, all the time; you may come from an educational system where questions are not encouraged but in Australia it's expected of you.
- R** Relax and enjoy your leisure time; make the most of being here. Join clubs and societies, travel, talk to Aussie students to practice your English.
- T** Talk to people who can help you make the right decisions and help you if you are not sure what to do – your lecturers, International Student Support, Student Advisory Service, PASS and ASK... we are all here to help you make a success of your time at FedUni.

Assessment

You will find that assessment processes and procedures used in Australian universities are very different from what you may be accustomed to. Assessment is considered to be part of the learning process and the form of assessment will vary for each subject studied. Details of assessment tasks and processes are included in all FedUni Course Descriptions. Assessable tasks may include some or all of the following:

- Examination
- Seminars (Groups/Individual)
- Test
- Class Participation
- Assignment (e.g. Essay/Report)
- Group Work
- Tutorials
- Laboratory Work

It is your responsibility to read thoroughly the information given in the Course Descriptions.

Extension to the timelines given for assessable tasks will only be allowed under certain circumstances such as medical or other relevant circumstances.

Proof of exceptional circumstances must be provided at the time of the request for the extension. Students should use the 'Higher Education Special Consideration Procedure'.

Results

Student results will be published at the end of the semester. You can access an online transcript of your results via: <http://federation.edu.au/current-students/essential-info/administration/exams/results>

Assessment Grades

Code	Grade	Percentages
HD	High Distinction	80 – 100
In addition to the passing requirements, the student's work demonstrated a consistently high level of performance on all criteria for assessment.		
D	Distinction	70 – 79
In addition to the passing requirements, the student's work demonstrated a consistently high level of performance on most criteria for assessment.		
C	Credit	60 – 69
In addition to the passing requirements, the student's work demonstrated a sound level of performance on the criteria for assessment.		
P	Pass	50 – 59
The student's work demonstrated a satisfactory level of performance on the criteria for assessment.		
MF	Marginal Fail	40 – 49
The student's work marginally failed to demonstrate a satisfactory level of performance on the criteria for assessment, but nevertheless shows potential for improvement.		
F	Fail	0 – 39
The student's work demonstrated serious failure to achieve a satisfactory performance on the criteria for assessment.		
XF	Non-assessed fail	
The student did not complete any assessed work.		



Lectures

Lectures are held once or twice each week, and convey the core information to be covered for that week. All students enrolled in the unit will attend lectures as a group.

Tutorials

Tutorials, or tutes, are held once a week and involve a smaller group of students. The tutorial provides an opportunity to discuss the lecture content and talk about topics in detail.

Laboratories

Laboratory Sessions (Labs) are practical classes, where students conduct tests and experiments with the assistance and supervision of lecturers and laboratory technicians.

Self-Directed Study

Self-directed study is a student's personal program of study that compliments the 'contact hours' of lectures, tutorials and labs. This personal program includes reading, research, reviewing lectures, writing essays and reports, discussion with other students and lecturers, studying for exams, etc. A well organised and regular study program is essential for success at university.

Academic Staff

If you are experiencing difficulties with your studies, discuss this with your lecturer, tutor, or student learning staff. Most lecturers have timetables on their office door indicating when they are available to meet with students. Alternatively, email your lecturer to set-up an appointment.

English Conversation

English Conversation is run by International Student Support to help you increase your skills and confidence when having conversations in English. In a friendly and informal setting you will get to practise your conversational English, learn new words and get an even better understanding of Australian culture. It is highly recommended you attend English Conversation to assist you with your transition into life in Australia.

English Language Support Program

Specialist classes and support for first year International Students (UG, PG & HDR) is available at both Mt Helen and Gippsland campuses. These classes with a specialist English Language Lecturer will assist you to:

- Work on and understand your assignments
- Work on and develop study skills
- Work on your tutorial questions
- Understand readings and lectures
- Clarify and access other appropriate support if required

Gippsland

Rachel Daniel (03) 5122 8231
r.daniel@federation.edu.au

Mt Helen (Ballarat)

Melania Pantelich (03) 5327 8018
m.pantelich@federation.edu.au

FedReady

FedReady is a week long course before semester commences to help you get ahead in your student career. FedReady will provide you with the tools to succeed at university, no matter what degree you are enrolled in. Here are just some of the things FedReady can help you with:

- Preparing essays and assignments
- Using and citing references
- Understanding the university library
- Using the university computers
- Participating in tutorials
- Managing your study
- Evening reflective sessions with the Res Team

All this will be done in a relaxed environment, with the days involving information sessions, group activities and chances to explore and understand the university and its facilities.

Mentor Program

To support your transition to university, FedUni provides you with a Mentor who is in the second or third year of your course. Having already experienced life at university, Mentors provide first-hand support to new students in the first few weeks of their study, when it matters most. Starting in orientation week, your Mentor:

- provides access to a student network in your course
- introduces you to the student support structures at university, and
- orientates you to the campus, the terms used in Australian universities and academic expectations

“ It is a different educational system compared to my country and Aussie accents made me confused in the first few weeks. I had to submit one essay in the fourth week, my main problem was referencing, and by attending the library workshops my problem was solved. ”

ASK

ASK is a drop-in service for all students run by senior students who have demonstrated abilities in academic writing, research and have been trained to support first year students by offering sessions (individual or group) and workshops on academic skills.

Student Leaders can provide assistance in the following areas:

- Digital literacy (email, Moodle, Turnitin)
- Interpreting assignment topics
- Essay and report structure
- Academic writing
- Referencing
- Exam preparation
- Study skills (time management, oral presentations)
- Referral to other services

Note: This is not a proof-reading service

http://federation.edu.au/students#Learning_and_study

Stuff Students Need to Know

Stuff Students Need to Know is a blog written by the student leaders that run the ASK service.

These leaders write posts frequently to help out with student life. You can find a range of advice here, including study tips, time management, and even how to defer exams. The blog is written by students who have been through this before and offer advice based around their own experience. You can get to the blog simply by going to: www.askstudents.edublogs.org

PASS (Peer Assisted Study Sessions)

PASS is for everyone. PASS provides Peer Assisted Study Sessions, where students work together to reinforce key concepts and develop effective study strategies. Whether you are a top performer or could use some improvement, you will benefit from the skills and understanding you will gain from attending PASS. PASS guarantees you weekly dedicated study time with others in the course, facilitated by a senior student who excelled in the course.

For more information on sessions and times visit;
<http://federation.edu.au/pass-program>

Library

The university Library offers an integrated library service across all campuses. Campus libraries are located at the Mt Helen, Gippsland, SMB and Horsham campuses. The library provides information in the form of books, journals, newspapers, ebooks, databases and online journals, articles and audio visual materials to support courses offered by the university. Recreational and general interest books, newspapers and journals are also available. Students can access and borrow from any FedUni campus library.

Library staff run specialised training classes throughout the year to help international students use Library resources. Students can also find individual assistance in assignment research. For more information visit the library or check; <http://federation.edu.au/library>

Moodle

Moodle is the official Learning Management System at FedUni. It contains course descriptions, assessable tasks, resources and activities that are relevant to your courses. All students should access Moodle at the beginning of the semester to understand what is required of them to be successful in their study.

Enrolment

Enrolment means officially becoming a FedUni student. You are required to formally register by completing a FedUni enrolment form and have your details entered on the university student information system. Once enrolled, you will receive an official FedUni Student Identification Card which you can use for a variety of academic and concession purposes. Once enrolled you are allowed to attend classes, access computer laboratories and libraries.



Student Identification Card

Students will be given a student card during the orientation program and it will contain a personal identification number used to give access to FedUni services including library and computers.

Student Email

Email is the primary method of communication that the university will use to contact you. When you enrol you will be assigned a student email account. Please be sure to check your email on a regular basis. If you do not know how to use email, the 'help desk' staff in the library can show you. If you prefer to use a personal email account (hotmail, gmail, etc.) you can 'auto-forward' your student emails directly to your personal account.



Campus Support

International Student Support

The International Student Support (ISS) office is a resource for, and provides information to students about campus services and programs; community living; transport; accommodation and social programs. In fact, international students who are unsure of any aspect of their living and study can call into the International Student Support office for help. International Student Support begins assisting students before arrival with important orientation/enrolment information and the peer support program. Support staff provide guidance and support through a number of welcome program and social activities throughout the year.

Peer Support Program

Current students will email new international students prior to their arrival to check on how their preparation is going and to invite any questions that they may have. Students may have questions about accommodation, transport, what is Australia like? Peer Support Students also assist staff at orientation and during the social welcome events.

International Student Support

1st Floor, Albert Coates Building, Mt Helen Campus.
Phone: **+61 3 5327 9446**

Student Connect, Building 3N 102, Gippsland Campus
Phone: **+61 3 5122 6425**

After hours urgent assistance for both campuses phone: **5327 6665**
Email: international.ss@federation.edu.au
Facebook: www.facebook.com/groups/FedUniInternationalCALD/

Social Activities and Information

The International Student Support office also arranges events for you to get to know the other students, such as social, recreational and sporting activities occurring on campus and throughout the community. A monthly newsletter is distributed to all international students detailing the range of activities and programs on offer and other important messages that should be read. Students are also encouraged to contribute to the newsletter.

“The international student office was really helpful. They are the best listeners, patient and kind staff. In addition, international student support organise different events for international students. It is a very very good way to help students find friends here.”

Yourtutor

Your**tutor** lets you refresh your study skills and ask a real-life expert tutor questions about anything related to study and learning. It might be about how to write an essay, answer an assignment question or something that you have forgotten from high school.

Your**tutor** gives you access to one-to-one support from an experienced tutor when and where you need it most – whether on campus, at home, or on the bus. It's free, online and cloud-based, so there are no appointments needed, no registration required, and no extra software to download. FedUni students can access Yourtutor from 3:00pm – 11:00pm, six days a week Sunday to Friday during semester.

Go to www.federation.edu.au/yourtutor and sign in through the university's learning management system.

Multicultural Student Committee

FedUni has a Multicultural Student Committee (MSC) comprising of international and domestic students. This committee meets regularly to discuss and take action on university issues that impact on international students. Contact details for the committee will be advised to all students during orientation.

The MSC is dedicated to the welfare and support of international students at the Gippsland campus. MSC often plan trips and events to make your stay at FedUni an enjoyable one.

Counselling Support

FedUni Counselling Service provides a free and confidential service to all students in a supportive and welcoming environment. The Counselling team help students meet the daily challenges of student life, and to achieve their academic potential. You can come and talk to a counsellor about a number of issues including: personal; academic; and financial/welfare issues

To make a confidential appointment with the counselling service

Ballarat

Health Centre, T Building
Phone: (03) **5327 9470**.

Gippsland

Student Connect, Building 3N, Room 102
Phone: (03) **5122 6425**

www.federation.edu.au/counselling



Financial Aid

Financial Aid in the form of interest free student loans and emergency grants or vouchers is available through Student Connect. Conditions apply.

Ballarat

Building T, Health Centre
Phone: (03) **5327 9470**

Gippsland

Building 3N, Room 102
Phone: (03) **5122 6425**

Chaplaincy

The university provides spiritual and pastoral care support, as well as practical help, to members of the university community – students, staff and their families. Students do not need to have any particular religion to see the Chaplain.

Ballarat

Health Centre, T Building
Phone: (03) **5327 9470**.

Gippsland

Student Connect,
Building 3N, Room 102
Phone: (03) **5122 6499**

<http://federation.edu.au/students/assistance-support-and-services/student-support-services/chaplaincy>

Clubs and Societies

Become involved in the FedUni community by joining one of the many special interest clubs or sports teams. Being part of a club or society will assist you to get to know other students, improve your English and be involved in activities outside of your studies.

Ballarat

Student Experience Office,
1st Floor, U Building, Mt Helen Campus
www.federation.edu.au/clubs-and-societies

Gippsland

Student Engagement office, Building 3N, Gippsland Campus
www.federation.edu.au/clubs-and-societies

Sport and Recreation

There are a range of sport and recreation opportunities for students to compete on campus and within the local community. FedUni also has teams represented at intervarsity competitions across Australia.

