

ACU
International



2019 Pre-departure Guide

 **ACU**
AUSTRALIAN CATHOLIC UNIVERSITY





Welcome to ACU

Welcome to Australian Catholic University (ACU). You are about to commence a new stage of your life that will open up a host of new and exciting opportunities. During your studies, you will have the opportunity to experience new cultures, meet many new people and develop lifelong friendships. I hope that you will take the time to enjoy many of these new experiences.

ACU International is here to assist you in any way it can so please feel free to drop by. On each campus you will also find academic skills advisers, counsellors and campus ministers who are there to support you and to help you to succeed in your studies.

The ACU International Pre-departure Guide is designed to assist you to prepare for academic and social life at university

and Australian society. The information contained in this guide provides a good introduction to the University's services and procedures, as well as offering important information regarding student visas, Australian culture and the facilities in the local area.

Mr Chris Riley
Pro Vice-Chancellor, ACU International
Australian Catholic University

The aim of this guide is to help you with your preparations to leave home and come and study at ACU in Australia.

You can also find a lot of useful information on the ACU website: acu.edu.au

HOW CAN YOUR INTERNATIONAL STUDENT ADVISER (ISA) HELP YOU?

International Student Advisers are people you can go to when you don't know who to ask. They can assist you with general international student enquiries, accommodation advice, general student visa information, pre-departure and orientation information and what's happening on your campus.

Did you know ACU offers 24 hour support for international students?

ACU International opening hours:
Monday to Friday, 9am-5pm.

Out of Hours ACU Student Assistance Hotline: Monday to Friday, 5pm-9am and 24 hours on the weekend.

PH: 1800 180 391

intadviser.qld@acu.edu.au

intadviser.mel@acu.edu.au

intadviser.nsw@acu.edu.au

intadviser.act@acu.edu.au

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INTERNATIONAL STUDENT ADVISERS



All campuses (*based in North Sydney, NSW*):

Peter Freeman (Senior ISA)

T: +61 2 9465 9273

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Canberra campus:

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T: +61 2 9465 9273

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Brisbane campus:

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T: +61 7 3623 7336

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Ballarat campus:

Nicole Humphrey (Wednesdays)

T: +61 5336 5343

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Sydney campus (*North Sydney/Strathfield*):

Susan Cowin

T: +61 2 9739 2094

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EXCHANGE AND STUDY ABROAD STUDENT SUPPORT



All campuses (*based in Brisbane*):

Tim Johnson

T: +61 7 3623 7761

learning.abroad@acu.edu.au



Melbourne campus:

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Preparing to come to Australia

WHAT SHOULD I PACK?

Australia's climate is variable and has four seasons. These seasons are:

Autumn (March to May)

Autumn is mild to cool. You can expect an average temperature range of 11–20 degrees Celsius with between 10–13 hours of daylight.

Bring: light jumpers, jeans, waterproof shoes and jackets, plus an umbrella.

Winter (June to August)

Winter is usually cold and relatively wet with a day temperature range averaging 6–18 degrees Celsius and approximately 10 hours of daylight. At night, the temperature can drop to near zero degrees in certain areas. Of all the cities, Melbourne and Canberra are likely to be coldest.

Bring: warm jumpers, thick waterproof coats, scarves, gloves, jeans/warm trousers, warm waterproof shoes, and an umbrella.

Spring (September to November)

Spring is mild and usually wet. The average temperature range is 10–22 degrees Celsius with 12–14 hours of daylight. This is usually the wettest season of the year.

Bring: light jumpers, t-shirts, light casual trousers and jeans, water proof shoes and jacket.

Summer (December to February)

Summer is the hottest season. The average temperature range is 14–30 degrees Celsius with 14–15 hours of daylight. However, the temperature can get above 35 or 40 degrees from time to time, especially in February.

Bring: light summer shirts and jumpers, shorts, light casual trousers, sandals and water proof shoes. Wear sunscreen with Sun Protector Factor (SPF) 30+ for protection against UV rays and skin cancer. The Australian sun is very harsh and you can burn quickly (even on a cloudy day). It is really important that you cover up and wear sunscreen.

Please be advised that if you will be studying in Queensland, the range of temperatures will be much higher than Sydney, Melbourne and Canberra.

For more specific information about the weather in each Australian city, please visit bom.gov.au

Most international airlines only allow around 20 kg of luggage per person, so you need to be diligent in packing to come to Australia. Make sure you read the Australian biosecurity information in this guide before you start packing.

When you arrive you will find that most students who study here dress very casually to come to class and study. If you're undertaking a work experience placement in your course you need to wear a uniform (Bachelor of Nursing students – more information will be given about your clinical uniform during orientation) or you may need to bring some smart business clothes (smart trousers, a shirt and tie for males) for business and education students.

You may also find a smart business outfit useful if you are intending to apply for a part-time job in Australia.

Many students also bring along some traditional clothes from their home country, which can be useful for cultural events on campus or even just to remind you of home when you are feeling homesick. You will find many people wearing some type of traditional dress on a day to day basis (especially around larger cities and towns) so don't be shy to express yourself through your clothing.

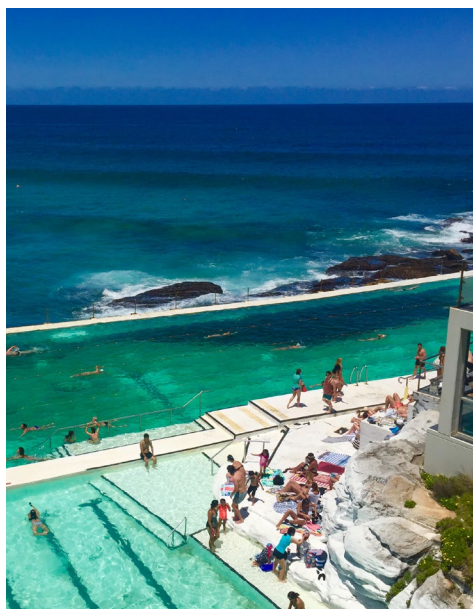
DOCUMENTS

Even if you have already submitted copies of your academic transcripts and proof of previous study you should bring all original documents with you as they may be required to apply for 'Prior Recognition of Learning,' also known as 'Credit'. Put all your important documents into a portfolio so that you have everything in one place. You might also like to add all the correspondence you have received from ACU and the Department of Home Affairs (DHA).

