

# Your passport to success

International Student Guide 2015



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



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# Welcome

I welcome and congratulate you as a commencing student of Federation University Australia (FedUni). Headquartered in Ballarat, Victoria, FedUni offers leading Higher Education and TAFE programs to regional Victoria and internationally.

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 your city. 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 continually learn to succeed. 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 the journey of 'learning to succeed' and I look forward to seeing you on campus in 2015.

Regards,

**Professor David Battersby**  
Vice-Chancellor

# Academic calendar

## Semester One, 2015: Monday 2 March – Friday 5 June

Dates	No. of weeks	
<b>FedReady Program</b> Monday 16 February – Friday 20 February	1	Free five day course for all higher education students to help them understand what is expected of them and what they need to do to succeed at university.
<b>International Orientation / Enrolment</b> Wednesday 18 February – Friday 20 February	3 days	Compulsory for all international students
<b>Orientation Week</b> Monday 23 February – Friday 27 February	1	
<b>First lecture period</b> Monday 2 March – Thursday 2 April	6	Continuous teaching, learning and assessment weeks – includes Labour Day 9 March
<b>Lecture break</b> Monday 6 April – Friday 17 April	(2)	Includes Easter break 3–7 April
<b>Second lecture period</b> Monday 20 April – Friday 5 June	6	Continuous teaching, learning and assessment weeks – includes Anzac Day 25 April
<b>Swot Vac period</b> Monday 8 June – Friday 12 June	1	Preparation week for final assessment. No tests or examinations to be scheduled in this week. (Includes Queens Birthday 9th May.)
<b>Semester 1 Examinations</b> Monday 15 June – Friday 26 June	2	Final assessment weeks. Centrally administered examinations will be scheduled during these weeks.
<b>Lecture break</b> Monday 29 June – Friday 24 July	(4)*	

## Semester Two, 2015: Monday 27 July – Friday 30 October

<b>FedReady Program</b> Monday 20 July – Friday 24 July	1	Free five day course for all higher education students to help them understand what is expected of them and what they need to do to succeed at university.
<b>International Orientation / Enrolment</b> Wednesday 22 July – Friday 24 July	3 days	Compulsory for all international students
<b>First lecture period</b> Monday 27 July – Friday 18 September	8	Continuous teaching, learning and assessment weeks
<b>Lecture break</b> Monday 21 September – Friday 2 October	(2)	
<b>Second lecture period</b> Monday 5 October – Friday 30 October	4	Continuous teaching, learning and assessment weeks
<b>Swot Vac period</b> Monday 2 November – Friday 6 November	1	Preparation week for final assessment. No tests or examinations to be scheduled in this week.
<b>Semester 2 Examinations</b> Monday 9 November – Friday 20 November	2	Final assessment weeks. Centrally administered examinations will be scheduled during these weeks



# City of Ballarat

Population: 94,000

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.

Today Ballarat is a major business and service centre for Western Victoria and is the region's main centre for education, health and welfare services. Ballarat is one of sixty cities around the world to be listed in the League of Historical Cities. Approximately three million tourists visit the city each year.

Ballarat is 106 km west of Melbourne, the capital of the State of Victoria. It is located 1 1/2 hours away from Melbourne by car or train.



## Climate

In the summer months (December – February), the heat in Ballarat 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.







# Now that you have arrived



Hi I'm Saad. I'm currently completing a degree in Bio medicine. I'm from Saudi Arabia. Actually I'm half Saudi and half Egyptian. I am an International Student Committee Member, Peer Mentor and also a Residential Advisor for students living on campus. To all the new international students arriving in 2015, I welcome you to FedUni.



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

## 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 many welcome events.

Attending your welcome events is important and is a vital part of your university experience. The first weeks of living in Ballarat 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.



The first few days and weeks after arriving in Australia and Ballarat can be both exciting and unsure, so expect to feel a range of emotions.

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

## 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 provides FedUni students to answer your questions. Support staff provides guidance and support through a number of welcome program and social activities throughout the year.

### International Student Support

1st Floor, Albert Coates Building, Mt Helen Campus

Phone: 03 5327 9446

Mobile: 0409 948 811

Email: [international.ss@federation.edu.au](mailto:international.ss@federation.edu.au)

Facebook: FedUni International



Sepideh and Bahareh are sisters from Tehran, Iran. Bahareh completed the Bachelor of Nursing in 2014 Sepideh is currently studying the Bachelor of Business (Commerce).



If you need any help with issues large or small, the office will be so helpful.

Whether it be needing help with the transport system, issues with study or wanting to meet new people, they will help. For you to make the most out of your time here, stay in contact with the office, look for their Facebook updates, newsletters and emails. I feel passionate about encouraging everyone to get involved in activities and events for your university experience to be unforgettable.



# 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.

Apply for a Federation University commencing international student accommodation scholarship up to \$3000.

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

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.

Halls of Residences on and off campus provide fully furnished, single study-bedrooms along with easy access to the University's facilities and computer network. 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.

### **Peter Lalor Hall**

Peter Lalor Hall is located at the Mt Helen campus and surrounded by natural bushland. Each multi-level unit houses 10–14 residents in single bedrooms with shared facilities. Residents living in Peter Lalor Hall dine together Monday to Thursday evening each week in the Mt Helen campus bistro, and are only a short walk to classes and campus facilities.

