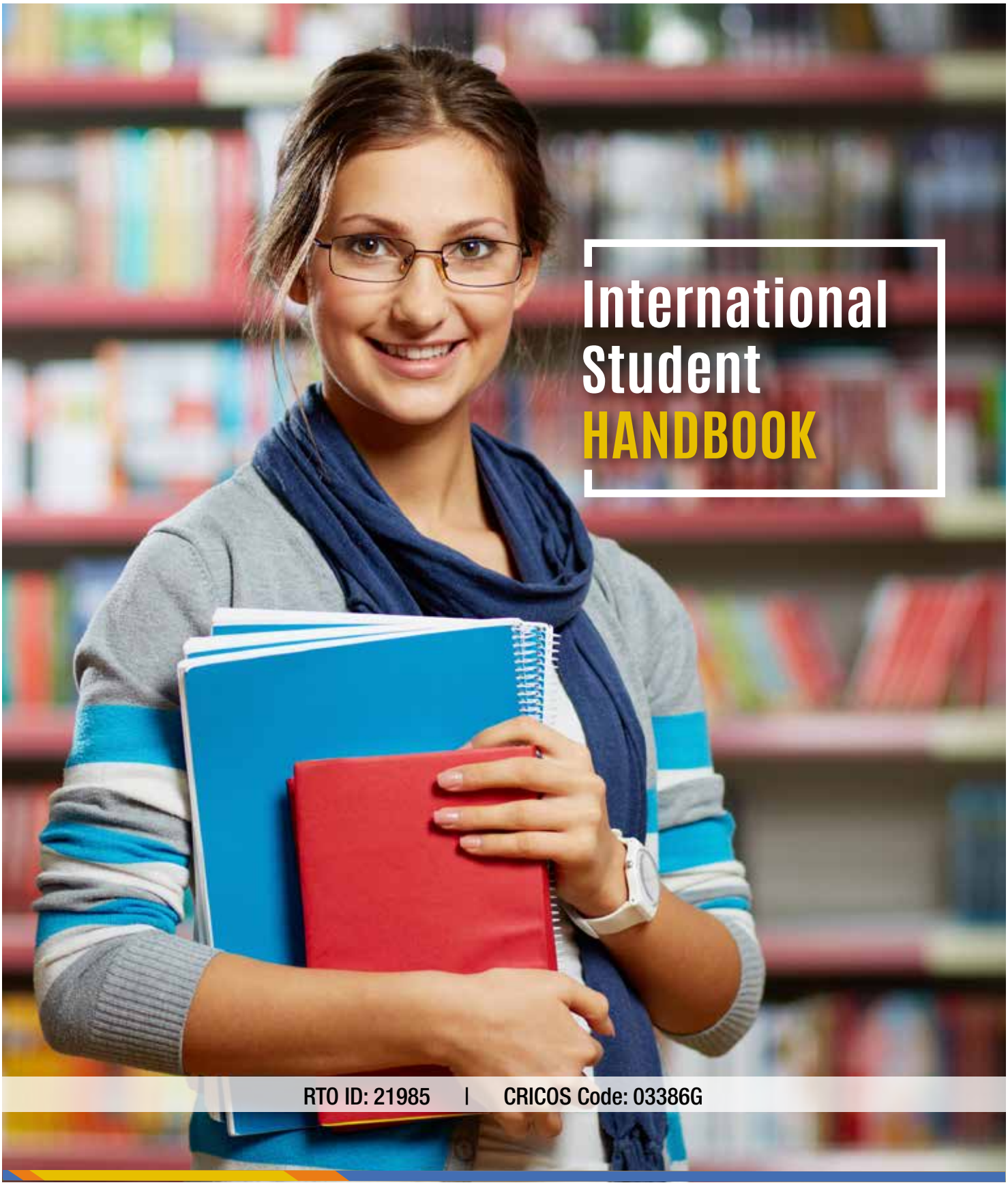
HEALTH CAREERS

IHNA

Institute of Health and Nursing Australia

RTO ID: 21985



International Student HANDBOOK

RTO ID: 21985 | CRICOS Code: 03386G

SECTION 1 Welcome to IHNA
SECTION 2 Pre - Arrival
SECTION 3 Settling In
SECTION 4 Studying at IHNA
SECTION 5 Social life & Culture

IHNA
Institute of Health and Nursing Australia
HEALTH CAREERS
RTO ID: 21985

SECTION 1

Welcome to IHNA

This initiative is supported by the Australian Government through the Department of Education, Employment and Workplace Relations.

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How to use this Handbook

The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance.

Example: Immediate Priority

"I need to know IMMEDIATELY!"

"I need to know by the first week!"

"I need to know BEFORE classes begin!"

"I need to know by the end of WEEK 4!"

"I need to know by the end of WEEK 6!"

"I need to go back and remind myself of this as I go through my study!"

Welcome message from the CEO

It gives me immense pleasure to welcome new entrants to Institute of Health & Nursing Australia. We have growing reputation for excellence in teaching and providing students with excellent opportunities for shaping your future career.

The provision of healthcare is tied to the skills and future productivity of its workforce and the innovation of its people. As a provider specialising in the healthcare sector, the Institute of Health and Nursing (IHNA) offers workforce focused education programs for its students in the Health and Nursing sectors.

IHNA's Board of Studies brings together experts from business and health to oversee and advise management and the academic staff. The Board ensures our programs remain relevant to industry, meet the high expectations of students and satisfy the changing requirements of industry.

Our range of programs is expanding into new areas such as Home and Community care and healthcare management. our existing bridging and re-entry courses for registered nurses, Diploma of Nursing, Certificate III and IV and short courses for the health and nursing professions are working closely with industry stakeholders to meet the specific needs of industry.

We presently offer programs from campuses in Melbourne, Sydney and Perth, as well as an extensive library of online programs. Online and flexible learning, supported by practical training in a nursing laboratory, is a primary method of delivery for education in the healthcare sector.

IHNA is proud of its on campus and off campus learning environments. The Institute's facilities include new classrooms, nursing laboratories with state of the art equipment, an online library, computer labs and e-learning systems.

Our student services team works closely with each student to provide a supported and positive learning experience. The Institute's approach is encapsulated in our core values of Innovation, Caring and Excellence – ICE.

We are excited by this vision as we strive to deliver the highest quality education for the health and nursing sectors. On behalf of the faculty, staff and administration of Institute of Health & Nursing Australia, we look forward to joining you and offer you the very best wishes, as you begin this exciting journey towards a successful future.

Bijo Kunnumpurath
CEO and Managing Director
Institute of Health and Nursing Australia

Important Information & Emergency Contacts
IHNA Melbourne Campus

Education Provider Main Contact Details:

Corporate Office:

Level 1, 76-80 Turnham Avenue,
Rosanna, Victoria 3084, Australia
T: +61 3 9455 4400
F: +61 3 9455 4433
W: www.ihna.edu.au

Campus Address:

597-599 Upper Heidelberg Road,
Heidelberg Heights Victoria 3081, Australia
T: +61 3 9450 5100
F: +61 3 9457 7577
W: www.ihna.edu.au

Emergency Telephone Numbers:
Police, Fire, Ambulance – 000

Department of Immigration and Border Protection (DIBP)

Casselden Place, 2 Lonsdale Street,
Melbourne, VIC 3000
Ph.: 131 881

Opening Hours:
9 am to 4 pm - Monday to Friday

Medical Centres:

Austin Hospital
145 Studley Rd,
Heidelberg, VIC 3084
Ph.: (03) 9496 5000

Health Monitor Medical Centre
31-35 Burgundy St, Heidelberg, VIC 3084
Ph.: (03) 9457 5755

Transport:

Public Transport Victoria
Information about the fare and timings for buses, Trams and trains could be obtained from the following website.
http://ptv.vic.gov.au

Local Taxi Companies:

1. Mega Taxi Care - Rosanna
   Ph: 0419 881 473
2. Diamond Valley Taxi Service - Greensborough
   Ph: 0412 368 388

Public facilities:

Location of Automatic Teller Machines (ATMs):

Commonwealth Bank ATM
Shop 23 - 24, Warringal Village,
56 Burgundy St, Heidelberg, VIC 3084

Or

82 Lower Plenty Rd, Rosanna, VIC 3084

ANZ Bank ATM
Warringal Sc, 56 Burgundy Street,
Heidelberg, VIC 3084

Or

Shop 18-19 Warringal Shopping Centre
56 Burgundy Street,
Heidelberg, VIC 3084

Post Office
103-105 Lower Plenty Road,
Rosanna, VIC 3084

Opening hours:
Mon - Fri 9:00 am - 5:00 pm
Saturday 9:00 am - 12:00 pm.
Sunday Closed

Important Information & Emergency Contacts
IHNA Perth Campus

Education Provider Main Contact Details:

Level 4, Carillon City Arcade
680 – 692 Hay Street Mall, Perth, WA 6000
T: +61 8 6212 8200
F: +61 8 6212 8222
W: www.ihna.edu.au

Emergency Telephone Numbers:
Police, Fire, Ambulance – 000

Department of Immigration and Border Protection (DIBP)

Ground Floor, Wellington Central
836 Wellington Street,
West Perth, WA 6005
Ph: 131 881

Opening Hours:
9 am to 4 pm - Monday to Friday

Medical Centres:

Royal Perth Hospital
197 Wellington Street
Perth CBD, WA 6000
Ph: (08) 9224 2244

After Hours GP – Royal Perth Hospital
Corner Lord and Goderich Streets
Perth, WA 6000
Ph: (08) 9202 1660

Transport:

Transperth
Information about the fare and timings for buses, and trains could be obtained from the following website
http://www.transperth.wa.gov.au/

Local Taxi Companies:

1. Swan Taxis
   Ph: 13 13 30
2. Maxi Taxi
   Ph: 0421 219 513

Public facilities:

Location of Automatic Teller Machines (ATMs):

Commonwealth Bank ATM
Level 1 (Hay Street) Carillon City Arcade
680 – 692 Hay Street Mall, Perth, WA 6000

ANZ Bank ATM
Level 1 (Hay Street) Carillon City Arcade
680 – 692 Hay Street Mall, Perth, WA 6000

Westpac
Level 1 (Hay Street) Carillon City Arcade
680 – 692 Hay Street Mall
Perth, WA 6000

Post Office
Shops 3 & 4, 3-7 Forrest Place
Perth WA 6000

Opening hours:
Mon - Tue 8:30 am - 5:00 pm
Wednesday Closed
Thu - Fri 8:30 am - 5:00 pm
Saturday 9:00 am - 12:30 pm
Sunday Closed

Important Information & Emergency Contacts
IHNA Sydney Campus

Education Provider Main Contact Details:

Level 7, 33 Argyle Street,
Parramatta, NSW 2150
T: +61 2 8228 6400
W: www.ihna.edu.au

Emergency Telephone Numbers:
Police, Fire, Ambulance – 000

Department of Immigration and Border Protection (DIBP)

9 Wentworth Street,
Parramatta, NSW 2150
Ph.: 131 881

Opening Hours:
9 am to 4 pm - Monday to Friday

Medical Centres:

Argyle Street Medical Centre
Shop 13, Westfields, Parramatta / Marsden St, Parramatta, NSW 2150
Ph: (02) 9893 8733

Transport:

Sydney's public transport system features a comprehensive network of train, bus and ferry services. Light rail lines, airport links, sightseeing buses and taxi services complement the network

You can plan your trip by going to the following website
http://www.transportnsw.info/

Local Taxi Companies:

1. Premier
   Cabs Ph: 13 10 17 or book your cabs by going to the website:
   http://www.premiercabs.com.au/
2. Prestige Maxi Taxi
   Ph: 0414 383 804

Public facilities:

Location of Banks and Automatic Teller Machines (ATMs):

Banks and ATM's are located in West Field Shopping Centre, Parramatta

Post Office
Westfield Shopping Town
Shop 1106 157-159 Church Street,
Parramatta, NSW, 2150

Opening hours:
Mon – Fri 9:00 am - 5:00 pm
Saturday 9:00 am - 1:00 pm
Sunday Closed

Application Step-by-Step
Process Model:

STEP 01	Student makes enquiry, lodges application Via agent, exhibition, email, web portal, phone or fax
STEP 02	International admissions assesses application Assessed against academic eligibility and English proficiency requirements-sent offer if eligible
STEP 03	Student accepts offer Student returns signed acceptance of offer forms and pays relevant fees
STEP 04	International admissions actions acceptance International admissions issues Confirmation of Enrolment (Coe); schedules compulsory health Insurance (OSHC) and forwards before-departure and orientation information
STEP 05	Student applies for student visa Via Department of Immigration and Border Protection (DIBP)
STEP 06	Student makes travel and accommodation arrangements
STEP 07	Student arrives in Australia Student uses advice provided by education provider
STEP 08	Student attends international student orientation Student receives vital information and completes enrolment
STEP 09	Student establishes basic services Including: banks, OSHC, phones, etc.
STEP 10	Student attends Academic orientation (does not apply to all courses/sectors) Student receives vital course information and completes/updates enrolment
STEP 11	Student establishes basic services Including: banks, OSHC, phones, etc.

Things to Do:

Before Leaving Home:

- Apply for passport ☐
- Arrange student visa ☐
- Make contact with institution ☐
- Arrange for immunisations and medications from my doctor ☐
- Apply for a credit card and/or arrange sufficient funds ☐
- Confirm overseas access to your funds with your bank ☐
- Make travel arrangements ☐
- Arrange travel insurance ☐
- Advise institution of travel details ☐
- Arrange accommodation ☐
- Arrange transport from airport to accommodation [if applicable] ☐
- Pack bags being sure to include the following:
  - » Name and contact details of an institution representative ☐
  - » Enough currency for taxis, buses, phone calls etc. in the event of an emergency ☐
  - » Important documents:
  - » THIS HANDBOOK!
  - » Passport ☐
  - » Letter of offer ☐
  - » eCoE ