

Multicultural Student Services



Learn to succeed | federation.edu.au/multicultural-support



Pre-arrival Guide

A 'before you arrive' handbook for international students

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Multicultural Student Services

Federation University Australia

All campuses

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www.facebook.com/groups/FedUniInternationalCALD/



Introduction

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

Federation University Australia

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

We offer access to higher education, TAFE, secondary schooling and research opportunities. With campuses in Ballarat, Berwick, Gippsland and the Wimmera, our programs are also delivered online and via a range of partner institutes across Australia and around the globe. Small class sizes at FedUni allow for personal contact with academic and support staff.

From its establishment in 1870 as the Ballarat School of Mines, FedUni has developed a strong reputation in applied learning methods and for close links with industry. This reputation continues to grow along with the student population, which now totals around 22,000.





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

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

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



Prem

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

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



Welcome

Multicultural Student Services

Your pre arrival support is the beginning of your transition to life at FedUni and Australia. The Multicultural Student Services (MSS) team provide early support to help you to make the necessary decisions and arrangements during your move.

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

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

‘Ask if you don’t know’. The Multicultural Student Services team will answer your questions and help you to get the best start to your time at FedUni.

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

Welcome to FedUni. We look forward to meeting you.

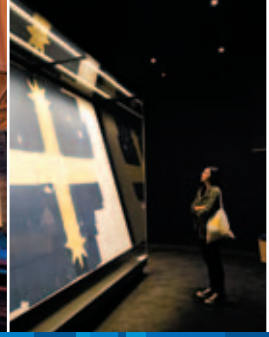


Salma

Studying PhD in Civil Engineering

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

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



Our regions

City of Ballarat

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

Travel time between Ballarat and Melbourne is between 75 minutes and 2 hours (depending on the suburb), and around 90 minutes to Tullamarine International Airport.

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

Regional leader

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

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

Want to know more about Ballarat?

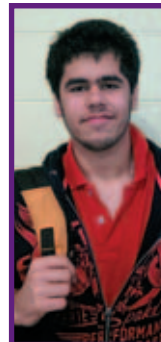
www.ballarat.vic.gov.au

Tourism

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

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

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



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



Images of courtesy of Latrobe City Council.

Latrobe City

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

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

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

Tourism

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

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

Want to know more about Latrobe City?

www.latrobe.vic.gov.au

www.visitlatrobe.vic.gov.au

Victoria's Climate

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

HELPFUL TIP

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



City of Casey

The City of Casey is one of the fastest growing regions in Australia with around 7,600 residents moving there each year.

The Berwick Campus is located approximately 45 minutes to 1 hour to the west of Melbourne Central Business District (CBD).

With over 310,000 residents, state-of-the-art infrastructure, an abundance of parks and leisure facilities, new art spaces, and a diverse and welcoming community the City of Casey is a popular place to be.

The City of Casey is one of the most culturally-diverse regions in Victoria, with the highest number of Aboriginal and Torres Strait Islander residents in metropolitan Melbourne, 30% of residents who speak a language other than English at home and over 150 different countries of birth represented.

Tourism

Originally a rich agricultural and pastoral area during the 1800s, Berwick developed into a satellite town of Melbourne, eventually being incorporated as a suburb of the city during the 1990s due to thriving property development in the district.

The Berwick of today is a mix of old and new, with a number of attractive parks located within the town centre along with lakes, shopping centres and rural areas to the north. Berwick is also host to a number of regular markets and provides easy access to the stunning Dandenong Ranges.

Want to know more about Berwick?
www.casey.vic.gov.au



Before arriving

All new international students are strongly advised to arrive at least four days before Orientation Day (check your welcome letter for details).

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

Australia – Cost of Living

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

Accommodation and living expenses

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

Important dates

www.federation.edu.au/important-dates

Indicative living expenses

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

Accommodation scholarships are available to commencing International students, see page 13 for details.



Student Welcome Desk

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

Airport Transfer Service

www.federation.edu.au/feduniliving

The FedUni airport transfer service offers new FedUni international students collection from the Melbourne International Airport and transport to the Ballarat, Gippsland or Berwick FedUni Campus.

To use this service you must complete the Airport Collection Request available online no later than 5 working days (Monday-Friday) prior to your date of arrival. You will receive a confirmation email of your transport request with the appropriate details.



Arriving on a weekend

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

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

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

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

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



HELPFUL TIP

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

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

What to bring

Important documents

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

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

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

Packing

Clothing

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

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

Other items

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

What you CANNOT bring into Australia

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

For further information
www.agriculture.gov.au/travelling/faqs



Education Service for Overseas Students (ESOS) Act

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

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

ESOS protects your rights, including:

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

Visas

All overseas students are required to have an International Student Visa issued by the Australian Government. Student visas are issued for full-time study on the understanding that the student studies on-campus and has sufficient funds to cover tuition fees and living expenses while in Australia.

For further information regarding student visa applications, please visit: www.border.gov.au/Trav/Stud

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

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

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

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

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

Some applications will require a health check, a financial statement and academic transcripts. Check with Immigration to verify any requirements.

www.immi.gov.au/e_visa/vevo.htm



FedUni Living

Success Lives Here. Federation University Australia's research shows you are more likely to have a positive transition experience to university and be successful with your studies if you live on campus. Our highly effective support programs, and unique residential experience contribute to greater satisfaction and success in relation to your university experience.

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

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

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

If you require short term accommodation upon arrival, it is essential you organise this prior to your departure.

Full details of the various options, as well as costs and booking details can be found on our website. Bookings should be made no later than 5 working days (Monday-Friday) prior to your date of arrival.

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



SCHOLARSHIPS

Accommodation scholarship opportunities covering full accommodation fees are available to eligible commencing international students. For full details please visit federation.edu.au/liveforfree

Private Rental Accommodation

You may be interested in renting a house or unit. Many private rentals will require a bond and a 12 month lease. Below are a few ways to explore your options.

FedUni Noticeboards

The FedUni noticeboards often have notices for rooms for rent in shared houses. The noticeboards are located on the first and second floor of the Albert Coates Complex (U Building) in Mt Helen and throughout the Gippsland Campus.

FedUni Facebook

FedUni Facebook and other social media are a great way to connect with students directly who may have a house to share. Post a message on

www.facebook.com/groups/FedUniInternationalCALD/

Newspaper

Advertisements for houses or rooms to rent can be found in local newspapers. Visit:

Ballarat www.thecourier.com.au

Gippsland www.latrobevalleyexpress.com.au

Berwick www.heraldsun.com.au/leader/south-east#

Real Estate

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

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

Websites

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

<http://au.easyroommate.com>

www.flatmates.com.au

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 – Renting
consumer.vic.gov.au/



HELPFUL TIP

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



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



On arrival

At the airport

Customs and quarantine

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

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

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

- passport and valid visa
- incoming passenger card

A comprehensive list of items that you may/may not be able to bring into the country can be found at:
www.agriculture.gov.au/travelling/arriving-in-australia

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

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

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



Orientation and enrolment

Orientation Week is compulsory for all new international students.

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

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

Highlights of the International Orientation include:

- Meeting FedUni staff, teachers and students (Peer supporters and mentors)
- Group sessions – Meet other international students
- Information sessions
- Official welcome dinner
- School enrolment sessions
- Obtain your student card
- Free Social Events



HELPFUL TIP

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



Campus support

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

Multicultural Student Services

Mt Helen Campus

1st Floor, Albert Coates Building

Gippsland Campus

Building 3N, Room 102

SMB / Camp Street

D Building, SMB Campus

Berwick Campus

Ground Floor Building 902,
Berwick Campus

For all campuses:

call +61 3 5327 9446 or email
multicultural.ss@federation.edu.au

Multicultural Student Services (MSS)

The MSS office provides information to students about campus services and programs; community living; transport; accommodation and social programs. In fact, international students who are unsure of any aspect of their living and study can call into the MSS office for help. We begin assisting students before arrival with important orientation/enrolment information and contact from one of our student committee members. Support staff provide guidance and support through a number of welcome programs and social activities throughout the year.

English Language Support Program

Specialist classes and support for **first year** international students (UG, PG & HDR) is available at Mt Helen, Berwick and Gippsland campuses. These classes with a specialist English Language teacher will assist you to:

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

Contact:

Gippsland and Berwick:

Rachel Daniel, call +61 3 5122 8231,
or email: r.daniel@federation.edu.au

Ballarat: Melania Pantelich, call +61 3 5327 8018,
or email m.pantelich@federation.edu.au



English Conversation

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

Student Committee contacts

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

FedReady

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

- Preparing essays and assignments
- Using and citing references
- Understanding the university library
- Using the university computers
- Participating in tutorials
- Managing your study

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

FedReady is also available online.
Refer to website for more information.
www.federation.edu.au/fedready