A number of recreational trips and activities are also conducted throughout the semester.

Ballarat

Student Experience Office,
1st Floor, U Building, Mt Helen Campus.

Gippsland

Sport & Rec office, Building 3N, Room 122, Gippsland Campus
www.federation.edu.au/sport

Student Leadership and Volunteer Program

The Student Leadership and Volunteer Program provides opportunities for you to develop your talents and potential, explore your own beliefs and values, while growing your leadership capacity.

Ballarat

Student Experience Office,
1st Floor, U Building, Mt Helen Campus

Gippsland

Building 3N, Room 122, Gippsland Campus
www.federation.edu.au/student-leadership

Careers and Employment

The Careers and Employment office can assist you to gain volunteer, temporary, casual, part-time, full-time, or graduate positions to assist or compliment your studies. Many students gain part-time or casual employment to provide financial support whilst studying. International students must comply with the following rules to maintain their student visa:

- During semester periods, International students may only work up to 40 hours per fortnight;
- During term breaks, international students are able to work full-time.
- Spouses or dependants of students who are studying at undergraduate level can only work 40 hours per fortnight during semesters.
- Spouses of students who are studying their Masters or Post Doctorates may work full-time throughout the year.

Important

- Your spouse cannot start working before you have commenced your course of study.

If you would like any further information regarding working while studying in Australia visit:

<http://www.border.gov.au/Trav/Stud>

Ballarat

1st Floor, U Building, Mt Helen. Phone: (03) **5327 9910**

Gippsland

Student Connect, Building 3N, Room 102

Phone: (03) **5122 6425**

Log in via www.federation.edu.au/studentcareerhub

Follow us on Facebook.

Student Advisory Service

The Student Advisory Service provides advice and support to students on anything which impacts on your educational experience while you are a student at FedUni. The areas we help students with include grade appeals, academic progress (warning letters and exclusions), charges of plagiarism, complaints and grievances. We can: explain timelines and procedures in relation to your concern; talk to others on your behalf; provide a sounding board to help clarify the issues; support and advise you during appeals and complaints; help you write letters or prepare for interviews and hearings; attend meetings with you. If your problem or concern doesn't seem to be mentioned here, please feel free to contact us and we might still be able to help you.

All campuses

Please see our webpage for contact details:

www.federation.edu.au/studentadviser

Tax File Number

All adults in Australia who earn an income are required to register with the Australian Taxation Office (ATO). It is recommended that students who plan to stay in Australia for more than one semester, and particularly those who wish to seek paid work, obtain a Tax File Number (TFN). If you do not have a TFN you will be taxed at the highest rate on any income you may earn. Tax File Number application forms are available online at www.ato.gov.au

DON'T WAIT TOO LONG

Connecting with the Careers & Employment office early will improve your chances of finding that right job and graduate career outcomes.

Student Legal Service

We offer a free and confidential Legal Service for Students; a solicitor from Central Highlands Community Legal Centre visits the Mt Helen campus every Wednesday afternoon during term time. All appointments must be pre-booked with the Student Advisory Service.

Call 03 **5327 6105** or email: studentadviser@federation.edu.au

Students who are unable to travel to Mt Helen or who are unable to make the Wednesday afternoon slot will be able to make a telephone appointment with the solicitor.

All campuses

Please see our web page for further details:

www.federation.edu.au/studentadviser

Final Grade Appeals

If you believe that your marks have been affected by circumstances beyond your control or the course hasn't been delivered correctly, you might want to appeal your final grade. Very strict timelines apply to final grade appeals as you only have 10 working days (i.e. not including weekends or when the university is closed) after your results have been published and only limited factors will be taken into account. For help with final grade appeals contact the Student Advisory Service.

Please see our webpage for contact details:

www.federation.edu.au/studentadviser

Don't delay – timelines apply.



Special Consideration

Eligibility

Applications for Special Consideration – General will only be considered on the following grounds:

- > **Medical Reasons:** e.g., hospital admission, serious injury, severe asthma, severe anxiety or depression. Does not include minor illness.
- > **Compassionate Grounds:** e.g., death of significant other, significant relationship breakdown.
- > **Hardship/trauma:** e.g., victim of crime, sudden loss of income or employment, severe disruptions to domestic arrangements.
- > **Other Causes:** e.g., military or jury service, service to emergency services such as the Country Fire Authority.

Circumstances within the student's control (e.g. returning home, holidays, social or family occasions, usual demands of employment, difficulties with the English language) and minor ailments (e.g. headaches, colds, sleeplessness, gastric upsets, normal period pain) will not be accepted as grounds for special consideration. Religious or faith-based issues are also not in themselves grounds for special consideration, although they may be used to support an application on other, valid grounds.

There are strict timelines and paperwork to be completed if you are applying for Higher Education Special Consideration; it is not always awarded so it is important to make sure that the forms have all been completed and the necessary evidence supplied. (Search the FedUni website for 'Special Consideration').

Generally, unless it's clearly a medical issue, students go to the Counselling Service for help with Special Consideration.

To make an appointment call:

Ballarat (03) 5327 9470
Gippsland (03) 5122 6425

Unsatisfactory Progress

Under Australian law, the university is obliged to track your progress and make sure that you are successfully completing your studies. If there are signs that you are not doing so well you will receive a letter or email (usually both), warning you that your performance is unsatisfactory and asking you to meet with a relevant staff member, often a Course or Program Coordinator.

DO NOT IGNORE THIS LETTER.

It is extremely important that you follow up and go to the meeting as it is designed to help you get back on track with your studies. If you continue to do poorly your place in the program and your visa are at risk.

Exclusion

If the measures taken following your warning of unsatisfactory progress haven't been successful and you have failed some courses, you will receive a letter warning you that you will be excluded.

DO NOT IGNORE THIS LETTER; YOUR PLACE AND YOUR VISA ARE AT RISK.

You may have grounds to appeal the exclusion but you will have to act fast as timelines apply. You will have 20 working days to appeal the exclusion. Please note that working days do not include weekends or when the university is closed e.g. the two week shutdown over the Christmas break.

Contact the Student Advisory Service for assistance. Please see our webpage for contact details:
www.federation.edu.au/studentadviser

Don't delay – timelines apply.

Complaints or Student Grievance

If you have a complaint, concern or enquiry about the way something is going, most issues can be dealt with by making an appointment to talk to the person who can solve your problem, for example, your lecturer. It is very important that you keep a record of everything that's being discussed. The Student Advisory Service can help you prepare for a meeting or go to a meeting with you. If this approach doesn't work then more formal steps can be taken. For further advice and support contact the Student Advisory Service for assistance. Please see our webpage for contact details:

www.federation.edu.au/studentadviser

“*Campus life at FedUni is different from anything I have experienced before. It brings together students from diverse backgrounds into a single community and provides high quality education.*”

Privacy & Confidentiality

Federation University Australia is committed to protecting and maintaining the privacy, accuracy and security of personal information in accordance with the Privacy principles contained in the Victorian Information Privacy Act 2000 (Information Privacy Act) and the Victorian Health Records Act 2001 (Health Records Act). For further information please see:

www.federation.edu.au/privacy

While the university treats a student's personal information as confidential, under Australian law information provided to the university by an international student may be passed on to certain Commonwealth and State Government agencies, which manage visas and oversee International Student Programs. The university is also required, under law, to report certain changes to a student's enrolment and any breach of the student's visa conditions.

Equity and Equal Opportunity

FedUni is committed to providing equal opportunity and freedom from discrimination and harassment for all members of the FedUni community, and to creating an environment which reflects and values the social and cultural diversity within the FedUni community and the communities it serves.

At FedUni you can expect that:

- you will not be treated unfairly because of your sex, race, religious belief or activity, sexual orientation, disability, gender identity, marital status, pregnancy, breastfeeding, status as a parent or carer, lawful sexual activity, age, industrial activity, physical features, political belief or activity, criminal record
- you will not be harassed (made to feel intimidated, offended or humiliated) because of any of the above characteristics
- you will not be subjected to sexual harassment
- you will receive appropriate flexibility eg. because of disability, or for family or cultural responsibilities, and
- any concerns regarding discriminatory treatment or harassment will be dealt with promptly, fairly and impartially.

FedUni also expects you to play your part in making FedUni inclusive and free from harassment and discrimination. You must make sure that your own behaviour does not have the potential to make other students or staff feel intimidated, humiliated or offended either on a sexual basis or on the basis of any of the characteristics listed above.

FedUni encourages and will support action by students who feel that they have experienced discrimination, or harassment in any university activities. The Manager, Equity and Equal Opportunity (03) 5327 9357 or equity@federation.edu.au provides information and assistance. More information is available on the Equity and Equal Opportunity webpage at www.federation.edu.au/equity

Student Grievance Policy

The university's Student Grievance policies and Procedures apply to all students. The policy can be accessed at:

www.federation.edu.au/grievances-and-complaints



Change of address / Contact details

The Department of Immigration and Border Protection (DIBP) manages all matters relating to visas, permanent residency and citizenship. For more information on visas and all immigration matters please refer to: www.border.gov.au

Translating and Interpreting Service

Dial **13 14 50** for translation and interpreting assistance in over 100 languages 24 hours a day. Some translation services will have to be arranged in advance. You may be required to pay for the service.



Your rights & responsibilities

Education Service for Overseas Students (ESOS) Act

The Federation University of Australia is bound by the ESOS Act 2000. This Act sets out the legal framework for the delivery of education to overseas students.

Visas

All overseas students are required to have an International Student Visa issued by the Australian Government. Student visas are issued for full-time study on the understanding that the student studies on-campus and has sufficient funds to cover tuition fees and living expenses while in Australia. For further information regarding student visa applications, please visit: www.border.gov.au/Trav/Stud

The Student Visa is a multiple entry visa which allows a student to enter and leave the country for holidays during a program of study. It is valid for the entire length of your program. You will only need to renew it if you have changed your program, or are taking more time to complete your program. If you are required to renew your Student Visa, it is important to renew it prior to the expiry of your current visa.

ESOS protects your rights, including:

- your right to receive current and accurate information about the courses, fees, modes of study and other information before enrolling
- your right to sign a written agreement (your Federation University Australia 'International Student Course Agreement') with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement with Federation University Australia
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course

Students must comply with their visa conditions in order to retain their visa.

The university is obliged to report a student to immigration if not complying with his / her visa conditions:

- You must provide the university with your address or change of address details within seven days of arrival or change of address;
- Do not take a leave of absence without university approval;
- You must meet program requirements. Performance would be considered unsatisfactory if a student fails 50% or more of enrolled courses in two consecutive semesters or fails a core course more than once – a student may then be excluded from study which may lead to visa cancellation.
- You must maintain satisfactory attendance in your program.
- You must not undertake employment above the maximum number of hours permitted on a student visa.
- You must maintain Overseas Student Health Cover (OSHC) during your stay in Australia.

If you need to extend your visa in order to complete your course or to study other courses in Australia, you must submit your application before your current visa expires. A fee is charged for this process.

Your application will need to include the results of a health check if you have not had one done in the previous 12 months (a fee is charged for this process), a financial statement and academic transcripts.

Visa online verification: www.border.gov.au/vevo

Full Time Studies

A **normal load** for a full time FedUni student is 120 credit points of study in one academic year or 60 credit points per semester. This usually equates to four x 15 credit point courses per semester.

Only in compassionate and compelling circumstances may international students be enrolled in less than 100% of a **normal full time load**. This must be approved in advance, or at the time of enrolment, by the School.

Attendance

Attendance is an important element of your success in your studies, and regular attendance at all lectures and tutorials is expected.

Students who fail to meet attendance requirements as specified in Course Descriptions, may be asked to meet with their Program Coordinator to explain. Students may appeal any formal notification of intention to report to Department of Immigration and Border Protection (DIBP) via the university's complaints and appeals procedures.