Daylight Saving (excluding Queensland)

During the warmer months most Australian states have daylight saving time, when the clocks move forward one hour to allow the daylight to last longer into the evening.

Daylight saving is usually from the last Sunday in October to the last Sunday in March, but each state can vary.



Left: Bondi Icebergs (Sydney, NSW). Top right: Flinders Street Station (Melbourne, VIC). Bottom right: Southbank (Brisbane, QLD).

Preparing yourself emotionally

Studying in a new country can mean leaving family, friends and familiar places. Whilst this can be incredibly exciting, it can also be an extremely emotional time. You may experience feelings of home sickness at some stage, but remember that this is normal.

Whether or not this will be your first overseas trip you need to mentally prepare yourself to help you adjust smoothly to the changes you are going to experience.

You may be about to experience one or more of the following major changes:

- long absences from your closest family and friends
- Australian English in social and academic contexts
- unfamiliar styles of learning and teaching
- a different lifestyle sharing accommodation or living by yourself
- different social customs, values and religions
- differences in the number of people you see around you, distances to and from places, and transportation.

For some people such changes may be quite challenging and may involve loss of self-confidence, and withdrawal from the new environment. It is important to know who to ask for help and not to feel shy about doing so. The students who do best are always those who are not afraid to ask for help when they need it. Just remember that asking for help is not a sign of weakness. It actually shows great strength as it takes a brave person to admit that they need help.

ACU counsellors can give you private help and support on family, religious/spiritual, emotional, physical and psychological problems.

Listed below are a range of academic and social support services available to you at ACU to ensure that you achieve your academic and personal goals.

- International Student Advisers (ISAs) on each campus
- Academic Skills Unit
- AskACU Centre
- Campus Ministry
- Career Development Service
- Counselling Service
- Disability Services
- PASS (Peer Assisted Study Sessions)
- Student Advocacy Service
- Student Associations and Clubs
- Student Life - DiscoverU
- IT Information and resources

For more information please visit:

acu.edu.au/student-life/student-services





Entering Australia

AUSTRALIAN BORDER FORCE

The Australian Border Force manages the security and integrity of Australia's borders. It works closely with other government and international agencies, in particular the Australian Federal Police, the Department of Agriculture and Water Resources, the Department of Home Affairs (DHA) and the Department of Defence, to detect and deter unlawful movement of goods and people across the border.

For information about what you can and can't bring into Australia please refer to homeaffairs.gov.au/Trav/Ente

UNACCOMPANIED GOODS

Unaccompanied baggage does not receive the same duty/tax concessions as goods that you bring with you. These goods may be subject to duty/tax unless you have both owned and used them for 12 months or more. This also applies to articles posted to Australia.

For more information please visit: homeaffairs.gov.au

DEPARTMENT OF AGRICULTURE AND WATER RESOURCES

If you are carrying food of any kind or plant and animal products in your luggage, you must tick 'YES' to declare this on your Incoming Passenger Card. These goods are of biosecurity concern as they could introduce pests and diseases into the country. Failure to comply with these strict laws can result in fines and in serious cases, you can even be sent to jail.

If you do not wish to declare, you can dispose of those items in specially marked quarantine bins in the airport terminal. When you declare items of biosecurity concern, you will be directed to a biosecurity officer to have them inspected. In most cases they will be returned to you. In some cases treatment may be necessary to remove the pest or disease risk. Items that require treatment attract a fee to cover treatment and postage costs to return the item to you. Prohibited items will be seized and destroyed by Department of Agriculture and Water Resources.

RECEIVING MAIL OR PARCELS FROM HOME

Australia's biosecurity and customs laws also apply to items that you might receive in the mail sent from family and friends at home.

The Department of Agriculture and Water Resources operate in all the international mail centres, airports and seaports across Australia. The same strict regulations apply to goods arriving through the mail. biosecurity officers, X-ray machines and detector dogs screen mail to find items of biosecurity risk. It is important that declarations on mail parcels are true and provide sufficient details about the goods inside.

It is a good idea to tell your family and friends about Australia's biosecurity requirements. Breaches of biosecurity laws can lead to prosecution, fines of more than A\$420,000 and imprisonment for up to 10 years.

More information about Australia's biosecurity requirements for passengers and mail is available in a number of different languages on the **Department of Agriculture and Water Resources website**.

Help protect Australia's fauna and flora

Australia has a unique natural environment and important agricultural industries, protected by one of the strictest biosecurity systems in the world. Department of Agriculture and Water Resources provides biosecurity inspection for the arrival of international passengers, cargo, mail, animals and plants. Detector dogs are on duty at all international airports and every piece of luggage is X-rayed or screened for prohibited items.



Arrival and accommodation

TRANSPORT FROM THE AIRPORT

ACU Airport Reception Service

An Airport Reception (pick-up) service is available to all new international students arriving to study at ACU. Students will be met in the arrivals hall and will be provided with a one-way transfer from the airport. Please note that for domestic arrivals at Sydney airport the driver waits until 10 minutes after the plane has landed before entering the car park. Please wait for your driver in the arrivals hall.

Students requesting airport pickup will need to pay airport reception charges as follows:

- Brisbane Airport (to CBD) AUD\$97.50, to Banyo and up to 10 km radius outside Banyo: AUD\$127.50
- Sydney International Terminal (within a range of 15 km from the airport but no more than 10 km from the CBD): \$137.50
- Domestic Terminal (within a range of 15 km from the airport but no more than 10 km from the CBD): \$135.00
- Melbourne (Tullamarine) Airport to CBD area: \$135.00
- Canberra Airport: from AUD\$85 (sedan to AUD\$121 (people mover).

Costs includes transport and parking. An extra charge for tolls may be incurred if applicable. You do not need to pay the driver. ACU will email you with an invoice, approximately 2-4 weeks after your arrival, outlining details of how to pay. Please note that you will also be charged GST (Goods and Services Tax).

At least 72 hours (3 working days' notice) is required for all bookings. If you fail to appear for an airport reception that has been booked on your behalf, you will be liable for a cancellation fee which will be the cost of transport and parking.

Please complete the **Airport reception booking form** if you require airport reception.

If any of your arrival details change, please contact your **ACU International Student Adviser** as soon as possible. Our office is closed on Saturdays and Sundays so if you make a booking on the weekend, your details will be processed the following Monday.

When you make this booking ACU will email you the instructions on airport arrival and a phone number to call if your plane is delayed or you can't find the representative to pick you up.

If you prefer to arrange your own transport from the airport you will find bus, taxi and trains (trains only in Sydney and Brisbane) which will be able to take you to the city centre or to your destination. If you have not booked a service prior to your arrival the 'Information Desk' at the airport will be able to provide you with more information.

International Students Welcome Desk

There are international student welcome desks at Melbourne, Sydney, Brisbane and Canberra airports. Staff at the airport information desks will be able to direct you.

Public Transport

In each state there are different transport options to get into the city from the airport. Please visit these links for more details:

Sydney - sydneyairport.com.au

Brisbane - bne.com.au

Melbourne - skybus.com.au

Canberra - canberraairport.com.au

Taxis

For details on catching a taxi from the airport into the city please visit:

Sydney - sydneyairport.com.au

Brisbane - bne.com.au

Melbourne - melbourneairport.com.au

Canberra - canberraairport.com.au

For approximate costs of taxis to your destination, please visit taxifare.com.au

DRIVING IN AUSTRALIA

You must have a valid drivers licence to drive in Australia and carry it with you at all times while driving. International students are regarded as temporary residents, which means that you are able to drive in Australia using your licence from your home country as long as it is current and valid.

For further details visit: australia.gov.au/content/driving-with-an-overseas-licence

ACCOMMODATION

There are a number of accommodation options which you can consider which are listed below. Your International Student Adviser can provide you with information and advice about accommodation but cannot book accommodation on your behalf.

Short-term accommodation

ACU can provide suggestions for short-term accommodation for when you first arrive in Australia. You can book short-term accommodation online using a credit card.

Long-term accommodation options

Your International Student Adviser can also provide advice to assist you in finding permanent accommodation once you have arrived in Australia. For further details visit: acu.edu.au/international/living_in_australia/accommodation

Homestay Accommodation

If you would like the experience of living like a local with an Australian family, you might like to try 'Homestay Accommodation.' It's a great way to immerse yourself in Australian culture and improve your English. Prices vary according to which option you choose - eg single room, shared room, number of meals required or accommodation only with no meals. There is an AUD\$290 placement fee for all locations. For further details please visit the [AHN website](#).

ACU Student Accommodation

Finding suitable accommodation is an important part of feeling settled and at home in your new city. ACU student accommodation provides fully furnished student residences in close proximity to most of our campuses. These living and learning communities are designed to cater to the needs of the whole person by providing support academically and socially so that residents get the most out of their university experience. ACU's student accommodation residences are safe, affordable, and located in proximity to both campus and quality student amenity.

For more information and to book, please visit: acu.edu.au/about_acu/campuses/student_accommodation

Health Insurance

OVERSEAS STUDENT HEALTH COVER (OSHC)

If you have purchased your Overseas Student Health Cover (OSHC) with Allianz Global Assistance through ACU, we will give you instructions on how to obtain your e-membership card once you arrive at the University. If you hold a student visa and have paid for your cover in advance, your OSHC cover is valid from the date you arrive in Australia.

ACU's preferred OSHC provider is Allianz Global Assistance and if you have paid for your OSHC with your acceptance deposit then this is the company that will provide your cover.

If you obtain cover from a provider other than Allianz Global Assistance, you are advised to confirm the details about commencement of cover with that provider.

Global Assistance

Allianz 

Why OSHC?

International students are required by the Australian Government to have OSHC. This is a private health insurance scheme similar to Medicare (for Australian citizens & residents).

OSHC ensures you can access appropriate affordable healthcare. You are required to have OSHC for the duration of your stay in Australia because it is one of the conditions of your student visa. Students who do not

maintain their OSHC are in breach of their visa conditions and may have their visa cancelled. OSHC allows you to claim some money back if you need to see a doctor when you are ill. Your health insurance covers up to 85 per cent of most medical services outside of hospitals and 100 per cent of scheduled fees in public hospitals. It is important to note that not all services are covered by OSHC and it is your responsibility to check what you are covered for before you commit to any treatment. You can check the specifics of what Allianz Global Assistance OSHC covers and more details of their services from their [website](#).

MONEY MATTERS

Australia's unit of currency is the Australian dollar (AUD\$), which is divided into 100 cents. Coins have values of 5, 10, 20 and 50 cents, and AUD\$1 and AUD\$2; notes have values of AUD\$5, AUD\$10, AUD\$20, AUD\$50 and AUD\$100.

How can I pay for things in Australia?

Major credit cards: Visa, MasterCard, American Express, Bankcard, Diners Club – are accepted throughout Australia.

Automated Teller Machines (ATMs):

24-hour access seven days a week are available in convenient locations such as shopping centres, petrol stations, convenience stores, banks, along main shopping strips and in malls or plazas.

Banks: There are also bank branches in major cities and towns where you can withdraw money.

EFTPOS: (Electronic Funds Transfer at Point of Sale) terminals can be found where goods or services are sold, for example supermarkets, retail outlets and restaurants. You can use your ATM card and account to pay for goods instead of cash. At large supermarkets and retail stores you can also withdraw cash from your account when paying with EFTPOS. Some retailers have limits on the amount of cash you can withdraw.

It is important to check with your overseas bank that bank cards will be accepted in Australia and whether there are any associated fees. Most students decide to open an Australian bank account when they arrive in Australia. Some of the major banks will allow you to open an account from overseas before you arrive. You can find more information in the 'When you First Arrive' section of this guide.

SCAMS

Watch out for people who may be trying to take advantage of you. A scam is an unjust and unfair scheme designed to take your money dishonestly. Some things to remember:

- if a deal looks too good to be true it probably is
- do not let anyone pressure you into making decisions about money or investments: always get independent financial advice
- do not open suspicious or unsolicited emails (spam emails): delete them
- never reply to a spam email (even to unsubscribe)
- if you receive a phone call from someone claiming to be from the ATO (Australian Tax Office) it may be a scam. A legitimate ATO staff member will never: threaten you with arrest; demand immediate payment, particularly through unusual means such as bitcoin, pre-paid credit cards or gift cards; refuse to allow you

to speak with a trusted advisor or your regular tax agent; or present a phone number on caller ID.