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



Mentor Program

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

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

ASK

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

Student Leaders can provide assistance in the following areas:

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

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

Stuff Students Need to Know

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

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



Getting settled

Transport

The Myki Travel Card

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

Myki fares and user guide:
www.ptv.vic.gov.au

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

Buses in Ballarat

Number 21 and 22 buses connect the university campus at Mt Helen to central Ballarat. The bus stop at the university is in Chancellor Drive, near the main entrance of building C. Both buses stop at many points leading to the city and terminates at the central train station. For information on city bus services, including timetables and routes, contact:

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

Buses in Latrobe Valley

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

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

Buses in Berwick

Buses run regularly to, from and around Berwick. For more information, head to the Public Transport Victoria website: www.ptv.vic.gov.au

Driving in Victoria

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

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

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

www.vicroads.vic.gov.au

Shopping

Food in Ballarat

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

Midvale Shopping Centre is the closest shopping area to Mt Helen and has fast food options, a pharmacy, post office and a supermarket. It is close to Recreation Road and FedUniLiving's Jemacra Place accommodation. In addition, there are both Saturday and Sunday markets held within the city of Ballarat and its surrounding areas.

Food in Latrobe Valley

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

Food in Berwick

Berwick and surroundings is a very culturally-diverse area and as such has a range of great multicultural food shops, many within walking distance of the campus.

Berwick is also well-stocked with services such as banks, pharmacies, medical centres and more.

Computers and electrical appliances

Having your own computer can make life simpler. IBM compatible computers, which support NT and Microsoft Windows, are the standard equipment. Such computers can be bought new in Australia for about AUD\$800-AUD\$1000. We advise you buy your computer in Australia, as customs do not consider computers to be personal items and import duty will need to be paid. Also, a computer bought in Australia will generally receive after sales service.

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



Postal address

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

In Ballarat

The postal address should include:

Your name

C/- Multicultural Student Services (U117)
Federation University Australia
PO Box 663 Ballarat VIC 3353 Australia

Collect your mail from Multicultural Student Services on the 1st floor, U Building.

In Gippsland

The postal address should include:

Your name

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

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

In Berwick

The postal address should include:

Your name

C/- Multicultural Student Services
Berwick Campus
PO Box 663 Ballarat VIC 3353 Australia

Making international calls

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

Simply telephone the following:

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

A call connection fee applies for all successful connections. International calls are timed and charged according to the destination, time of day and day of week.



Organising your finances

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

Banks

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

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

The common opening hours of most banks are:

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

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

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



Opening a bank account

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

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

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

Cash on arrival

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

www.xe.com/ucc

International debit/credit cards

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

Alternatives

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

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

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

On campus banking

ATMs are located on, or very close by to each of our campuses, but bank branches are generally located in town centres.



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



Australia and Australians

Australia is a diverse nation with a multicultural population. Some of the social customs in Australia are similar to English/American background or social behavior.

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

Culture Shock

Most students who travel overseas to live and study in a new country will experience some emotional disturbance in response to their new circumstances. This reaction is often referred to as 'culture shock'. Everything that you see and experience – the countryside, the weather, people, food and buildings – will be new and may seem different in the beginning. It will take time to adapt to your new surroundings.

Making new friends early is one effective way of reducing culture shock, so make the effort to get to know new people.

It is also important to retain a part of your home country and culture, so keep in touch with family back home, cook your favourite dishes for new friends and continue to practice any cultural customs that you are used to.



Understanding English with the Australian accent and slang was the main challenge for

me, however my Aussie friends are very helpful to improve my English skills.



To experience a degree of homesickness and loneliness is normal

Getting involved in university events, such as the FedUni Orientation Week Social Program is a great way to make some new friends and begin to feel more settled.

If you're feeling unsettled, homesick or unsure of the decision you've made, come and speak with the Multicultural Student Services staff in U Building at Mt Helen Campus, ground floor Building 902 at Berwick, or at Student Connect at Gippsland Campus.

Conversation topics

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

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

GOOD TO KNOW

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

Equal opportunity

Australians believe in equal opportunity. Women are entitled to the same rights, status and opportunities as men.

People Identifying as Lesbian, Gay, Bisexual, Transexual, Intersex or Queer (LGBTIQ) are welcomed in Australian society and are often open about their sexual orientation/gender identity

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

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



Social customs

Courtesy

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

Names

Most Australians have three names:

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

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

If you are wondering what to call someone, simply ask: 'What would you like me to call you?'

When you first meet someone it is also appropriate to tell them the name that you prefer to be called. For example 'Please call me Fei Wan.'

Informality

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



Queues

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

Invitations

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

Appointments

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

Punctuality

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



Dress code

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

Social gatherings

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

Physical contact

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

Opening of gifts

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

Giving gifts

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

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



Security

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

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

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



Emergency phone numbers

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

Emergency

Free call – 24 hour service

Police **000**

Fire **000**

Ambulance **000**

University After Hours Assistance

All Campuses 5327 6665

On campus security

FedUni has a single Emergency Number for all campuses:

1800 333 732 (1800 FED SEC).

Request an on-campus security escort

If, at any time, you require a Security Officer to escort you anywhere on campus, call **1800 333 732** (1800 FED SEC).



Tipping

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

Independence

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

Smoking

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

Other useful websites

City of Ballarat
www.ballarat.vic.gov.au

City of Casey
www.casey.vic.gov.au

Latrobe City Council
www.latrobe.vic.gov.au

Victorian Tourism
www.tourism.vic.gov.au

HELPFUL TIP

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

Also put under 'emergency' anybody who should be contacted in case of a situation, and the University 24-hour assistance number:
+61 3 5327 6665

Mt Helen Campus Map

This is the 2017 campus map, an updated version may be available in 2018.



- Buildings
- Roads
- Car Park Number (Restrictions may apply)
- Disability Car Spaces
- Pathway/Route
- Disability Access Toilet (Level)
- Lift
- Entry Point
- Student HQ

- Flagpoles
- Bike Parking
- Bus Stop
- Parents Room
- Health Centre
- Food and Drink
- Designated Assembly Point
- Prayer Room/Place of Peace
- Muslim Prayer Room

- For security assistance call 5327 6333
- For disability access assistance call 5327 9470
- All Federation University Australia Campuses are Smoke-free

Faculties

Faculty of Education and Arts

Building T, South Wing (Ian Gordon)

Faculty of Health

Building S, Level 1

Faculty of Science and Technology

Building Y, Level 1 (Science and Technology Building)

Federation Business School

Building B

A

Aboriginal Education Centre

Building U, Level 1 (Albert Coates Complex)

Aquatics Laboratory

Building P, Level 7

B

Bookshop

Building U, Level 1 (Albert Coates Complex)

C

Car Fleet Parking

Building V

Careers and Employment

Building U, Level 1 (Albert Coates Complex)

Centre for Learning Innovation and Professional Practice (CLIPP)

Building U, Level 2 (Albert Coates Complex)

Centre for University Partnerships (CUP)

Building A, Level 1

Chaplain

Building U, Level 1

Chief Operating Officer

Administration Building D, Level 1

Conference and Catering Services

Building M (Caro Convention Centre)

Contact Centre

Building N

D

Design and Print Services

Building N

Disability and Learning Access Unit (DLAU)

Administration Building D, Level 0

E

Equity and Equal Opportunity

Building U, Level 1 (Albert Coates Complex)

F

Facilities Services

Building G (MB John Building)

Facilities Services Depot

Building V

FedUni Children's Centre

Building K

FedUni Living

Building FL

FedUni Schools Outreach

Building U, Level 1 (Albert Coates Complex)

FedUni Store

Building T (North Wing), Level 0

Finance

Administration Building D, Level 0

Administration Building D, Level 1

Founders Theatre

Building M (Caro Convention Centre)

G

Geoffrey Blainey Auditorium

Building C, Level 0

Geoffrey Blainey Research Centre

Building L, Level 2 (EJ Barker Building)

Gymnasium

Building P, Level 8

H

Health Centre

Administration Building D, Level 0

The Hub and Food Court

Building U, Level 0 (Albert Coates Complex)

Human Resources

Building T (North Wing), Level 1

I

International Student Support

Building U, Level 1 (Albert Coates Complex)

ITS Services

Building L, Level 9 (EJ Barker Building)

L

Legal

Administration Building A, Level 1

Library

Building L (EJ Barker Building)

Information Desk/ICT Help Desk

Building L, Level 0 (EJ Barker Building)

M

Management, Accounting and Compliance

Administration Building D, Level 1

Marketing and Communications

Building A, Level 1

Multi-Purpose Building

Building Q2

Muslim Prayer Room

Building G (MB John Building)

P

Parent/Baby Change Room

Building Y, Level 2 (Science and Technology Building)

Parent/Baby Change Room

Building U, Level 0 (Albert Coates Complex)

Public Relations

Building A, Level 1

Prayer Room/Place of Peace (Non-Denominational)

Building U, Level 2 (Albert Coates Complex)

R

Records and Mail Services

Building T (North Wing), Level 0

Research and Innovation

Building F, Level 2

Ruby's Restaurant

Building U, Level 0 (Albert Coates Complex)

S

Scheduling Services

Building A, Level 0

Sport and Recreation Centre

Building Q1

Sporting Fields

J

Swimming Pool

Building P, Level 8

Strategic Capital, Infrastructure and Projects (SCIP)

Building A, Level 1

Student Advisory Office

Building U, Level 1 (Albert Coates Complex)

Student Commons

Building S, Level 0

Student Connect

Building U, Level 1 (Albert Coates Complex)

Student HQ

Building T (North Wing), Level 0

Student Lounge and Kitchen

Building U, Level 1 (Albert Coates Complex)

Student Residences

Peter Lalor Hall (North)

Building PLN

Peter Lalor Hall (South)

Building PLS

Bella Guerin Hall

Building BGH

Style Degree (Hairdresser)

Building U, Level 1 (Albert Coates Complex)

U

UniSports

Building P, Level 8

V





















Vice-Chancellor's Office

Administration Building D, Level 1

This is the 2017 campus map, an updated version may be available in 2018.

This is the 2017 campus map, an updated version may be available in 2018.



- | | | | | | |
|--|--|---|--------------------------|---|--|
|  | Buildings |  | Lift |  | Designated Assembly Point |
|  | Roads |  | Bike Parking |  | Spiritual Centre |
|  | Car Park Number
(Restrictions may apply) |  | Bus Stop |  | Rest Room |
|  | Disability Car Spaces |  | Parents Room |  | For security assistance call 5122 6662 |
|  | Pathway/Route |  | Campus Nurse, AED |  | For disability access assistance call 5122 6662 |
|  | Toilet facilities are available
in most buildings, refer
building signage. |  | Food and Drink |  | All Federation University Australia
Campuses are Smoke-free |
| | |  | Student HQ | | |
| | |  | Outdoor Exercise Station | | |

A

Aboriginal Education Office (AEC)

Building 1S, Level 1

B

Bistro

Building 2N

Bookshop

Building 1N, Level 1

C

Cafeteria

Building 2N

Centre for Gippsland Studies

Building 1E, Level 1

Centre for Learning Innovation and Professional Practice (CLIPP)

Building 1E, Level 1

Chaplaincy

Building 3N

Clubs and Societies Space

Building 1E, Level 1

Crofton Hatsell Room

Building 2W, Level 2

E

Examinations

Building 4N, Level 2, (Monash)

F

Facilities and Services

Building 3W

Federation Business School

Building 5N, Level 1

FedUni Living (Student Accommodation Office)

Building 4N, Level 1

G

Geotechnical and Hydrogeological Engineering Research Group (GHERG)

Building 4W

Kurnai College

Building 5W/6W

The Gippsland Enterprise Centre

Building 9N

Gippsland Centre for Arts and Design

Building 6S, Level 1

Gippsland Research Office

Building 2W, Level 2

Grounds Department

Building 5S

H

Hexagon Theatre

Building 1S, Level 1

I

International Student Lounge

Building 1E, Level 1

ITS Services

Building 1E, Level 2

L

Leisure Centre

Building LC

Library

Building 1E, Level 1

Link Meeting Room

Building 2W, Level 2

Logistics and Mail Office

Building 4N

M

Main Entrance

Building 1W, Level 2

Monash Rural Health, Churchill

Building 3W, Level 2

S

School of Arts, Education and Humanities

Building 1E, Level 2

School of Engineering and Technology

Building 4N, Level 2

Student HQ

Building 1S, Level 2:

Art and Education

Business

Science, Engineering and

Information Technology

Health

Spiritual Centre

Building 1N, Level 1

Student Connect

Building 3N

Student Lounge

Building 3N

Student Senate Office

Building 3N

Switchback Gallery

Building 6S

W

West Residential Hall A

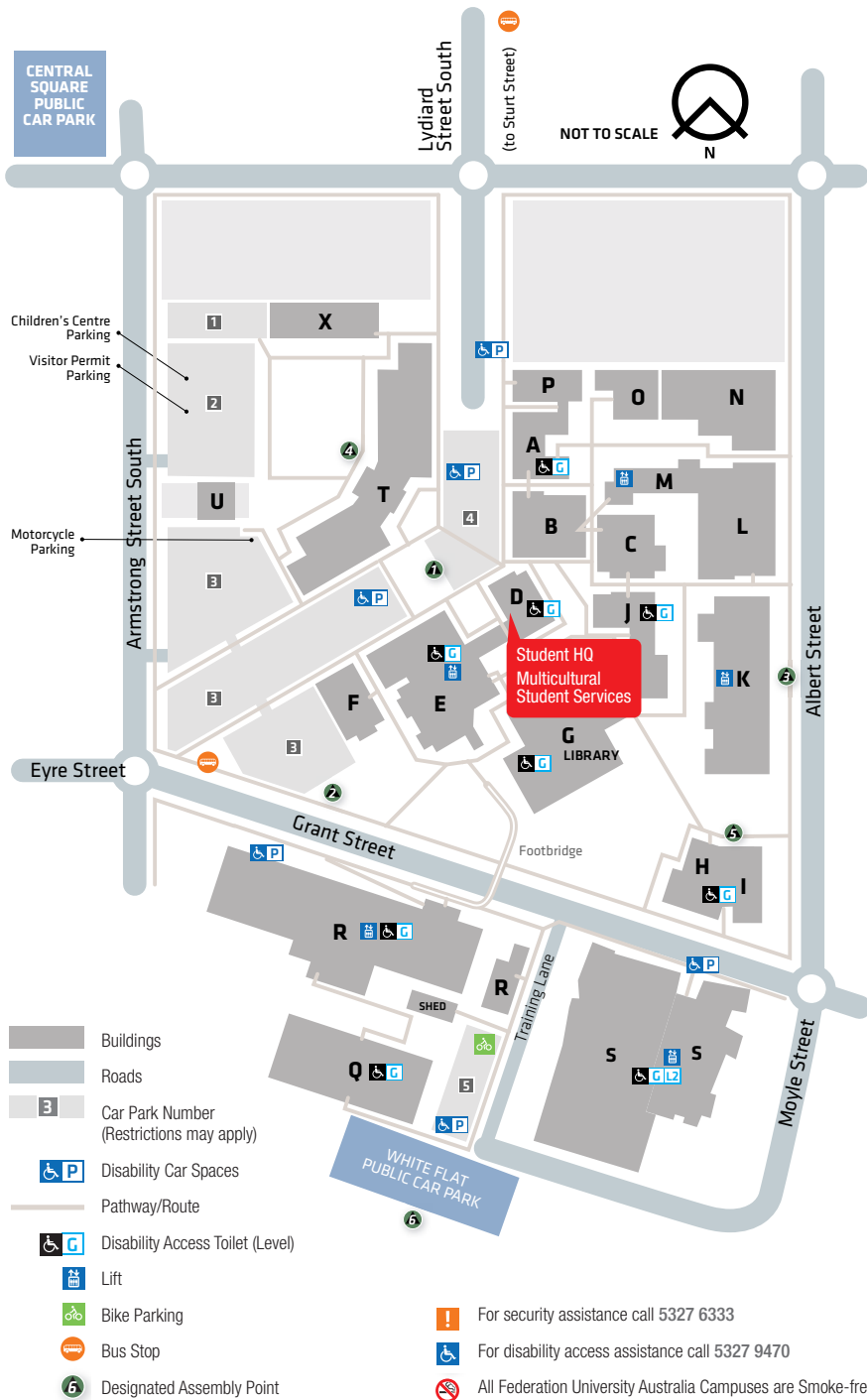
Building WHA

West Residential Hall B

Building WHB

SMB Campus Map

This is the 2017 campus map, an updated version may be available in 2018.



Faculties

Faculty of Education and Arts

Ceramics/3D, Multi D and Drawing Studios

Building K (MB John Building)

Federation College

Industry Skills Centre

Building H

Building R

Building S

A

Aboriginal Education Centre

Building G (Library)

Academic Registrar

Building O (Old Plumbing Building)

Australian Centre for Research into Injury in Sport and it's Prevention (ACRISP)

Building E (Old Governor's Residence)

Automotive

Building H (Corbold Building)

Building I (Automotive Skills Centre)

B

Ballarat Technology Park – Central

Building T (The Brewery Complex)

Building Design

Building B (WJ Gribble Building)

Barry Room

Building A (Administration Building)

C

Carpentry

Building R

(Building and Construction Training Centre)