Deferment or Leave from Studies

All commencing students who have been given a formal written offer by FedUni and who have not yet enrolled may have the option to defer this offer for one teaching period (6 months) to a maximum of two teaching periods (12 months). Students who enrol in the university may apply to defer or take leave from studies on the grounds of compassionate and compelling circumstances.

For more information on deferring, please see the following link: <http://federation.edu.au/current-students/essential-info/administration/exams/special-consideration>

Leave: Students may apply for leave from their studies under limited circumstances (compassionate or compelling circumstances). These could include:

- Illness, where a medical certificate states that you were unable to attend classes
- The death of a close family member such as a parent or grandparent (where possible a copy of a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and where this has impacted on your studies
- A traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime and this has impacted on your studies (supported by police and psychologists reports)
- Where the university was unable to offer a pre-requisite course
- Inability to begin study on the program commencement date due to delay in receiving a student visa

You must seek advice from your School about the impact of taking leave on your study and visa requirements before taking any action.

Where deferral or leave is approved, any fee refund will be determined in accordance with the FedUni refund policy for international students.

Fees Payment and Refund Terms

You are covered by the FedUni Tuition Fees Payment Terms for International Students and Refund for International Students policy.

A refund of tuition fees will be granted only in accordance with the university's Refund for International Students policy. Please refer to the following website for further details: policy.federation.edu.au/esos/standard_3

Change of Education Provider

Students who wish to study at another Education Provider must request a Transfer between Registered Providers (Release Letter) if they have not completed six calendar months of their principal course of study.

Students must demonstrate exceptional circumstances justifying the change of provider. Exceptional circumstances can include:

- Ongoing medical condition
- Loss or Bereavement
- Hardship/trauma
- Educational progression problems

For further information please contact staff at the International Enrolment Office located in 'D Building' Mt Helen Campus.

For further information please refer to the university procedure at:

http://policy.federation.edu.au/esos/standard_7/ch01.php



It takes time to settle

Culture shock

Most students who travel overseas to live and study in a new country will experience some emotional disturbance in response to their new circumstances. This reaction is often referred to as 'culture shock'.

Everything that you see and experience – the countryside, the weather, people, food and buildings – will be new and may seem different in the beginning. It will take time to adapt to your new surroundings. Culture shock is the feeling of disorientation, loneliness, insecurity or confusion that can occur when someone leaves his or her home country to live in a new culture. Culture shock may come with any of the following symptoms:

- Homesickness
- Loneliness
- Depression
- Need for more sleep than normal
- Withdrawal from social activities
- Compulsive eating or loss of appetite
- Stereotyping of and hostility towards host nationals
- Lack of energy

Does everyone experience culture shock?

For some people culture shock is brief and may not even be noticed. Many people, however, may have to deal with culture shock over several weeks or possibly months. So when you feel you experience some of the above symptoms, do not feel ashamed. It happens to nearly everyone who comes to live in a foreign culture.

International Student Support

Ballarat

First floor, Albert Coates Building
Mt Helen Campus

Phone: **03 5327 9446**

Mobile: **0409 948 811**

Gippsland

Student Connect, Building 3N102

Phone: (03) **5122 6425**

international.ss@federation.edu.au

www.facebook.com/groups/FedUniInternationalCALD/

Australia and Australians

Australia is a diverse nation with a multicultural population. Some of the social customs in Australia are similar to English/American background or social behaviour. When in a new culture, it is a good idea to observe the habits and customs of other people because they may express their feelings differently from people of your own culture. At Federation University Australia, you will have many opportunities to develop new friendships and to become involved in social activities or participate in sporting activities. During this time you will also develop a greater understanding of yourself and of other people. It is also important to have confidence in your own traditional values and Australia has a broad multicultural population where other cultural traditions are respected.

To experience a degree of homesickness and loneliness is normal.

Getting involved in university events, such as the International Orientation or the main FedUni Orientation Week Social Program is a great way to make some new friends and begin to feel more settled. If you are feeling unsettled, or unhappy, you are encouraged to speak with **International Student Support** staff.

Conversation topics

When meeting people for the first time, in general, the following topics are discussed: weather, sport, work, study, films, music and hobbies. Topics typically reserved for friends include personal relationships, politics and religion. However this should not be read as a set of rules for interacting in Australia. It is important that topics of interest to you are discussed too.

Issues addressed by the Australian media may be somewhat surprising if media in your home country does not report matters of politics, sex and religion. In Australia these topics are often discussed on television and in newspapers. Public debate, about such subjects, is considered appropriate.

“ *When I first arrived I felt like my world had been turned upside down. Everything felt different. But it didn't take me long to adapt because I got involved in activities, I talked to as many people as I could and I spent time getting to know other people even from outside my degree.*

I feel homesickness most when there are family events that I'm missing or there are faith festivals. I use skype to chat with my family, see their faces and that makes things a little easier. ”

Equal opportunity

Australians believe in equal opportunity. Women are entitled to the same rights, status and opportunities as men. People who work in non-professional jobs, such as cleaners and truck drivers are entitled to the same respect as those who work in professional jobs. In Australia we have laws that protect people from discrimination based on:

- race, colour, national or ethnic origin, nationality
- sex, sexual orientation, gender identity, marital status, pregnancy or potential pregnancy, breastfeeding, status as a parent or carer, lawful sexual activity
- religious or political belief or activity, industrial activity
- age, physical features, disability (past, present or imputed), medical record
- personal association with someone identified by reference to any of the above.



Social customs

Names

Most Australians have three names. A first name, for example *Peter* (The name used informally – ‘Hi Peter’); a middle name such as *George*; and a *surname* or family name, such as *Smith*. (Used in formal situations and often when a person is senior to you, for example ‘Mr. Smith, I’d like to introduce you to Mr. Allan’).

Your naming system may differ from this; however, for the sake of clarity it is important that on official documents you always use the same names in the same order. It is a good idea to underline your family name, e.g. Wong Fei Wan.

If you are wondering what to call someone, simply ask: ‘What would you like me to call you?’ When you first meet someone it is also appropriate to tell them the name that you prefer to be called.