If you are in any doubt about an ATO call hang up and phone The ATO on 1800 008 540 to check if the call was legitimate or report a scam.

- never send your personal, credit card or online account details through an email
- money laundering is a criminal offence: do not agree to transfer money for someone else.

Further information can be found at: scamwatch.gov.au

International students should also be aware that when looking for accommodation you should never give a bond or pre-payment for accommodation without seeing the accommodation first. You also need to ensure you get a receipt for any payment made. More information about what to look out for can be found in the ACU accommodation web pages.

SAFETY WITH YOUR MONEY

It is not wise to carry around large amounts of cash. Firstly it is not very safe and secondly it is not necessary considering the amount of places you can pay through EFTPOS or obtain money from an ATM.



Orientation at Strathfield (Mount St Mary) Campus.

Orientation and enrolment

WHY IS ORIENTATION IMPORTANT?

Orientation will give you the best possible start to your new course at ACU. It is essential that you arrive in time to participate in orientation activities.

Orientation is an excellent time for you to ask any questions you have about ACU, your campus and your course.

What will you gain from attending orientation?

Orientation will provide you with important information about living, studying and working in Australia. During orientation, you will:

- Register and enrol for your classes
- Find out more about the conditions of your student visa, including rules around working in Australia

- Learn about your Overseas Student Health Cover (OSHC), what it covers, and how to use it
- Get to know your ACU campus and the support services available
- Learn more about your new city and the community and government services available
- Find out more about Australia, its culture and people.

You'll also have the chance to meet other international students and ACU staff who will be part of your new life in Australia.

Campus orientation programs

Each ACU campus has its own specific orientation program designed to introduce you to all the services available on your campus.

You can find more information about your ACU campus enrolment and orientation program at acu.edu.au/study-at-acu/responding-to-your-offer/orientation

ENROLMENT

International student enrolment is completed during orientation. You need to formalise your enrolment before commencing classes at ACU, but you can only do this by attending an enrolment session.

When is my enrolment session?

ACU will email you with details of the session you need to attend. You can also check the orientation schedule for your campus.

Late enrolments are not permitted, so it is important that you arrive in Australia before the start date listed in your offer.

What do I need to bring?

Please bring the following documents to your enrolment session:

- Your 'Offer Letter'
- If you have a 'Conditional Offer,' you will need to bring evidence (eg transcript) to show that you have met the conditions listed in your 'Offer Letter'
- If you wish to apply for credit from previous learning, you will need to bring your academic transcript and any other relevant documents from your previous studies for which you are seeking credit.

What does enrolment involve?

At your enrolment session, our staff will be on hand to assist you with navigating the Student Portal which is where you will:

- Update your contact details
- Enrol into your units (subjects)
- Select your timetable (this can take up to approximately 2 hours after you've enrolled)
- Order your ACU card (student ID card).

For more information on the orientation and enrolment schedules, please visit the [orientation website](#).

CAMPUS MAPS

Click on the links for the most current campus maps:

[Ballarat](#)

[Brisbane](#)

[Canberra](#)

[Melbourne](#)

[North Sydney](#)

[Strathfield](#)

CAMPUS VIRTUAL TOURS

Click on the following links for a virtual tour of our campuses:

[Brisbane](#)

[Melbourne](#)

[North Sydney](#)

[Strathfield](#)

Studying at ACU

AUSTRALIAN ACADEMIC CULTURE

The Australian education system may be different from what you are used to. First of all, the language of instruction is English. You will be expected to organise and communicate your knowledge in both written and oral English.

As a university student, you will be expected to demonstrate a high level of analytical and critical thinking skills, as well as well-developed problem solving skills. You will need to demonstrate the ability to understand and apply key principles and concepts. You will need to be self-motivated and independent. Students are expected to research their own assignments, read widely and apply the knowledge they have learnt when writing their assignments and exams. It is not academically acceptable to merely “repeat” what a teacher has said in class. Academic writing needs to demonstrate that you have digested the information you have learnt and are able to formulate your own opinion of the course content.

For postgraduate research students, your ability to handle theory and concepts at an advanced level and your research skills and techniques are very important.

STUDYING IN A NEW ACADEMIC CULTURE

If you are studying in Australia for the first time, it is important to give yourself a positive start. Here are some suggestions to help you understand the Australian educational culture:

- Practice listening to the Australian accent by listening to Radio Australia. Programs are available from your Australian Diplomatic Mission (Australian High Commission, Consulate or Embassy) or online: radioaustralia.net.au

- Keep up to date with Australian news and current affairs by reading Australian newspapers and magazines at websites such as theaustralian.com.au and news.com.au
- Prepare for your program of study in advance. ACU produces undergraduate and postgraduate courses and unit handbooks, and a student resource guide that lists all the course regulations, course outlines and subject descriptions.

These course enrolment guides can be on the ACU website: enrolment-guides.acu.edu.au/2019

NEW STUDY PATTERNS

Studying at ACU will provide you with many interesting challenges as you work through your course. One of the more challenging times will be in the first semester, when you will have to adapt to a new country and culture, and new academic culture. The following information may help you adjust – it provides a few hints to help you do well in your first semester.

Tertiary study

1. Use the unit outlines: for each of your units (subjects) it is important you read the outline carefully as this will explain all the assessments, marking criteria, exam and structure of the semester for this unit
2. Manage your timetable - You must plan your own long and short-term timetables
3. For every hour of face-to-face study, it is expected that you will undertake at least two hours of private study
4. Assignments and essays will form a large part of your assessment marks. Lecturers and tutors will usually give

these assessments out many weeks before the due date but will not follow you up to make sure you are completing them

5. Lecture groups may be large. It is up to you to approach your lecturer or tutor if you are having difficulties. You cannot expect them to be aware of your particular need
6. You may be given a reading list of relevant material to assist you with the content of your unit. Wide reading about the subject matter is essential. Do not just read from one source
7. You must identify and make notes on the main points in lectures and texts
8. You must acknowledge all your sources. To avoid plagiarism, you will need to learn referencing skills (footnotes including references, bibliographies). The Academic Skills Unit at the University has resources and advisers who will be able to assist you.
9. You need to: memorise information, ask questions, analyse the problem, examine evidence and think critically.

In most classes you will need to present your ideas to the class, either on your own or in a group. Presenting your opinions and ideas clearly is important; therefore it is vital to practice your spoken English as much as possible.

In other words you are expected to think independently and demonstrate your ability to critically analyse. You will also be expected to give your opinions in class and participate in workshops and in class discussions – it is important to ‘get involved’.

GETTING HELP

The Academic Skills Unit is also available to assist you to develop your academic language and literacy skills. It is important that you seek advice early if you are experiencing any confusion or difficulty in your academic study or in any other matters that affect your ability to study. On many matters you may find your classmates (international and local) can be helpful. Your lecturers will also

be an important source of help so ensure you know where and when you can find them for consultation.

It is very important to ask for help early on and if you’re uncertain where to go for assistance speak to an International Student Adviser who can help point you in the right direction.

DISABILITY SERVICES

ACU Disability Services can organise educational adjustments for persons with a disability in line with Australian legislation (**Disability Discrimination Act 1992** and the **Disability Standards for Education 2005**). We support students with vision and hearing impairments, learning disabilities, physical or mental health conditions and to students who provide significant care to someone with a physical or mental health condition.

In order to organise educational adjustments, your first step is to read our **documentation guidelines** to find out what documentation you would need in order to have adjustments put into place and formalised in a written document called an Educational Inclusion Plan (EIP). Please note that any assessment reports are your responsibility to obtain and submit to us. ACU does not conduct, or pay to conduct assessments of your condition. It is often easiest to use the **ACU documentation form**. You should consider having this completed by a medical professional before you leave your home country.

It is important to note that Australian legislation on people with disabilities will differ to that of your country of origin. Thus, the adjustments that are organised for you here may differ to those you had in your country of origin. That said, we will endeavour to ensure you are receiving appropriate and reasonable adjustments based on your documentation and our discussions with you around your needs in the learning environment.

Living in Australia

AUSTRALIAN SOCIAL CULTURE

Australia is a diverse nation with a multicultural population. However, many of the social customs in Australia originate from an English background.

When in a new culture, it is a good idea to observe the habits and customs of people. You may find they express their feelings differently from people of your own culture.

Do not assume that because something is acceptable in your country that it will be in Australia. At ACU, you will have many opportunities to develop new friendships and to become involved in social activities or participate in sporting activities with students from many nationalities. Whilst it is very important that you are able to accept and adapt to local customs and traditions to help you assimilate into the Australian culture, it is equally important that you maintain your own customs and have confidence in them.

Further information about Australian social customs can be found at: homeaffairs.gov.au

Meeting new people and making new friends

You will find that Australians are generally friendly people and will often say hello and may have a chat with you. You will also meet new people where you are living and when you come to ACU for orientation. The best approach is to be cautious with any new friends when you first meet them until you get to know them better and trust them. To be safe don't give anyone you don't know

your personal details such as your full name, phone number and address. Do not give cash to someone to make a payment or hold something for you and do not give you bank account details or your security access codes (PIN – Personal Identification Number) to anyone.

KEEPING IN TOUCH

Telephones

Public telephones can be found at the airport, all suburban shopping centres, railway stations, other public centres and road sides. The cost of a local call is 50 cents and is untimed. Calls to mobile phones and STD calls (long distance calls in Australia) are timed and charged by the minute. Most public phones accept coins and pre-paid phone cards, and some accept credit cards.

Public phones accept 5c, 10c, 20c, 50c, AUD\$1 and AUD\$2 coins, and phone cards.

International phone cards come in AUD\$5, AUD\$10, AUD\$20 and AUD\$50 amounts, and can be purchased from most shops at the airport and suburban newsagents and supermarkets. Reverse-charge and third-party-charge calls can also be made from the public phones.

Mail services

Australia Post manages most postal services within Australia. Post offices can be found at most suburban shopping centres and main shopping streets.

The bill paying service allows you to pay most of your bills (telephone, electricity, gas, water,

etc) at your local post office. The minimum postage cost of a standard letter within Australia is \$1.

Opening times: Monday to Friday from 9am-5pm. However, in some major shopping complexes the post office may also open on Saturdays.

How to call home?

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

Simply follow these steps:

1. Dial the international access code: 0011
2. Dial your country code (if you are unsure of your home country code then dial 1225 for information)
3. Dial the area code for your city (remember not to dial "0" first)
4. Dial your home 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 the week. Check costs with your provider.

Mobile phones, laptops and the internet

If you are thinking about bringing your locally-connected mobile phone with you to Australia, make sure that you have global roaming which is supported in Australia. You must also check that your SIM card is not blocked from international use or locked to your network at home.

The bandwidth in Australia is 900 or 1800 GSM. This means that not all laptops with an internal modem are supported by Australian networks. For more information please visit the **Australian Communications and Media Authority website**.

When you arrive in Australia check with other students the phone and internet networks they use and what works best for them. You have the option to go onto a

contract or to use a pre-paid system. Pre-paid phone connections are usually good for students on a budget as you won't be faced with an unexpectedly high phone bill and you are not locked into a contract.

A good place to start when comparing phone service providers is:

youcompare.com.au/mobilephones

Ensure you check all terms and conditions before signing any mobile phone contract and ensure that you fully understand how much your plan will cost you and what the changes are if you exceed your download limits.

Internet access is available at all campuses. Some accommodation will already have arrangements in place to enable internet access and you will probably be charged for using this. Most students prefer to arrange to have their own broadband, cable or wireless internet connection. A good place to start when comparing internet service providers is: **broadbandguide.com.au**



Students at ACU's Miguel Cordero Residence, Camperdown NSW.

When you first arrive

Voltages – electricity

Domestic electricity in Australia is 240/250 volts/50 Hz. The Australian three-pin outlet is different from most other countries, so you will need to purchase an adaptor plug for any electrical appliances that you bring with you. Transformers and adaptors are easily obtained from electrical appliance stores or travel goods stores or at the airport when you arrive.

Electrical goods

If you come from a country that operates on a different voltage, you must ensure that you are equipped with the appropriate transformer/adaptor. Alternatively, there are many discount electrical stores where you can buy various items (hair dryer, iron, etc) at reasonable prices (eg Bing Lee, Harvey Norman, Retravision, The Good Guys, Big W, Target, KMart).

Banks

You should open an Australian bank account shortly after you arrive in Australia. You will find banks located around city centres and in suburban shopping centres. The larger retailer banks are the Commonwealth Bank, National Australia Bank, ANZ Bank and Westpac Bank. You can go into any branch or check their websites for more details about their accounts and services.

You will find some of the banks have facilities to apply online for an account before you arrive (Commonwealth Bank for example). Westpac and ANZ (Australia New Zealand Bank) have branches in a number of countries outside Australia. If you are coming from the USA, you can operate a Bank of America account through Westpac

in Australia. You will normally be required to show your photo ID (passport), your address and proof that you are an ACU student. It's best to check with the bank exactly what you need to present to open an account. Always remember to ask for and read the 'Product Disclosure Statement' before making any decisions in regards to accounts and finances.

The common opening hours of most banks are:
Monday to Thursday: 9.30am-4pm
Friday: 9.30am-5pm.

Some banks are now open on Saturday mornings, however most banks are closed on weekends and on public holidays. Money can be withdrawn from an ATM 24 hours a day.

Safety tip: Please only carry as much cash as is necessary for a few days. You should always be wary when using the ATM; don't draw out money alone in the middle of the night, don't let anyone see your PIN number (check for security cameras) and don't count cash in front of others. Most accounts come with phone and internet banking which makes it very easy for you to access your accounts at any time of the day or night. Most accounts will have facilities like BPAY (Bill payment – very useful for paying phone, internet and ACU tuition fee bills) and the ability to transfer funds to your overseas accounts/credit card. Also most student accounts have minimal or no fees so check this out with the bank when applying for an account.

Public transport

Public transport modes and costs vary between Australian states:

New South Wales: 131500.com.au

Queensland: translink.com.au

Victoria: ptv.vic.gov.au

ACT: action.act.gov.au

Note: Most international students are not eligible for student travel concessions. To find out if you are eligible attend orientation or enquire at ACU International.

You can also access information here:

New South Wales: transportnsw.info/international-students

Queensland: translink.com.au/tickets-and-fares

Victoria: ptv.vic.gov.au/tickets/fares/concession/tertiary-students/international-students

ACT: transport.act.gov.au/tickets-and-myway

LIVING EXPENSES

The cost of living for a single international student is approximately AU\$20,000 per year. This includes rent, food, transport and other essential living expenses. It does not include tuition fees, text books, the cost of running a car, or social activities.

The true cost of living depends on the sort of lifestyle you lead. Use the following guide to help you formulate a realistic budget.

The Department of Home Affairs (DHA) advises that applicants for student visas require AUD\$20,290 per year for living expenses. For more information please visit the **Department of Home Affairs (DHA) website**.

INITIAL EXPENSES (PER PERSON)

Item	Approx. cost AUD\$
Temporary Accommodation (2 weeks)	\$600
Food and Transport (1 month)	\$500
Rent in advance	\$300
Bond (refundable after leaving)	\$600
Furniture and kitchenware (second-hand)	\$1000
Connection charges (for utilities)	\$200
Total	\$3200

ONGOING EXPENSES (PER WEEK)

Item	Approx. Cost AUD\$
Accommodation	\$150-300+
Food	\$60-100+
Transport	\$15-40+
Extras	\$50-80+
Students are also advised to allow a semester budget for books or supplies.	\$400 per semester
Yearly total (approximate)	\$20,290 - \$30,000+

The above costs are a guide only. Prices will vary depending on the lifestyle of each person. All costs are in Australian dollars. Students should budget for a 5% increase for their living expenses each year. ACU tuition fees are not included in the above tables.
Department of Home Affairs (DHA) Financial Requirement.

How much do things cost?

FOOD AND ENTERTAINMENT

Lunch on campus: AUD\$6–\$12 per day

Fast food (McDonalds, KFC, Hungry Jacks):
AUD\$8–\$15 per meal

Movies (cheaper with student ID card):
AUD\$10–\$18 per person

Haircuts (normal trim):

Men: AUD\$20–\$60

Women: AUD\$50–\$80

[moneysmart.gov.au/tools-and-resources/
calculators-and-apps/budget-planner](http://moneysmart.gov.au/tools-and-resources/calculators-and-apps/budget-planner)

CLOTHING

To give yourself an idea of the range of items and prices for clothing in Australia you can visit the online catalogue of department stores:

Myer: myer.com.au

Target: target.com.au

Big W: bigw.com.au

Kmart: kmart.com.au

SHOPPING

Shopping wisely - Compare prices and also compare the quality of the items you want to buy. Read all tags, labels and signs carefully. Ensure you shop around when looking for more expensive electrical items as you can often find a cheaper price by comparing retailers.

Department stores and most other shops are open during the following hours as a general guide:

Monday to Wednesday: 9am–5pm
Thursday (suburbs) to Friday (CBD):
9am–9pm
Saturday: 9am–5pm
Sunday: 10am–4pm

PHARMACIES

At a pharmacy, you can purchase items such as medication for minor illnesses (coughs, colds, cuts and skin irritations) and personal items including make-up, perfume, after shave and a range of other personal items. The resident pharmacist can give you general advice on the choice of everyday medication.

Medicines that require a prescription from a doctor, such as antibiotics, cannot be bought without a prescription. Most medicine is likely to be more expensive in Australia than in your home country. You should always consult a doctor if you are not feeling well.

OTHER SHOPS

Corner shops and convenience stores are small shops located in all suburbs. They sell everything from cold drinks and newspapers to canned food, breakfast cereal and milk. You will pay more for goods purchased from a convenience store. Their hours of trade are usually longer, so they can be useful when other places are closed.

LAUNDRY

If there is no washing machine or drying facilities where you live, you can take your clothes to a laundrette where you will find coin-operated washing machines and dryers.

FURNITURE

When moving into your new accommodation, you must remember that Australian properties are normally rented or sold without furniture (unless stated otherwise). You will need to arrange your own bedding, seating, utensils etc. Some larger trading stores (eg IKEA, Harvey Norman) have cheap new furniture and may provide a delivery service.

Second-hand furniture is available through **Gumtree**, the **Trading Post online** and at opportunity shops such as **Vinnies** at very reasonable prices. You will need a car and trailer, or van to pick up the goods if the seller is unable to help with delivery.

Many students who are leaving ACU advertise their second-hand goods (including desks, beds, and cooking utensils) so check the notice boards around campus.

SHOPPING LIST AND PRICES

Australian cities offer a large variety of shopping with a wide range of prices. Prices are often competitive; however, you will need to shop around to find the 'best buys'.

Supermarkets offer convenience, but are not necessarily the cheapest. Many supermarkets stock their own generic or 'home' brands – they are always cheaper. You can also save money by looking out for weekly specials.

Markets are good places to buy fruit, vegetables and meat at cheaper prices; with fruit and vegetables a lot cheaper when in season.

You can get some idea of the prices of various items by looking up the information on the following websites:

Aldi: aldi.com.au

Coles: coles.com.au

Woolworths: woolworths.com.au

It is important to ask established students during orientation about the best places to shop near your campus, also where you may be able to find shops that sell food from your culture –Asian or Indian grocery stores are often very helpful places for homesick students.



Working in Australia

International students are permitted to work in Australia. However, the following conditions apply:

- You cannot commence work until your course start date has passed. Your course start date is the first day of your first semester at ACU, not the start date of your CoE.
- You may only work a maximum of 40 hours per fortnight during semester. However, during official university vacation periods there is no limit to the number of hours you can work.
- If you have come to Australia with your spouse, s/he may also be allowed to work. You must confirm this with Department of Home Affairs (DHA) prior to your spouse starting work in Australia.
- You must obtain an Australian Tax File Number (TFN) prior to commencing work in Australia. Once you have been in Australia for six months, you must pay tax on any money you earn.

CAREERS DEVELOPMENT SERVICE

The Career Development Service supports students and graduates by providing a comprehensive range of services.

Careers staff are located across all ACU campuses and involved in careers development learning from first year through to graduation and beyond. ACU graduates can access careers support up to two years post completion of studies.

For more information visit:

acu.edu.au/student_experience/work_experiences/career_support

STUDENT JOBS ON CAMPUS PROGRAM

The Student Jobs on Campus program connects students with ACU employers who are looking to hire staff. These positions could be for a few weeks or a few months. For more information please visit:

acu.edu.au/student_experience/work_experiences/jobs_on_campus

EMPLOYMENT

You can look for part-time jobs on popular job websites such as:

[seek.com](https://www.seek.com)
[spotjobs.com](https://www.spotjobs.com)
[mycareer.com](https://www.mycareer.com)
[careerone.com.au](https://www.careerone.com.au)

Your employer is responsible for your working conditions and paying your wages and is required by law to follow standards of practice.

Before seeking employment visit the **Fair Work Ombudsman (FWO) website**.

The FWO is a government agency that helps employers and employees understand and follow Australian workplace laws. They do this by:

- providing information and education
- providing tools, templates and guides
- helping you resolve workplace issues.

All services are free. If you require assistance call the infoline on 13 13 94 or for translating and interpreting services call 13 14 50.

Tax File Number

Before you start working in Australia, you must register for a TFN from the Australian Taxation Office (ATO). You will be asked to provide your TFN to your employer prior to starting work. If you do not provide your TFN, you will be taxed at a higher rate.

To obtain a TFN, you are required to complete a Tax File Number application or Enquiry for an individual form (NAT 1432). These forms are available from the **ATO website** or phone (13 28 61).

You will need to give information such as:

- your name and date of birth
- current Australian address
- date of arrival in Australia
- proof of identity (documents to be examined by the tax officer).

Paying tax in Australia

Once you have been in Australia for more than six months, you must submit a 'Withholding Declaration Form' to your employer so that you can pay tax on any money you earn.

At the end of each financial year (June 30), you will receive a Payment Summary from your employer. You must use this document to lodge an annual tax return with the ATO.

Superannuation

Superannuation (or 'super') is Australia's retirement savings system.

If you're a temporary resident working in Australia, your employer has to pay super for you if you're **eligible**.

When you leave Australia, you can claim your super as a Departing Australia Superannuation Payment (DASP) if you meet all **requirements**.

For more information about Superannuation visit the **ATO website**.

VISA INFORMATION

Student visas generally last for the period of the course, and are granted on the condition that students must leave Australia soon after completion of their studies. The University is required to report any student who does not attend classes or who is not making satisfactory academic progress. International students are required to complete the course within the minimum duration as provided on the CoE. If you wish to stay in Australia for your graduation ceremony (which takes place early in the year after completion of a course), you may need to apply in Australia for a visitor class visa.

STUDENTS WITH FAMILIES

If you intend to bring family members with you to Australia, you should first check with your nearest Australian consular office whether your visa allows for this.

While you are in Australia, you will be responsible for supporting any dependants (ie family members).

For more detailed information read our **Guide for Students with Families**.

Safety in Australia

Australia is generally a safe place to live and study. However, crime does occur, so it is important to take basic precautions in order to stay safe.

SAFETY TIPS

- If you go out at night, don't walk alone. Take a friend with you, or arrange to catch public transport or take a taxi.
- Never accept a ride from a stranger. Hitchhiking in Australia is illegal, and has been known to be very dangerous.
- If you're at a bar or club, never accept a drink from someone you don't know. Keep your drink in your hand at all times to avoid the likelihood it will be spiked.
- Monitor your alcohol intake. Drinking too much in unfamiliar surroundings can make you an easy target.
- Don't feel pressured to engage in conversation with someone who is drunk or aggressive. Avoid eye contact and remove yourself from the situation.
- Try to withdraw money from the bank during daylight hours. Keep minimal money in your wallet or pockets and never write your PIN number down.
- Look both ways before you cross the road. Australians drive on the left hand side of the road, which can be confusing for many international students.
- Take your headphones out when walking alone at night, and when crossing the street, so that you can hear what's happening around you.
- Never leave your laptop unattended in a public space. Keep your phone and wallet safely stored in your bag, and keep laptops and tablets within arm's reach.
- Be vigilant when using your mobile phone. If your phone is stolen, call your provider to immobilise it.
- Never give your personal information, particularly your financial information to someone you don't know.
- Many burglaries happen when a door or window has been left open. Always lock up whenever you go out.

Public Transport

- Be aware when using public transport at night and try to travel in groups rather than alone.
- Avoid sitting with your back to everyone on the train or tram.
- Keep expensive mobile telephones and other valuable items out of sight on the street. These can be stolen.
- Try to keep to areas/streets that are well lit.
- It is very unlikely that you'll ever feel threatened, but if you do, shout and scream. This will often deter an attacker.

It's wise, not rude to avoid conversation or make eye contact with anyone behaving in an antisocial manner.