### **Bella Guerin Hall**

Bella Guerin Hall is also located on the Mt Helen Campus in a pleasant native bushland setting, and within a few minutes' walk of the University's heated swimming pool, gymnasium and other on-campus services and facilities. The units in Bella Guerin Hall are separate two-storey buildings each housing 11 students. A central quadrangle with an undercover barbeque area is often widely used for recreation and unit functions.



## Fees and inclusions

Living on residence not only provides the best possible start to your university experience, fantastic opportunities, invaluable memories and lifelong friends, it also represents great value when comparing different accommodation options.

Prices range from \$128 – 270 per week, and includes all utilities (gas, water, electricity and internet), 24/7 access to residential support, various residential programs, events and activities, 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](http://federation.edu.au/feduniliving)

Phone **+61 3 5327 9480** or email  
[feduniliving@federation.edu.au](mailto:feduniliving@federation.edu.au)



I live on campus. When I first arrived I stayed in a backpackers which I got out of really quickly. Then I did a homestay, but this was not for me. In the end I took a room on campus with FedUni Living and I have stayed on campus now for a few years. I enjoy sharing accommodation with other students. I enjoy participating in events organised by FedUni Living so much so that I and have now become a Residential Advisor (RA) helping others living on campus.

## Camp Street

Camp Street is situated in the Cafe/Arts district in the heart of Ballarat, just minutes from restaurants, nightclubs, shopping strips and the cinema. The residences are located above the University's lecture halls, studios and galleries and include ensuite studio rooms with kitchenettes and four bedroom units with fully equipped kitchen and common area. Many rooms also have balcony access with breathtaking views over Ballarat and district. Residents also have access to a large communal kitchen and living area, laundry and undercover parking.

## Jemacra Place

The Jemacra Place student community consists of five and six bedroom houses each with two bathrooms, kitchen, laundry and living areas. Located in Mt Clear, and only 5 minutes from the Mt Helen Campus, Jemacra Place is an ideal location, close to public transport as well as a shopping centre with supermarket, chemist, butcher and post office.

## Elsworth Street

Situated a 15 minute walk to the CBD and on the direct bus route to Mt Helen Campus, Elsworth Street Residence offers easy access to all Ballarat campuses.

Elsworth Street is a modern apartment complex offering a mix of one to four bedroom self-contained apartments. The property also boasts a large communal lounge area with cooking facilities for resident gatherings and recreation, as well as secure undercover parking, and landscaped courtyard.

## Victoria Street

Victoria Street Residence is situated on the main entrance road in to Ballarat from Melbourne and consists of the 'Victoria Street House' as well as the 'Victoria Street Motel'. It is only 2.5 kilometres from the SMB Campus and the CBD and very close to public transport to the Mt Helen Campus.

*Victoria Street House* is a historic mansion located in the heart of Ballarat and offers large bed/study rooms. A well appointed self-catering kitchen, dining room, spacious TV room and laundry facilities are available for resident use.

*Victoria Street Motel* consists of large single rooms with ensuites. There is also a large fully equipped self catering kitchen and communal area for students.

# Private Rental Accommodation

FedUni Living offers a private off-campus accommodation database service available for students to search online.

Please contact us or visit

[fedunihousing.studystays.com.au](http://fedunihousing.studystays.com.au)

for further information.

Many private rentals will require a bond, usually one months rent in advance 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). These notices are placed by students and the 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/FedUniAustralia](http://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](mailto:international.ss@federation.edu.au)

## Newspaper

The Courier is the local Ballarat newspaper. It has advertisements about houses or rooms for rent. The Saturday edition is the best day to check. Visit

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

## Real Estate

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

[www.domain.com.au](http://www.domain.com.au) and [www.realestate.com.au](http://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.



I came from the capital city of Iran, Tehran which is very crowded and noisy. It was a big shock to see Ballarat which was very quiet to me and no one being outside in the evening. But now I get used to living in the quiet places like Ballarat with no traffic and noise.

## Websites

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

These include;

<http://au.easyroommate.com>

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

[www.gumtree.com.au](http://www.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 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](http://www.consumer.vic.gov.au)

# Transport

## Trains in Victoria

Country Victoria is serviced by V-Line trains, which link Melbourne to Ballarat, and other regional cities or towns. For further information regarding train services between Melbourne and Ballarat, click on the following link: [www.vline.com.au](http://www.vline.com.au)

The journey to from Ballarat train station to Southern Cross station (Melbourne) takes approximately 75 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.

## Ballarat transport

Ballarat has a bus network which 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](http://www.cdcvictoria.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](http://www.myki.com.au)

## Metropolitan Train Information

For information regarding metropolitan train routes and timetables, please visit: <http://metrotrains.com.au/>

## Bikes

Riding a bike offers an affordable transport option and Ballarat has a good network of cycling tracks including out to Mt Helen campus. Bikes can be purchased cheaply through second hand sections in newspapers, online sites and in garage sales.

