

International Student Support



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Pre-arrival Guide 2016

A 'before you arrive' handbook for international students



Introduction

Contents

Introduction	1
Welcome	3
Academic calendar	4
Our regions	5
Latrobe City	6
Before arriving	7
What to bring	8
Education Service for Overseas Students (ESOS) Act	9
FedUni Living	11
On arrival	13
Orientation and enrolment	16
Campus support	17
Getting settled	20
Organising your finances	23
Australia and Australians	25
Social customs	27
Maps	32
Index	39

Contact us

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The name Federation University Australia reflects the partnerships, collaboration and co-operation among a federated network of campuses, at both national and international level, which provides a new and different Australian university.

Federation University Australia

Federation University Australia (FedUni) is a medium sized, modern and progressive university.

Headquartered in Ballarat, Victoria, FedUni offers courses and study pathways from certificate, diploma and advanced diploma through to undergraduate and postgraduate degrees and research. Small class sizes at FedUni allow for personal contact with academic and support staff.

Established in 1870 as the Ballarat School of Mines, it is the third oldest tertiary institution in Australia. Early in its history the institution developed a strong reputation in applied learning methods and for close links with industry. This reputation continues to grow along with the student population, which now totals around 22,000. The institution was declared a University in 1994.



Information in this publication was current at the time of printing (December 2015). 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. CC_021215



FedUni continues to develop a reputation nationally and internationally for delivering relevant, high-quality programs that meet the needs of industry and employers.

We are very proud of the excellent employment prospects and careers of our graduates – and we will work hard to ensure this success continues.

We are proudly regional in focus, national in scope and international in reach. Federation University Australia is where success happens and where individuals and groups will continually learn to succeed.



Prem

In choosing an overseas destination to further my studies I made two critical but good decisions. The first was to choose Australia and the second was to choose FedUni as a destination. Like many students when I first came to Australia, I was very hesitant as everything was new for me. Now I feel confident and am able to explore more of the country.

One of the reasons for my confidence is being able to get support even before I arrived. This was fantastic. I had great support from International Student Support staff in welcoming me to the university.

Welcome

International/CALD Student Support

Your pre arrival support is the beginning of your transition to life at FedUni and Australia. The International / CALD Support Team provide early support to help you to make the necessary decisions and arrangements during your move.

You will see a lot of the International/CALD Support team over the first few weeks of the semester as we conduct international orientation days and host many welcome events.

Attending your welcome events 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.

Welcome to FedUni.

We look forward to meeting you.



Salma

Studying PhD in Civil Engineering

Before I came here I did not have any knowledge about Australia or its people. I only knew it was a long way from my country and culture, and I was sure I would be homesick very soon. I have lived here now for nearly three years and I rarely miss my country because the people around here are so friendly and charming.

I love the smaller campus – it has everything that I need in a peaceful and quiet environment.

Academic calendar

Semester One, 2016: Monday 29 February – Friday 27 June

Dates	No. of weeks	
Compulsory Orientation / enrolment Thursday 11 February – Saturday 13 February		
FedReady Monday 15 February – Friday 19 February	1	
0 Week Monday 22 February – Friday 26 February	1	
First lecture period Monday 29 February – Thursday 24 March	4	(Continuous teaching, learning and assessment weeks) [includes Labour Day 14 March]
Lecture break Friday 25 March – Friday 8 April	(2)*	(Includes Easter break 25–29 March)
Second lecture period Monday 11 April – Friday 3 June	8	(Continuous teaching, learning and assessment weeks)
Swot Vac period Monday 6 June – Monday 13 June	1	(Preparation week for final assessment. No tests or examinations to be scheduled in this week. Includes Queen's Birthday 13 June)
Semester 1 Examinations Tuesday 14 June – Monday 27 June	2	(Final assessment weeks. Centrally administered examinations will be scheduled during these weeks)
Lecture break Tuesday 28 June – Friday 22 July	(4)*	

Semester Two, 2016: Monday 25 July – Friday 18 November

Compulsory Orientation / enrolment Thursday 14 July – Saturday 16 July		
FedReady Monday 18 July – Friday 22 July	1	
First lecture period Monday 25 July – Friday 16 September	8	(Continuous teaching, learning and assessment weeks)
Lecture break Monday 19 September – Friday 30 September	(2)*	
Second lecture period Monday 3 October – Friday 28 October	4	(Continuous teaching, learning and assessment weeks)
Swot Vac period Monday 31 October – Friday 4 November	1	(Preparation week for final assessment. No tests or examinations to be scheduled in this week)
Semester 2 Examinations Monday 7 November – Friday 18 November	2	(Final assessment weeks. Centrally administered examinations will be scheduled during these weeks)

To download a full copy of the 2016 Academic Calendar, please search 'academic-calendar' on the FedUni website.

*Lecture breaks do not exclude the possibility of learning experiences such as excursions, consultation, professional experience placement and research.

Block mode and other teaching/learning activities e.g. vacation schools and weekend schools that fall outside identified semester periods may be conducted at any time throughout the calendar year.



Images of Ballarat courtesy of Ballarat Regional Tourism.

Our regions

City of Ballarat

Strategically located, Ballarat is approximately 110km north-west of Melbourne, the state capital.

Travel time between Ballarat and Melbourne is around 75 minutes, and less to Tullamarine International Airport.