Road safety

Remember in Australia we drive on the left side of the road. Always look left and right when crossing the road and use pedestrian crossings where possible.

Beach safety

At the beach make sure you swim at lifeguard patrolled beaches and that you swim between the red and yellow flags, the Australian ocean can be dangerous to those not used to it. Check out this [beachsafe website](#) for more information about staying safe at Aussie beaches.

Fire safety

The fire services recommend this simple safety checklist to assist in keeping your home fire-safe:

- installing an adequate number of suitable smoke alarms and testing them regularly is the first step in your home fire safety plan
- having a written escape plan in case of fire and practising it regularly
- make sure keys to all locked doors are readily accessible in case you need to escape
- never leave cooking or any other open flame including candles or oil burners unattended
- clean the lint filter of your clothes dryer each and every time you use it
- never smoke in bed and take extra care if consuming alcohol whilst smoking
- in winter take extra care when using heaters, electric blankets or open fires
- don't overload power points and switch off appliances when not in use
- always keep lighters and matches away from children and educate them that they are "tools not toys" to only be used by responsible adults. If you have a garage or shed remember to take extra care with any stored chemicals and fuels
- if you have a gas, electric or wood BBQ always check that it is in safe working order before lighting and that it is always in the care of a responsible adult when in use
- if you live in a bushfire prone area keep the ground around your home clear of leaves and other litter and remember to clean your gutters regularly.

SAFETY APPS

- **Safezone app**
- **Get Home Safe app**
- **Glympse**
- **Emergency Plus app**

EMERGENCY SERVICES

The emergency number for police, fire or ambulance is Triple Zero (000). This number is free to call from any phone.

SAFETY ON CAMPUS

Security on campus

All ACU campuses have 24-hour security services.

For information on reporting an emergency visit acu.edu.au/emergency-and-safety

ACU International Offices

ACU International Office are located on the Brisbane, North Sydney, Canberra and Melbourne campuses. These offices are open Monday to Friday, 9am-5pm.

International Student Assistance Hotline

An International Student Assistance Hotline (1800 180 391) is open from Monday to Friday, 5pm-9am and 24 hours on the weekend. It is also available to you on public holidays.

Please note that these are general support services. If you are in a life-threatening or dangerous situation that requires an emergency response, please dial Triple Zero (000).

Essential checklists

BEFORE LEAVING HOME - WHAT NEEDS TO BE DONE?	
Arrange student visa.	<input type="checkbox"/>
Make travel arrangements and book flights.	<input type="checkbox"/>
Arrive in time for the enrolment and orientation programs.	<input type="checkbox"/>
Arrange for immunisations and medications from my doctor.	<input type="checkbox"/>
Ensure you have optical/dental check-ups and spare spectacles/contact lenses.	<input type="checkbox"/>
Apply for a credit card and/or arrange sufficient funds.	<input type="checkbox"/>
Confirm overseas access to your funds with your bank.	<input type="checkbox"/>
Arrange some Australian currency for your arrival/first few days (for taxis, trains, trams, phone calls, etc).	<input type="checkbox"/>
Arrange important documents including:	
• Letter of Offer from ACU	<input type="checkbox"/>
• a copy of your Confirmation of Enrolment (CoE)	<input type="checkbox"/>
• Credit Letter from ACU	<input type="checkbox"/>
• receipts of payment for tuition fee and Overseas Student Health Cover (if applicable)	<input type="checkbox"/>
• original or certified copies of your academic transcripts and certificates will be needed if you have a Conditional Offer, an offer for credit/advanced standing or you would like to apply for credit/advanced standing for previous study	<input type="checkbox"/>
• Letter of Scholarship Award (if applicable)	<input type="checkbox"/>
• other formal identification	
– international drivers licence/drivers licence from your home country	<input type="checkbox"/>
– certified copy of your birth certificate (English translation)	<input type="checkbox"/>
– citizenship certificate	<input type="checkbox"/>
– country ID card	<input type="checkbox"/>
• final medical and dental check up report – bring all documentation and written medical advice relating to any existing medical condition	<input type="checkbox"/>
• references from landlords if you have rented or leased housing before	<input type="checkbox"/>
• pre-placement documents for health science students – wil.acu.edu.au	<input type="checkbox"/>
• police check documents from home country for all international pre-service teachers in all states and territories.	<input type="checkbox"/>

Reports or assessments from doctors/treating professionals that may be required to support any educational adjustments.	<input type="checkbox"/>
Take some time to prepare yourself emotionally for all the changes, new places, people and experiences that you will encounter very soon.	<input type="checkbox"/>

ON ARRIVAL - WHAT NEEDS TO BE DONE?

Call home to let family and friends know you have arrived safely.	<input type="checkbox"/>
Attend international enrolment and orientation programs for my course/campus.	<input type="checkbox"/>
Explore my new city, use public transport and visit the ACU campus.	<input type="checkbox"/>
Open an Australian bank account.	<input type="checkbox"/>
Purchase household items and food.	<input type="checkbox"/>
Obtain a mobile phone - refer to page 21 of the pre-departure guide.	<input type="checkbox"/>
Ensure you know your budget and keep check of your spending.	<input type="checkbox"/>
Settle into accommodation or start searching for permanent accommodation.	<input type="checkbox"/>
Apply for a Tax File Number (TFN) if seeking part-time work.	<input type="checkbox"/>

AT ACU - WHAT NEEDS TO BE DONE?

Get your ACU student ID card (after enrolment).	<input type="checkbox"/>
Arrange your timetable on Tutorial Direct (if applicable) after enrolment.	<input type="checkbox"/>
Download the Allianz 'My OSHC Assistant' app or contact other OSHC provider.	<input type="checkbox"/>
Start classes.	<input type="checkbox"/>
Get involved in student life and associations.	<input type="checkbox"/>
Ensure you are aware of your rights and responsibilities as an international student on a student visa and contact the International Student Adviser with any queries.	<input type="checkbox"/>
Schedule an appointment with disability advisor if you have a medical condition, physical or mental health condition or learning disability which may affect your studies.	<input type="checkbox"/>

Got a question or feeling social?

We're here to help.

E: study.international@acu.edu.au

W: acu.edu.au/international

P: +61 3 8676 7040

 facebook.com/ACUInternational

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 blogs.acu.edu.au/international

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