## Taxi

131 008

## Airport Transit

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, bookings and shuttle bus timetables are available at: [www.airportshuttlebus.com.au](http://www.airportshuttlebus.com.au) or phone: **(03) 5333 4181**

FedUni Living offer a free pick-up service. See page 8 for details.

## FREE Airport Pick-up\*

[federation.edu.au/feduniliving](http://federation.edu.au/feduniliving)

Free airport pickup is available to new international students.

To utilise this service, please visit [federation.edu.au/feduniliving](http://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.

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



## Driving in Victoria

### Before Driving in Victoria

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

For further information:

[www.vicroads.vic.gov.au/safety-and-road-rules](http://www.vicroads.vic.gov.au/safety-and-road-rules)

Before driving in Victoria as yourself:

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

Finally check: [www.vicroads.vic.gov.au](http://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](http://www.consumer.vic.gov.au) for advice on purchasing and selling cars.



I don't have a car but often get a lift with friends or borrow their car because I have a license. I have to admit it's hard to get use to driving on the wrong side of the road but it's great that Australians tend to stick to the road rules and speed limits. Otherwise, I use the bus service in Ballarat and can catch the train to Melbourne.

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

- The licence is current
- The licence is in English
- The licence is accompanied by an English translation from the Overseas Licence Authority
- You have a temporary or student visa.

### VicRoads

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 please see VicRoads:

Learmonth Road, Wendouree

Phone: **13 11 71**

[www.vicroads.vic.gov.au/Home](http://www.vicroads.vic.gov.au/Home)

## 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: **5332 1946**

Web: **[www.racv.com.au](http://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 or [studentadviser@federation.edu.au](mailto:studentadviser@federation.edu.au)





# Shopping

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

## 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.

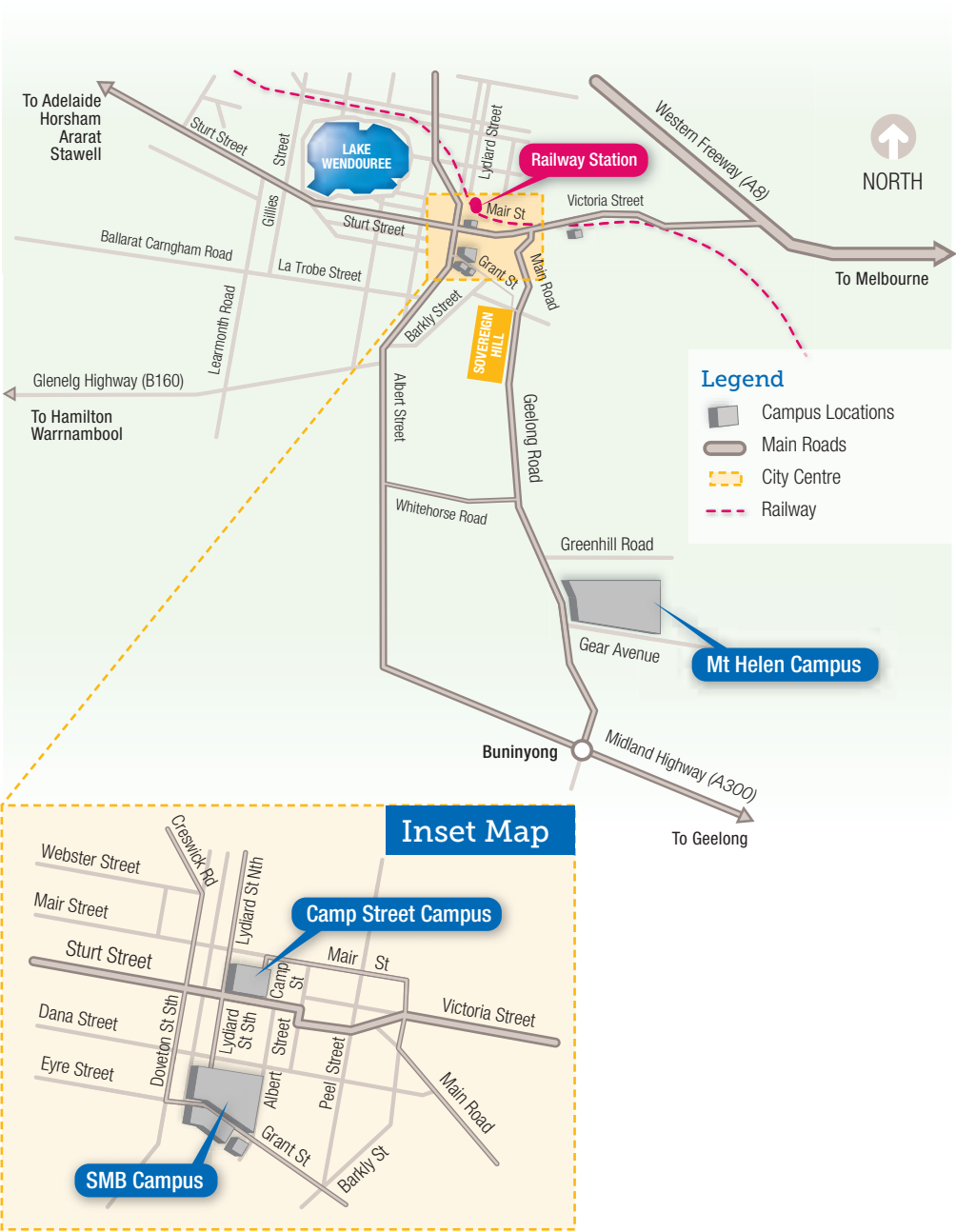
This is not seen as 'haggling' over the price, but as seeking the best deal. You might ask, 'What is the best price you can do?'

There are 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

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

# Ballarat Map



## 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 on a Saturday for garage sales around Ballarat;
- Check FedUni's notice boards for sale notices;
- [www.ebay.com.au](http://www.ebay.com.au)
- Sunday market at the Ballarat showgrounds (Corner Creswick Road and Howitt Street).
- Facebook: Buy, Swap & Sell Ballarat

## Ballarat Second-hand goods retailers

### Vinnies (St. Vincent de Paul)

- 216 Mair Street, Ballarat – (03) 5331 1416
- 178 Albert Street, Sebastopol – (03) 5335 7466

### Uniting Care Ballarat

- 105 Dana Street – (03) 5332 1286
- Furniture Shop: 102 Albert Street – (03) 53372728

### Uniting Church Outreach Centre

- 6 Main Road, Ballarat – (03) 5331 2908
- 102 Albert Street, Ballarat – (03) 5332 1286
- 8 Sheppard Street, Ballarat – (03) 5331 2908

### Salvos (Salvation Army Op Shop)

- 102 Eureka Street – (03) 5337 0600

## Queen Victoria Market (Melbourne)

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

Web: [www.qvm.com.au](http://www.qvm.com.au)



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.

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

To locate and visit these go to [www.tripadvisor.com.au](http://www.tripadvisor.com.au)

## Asian Food groceries

### Masala Valley

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

### Ballarat Asian Groceries

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

## Halal

Halal food is commonly available in supermarkets and store throughout Ballarat 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/groceries/index.php/](http://www.halalsquare.com.au/groceries/index.php/)

## Butchers (Halal available)

### Mega Meat

828 Latrobe Street  
Eastwood St Shopping Centre  
Howitt St Shopping Centre

### Midvale Quality Meats

Shop 10, Midvale Shopping Centre,  
Mt Clear  
Phone: (03) 5330 1174



# Communications

## Mail system

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

Standard letters cost about 70 cents 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.

## 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 store 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.



## 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](http://www.yellowpages.com.au)
- the **White Pages** – used for residential and business listings, arranged alphabetically.  
[www.whitepages.com.au](http://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.**

### **TIP: Add in your mobile phone:**

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

## 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.



## 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 and a local paper The Ballarat Courier. You can read versions of these newspapers online.



My name is Wentao, I'm currently completing my Masters of IT. I'm originally from China but I'm now living in central Ballarat. You will see me around on campus quite a bit as I'm also a representative on the International Student Committee. The committee members organise events and assist new students on their arrival. Welcome to FedUni.

### Radio

There are a number of radio stations available throughout Victoria. There are two bands of radio, FM and AM. The FM dial 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. Ballarat radio station are:

- Power FM 103.1
- 3BA 102.3

There are also a number of community radio stations that broadcast in ethnic community languages, including:

- 3ZZZ (92.3FM) – Ethnic Public Broadcasting Association of Victoria, broadcasting in 40 different languages and representing over 60 ethnic groups
- 3CR (855AM) – community radio broadcasting programs in 18 different languages covering music, current affairs, women's issues and more
- SBS (1224AM and 93.1FM) – broadcasting news and current affair programs in 68 languages.

### Television

Ballarat has both free-to-air and pay (cable) television.

Free-to-air television in Australia is offered by:

- Commercial networks on digital TV – Southern Cross, Prime & WIN
- ABC – Australian Broadcasting Corporation, which is the national, publicly funded network
- SBS – Special Broadcasting Service, part publicly-funded and specialises in foreign language programming.

Cable or pay TV provides additional channels for a monthly fee. About one quarter of the Australian population subscribes 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 second following Sunday.

Visas for family members:

[www.immi.gov.au/students/students/bringing\\_family](http://www.immi.gov.au/students/students/bringing_family)

## Schools (Primary & Secondary)

Schools throughout Victoria, offer high quality learning in a caring environment and welcomes international students children. Currently, it can cost between \$7,000AUD 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, you may also be eligible.

See the full list of tuition fees here:

[www.study.vic.gov.au/deecd/schools-in-victoria/apply/en/school-fees.cfm](http://www.study.vic.gov.au/deecd/schools-in-victoria/apply/en/school-fees.cfm)

## Childcare

Childcare Centres have qualified child care 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, please see [www.echildcare.com.au/region/ballarat](http://www.echildcare.com.au/region/ballarat)

Family Day Care is a home based child care 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.

[www.ballarat.vic.gov.au/pc/family-and-children/child-care/family-day-care.aspx](http://www.ballarat.vic.gov.au/pc/family-and-children/child-care/family-day-care.aspx)

Please check with your local child care 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 child care fees for their children. Students sponsored or subsidised by the Australian Government may be eligible for child care fee relief.

## Kindergarten

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

The City of Ballarat has a *Centralized Kindergarten Enrolment Scheme*.

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

To access information and an application form go to:

[www.ballarat.vic.gov.au/pc/education/kindergartens.aspx](http://www.ballarat.vic.gov.au/pc/education/kindergartens.aspx)

The Early Years Guide lists childcare centres, kindergartens, primary schools and support services and is available at:

[www.ballarat.vic.gov.au/media/431601/cob-eyg%202011%20for%20web.pdf](http://www.ballarat.vic.gov.au/media/431601/cob-eyg%202011%20for%20web.pdf)



Australians are very friendly, good listeners and supportive people. Last

Christmas my parents came to Australia to visit us. We had a great time together and they loved Australia especially the approachable and friendly people.



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

[federation.edu.au/childrens-centres](http://federation.edu.au/childrens-centres)



# Arriving on campus

## Federation Australia University, Mt Helen Campus

Located 10 kilometres from the city centre of Ballarat, the campus is set on 110 hectares of natural bushland which attracts colourful bird species as well as resident kangaroos and koalas. You will find an impressive selection of sporting and leisure facilities including an indoor swimming pool/aquatic centre, indoor and outdoor tennis courts, an all-weather athletics track, two gymnasiums, a weight training studio, heat chamber, squash courts, a canoeing lake, several sports fields and picturesque walking tracks.

The campus boasts up-to-date teaching and research facilities, library, studios and lecture theatres and a children's centre. Study can be undertaken in up to 50 specialised areas throughout our faculties

### Your 2015 Student Diary contains a range of FedUni campus maps

For detailed campus maps of Mt Helen and other campuses, visit [www.federation.edu.au/maps](http://www.federation.edu.au/maps)



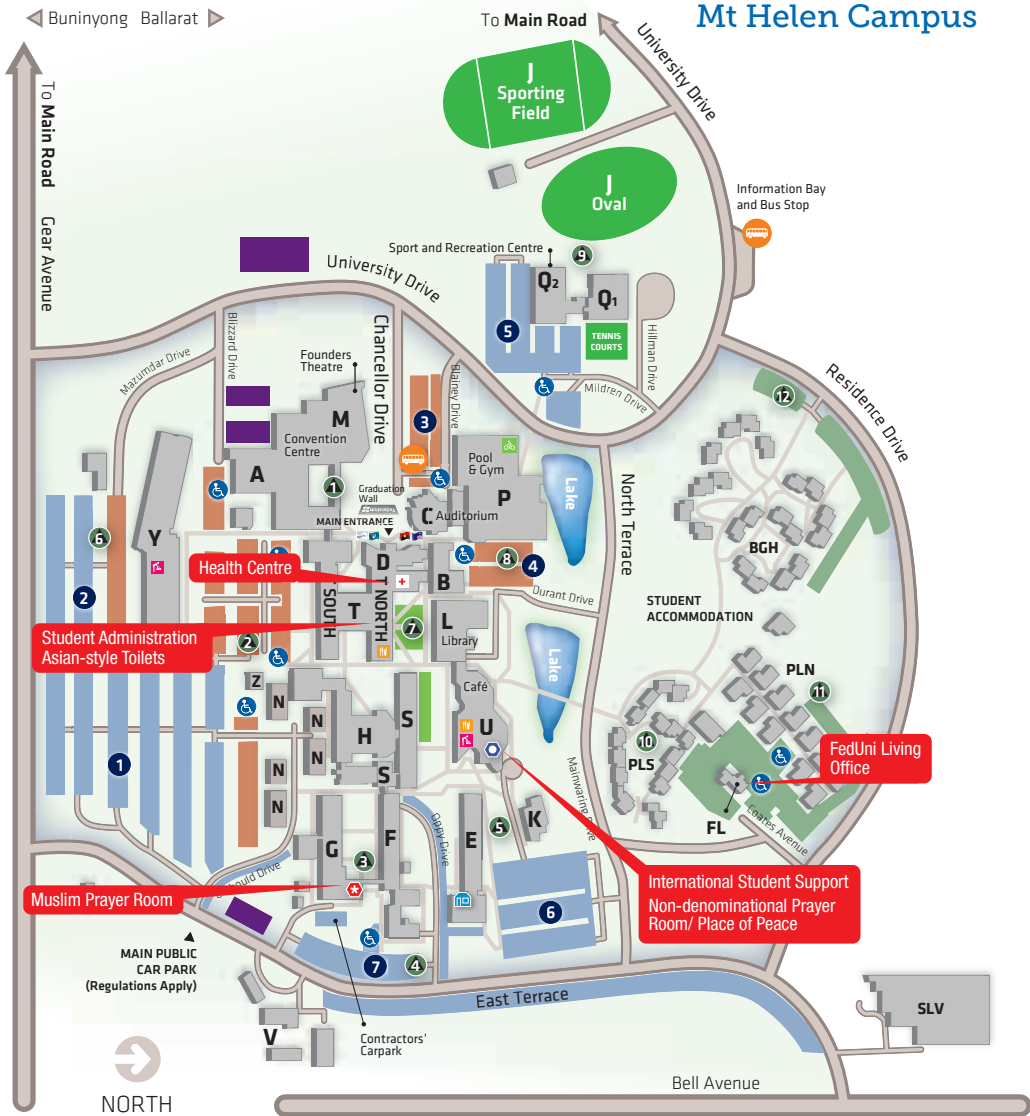
I would say attending O-week is a **must**. I missed that because I arrived late. I had no idea how to even enrol. I didn't know where the library, café etc were. I knew nothing, nothing and nothing.



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



Before attending the O-week I was nervous about how can I start study in the different educational system. But it was definitely great and helpful. In that day, FedUni staff taught us how to enrol. They showed me my school and nursing staff introduced themselves to new students.



## Legend

- |                         |                            |  |
|-------------------------|----------------------------|--|
| Buildings               | Free Temporary Car Park    | Bus Stop   |
| Roads                   | Car Park Number            | Parents Room   |
| Footpaths               | Designated Assembly Point  | Health Centre  |
| Public Car Park         | Prayer Room/Place of Peace | Food and Drink   |
| Permit Car Park         | Muslim Prayer Room         | Toilet facilities are available in most buildings. Asian-style toilets are located in T North. |
| Student Permit Car Park | Simulated Home Environment |  |
| Disabled Car Park       | Bike Parking               |  |



# A tour of campus

## Student Lounge

The student lounge is located on the 1st Floor of the Albert Coates Building above the cafeteria and is an open space where students can relax, watch television, play table-tennis or pool, and use computers for non-academic purposes. The lounge also contains a kitchen area with fridge, microwave and hot water for students to prepare their own meals.

## Computer Labs

Computer labs are placed in each of the schools 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:

### **Mt Helen F Building:**

F305 Open area; F304; F303; F302

### **Mt Helen T Building (South):**

T146; T147; T148; T149

## Wi-Fi Access

FedUni has Wi-Fi access (Eduroam) across the Mt Helen campus.

## ICT Support

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

Email: [servicedesk@federation.edu.au](mailto:servicedesk@federation.edu.au)

Phone: (03) 5327 9999

Web: QWeb (for students and staff).

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

## Prayer Rooms/ Places of Peace

**Non-denominational:** A 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.

**Muslim Prayer Room:** FedUni also has a Muslim Prayer Room that can be accessed with a special after-hours card. To obtain this card and more information about the Muslim Prayer Room, please e-mail [international.ss@federation.edu.au](mailto:international.ss@federation.edu.au) or visit the International Student Support office in 1st Level, U Building,



There is a mosque about 15-20 minutes by car from campus however, it's really handy that there is a prayer room on campus. This mean you don't have to leave campus between lectures etc. To help get pray times and directions, I use the app. *Islamfinders*

## Hairdresser

A hairdresser, Style Degree, is located on the 1st 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.

## On-Campus Retail Services

On-campus retail services across Federation University Campuses include cafes 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, stationary and books. Visit us online for a range of merchandise and memorabilia as well as further details, locations and information on on-campus services.

**FedUniStore** **The Hub**  
[federation.edu.au/campuslife](http://federation.edu.au/campuslife)

## Campus Bookshop

The Campus Bookshop is located on the 1st Floor of the Albert Coates Building, Mt Helen campus. The campus bookshop stocks the majority of textbooks prescribed to undertake your program of study. Opening hours during semester are as follows:

- Monday to Thursday, 9.00am – 4.30pm
- Friday, 9.00am – 3.00pm

## 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!

## UniSports

### Mt Helen Campus (Building P)

Phone: (03) 5327 9695

Email: [unisports@federation.edu.au](mailto:unisports@federation.edu.au)

[www.federation.edu.au/unisports](http://www.federation.edu.au/unisports)



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 X)

Phone: +61 3 5327 8183

[childrenscentres@federation.edu.au](mailto:childrenscentres@federation.edu.au)

[www.federation.edu.au/childrens-centres](http://www.federation.edu.au/childrens-centres)



## Health Centre

FedUni's Health Centre is located at Mt Helen campus on the ground floor 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: (03) 5327 9477

Email: [k.cleary@federation.edu.au](mailto:k.cleary@federation.edu.au)

## Medical Assistance (off campus)

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 including:

### MediAid

23 Raglan St Nth, Ballarat.

Phone: 5332 3355

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

**Hours:** Weekdays: 9am–7pm;

Weekends: 9am–5pm

### Eureka Medical and Dental Centre

14 Albert Street, Ballarat.

Phone: (03) 5309 111

**Hours:** Weekdays 7am–10pm;

Weekends 8am–10pm

### Tristar Medical Clinic

1010a Sturt St, Ballarat;

49–51 Albert St, Sebastopol

Phone: 5331 7155

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

## Ballarat Hospitals

There are two hospitals in the Ballarat region. 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.

### Ballarat Base Hospital (Public)

Drummond Street (North), Ballarat  
Phone (general enquiries): 5320 4000  
[www.bhs.org.au](http://www.bhs.org.au)

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.

### St John of God Hospital (Private)

10 Drummond Street (North), Ballarat  
Phone (general enquiries): 5320 2111  
[www.sjog.org.au/hospitals/ballarat.aspx](http://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.

## 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.

### 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, please visit:  
[www.yellowpages.com.au/find/pharmacies/ballarat-vic](http://www.yellowpages.com.au/find/pharmacies/ballarat-vic)

### 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 in Ballarat, please visit:

[www.yellowpages.com.au/find/dentists/ballarat-vic](http://www.yellowpages.com.au/find/dentists/ballarat-vic)

### Optometrists

Fees for eye tests are covered by your health insurance; however, the purchase of prescription glasses is not covered. To find an optometrist in Ballarat, please visit:

[www.yellowpages.com.au/find/optometrists/ballarat-vic](http://www.yellowpages.com.au/find/optometrists/ballarat-vic)



# Student Learning

## Studying in Australia

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

## 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 '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: [www.federation.au/results](http://www.federation.au/results)

### Assessment Grades

Code	Grade	Percentages
<b>HD</b>	<b>High Distinction</b>	<b>80 – 100</b>
In addition to the passing requirements, the student's work demonstrated a consistently high level of performance on all criteria for assessment.		
<b>D</b>	<b>Distinction</b>	<b>70 – 79</b>
In addition to the passing requirements, the student's work demonstrated a consistently high level of performance on most criteria for assessment.		
<b>C</b>	<b>Credit</b>	<b>60 – 69</b>
In addition to the passing requirements, the student's work demonstrated a sound level of performance on the criteria for assessment.		
<b>P</b>	<b>Pass</b>	<b>50 – 59</b>
The student's work demonstrated a satisfactory level of performance on the criteria for assessment.		
<b>MF</b>	<b>Marginal Fail</b>	<b>40 – 49</b>
The student's work marginally failed to demonstrate a satisfactory level of performance on the criteria for assessment, but nevertheless shows potential for improvement.		
<b>F</b>	<b>Fail</b>	<b>0 – 39</b>
The student's work demonstrated serious failure to achieve a satisfactory performance on the criteria for assessment.		
<b>XF</b>	<b>Non-assessed fail</b>	
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.



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.

## 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 University and its facilities.



There are a couple of things I would highly recommend and one is to complete FedReady. It is really helpful and although you may think you understand writing essays and handing in assignments, FedReady teaches you how to do it to Australian standards.

## 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

## 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*

[http://federation.edu.au/students#Learning\\_and\\_study](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](http://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/students/learning-and-study/get-help-on-campus/pass-program>

## Library

The Federation 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/about-the-library>

## Moodle

Moodle is the official Learning Management System at FedUni. It contains course description's, 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 given 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. For instructions of how to auto-forward your student email account to your personal account, please visit:

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



# 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 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 Ballarat 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: 0409 948 811

Email: [international.ss@federation.edu.au](mailto:international.ss@federation.edu.au)

Facebook: FedUni International

## Social Activities and Information

The International Student Support office also arranges social events for you to get to know the other students, such as social, recreational and sporting activities occurring on campus and throughout the Ballarat 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

Yourtutor 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 highschool.

Yourtutor 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](http://www.federation.edu.au/yourtutor) and sign in through the University's learning management system.



### International Student Committee

FedUni has an International Student Committee 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.



### Counselling Support

FedUni Counselling Service provides 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; visit reception in the Health Centre (T Building). Phone: (03) 5327 9470.

[www.federation.edu.au/counselling](http://www.federation.edu.au/counselling)



### Clubs and Societies

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

Visit the Student Experience office (1st Floor, U Building)

[www.federation.edu.au/clubs-and-societies](http://www.federation.edu.au/clubs-and-societies)



Working at FedUni was one of my dreams here when I came to Australia. I saw everywhere that young students got involved in working in different areas at FedUni and I really wanted to be one of them. I kept applying until I became a PASS leader. After that I got a casual position to work as an O'Week assistant and then work in the library. So I finally worked in three different positions at FedUni!

Never give up if you are unsuccessful. Keep trying to achieve your dreams.





## 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.

Visit the Student Experience office to learn more (1st Floor, U Building, Mt Helen Campus).

[www.federation.edu.au/sport](http://www.federation.edu.au/sport)



## Student Leadership and Volunteer Program

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

Visit the Student Experience office (1st Floor, U Building), Mt Helen.

[www.federation.edu.au/student-leadership](http://www.federation.edu.au/student-leadership)



I really enjoy sports, like many Australians. Sport is a great way to meet others and the Sport and Recreation opportunities at FedUni are great. Last year I went to Canberra for the Uni Games and played soccer representing FedUni.



## Chaplaincy

A 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.

Visit the Albert Coates Complex

(1st Floor, U Building)

Phone: (03) 5327 9285

Email: [r.bowd@ballarat.edu.au](mailto:r.bowd@ballarat.edu.au)

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



The first thing I'm going to say is get involved! The International Student

Support office is great. Lots of students often come into the office to get advice and even just to have a chat. The international office organise great events such as dinners and beach trips which help in getting to know other students. You will meet new people, be challenged and then your experience in Australia will be enriched.



## 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: [www.immi.gov.au/students/students/working\\_while\\_studying/index.htm](http://www.immi.gov.au/students/students/working_while_studying/index.htm)

### Careers and Employment

(1st Floor, U Building) Mt Helen

Phone: (03) 5327 9910

Log in via [www.federation.edu.au/studentcareerhub](http://www.federation.edu.au/studentcareerhub)

Follow us on Facebook.

## Tax File Number

All adults in Australia who earn an income are required to register with the Taxation Office. 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](http://www.ato.gov.au)



Careers and Employment staff helped me to make a good resume and cover letter for finding a job.



# 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.immi.gov.au/students/](http://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 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 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.immi.gov.au/e\\_visas/vevo.htm](http://www.immi.gov.au/e_visas/vevo.htm)

## 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.



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

## Deferment or Leave from Studies

All commencing students who have been given a formal written offer by the 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://policy.federation.edu.au/university/general/deferment\\_and\\_leave\\_from\\_studies/ch01.php](http://policy.federation.edu.au/university/general/deferment_and_leave_from_studies/ch01.php)

**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 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 refund policy for international students of FedUni.

## 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:

## 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](http://policy.federation.edu.au/esos/standard_7/ch01.php)





## 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 still feel free to contact us and we might still be able to help you. Please see our webpage for contact details: [www.federation.edu.au/studentadviser](http://www.federation.edu.au/studentadviser)



## 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](mailto: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. Please see our web page for further details: [www.federation.edu.au/studentadviser](http://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](http://www.federation.edu.au/studentadviser)

Don't delay – timelines apply.

## Special Consideration

As a FedUni student you can apply for Special Consideration if

- i. your work at any time during the academic year has been badly affected by illness or some other cause;
- ii. you have been prevented by a serious or disabling illness or other significant cause from preparing or finishing an assignment or completing an exam

There are strict timelines and paperwork to be completed if you are applying for 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. The following link will give you all the info: [http://policy.federation.edu.au/student\\_services\\_and\\_administration/enrolment/special\\_consideration/ch01.php](http://policy.federation.edu.au/student_services_and_administration/enrolment/special_consideration/ch01.php) (or just type Special Consideration into the Search bar)

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

Call 03 5327 9470 to make an appointment.  
Don't delay – timelines apply.



## 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 your 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](http://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](http://www.federation.edu.au/studentadviser)

## 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](http://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 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 feeling 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](mailto: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](http://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](http://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.immi.gov.au](http://www.immi.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.



# 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

1st Floor, Albert Coates Building  
Mt Helen Campus

Phone: 03 5327 9446

Mobile: 0409 948 811

Email:  
[international.ss@federation.edu.au](mailto:international.ss@federation.edu.au)

Facebook: FedUni International



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.

## 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 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.



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.

## 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.

## 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 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.

## 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.



I tried my best to improve my English, I started to talk to people for no particular reason to find friends. For example, in a bus, if I saw a classmate, I started to talk about subjects we did together. By improving my communication, I overcame my homesickness.



## 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 become 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 **0409 948 811**



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 harassment and abuse is not acceptable. If you experience racial 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 9088

**Horsham campuses:** call 5382 0560 or 0417 820 560

# Ballarat – A helping community

The City of Ballarat has a number of free electric barbecues available for public use. The barbecues are available on a 'first come, first serve' basis and cannot be booked. They must be used with care and left clean after use

## Public barbecue locations:

- Alexander Park, Laidlaw St, Learmonth
- Alfredton Recreation Reserve, Cuthberts Rd
- Brown Hill Reserve, Reid Crt
- Buninyong Botanic Gardens, Scott St
- Canadian Lakes, near entrance to Canadian Lakes, Main Rd
- De Soza Park, Warrenheip St, Buninyong
- Eureka Gardens, Stawell St Sth
- Inkerman Gully, off Simpson St Nth
- Lake Esmond, Lal Lal St
- Lake Wendouree, Ballarat Adventure Playground
- Len T Fraser Reserve, cnr Main Rd and Barkly St
- Russell Square Reserve, Stawell St Nth
- Victoria Park, Sturt St opposite Hamilton Ave
- Weeramar Park, cnr Gillies and Norman Streets



People in Ballarat are so polite. They often say 'Please' and 'Thank You'. Even when I go to the bank there is often a staff member when you walk in the door who greets you.

## Public Consumption of Alcohol

Unless otherwise signed, consumption of alcohol in public reserves is prohibited from 10pm to 6am. No alcohol can be consumed at Lake Esmond and Len T. Frazer Reserve.

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

## 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](mailto:reception@brmc.org.au)

Web: [www.brmc.org.au](http://www.brmc.org.au)



# Other Useful Information

## Culture Card

The culture card, available to International students in your orientation pack provides special offers to various events such as trips, sports, arts and cultural events.

See [www.culturecardvictoria.com.au](http://www.culturecardvictoria.com.au) for further details

## 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](http://www.globall.com.au)

## International Student Care Service (ISCS)

The International Student Care Service (ISCS) is a free and confidential support and welfare service for international students studying in Victoria

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@iscs.vic.gov.au](mailto:info@iscs.vic.gov.au)

Drop-in to the office:

Level 1, 19-21 Argyle Place South, Carlton 3053

## City of Ballarat

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

[www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au)



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



Information in this publication was current at the time of printing (November 2014).  
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\_191114