The City of Ballarat is located on an area of land under the traditional custodianship of the Wathaurong people and is one of Australia's largest inland cities and the third largest city in Victoria with an estimated population of over 94,000 people.

Regional leader

Ballarat is a city of stature, elegance and history. The lure of gold drew people from all over the world to Ballarat in the 1850s, however this has changed. Manufacturing, tourism, health and community services, education and retailing are now the key industries in the city.

Ballarat is well known for its schools and hospitals which service a wide area. Its recreation facilities are also an important community asset. It has a diverse range of community groups, service clubs, sporting clubs and arts based societies and groups catering for a full spectrum of people and interests.

Want to know more about Ballarat?

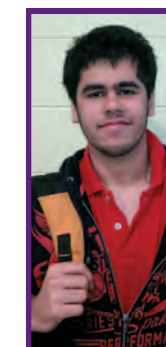
www.ballarat.vic.gov.au

Tourism

Ballarat is one of Victoria's premier tourist destinations attracting visitors for our gold and architectural heritage, parks and gardens, art and cultural activities and as a gateway to western Victoria.

Major events such as the Begonia Festival, the Royal South Street Competition and sporting events involve both local people and participants from overseas.

Want to know more about things to do? www.visitballarat.com.au



The best thing about living and studying in a regional area is that people can focus on their studies as there are no disturbances around.



Images of courtesy of Latrobe City Council.

Latrobe City

The Gippsland Campus, located in the town of Churchill, is approximately 150 kms east of Melbourne within the Latrobe City Council.

Churchill is located on an area of land under the traditional custodianship of the Gunnai Kurnai people and was constructed in the 1960s as a service centre for the Hazelwood power station.

Churchill is one of four central towns in Latrobe City which has a population of over 73,000 people, covers 1,425 square kilometres and also includes the towns of Moe/ Newborough, Morwell and Traralgon.

Tourism

Latrobe Valley boasts all of the recreational and cultural facilities of a large regional centre, while being nestled among some of the best tourist attractions in the state. These include the Morwell National Park; rail trails and gardens; water and recreational based facilities; arts and culture across 12 galleries and spaces; Walhalla historical village; vineyards and fresh produce.

The broader Gippsland region also puts you in easy reach of beautiful beaches, lakes, national parks and the Mount Baw Baw ski resort.

Want to know more about Latrobe City?

www.latrobe.vic.gov.au

www.visitlatrobecity.com

Victoria's Climate

In the summer months (December – February), Victoria's southern climate is dry rather than humid, with maximum daytime temperatures ranging between 20 and 40 degrees Celsius. During the winter months (June – August) the temperatures range between 8 and 14 degrees Celsius during the day. Winter days are often windy and rainy. Overnight temperatures, in both winter and summer, are usually much cooler than day temperatures.

HELPFUL TIP

Make sure you bring a mixture of clothing. In summer it can be 40 degrees and then at night the temperature can drop really quickly. **Be ready for any weather!**

Before arriving

All new international students are strongly advised to arrive at least four days before orientation /enrolment day (check your welcome letter for details).

This gives you time to recover from your long flight, settle into your accommodation, become familiar with the campus and Australia itself. Arriving late only causes stress and disorganisation.

Australia – Cost of Living

The cost of living in Australia will vary, depending, on where you choose to live. Generally living expenses are less in regional areas where rental costs are lower. Other living expenses, such as utilities (eg electricity and gas), transportation, clothing, food and other grocery items and entertainment needs to be considered in your budget in addition to your tuition and study expenses.

Accommodation and living expenses

Accommodation costs can vary depending on the location, size and quality of the dwelling. The following table provides an indication of the range of costs you may encounter

FedUni Living provides a range of accommodation services and options located on or close to our campuses in Ballarat and Gippsland. Please see page 9 or visit federation.edu.au/feduniliving for full details.

Indicative living expenses

Campus	Shared accommodation Per week	Utilities: (electricity, gas) Per week	Food: based on cooking own food Per week	Internet/ phone Per week
Ballarat/Gippsland	AUD \$80 – 150	AUD \$25 – 40	AUD \$50 – 100	AUD \$10 – 20
Melbourne (averaged)	AUD \$175 – 360	AUD \$65 – 100	AUD \$50 – 100	AUD \$10 – 20

What to bring

Important documents

Start a file of important documents; you will need to bring these with you to Australia. These may include:

- student visa
- passport
- other formal identification
 - > international drivers licence/drivers licence from your home country written or translated into English
 - > citizenship certificate
 - > home country ID card
- a copy of your Confirmation of Enrolment (CoE)
- receipts of payment for tuition fee and Overseas Student Health Cover
- certified copies of your academic transcripts and certificates, letter of scholarship award (if applicable)
- copy of your IELTS or other English language test results
- final medical and dental checkup reports – bring all documentation and written medical advice relating to any pre-existing medical conditions
- references from landlords and past employers (if applicable)
- confirmation of airport pick-up booking
- information from Federation University Australia about enrolment i.e. **Welcome Letter**

Ensure that all important documents and valuables are packed in your hand luggage.

Packing

Clothing

Australia's climate varies between seasons and the temperature can vary during the year and can even be very changeable over the day. You will need a range of clothing for cool to cold seasons (May – September) and then the warm to hotter seasons (October – April).

To track the weather visit Australia's Bureau of Meteorology www.bom.gov.au

Other items

You may want to bring personal items from home that you feel you will miss. Remember these can be posted to you once you have arrived.