Informality

Australians often use shortened versions of names e.g. Ronald may be shortened to Ron or Ronnie, Elizabeth to Liz, Lizzy, Beth, or Betty.

Courtesy

Greetings such as ‘Good morning/afternoon’, ‘Hello’, ‘G’day’ and ‘How are you?’ are used commonly even among strangers. It is also usual and expected that you say ‘excuse me’ to attract someone’s attention, when joining in conversations or to be excused from a conversation or meal, ‘please’ when requesting something; and ‘thank you’ when something is done or handed to you. Otherwise, your behaviour may seem very impolite.

Queues

People form queues to buy goods in shops, to wait for service in banks and when waiting for public transport. Pushing in front of someone in a queue is considered very impolite and will not be tolerated. Australians also value their personal space and privacy. Thus, it is appropriate for you to give more space when queuing, while waiting for your turn at a bank ATM or standing or talking in close proximity to other people.

Appointments

It is a usual practice for you to make an appointment to see someone at the university or even before dropping in socially at someone's home.

Invitations

If you are invited formally or even informally (in person or over the phone) to functions, it is polite to reply as soon as possible. Formal invitations usually have a reply (RSVP) date and replies are expected by the date stated. If you have accepted an invitation and later find you cannot attend, it is good manners to inform the person who invited you of this change. It is also considered polite to say directly if you do not want to accept an invitation.

Punctuality

Punctuality is important. Check your appointment times and locations and allow enough time for travel. If you cannot keep an appointment or you are running late, contact the person you're meeting and let them know.

Dress code

People tend to dress casually at university and during summer clothing is often kept to a minimum. Please note that it is acceptable for women in Australia to wear shorts and brief tops without being considered provocative or immoral. Formal attire may be required occasionally but would be indicated in advance.

Social gatherings

Social functions such as barbecues, dinners or parties are common and can be held in private homes, parks, restaurants or function centres. Sometimes it can be 'BYO' which means 'bring your own' drinks or your own meat for a barbecue. Alternatively, it can be a 'bring a plate' gathering where each guest brings a plate of food to be shared by everyone. If it is in a restaurant, most of the time the cost of the meals are shared equally.

Alcohol

Alcohol consumption is prohibited in public spaces such as footpaths, streets and public car parks. On the spot fines will be issued to people drinking alcohol in prohibited places by patrolling Police

Physical contact

Handshakes are commonly used to greet each other or say goodbye especially among men. Women display greater physical contact by hugging and greeting each other with a kiss on the cheek. You will also see displays of affection such as hugging, kissing and holding hands between couples in public.

Opening of gifts

While in some cultures, opening a gift/present in front of the person is considered rude, it is just the opposite in Australia. When accepting a gift, you can open it immediately and express your appreciation.



“ Join the International Student Support team at English Conversation Class. Check your campus for times and location. ”

Smoking

Federation University Australia is a smoke-free environment.

The university recognises the adverse effects of smoking, including passive smoking, and the rights of staff and students to work and study in a safe and healthy environment which is smoke-free.

Smoking is not allowed on public transport, in restaurants, cinemas and public buildings. You can be fined for smoking in prohibited areas. If you are at someone's home, it is polite to excuse yourself and smoke outside.

Tipping

Australia does not have a strong tipping culture. However, some people leave tips in restaurants and cafés if the service is good.

Independence

Very few Australians have servants. Most people are independent and cook and clean for themselves. Some people may pay a person to come to their home once a week to help with domestic tasks. Manual work is not looked down upon and it is common to see men and women alike doing various chores around the house or garden.

Body Language and Personal Space

People of every culture have particular ways of using their hands, eyes, arms and even standing, that have meaning within that culture. A gesture may mean one thing within one culture but something entirely different in another.

For example, when an Australian is talking to someone, he/she will usually look that person in the eye. We think this shows that we are sincere and are giving the other person our full attention. In some other cultures this would be considered impolite. Likewise, handing someone something with the left hand is an insult in some countries. In Australia, we use either hand to pass things.

When talking, Australians don't stand very close to each other. Nor do they touch each other as much as people from some other cultures do. If you are staying with an Australian family, do not enter the bedrooms of family members unless invited to do so. These are regarded as personal space.

Relationships

Young people in Australia are sometimes portrayed as being sexually promiscuous. Do not assume that this is the case. It is quite normal in Western cultures for relationships to develop slowly.

Sometimes people misunderstand each other in social relationships. Someone that you go out with may think that you are willing to have sex because you let them kiss you or are willing to have them visit you alone in your room.

In Australia, if you do not want to have sexual intercourse with someone, you always have the right to say 'no'. Although this can sometimes be difficult and people can sometimes persist when they should not, your rights remain constant. To protect people from rape or sexual activity without consent, there are severe legal penalties for those who commit such crimes.



Your safety

Being prepared and taking precautions will reduce your chances of becoming a victim of crime. Australia is generally a safe country but like many countries, crime does occur and certain times and places are less safe.

In offering this information it is not our intention to make you worried, rather we want to give you some helpful advice to protect yourself and your possessions. The main idea is to use common sense – Take extra care at night, don't walk around alone in dark or isolated places, keep your house and vehicle secure and be alert and aware of what or who is around you.

On Campus Security – 24/7

Security Officers at Federation university Australia ensure a safe and secure environment for all our campuses.

Security Officers are employed day and night to respond to incidents, provide security escorts, patrol car parks and Halls of Residence, secure unlocked buildings, and provide assistance to students, staff and visitors.

Our Security Officers are licensed, and hold security and first aid qualifications.

The Security Co-ordinator can provide general advice, office and workplace security assessments, and training in diffusing difficult or aggressive situations.



For any emergency
requiring the attendance of
the police, ambulance or
fire brigade

Call 000

If you are involved or affected by a serious incident or crime you need to advise **International Student Support** as soon as possible on **5327 6665**.



Rely on your instinct.
If you feel unsafe, be alert.
Remove yourself from the
situation to somewhere safe.

Safety tips

When you're out

- Maintain a confident appearance. Stay alert and walk with your eyes raised.
- Be aware of your surroundings. Take note of street names and who is around. Most attacks occur early in the morning or late at night when there are not many people on the street.
- At night, if possible, keep to major well-lit streets and avoid dark areas or short cuts. It is not safe to walk alone at night.
- If you think you are being followed, walk close to the road, or cross to the other side. If you are sure you are being followed, use your mobile and contact the police or a taxi, or go to the nearest house and ask the occupants to call for you.
- When using an ATM look around first to make sure that nobody is watching you. Put your money away immediately; never count it at the ATM.
- Be especially alert and cautious in the 'nightclub district' at night time. Alcohol and drug fuelled violence is more likely to take place in such areas.
- Racial and sexual harassment and abuse is not acceptable. If you experience racial or sexual harassment or abuse, report it to your local Police Station immediately.

At home

- Always lock up. Doors and windows should be locked, not only when you are out of the house, but when you are elsewhere, even in your garden or back yard.
- Plan ahead for absences or holidays. Never leave your house obviously unoccupied, even briefly. Arrange for a friend to clear your letter box.

When using public transport

- Check timetables in advance – avoid long waits at platforms and taxi ranks, particularly in the evening. Stay in well-lit areas or wait near local shops. Stand where you can be seen.
- Where possible sit with others or travel with a friend.
- If you are being harassed or assaulted, shout loudly to draw attention to yourself.

When driving

- If a driver ahead of you deliberately forces you to stop by braking or blocking the road, do not turn off the engine as you may stall when trying to restart.
- If the driver gets out of the car and comes towards you, remain in your car with doors locked and windows shut. Sound your horn and flash your lights.
- Avoid parking too close to walls, high fences or vegetation, which might provide cover for an attacker.
- Consider the area you are parking in if not returning to your car until after dark. Does the area have adequate lighting, is it isolated or dark? Don't park in an isolated or dark position.
- Remove wallets/purses, packages or other easily stolen items from easy view within the car.
- When returning to your car, have the keys in your hand for quick access.
- Before you open your car door, visually conduct a proper check to make sure no one is hiding inside, particularly behind the front seats.

Request an on-campus security escort

If, at any time, you require a Security Officer to escort you anywhere on campus, call the appropriate number below.

Ballarat campuses: dial extension *6333 or call 5327 6333

Gippsland Campus: dial extension 26662 or call 5122 6662

Other Useful Information

GloBall Program

GloBall Program gives free tickets for registered International students to attend football and cricket games. See the following websites for further details: www.globall.com.au

Study Melbourne Student Centre (SMSC)

The Study Melbourne Student Centre (SMSC) is a 'one stop shop' where international students in Victoria can access a range of free support, information and welfare services.

You can drop-in to the service without an appointment, though you are encouraged to call first to ensure a staff member is available.

Office hours are Monday – Friday from 9am-5pm. So feel free to come along and seek advice and assistance.

Phone: 1800 056 449
(free call from landline phones)

Email: info@studymelbourne.vic.gov.au

Drop-in to the office:
599 Little Bourke Street, Melbourne 3000

City of Ballarat & Latrobe City

The City of Ballarat and Latrobe City websites contain all information that residents should need including, events, regulations, childcare, kindergartens and community health.

www.ballarat.vic.gov.au
www.latrobe.vic.gov.au

Ballarat

Ballarat Regional Multicultural Centre (BRMC)

BRMC provides links to multicultural groups and activities occurring in the Ballarat area. The Association's main aim is the promotion of cultural awareness in the community. This is achieved primarily by the group meeting together to participate in social activities BRMC is located at:

Golden Point Learning and Cultural Centre (GPLACE)

102 English Street
Golden Point, Ballarat, 3350.
Phone: (03) 5332 5941 or
(03) 5332 5942
Email: reception@brmc.org.au
Web: www.brmc.org.au

Gippsland

Latrobe Community Health Service

LCHS provides a Settlement Program for new arrivals into Australia to allow them to become more independent and feel comfortable in their new community.

www.lchs.com.au/community/migrant-and-refugee-support

Phone: 1800 242 696

Gippsland Multicultural Services Inc.

www.gmsinfo.com.au
Phone: 03 5133 7072 or
1300 304 552



Mt Helen Campus Map

2016 Campus Map. An updated version will be available in 2017.



LEGEND

- Buildings
- Roads
- Car Parking (Restrictions may apply)
- Disability Car Spaces
- Entry Point
- Pathway/Route
- Designated Assembly Point

- Toilets
- Lift
- Bike Parking
- Bus Stop
- Parents Room
- Health Centre
- Food and drink

- Place of Peace
- Muslim Prayer Room
- Flagpoles
- All Federation University Australia Campuses are Smoke-free
- For security assistance call 5327 6333
- For disability assistance call 5327 9470

Faculties

Faculty of Education and Arts:

Building T, South Wing (Ian Gordon)

Faculty of Health:

Building S, Level 1

Faculty of Science and Technology:

Building Y, Level 1

(Science and Technology Building)

Federation Business School:

Building B

A

Aboriginal Education Centre:

Building U, Level 1 (Albert Coates Complex)

Aquatics Laboratory:

Building P, Level 7

Building A

B

Bookshop:

Building U, Level 1 (Albert Coates Complex)

C

Car Fleet Parking: Building V

Careers and Employment:

Building U, Level 1 (Albert Coates Complex)

Centre for Learning Innovation and Professional Practice (CLIPP):

Building U, Level 2 (Albert Coates Complex)

Centre for University Partnerships (CUP):

Building N

Chief Operating Officer:

Administration Building D, Level 1

Conference and Catering Services:

Building M (Caro Convention Centre)

Contact Centre: Building N

D

Design and Print Services: Building N

E

Equity and Equal Opportunity

Building U, Level 1 (Albert Coates Complex)

F

Facilities Services:

Building G (MB John Building)

Facilities Services Depot: Building V

FedUni Children's Centre: Building K

FedUni Living: Building FL

FedUni Schools Outreach:

Building U, Level 1 (Albert Coates Complex)

FedUni Store:

Building T (North Wing), Level 0

Finance:

Administration Building D, Level 0

Administration Building D, Level 1

Founders Theatre:

Building M (Caro Convention Centre)

G

Geoffrey Blainey Research Centre:

Building L, Level 2 (EJ Barker Building)

Gymnasium: Building P, Level 8

H

Health Centre:

Administration Building D, Level 0

The Hub and Food Court:

Building U, Level 0 (Albert Coates Complex)

Human Resources:

Building T (North Wing), Level 1

I

International Student Support:

Building U, Level 1 (Albert Coates Complex)

ITS Services:

Building L, Level 9 (EJ Barker Building)

ITS Services Office:

Building L, Level 1 (EJ Barker Building)

L

Legal: Administration Building D, Level 0

Library: Building L (EJ Barker Building)

Information Desk/ICT Help Desk:

Building L, Level 0 (EJ Barker Building)

M

Main Boiler Room: Building Z

Management, Accounting and Compliance:

Administration Building D, Level 1

Marketing and Communications:

Building N6

Multi-Purpose Building: Building Q2

Muslim Prayer Room (MP):

Building G (MB John Building)

P

Parenting Room: Building Y, Level 2

(Science and Technology Building)

Parent/Baby Change Room:

Building U, Level 0 (Albert Coates Complex)

Public Relations:

Administration Building D, Level 0

Prayer Room/Place of Peace (Non-Denominational)

Building U, Level 2 (Albert Coates Complex)

R

Records and Mail Services

Building T (North Wing), Level 0

Research and Innovation

Building F, Level 2

Ruby's Restaurant:

Building U,

Level 0 (Albert Coates Complex)

S

Sport and Recreation Centre

Building Q1

Sporting Fields: J

Swimming Pool: Building P, Level 8

State Library Victoria: Building SLV

STA Travel:

Building U, Level 1 (Albert Coates Complex)

Strategic Capital, Infrastructure and Projects (SCIP):

Building N

Student Administration

Building T (North Wing), Level 0

Student Advisory Office:

Building U, Level 1 (Albert Coates Complex)

Student Connect: Building U,

Level 1 (Albert Coates Complex)

Student Lounge and Kitchen:

Building U, Level 1 (Albert Coates Complex)

Student Residences

Peter Lalor Hall (North): Building PLN

Peter Lalor Hall (South): Building PLS

Bella Guerin Hall: Building BGH

Student Support: Building T

(North Wing), Level 0

Style Degree (Hairdresser):

Building U, Level 1 (Albert Coates Complex)

T

Timetabling: Building N

U

UniSports: Building P, Level 8

V

Vice-Chancellor's Office

Administration Building D, Level 1

Gippsland Campus Map

2016 Campus Map. An updated version will be available in 2017.
















FedUni Living Office

International Student Support

Spiritual Centre

LEGEND

-  Buildings
-  Roads
-  Car Parking (Restrictions may apply)
-  Disability Car Spaces
-  Pathway/Route
-  Lift
-  Bike Parking
-  Bus Stop
-  Parents Room
-  Health Centre
-  Food and Drink
-  Spiritual Centre
-  Rest Room
-  Toilet facilities are available in most buildings
-  Designated Assembly Point
-  For security assistance call 5122 6662
-  For disability access assistance call 5122 6662

 All Federation University Australia Campuses are Smoke-free

A

Aboriginal Education Office (AEC):

Building 1E, Level 1

B

Bistro: Building 2N

Bookshop: Building 1N

C

Cafeteria: Building 2N

Centre for Gippsland Studies

Building 1E, Level 1

Centre for Learning Innovation and Professional Practice (CLIPP): Building 1S, Level 2

Chaplaincy: Building 3N

Crofton Hatsell Room: Building 2W

E

Examinations: Building N

F

Facilities and Services: Building 3W

Federation Business School:

Building 5N

FedUni Living (Student Accommodation Office):

Building 4N

G

Geotechnical and Hydrogeological Engineering Research Group (GHERG):

Building 4W

Gippsland Education Precinct, Library and Learning Space:

Building 5/6W

The Gippsland Enterprise Centre:

Building 9N

Gippsland Centre for Arts and Design: Building 6S, Level 2

Gippsland Research Office:

Building 2W

Grounds Department: Building 5S

H

Hexagon Theatre: Building 1S, Level 1

I

ITS Services: Building 1E, Level 2

L

Leisure Centre: Building LC

Library: Building 1E, Level 1

Link Meeting Room: Building 2W

Logistics & Mail Office: Building 4N

M

Main Entrance: Building 1W

Monash School of Rural Health, Churchill: Building 3W

MUGSU: Building 3N

S

School of Arts, Education and Humanities: Building 3E

School of Engineering and Technology: Building 4N, Level 2

Student Services Hub

Building 1S, Level 1:

Arts, Humanities and Social Sciences

Art and Design

Business

Education

Student Services Hub: Building 2W:

Applied and Biomedical Sciences

Engineering and Information Technology

Nursing and Midwifery

Health Sciences and Psychology

Spiritual Centre: Building 1N

Student Connect: Building 3N

Student InfoSpace: Building 3N

Switchback Gallery: Building 6S

W

West Residential Hall A:

Building WHA

West Residential Hall B:

Building WHB



Learn to succeed | federation.edu.au/international/student-support

Contact the International Student Support team:

- Direct** Ballarat (+61 3 5327 9446)
Gippsland (Churchill) (+61 3 5122 6425)
- Free call** 1800 333 864 (within Australia)
- Web** www.federation.edu.au/international/student-support
- Email** international.ss@federation.edu.au
- Facebook** <https://www.facebook.com/groups/FedUniInternationalCALD>
- Twitter** @FedUniAustralia

You are welcome to join us in China by WeChat and SinaWebo. Exciting information will be added each week including program updates, FedUni events — both in China & Australia — FedUni News, important notices, and so much fun!

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Weibo Please search Weibo account '澳大利亚联邦大学官方微博' on www.sina.com.cn



Disclaimer: Information in this publication was current at the time of printing (November 2016). The University reserves the right to alter any program, procedure, regulation or fee. Prospective students should read the contained information carefully and contact the relevant numbers for further information.

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