Collaborative Research Centre in

Australian History (CRAH)

Building E, 1st Floor (Old Governor's Residence)

FedUni Children's Centre

Building X

The Courthouse Theatre

Building F (The Courthouse)

E

Electrical

Building R

(Building and Construction Training Centre)

Engineering

Building S

(Manufacturing and Engineering Skills Centre)

F

Facilities Services

Building A (Administration Building)

Federation College

Building S

(Manufacturing and Engineering Skills Centre)

FedUni TAFE Student Association Inc

Building A (Administration Building)

Flecknoe Building

Under Construction

Food Skills Centre

Building J (Steane Building)

Founders Room

Building A (Administration Building)

Furniture

Building R

(Building and Construction Training Centre)

H

Hairdressing and Beauty

Building P (Unistyle)

I

Information Services

Building G (Tippett Building)

J

Joinery

Building R

(Building and Construction Training Centre)

L

Lecture Theatre

Building C (Old Chemistry Building)

Library

Building G (Tippett Building)

M

Mechanical Engineering

Building S

(Manufacturing and Engineering Skills Centre)

Meeting Rooms

Building A (Administration Building)

Buildings S, R, C and O

Metal Fabrication

Building S

(Manufacturing and Engineering Skills Centre)

P

Painting and Decorating

Building R

(Building and Construction Training Centre)

Live Production

Building F (The Courthouse)

Plumbing

Building R

(Building and Construction Training Centre)

Prospects Restaurant

Building J (Steane Building)

Psychology Centre

Building B

R

Risk, Health and Safety

Building A (Administration Building)

S

Student Administration

Building D (Student Amenities Building)

Student Enrolment Centre

Building D (Student Amenities Building)

Student Support

Building D (Student Amenities Building)

T

TAFE Administration

Building C

V

Video Conferencing

Building A (Administration Building)

Buildings R and O

Vice-Chancellor's Office

Building A (Administration Building)

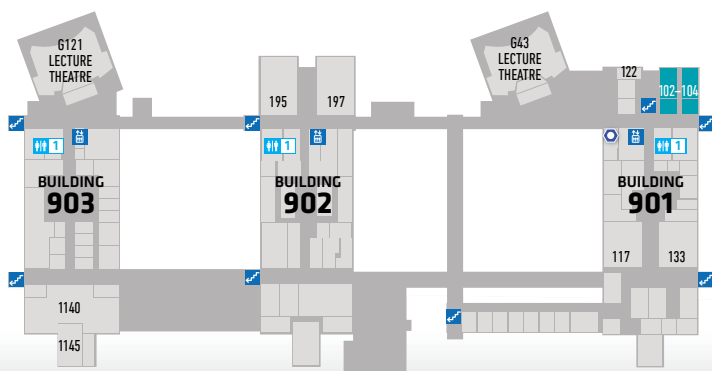
Building R

(Building and Construction Training Centre)

Berwick Campus Map

This is

Level 1



MAIN PUBLIC CAR PARK

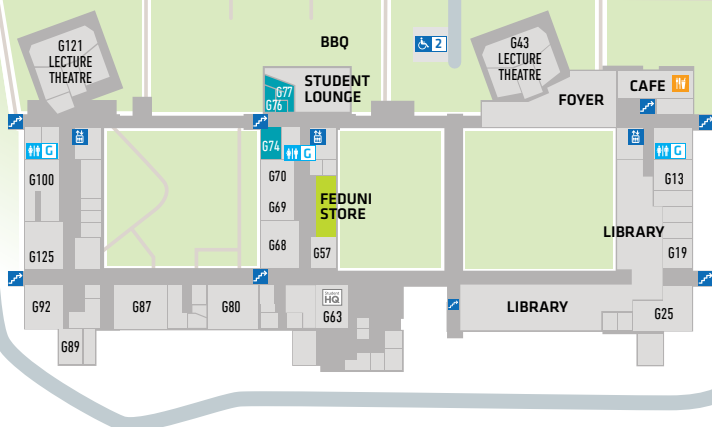
Ground Floor

CAR PARK

BUILDING 903

BUILDING 902

BUILDING 901



- Buildings
- Roads
- Car Park Number (Restrictions may apply)
- Disability Car Spaces
- Pathway/Route
- Toilets
- Lift
- Food and Drink

- Student HQ
- Bus Stop
- Multifaith Quiet Room
- Designated Assembly Point
- For security assistance call 9902 7777
- For disability access assistance call 5122 6425
- All Federation University Australia Campuses are Smoke-free

Student Careers and Employment;
Counselling; Disability and Learning Access Unit; Scholarships; and Student Advisory.
Building 901, Level 1, Rooms 102-104

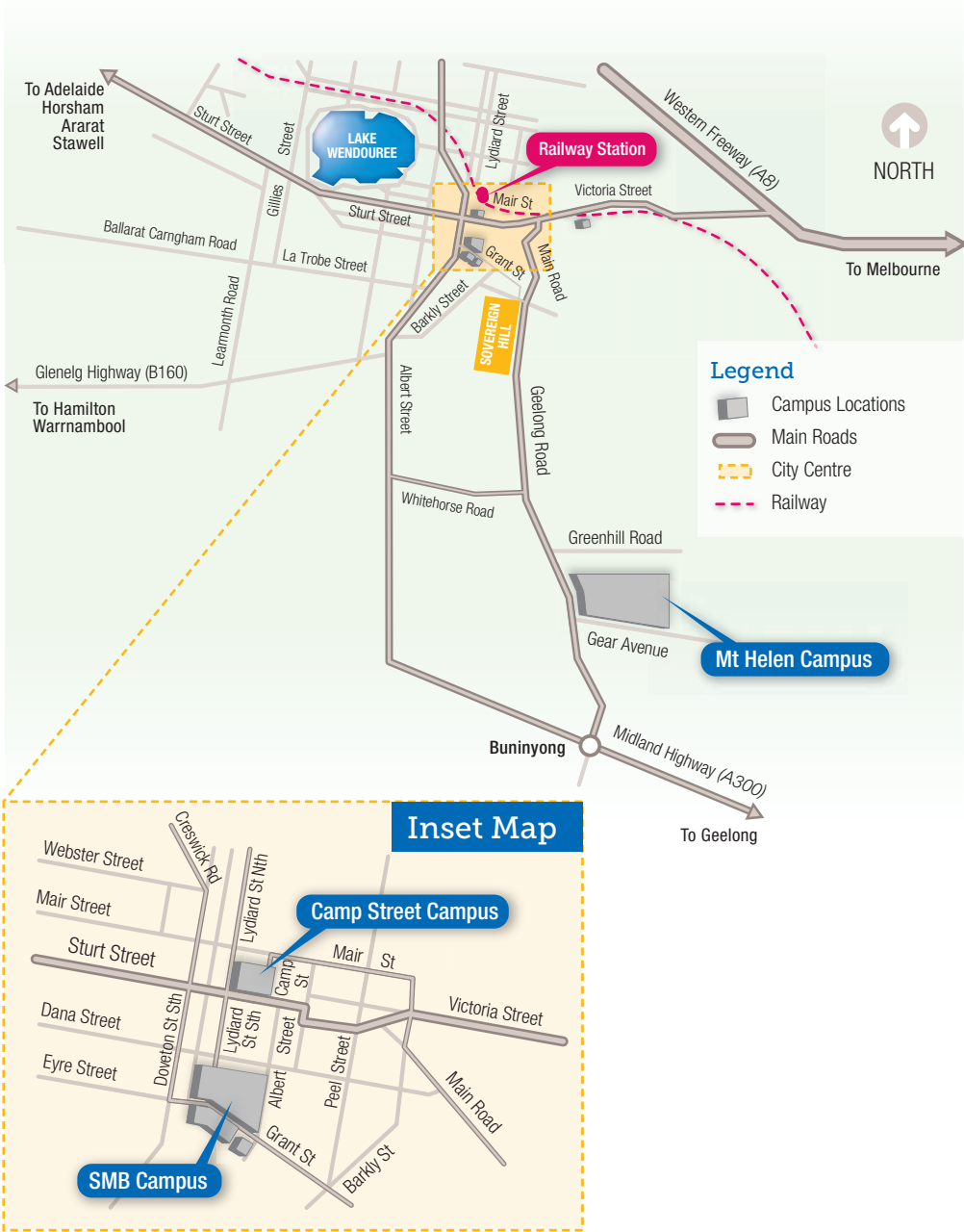
Multicultural Student Services
Building 902, Level 0, Room G77

Student Engagement, Clubs and Societies
Building 902, Level 0, Room G74 & 76

CLIPP
Building 901, Level 1, Rooms 122

Berwick is FedUni's newest campus, as such rooms are subject to change.

Ballarat City Map



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Notes



Learn to succeed | federation.edu.au/multicultural-support