What you CANNOT bring into Australia

Australia has strict laws about what items can be brought into the country. This is to protect Australia's food producers and unique environment from serious pests and diseases. All food, plant and animal products must be presented for inspection upon arrival in Australia.

For further information www.agriculture.gov.au/travelling/to-australia/arriving-in-australia-declare-it



Education Service for Overseas Students (ESOS) Act

The Federation University of Australia is bound by the ESOS Act 2007.

This Act sets out the legal framework for the delivery of education to overseas students.

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 Offer and Acceptance') 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

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.immi.gov.au/students

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

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

You may be reported to Immigration and your visa may be cancelled for:

- failure to provide the university with your address or change of address details **within seven days** of arrival or change of address;
- taking leave of absence without university approval;
- not meeting course requirements, including irregular class attendance;
- unsatisfactory academic performance, including not attending class (performance would be considered unsatisfactory if a student fails 50% or more of enrolled courses in two consecutive semesters or failing a core course more than once. A student may then be excluded from study which may lead to visa cancellation;
- not completing the course within the duration specified on the Confirmation of Enrolment (CoE);
- undertaking employment above the maximum number of hours permitted on a student visa; and/or
- not maintaining Overseas Student Health Cover (OSHC).

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.

Some applications will require a health check, a financial statement and academic transcripts. Check with Immigration to verify any requirements. www.immi.gov.au/e_visa/vevo.htm



FedUni Living

Apply for a FedUni commencing International student accommodation scholarship up to the value of \$2,000.

FedUni Living offers a range of accommodation options conveniently located on or close to campuses in Ballarat and Gippsland. Short, medium, long term and year round accommodation is available, with 24/7 support, bills included in rent, planned experiences and instant networks.

Through the highly effective support programs facilitated by the University, together with a unique residential experience, FedUni Living provides an environment where students in residence are supported in not just their academic pursuits, but importantly their social, cultural and personal development.

Early arrival accommodation is available and encouraged for International students who have accepted an accommodation offer and will be arriving outside the contracted dates. Please visit the website for details and booking information. Your request for early arrival accommodation should be submitted when accepting your accommodation offer.

Eligibility and application criteria apply. Please visit our website for full details.

If you require short term accommodation upon arrival, it is essential you organise this prior to your departure. Full details of the various options, as well as costs and booking details can be found on the website. Bookings should be made no later than 5 working days (Monday-Friday) prior to your date of arrival.

For current accommodation options, costs and criteria and to apply online, please visit federation.edu.au/FedUniLiving

Contact us on +61 3 5327 9480 or FedUniliving@federation.edu.au



I really like the FedUni living residence, it make me feel home at Australia. You will have friendly environment and make a lot of good friends.

Private Rental Accommodation

If you are interested in renting a house or unit, you can explore your options online at

www.feduni.studystays.com.au

Many private rentals will require a bond and a 12 month lease.

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) in Mt Helen and throughout the Gippsland Campus.

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 on

www.facebook.com/feduniaustralia

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.

Visit (Ballarat) www.thecourier.com.au

(Gippsland) 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 are 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>
FlatmateClick.com.au
gumtree.com.au

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

Consumer Affairs – Renting
consumer.vic.gov.au/

HELPFUL TIP

A peer supporter is a fellow student who will email you prior to your arrival at FedUni to answer any questions that you have. Being a student also, peer supporters can use their networks to locate accommodation options that may suit you.



On arrival

At the airport

Customs and quarantine

Before landing in Australia, passengers are given an Incoming Passenger Card to complete. This is a legal document and you must read it carefully and complete it truthfully. You must tick YES to declare if you are carrying any food, plant material or animal products. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal.

Your baggage may be x-rayed, inspected or checked by a detector dog team. If you fail to declare or dispose of any quarantine items, or make a false declaration, severe penalties can apply.

On arrival you will need to have the following documents ready:

- passport and valid visa
- incoming passenger card

A comprehensive list of items that you may/may not be able to bring into the country can be found at:

www.agriculture.gov.au/travelling/to-australia/arriving-in-australia-declare-it

Items that **must be** presented for inspection upon arrival in Australia include:

- eggs and egg products
- dairy products
- uncanned meat products (includes fresh, dried, frozen, cooked, smoked, salted or preserved)
- live animals and plants (includes any part of plants eg roots, bulbs, cuttings, stems, etc)
- raw seeds and nuts
- fresh fruit and vegetables

Additionally, amounts of \$10,000 or more in Australian currency or foreign equivalent must be declared.



Student Welcome Desk

If you arrive at Melbourne airport (Tullamarine) in either February or mid year you will find a Student Welcome Desk that will offer you a free information pack on arrival. The pack will include information on Melbourne. There are also staff that can answer any questions that you may have on arrival.

HELPFUL TIP

Some students recommend having a dental check-up at home, before leaving. Visiting the dentist in Australia can be expensive.

Also don't forget if you bring any electronic devices (laptop) to bring adaptor plugs.

Free Airport Pick-up

federation.edu.au/FedUniLiving

Free airport pickup is available to new international students. To utilise this service, please visit federation.edu.au/feduniliving, complete and submit the 'Airport Pick Up Request'. This request must reach the FedUni Living Office no later than 5 working days (Monday–Friday) prior to your date of arrival.

You will receive a confirmation email of your transport request and other necessary details. You will be collected from the airport and brought to your accommodation in Ballarat or Gippsland.

Please note: Pick-up is from the Melbourne airports only, not city hotels, stations or any private addresses.

Arriving on a weekend

If you are staying with FedUni Living and will be arriving on a weekend, you will be provided with an after-hours contact to call if you have any difficulties with your accommodation.

In Australia traditionally business hours are from Monday to Friday 9am – 5pm. Supermarkets are open longer weekdays (Monday to Friday) and on the weekends (Saturday and Sunday) however, banks and post offices, small shops and government offices are closed on the weekend.

If arranging your own accommodation please ensure that you notify the reception of your arrival time as some local business do not provide 24 hour reception and may wish to make arrangements with you to collect your key.

Your peer support student is a helpful resource if you require additional information such as where to go for food, phone cards, etc.

Remember to bring enough cash with you to last several days. Banks do not generally open on weekends.

HELPFUL TIP

Arriving on the weekend can feel strange particularly if you are travelling alone.

Remember though that:

- If you are getting an airport pickup your guide will assist you with helpful local information.
- Use the Campus Support phone numbers (on page 17) if you require any assistance when you first arrive.



Orientation and enrolment

Orientation/Enrolment is compulsory for all new international students.

You will meet other international students and staff from International Student Support and your school. Enrolment into your degree or program is included in the International Orientation Program. Full details of the orientation program will be forwarded to you, via email, in your welcome letter.

Your orientation pack will be given to you at orientation/enrolment and will include your itinerary and welcome program.

Highlights of the International Orientation include:

- Meeting FedUni staff, teachers and students (Peer supporters and mentors)
- Group Sessions – Meet other international students
- Information Sessions on important information
- Official welcome luncheon
- School enrolment sessions
- Obtain your student card
- Free Social Events – Wildlife Park, Australian beach experience
- Information about FedUni 'O Week' activities for all students



HELPFUL TIP

You should definitely come to O-Week. This is a time when you meet lots of students, make friends and can potentially meet a new housemate. This time is not only about socialising but it's the time when you prepare yourself for study. If you arrive late when lectures have started you are starting behind everyone else.

Campus support

The first days can be difficult for some students as they may feel unsure and alone living in a strange new environment. There are helpful FedUni staff and services to assist you if you ask.

International Student Support Mt Helen Campus

1st Floor, Albert Coates Building
Call +61 3 5327 6665 or email international.ss@federation.edu.au

Gippsland Campus

Building 3N, Room 102
Call +61 3 5122 6425 or email international.ss@federation.edu.au

SMB / Camp Street

D Building, SMB Campus
Call +61 3 53278089

International Student Support (ISS)

The ISS office 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 ISS office for help. The ISS 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.

English Conversational Lounge

The English Conversational Lounge 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 Conversational Lounge to assist you with your transition into life in Australia.

Peer Support Program

Current students of the University 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.



FedReady

FedReady is a week long course before semester commences to help you get ahead in your student career. It 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.



The academic support is a feature of FedUni and is of a good level, you get a lot of support for anything relate to your academic path.

Mentor Program

To support your transition to university, FedUni provides you with a Mentor who is in the second or third year of their 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.

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

Please note: This is not a proof-reading service.

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



Getting settled

Transport

The Myki Travel Card

All international students will be provided with a Myki card during the International Student Orientation Program. The Myki card is a durable, reusable smart-card to pay your public transport fares. This card is used on Victoria's public transport including buses, trains and trams in Melbourne, Ballarat and Latrobe City.

Myki fares and user guide:

www.myki.com.au

Note: Full-fee paying international students are not eligible for public transport travel concessions (the exception is Exchange Students). This is a Victorian State Government policy and affects all universities in Victoria. The fine for international students caught travelling on a concession fare is currently AUD\$175.

Buses in Ballarat

Number 10 buses connect the University campus at Mt Helen to central Ballarat. The bus stop at the University is in Chancellor Drive, near the main entrance of building C. The number 10 bus stops at many points leading to the city and terminates at the central train station. For information on city bus services, including timetables and routes, contact:

Call (03) 5331 7777 or visit ptv.vic.gov.au

Buses in Latrobe Valley

Latrobe Valley Bus Lines run buses departing from the train stations at Morwell, Moe and Traralgon. Buses to the Churchill campus depart from the Morwell interchange near the Morwell train station (follow signs from the station). Buses arrive and depart from the University bus loop (2B). Route 2 (Churchill) runs hourly on weekdays and directly links the Morwell station and the campus.

The timetable is designed to meet incoming trains from Melbourne.

For information on bus services, including timetables and routes, call (03) 5135 4700 or visit ptv.vic.gov.au

Driving in Victoria

If you hold a valid student visa you may drive in Victoria provided you possess either a current:

- international driving permit; **or**
- an overseas licence that is in English or accompanied by an English translation; and
- you must have your permit/licence with you when you are driving.

As a new driver in Australia, you must familiarize yourself with the local road rules before you begin to drive. For further information regarding licenses or road rules in Victoria:

www.vicroads.vic.gov.au

Shopping

Food in Ballarat

Ballarat has a large variety of food options if you wish to purchase prepared food or buy fresh foods.

Midvale Shopping Centre is the closest shopping area to Mt Helen and has fast food options, chemist, post office and a supermarket. It is close to Recreation Road and FedUniLiving's Jemacra Place accommodation.

In addition, there are both Saturday and Sunday markets held within the city of Ballarat and its surrounding areas.

Food in Latrobe Valley

Churchill and the Latrobe Valley has a large variety of food options if you wish to purchase prepared food or buy fresh foods. Hazelwood Village is the closest shopping area to FedUni and has fast food options, a medical centre, hairdresser, chemist, post office and two supermarkets. It is close to the University campus and FedUni Living accommodation. You'll find restaurants, nightclubs, pubs and clubs in the nearby towns of Morwell, Moe and Traralgon. For a guide visit latrobe.city.com/pages/dining-out-in-latrobe-city

Computers and electrical appliances

Having your own computer can make life simpler. IBM compatible computers, which support NT and Microsoft Windows, are the standard equipment. Such computers can be bought new in Australia for about AUD\$800.00. We advise you buy your computer in Australia, as customs do not consider computers to be personal items and import duty will need to be paid. Also, a computer bought in Australia will generally receive after sales service.

Australian electricity is 240 volts 50 cycles. If you intend to bring an electrical item with you check to see if it is suitable for Australian electricity supply. Plug adaptors can be purchased in Australia.



Postal address

You may use the International Student Support postal address as a temporary address for mail and parcels until you have a permanent residential address.

In Ballarat

The postal address should include:

Your name

C/- Student Connect
International Student Support
Federation University Australia
PO Box 663 Ballarat
VIC 3353 Australia

Collect

Collect your mail from the International Support Office on the 1st floor, U Building.

In Gippsland

The postal address should include:

Your name

C/- Student Connect
International Student Support
Federation University Australia
PO Box 3191 Gippsland Mail Centre
VIC 3841 Australia

Collect

Collect your mail from the International Support Office at building 3N, Room 102.

Making international calls

International calls can be made directly from all telephones in Australia including public phones.

Simply telephone the following:

1. the international access code 0011
2. your country code (if you are unsure of your home country's code, telephone 1225 for information)
3. the area code for your city
4. your family's telephone number

A call connection fee applies for all successful connections.

International calls are timed and charged according to the destination, time of day and day of week.

Organising your finances

Most international students, once they have arrived in Australia, open a savings account with a local bank. These accounts are operated with a card and funds can be accessed through ATMs and EFTPOS (electronic point of purchase) almost everywhere.

Banks

You should open a bank account immediately after arriving (AusAID sponsored students will not need to do this as a bank account will be opened on your behalf). Banks are a safe place to keep your money. Other financial institutions including credit unions, building societies, finance companies, life insurance companies and merchant banks are popular and provide similar services to the banks. Retail banks / credit unions in Victoria include:

Commonwealth Bank	commbank.com.au
National Australia Bank	nab.com.au
ANZ Bank	anz.com.au
Westpac Bank	westpac.com.au
Bank of Melbourne	bankofmelbourne.com.au
Bank Australia	bankaust.com.au

The common opening hours of most banks are:

Monday – Thursday	9.30am – 4pm
Friday	9.30am – 5pm

While some banks are open for a few hours on Saturday mornings, most banks are closed on weekends and on public holidays.

Please note that banks place a daily limit on withdrawals for ATM/EFTPOS transactions (the amount you can withdraw or spend electronically). To increase this limit you must speak directly with your bank.



Opening a bank account

Find out what type of account is most suited to your needs. You will require several items of personal identification to open an account such as:

- a passport
- an overseas driving licence;
- credit card ;
- your Federation University Australia Student ID card (issued to you on enrolment day).

If required, you will be given assistance to open a bank account, during the International orientation/enrolment program.

Cash on arrival

If possible, bring a small amount of Australian currency (AUD\$200.00 – \$400.00) when you travel to Australia. This Australian cash will cover immediate expenses, such as buying food, when you first arrive. US dollars cannot be used as currency in Australia. Money can be exchanged at the Airport when you arrive To help you plan your budget, look up Currency Converter:

www.xe.com/ucc

International debit/credit cards

International debit/credit cards are by far the simplest and safest way of managing your finances. It is recommended that you place the bulk of your money in a debit account which has a card that will operate internationally. You can then operate this card from Automatic Teller Machines (ATM) in Australia in the normal way. Alternatively, you can transfer funds using this card to an Australian bank account.

Alternatives

Other ways to bring money to Australia are travellers' cheques, telegraphic transfer (TT), or a bank draft. Enquire at your bank for details.

Please note that the regulations for the international student visa require you to have enough money to cover your daily living costs.

International Students are recommended to get advice from the bank in their home country, to determine the best method for transferring money to Australia.

On campus banking

An ANZ ATM is located at the Mt Helen Campus, at the base of the stairs to the left of the Library.

Westpac and Commonwealth Bank ATMs are located at the Gippsland Campus in building 3N near the student lounge.



Unlike my home country, in Australia credit and debit (EFTPOS, EPS etc.) cards are used everywhere. Supermarkets and shops all take cards so you don't need to carry a lot of cash.

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 behavior.

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, 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 important to have confidence in your own traditional values and remember, Australia has a broad multicultural population where other cultural traditions are respected.

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.



Understanding English with the Australian accent and slang was the main challenge for me, however my Aussie friends are very helpful to improve my English skills.



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're feeling unsettled, homesick or unsure of the decision you've made, come and speak with the International Student Support Staff in U Building at Mt Helen Campus or in 3N 102 at Gippsland Campus.

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 broached and discussed.

Issues addressed by the Australian media may be somewhat surprising if your media 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.

GOOD TO KNOW

Australia is a multicultural country with diversity of people from across the world. A country which has a lot of positiveness all around.

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

Courtesy

Greetings such as 'Good morning/afternoon', 'Hello', 'G'day' and 'How are you?' are commonly used 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.

Names

Most Australians have three names:

a first name: Peter (The name used informally e.g. 'Hi Peter'); a middle name ie. George; and a **Surname** or family name: Smith. (Used in formal situations and often when a person is senior to you e.g. "Mr. Smith, I'd like to introduce you to Mr. Robertson".

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. For example 'Please call me Fei Wan.'

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.



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.

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.

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.

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 barbeques, 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 barbeque. 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.

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.

Giving Gifts

It is ok to give a small gift to a person or group who may have helped you or as part of a celebration. In giving a gift it is not expected that you will receive anything in return.

In some situations if offering a gift that is considered rather extravagant, an individual may refuse the gift. This may be typical when offering a gift to someone in an official role. This may be seen as a bribe which is socially and culturally not acceptable. A bribe is also illegal in Australia.



Security

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.



Emergency phone numbers

Please include these numbers in your phone in case of an emergency.

Emergency

Free call – 24 hour service

Police 000

Fire 000

Ambulance 000

On campus security

Mt Helen and SMB 5327 6911

Gippsland 5122 6999

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 Campus

dial extension 6333 or call 5327 9088

Gippsland Campus

dial extension 6662 or call 5122 6662

Wimmera Campus (Horsham)

call 5382 0560 or 0417 820 560

HELPFUL TIP

A good tip is to put '000' in your mobile phone under emergency.

Also put under 'emergency' anybody who should be contacted in case of a situation, and the number for International Student Support.

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.

Smoking

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. Smoking is also strictly prohibited on campus. **All campuses are smoke free zones.**

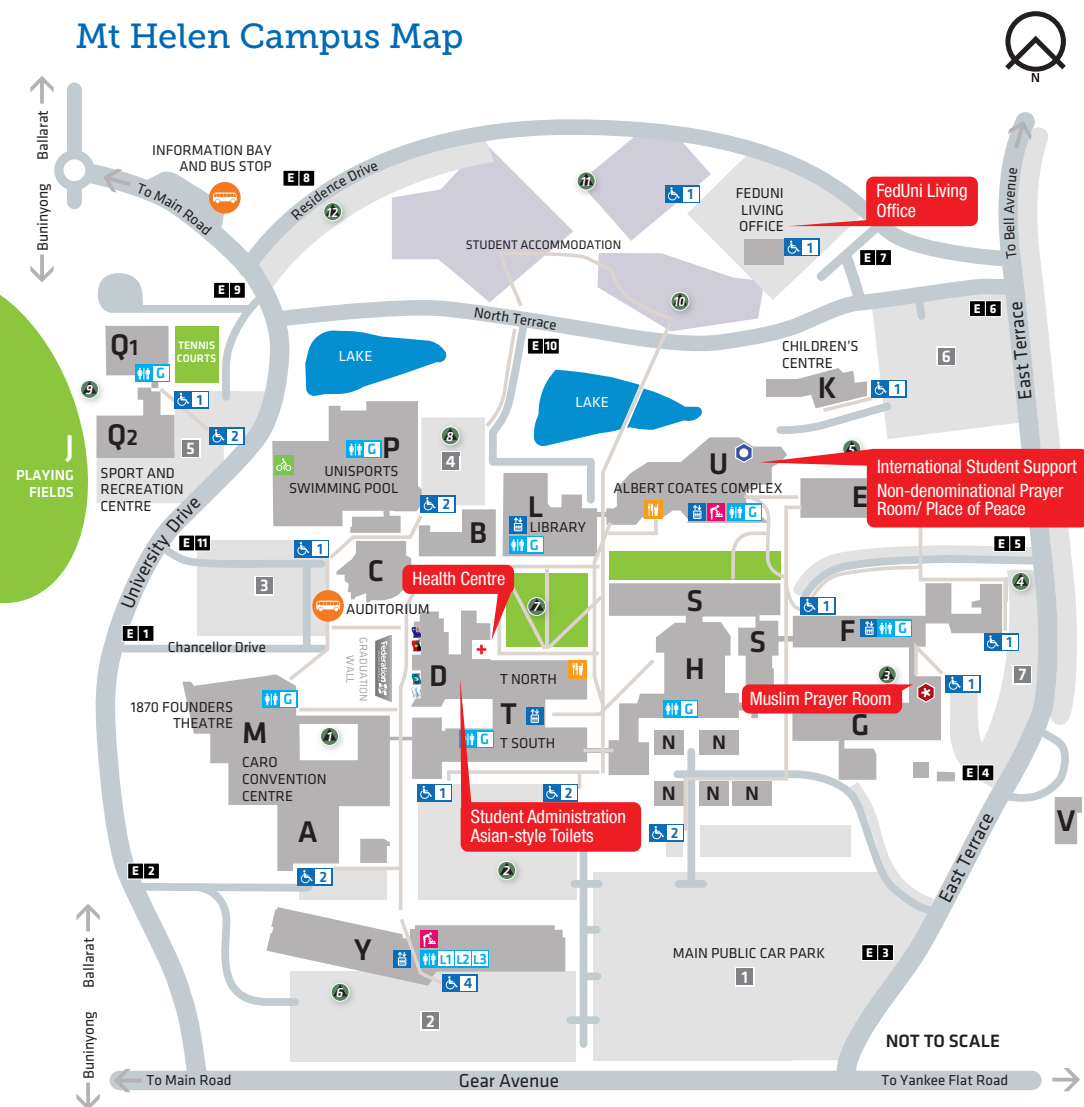
Other useful websites

City of Ballarat
ballarat.vic.gov.au

Latrobe City Council
latrobe.vic.gov.au

Victorian Tourism
tourism.vic.gov.au

Mt Helen Campus Map



LEGEND

- | | | | | | |
|--|-----------------------------------------|--|----------------|--|----------------------------------------------------------------|
| | Buildings | | Toilets | | Place of Peace |
| | Roads | | Lift | | Muslim Prayer Room |
| | Car Parking
(Restrictions may apply) | | Bike Parking | | Flagpoles |
| | Disability Car Spaces | | Bus Stop | | All Federation University Australia
Campuses are Smoke-free |
| | Entry Point | | Parents Room | | For security assistance call 5327 6333 |
| | Pathway/Route | | Health Centre | | For disability assistance call 5327 9470 |
| | Designated Assembly Point | | Food and drink | | |

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

Building Q1

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



LEGEND

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

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

SMB Campus Map



LEGEND

- Buildings
- Roads
- Car Parking (Restrictions may apply)
- Disability Car Spaces
- Pathway/Route
- Toilets
- Lift
- Designated Assembly Point
- For security assistance call 5327 6333
- For disability access assistance call
- All Federation University Australia Campuses are Smoke-free

Faculties

Faculty of Education and Arts
Ceramics/3D, Multi D and Drawing Studios: Building K (MB John Building)

Federation College

Building S

FedUni TAFE

Building H

Building R

Building S

A

Aboriginal Education Centre

Academic Services:
Building O (Old Plumbing Building)

Australian Centre for Research into Injury in Sport and it's Prevention (ACRISP): Building D (Student Amenities Building)

Automotive

Building H (Corbold Building)
Building I (Automotive Skills Centre)

B

Ballarat Technology Park – Central
Building T (The Brewery Complex)

Building Design: Building R: (Building and Construction Training Centre)

Barry Room

Building A (Administration Building)

Business Development

Building O (Old Plumbing Building)

C

Carpentry:

Building R (Building and Construction Training Centre)

FedUni Children's Centre:

Building X

The Courthouse Theatre:

Building F (The Courthouse)

E

Electrical:

Building R (Building and Construction Training Centre)

Engineering:

Building S: (Manufacturing and Engineering Skills Centre)

F

Facilities Services:

Building A (Administration Building)

Federation College:

Building S (Manufacturing and Engineering Skills Centre)

FedUni TAFE Student Association Inc: Building A (Administration Building)

Flecknoe Building: Buildings L/M

Food Skills Centre:

Building J (Steane Building)

Founders Room:

Building A (Administration Building)

Furniture: Building R (Building and Construction Training Centre)

G

Gymnasium: Building E (Old Gaol)

H

Hairstressing and Beauty: Building P

I

Information Services:

Building G (Tippett Building)

Integrated Student Information System (ISIS): Building C (Old Chemistry Building)

J

Joinery: Building R (Building and Construction Training Centre)

L

Lecture Theatre: Building C (Old Chemistry Building)

Library: Building G (Tippett Building)

M

Mechanical Engineering:

Building S (Manufacturing and Engineering Skills Centre)

Meeting Rooms

Building A (Administration Building)

Metal Fabrication:

Building S (Manufacturing and Engineering Skills Centre)

P

Painting and Decorating:

Building R (Building and Construction Training Centre)

Performing Arts:

F Building (The Courthouse)

Physical Recreation and Health Sciences: Building D

(Student Amenities Building)

Planning, Quality and Review:

Building O (Old Plumbing Building)

Plumbing:

Building R: (Building and Construction Training Centre)

Prospects Restaurant:

Building J (Steane Building)

Psychology Centre:

Building (WJ Gribble Building)

R

Risk, Health and Safety

Building A (Administration Building)

S

Student Administration

Building D (Student Amenities Building)

Student Enrolment Centre

Building D (Student Amenities Building)

Student Support

Building D (Student Amenities Building)

V

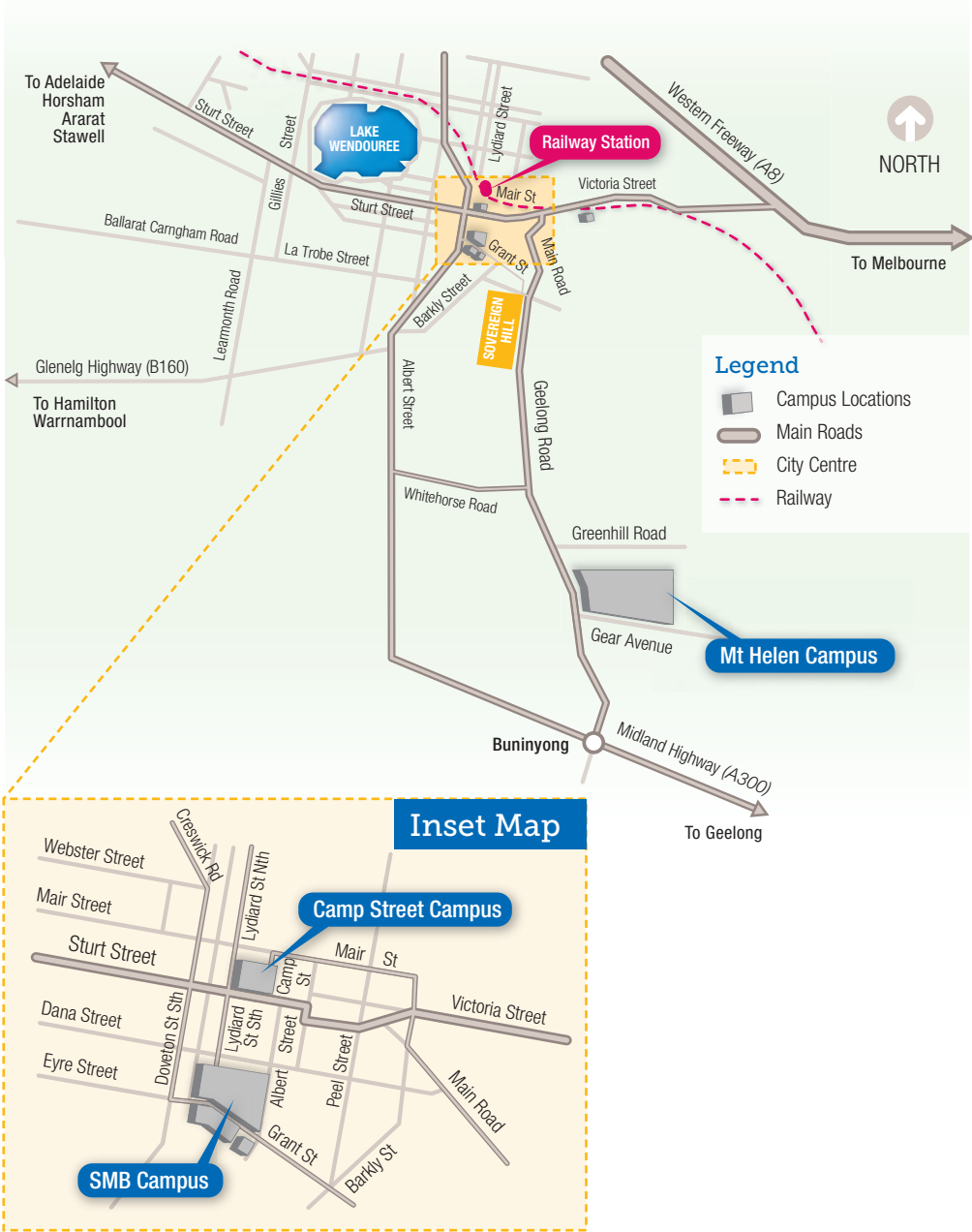
Video Conferencing

Building A (Administration Building)

Vice-Chancellor's Office

Building A (Administration Building)
Building R (Building and Construction Training Centre)

Ballarat City Map



Academic calendar	4	International debit/credit cards	24
Accommodation and living expenses	7	International Orientation	16
Alternatives	24	International Student Support (ISS)	17
Appointments	28	International/CALD Student Support	3
Arriving on a weekend	15	Introduction	1
ASK	19	Invitations	28
At the airport	13	Latrobe City	6
Australia – Cost of Living	7	Making international calls	22
Australia and Australians	25	Mentor Program	18
Ballarat City Map	38	Myki Travel Card	20
Banks	23	Names	27
Before arriving	7	On arrival	13
Buses in Ballarat	20	On campus banking	24
Buses in Latrobe Valley	20	On campus security	30
Campus support	17	Opening a bank account	24
Cash on arrival	24	Opening of gifts	29
City of Ballarat	5	Organising your finances	23
Computers and electrical appliances	21	Orientation and enrolment	16
Contact us	ii	Other useful websites	31
Contents	ii	Our regions	5
Conversation topics	26	Packing	8
Courtesy	27	Peer Support Program	17
Culture Card Victoria	15	Peer support volunteer	12
Culture Shock	25	Physical contact	29
Customs and quarantine	13	Postal address	22
Dress code	29	Private Rental Accommodation	12
Driving in Victoria	21	Punctuality	28
Education Service for Overseas Students (ESOS) Act	9	Queues	28
Emergency	30	Regional leader	5
Emergency phone numbers	30	Request an on-campus security escort	30
English Conversational Lounge	17	Security	30
Equal opportunity	26	Shopping	21
ESOS protects your rights, including:	9	Smoking	31
Federation University Australia	1	Social customs	27
FedReady	18	Social gatherings	29
FedUni Living	11	Student Welcome Desk	14
Food in Ballarat	21	Stuff Students Need to Know	19
Food in Latrobe Valley	21	Tipping	31
Free Airport Pick-up	14	Tourism	6
Getting settled	20	Tourism	5
Giving Gifts	29	Transport	20
Homesickness	26	Victoria's Climate	6
Important documents	8	Visas	10
Independence	31	What to bring	8
Informality	27		



Learn to succeed | [federation.edu.au/international](https://www.federation.edu.au/international)

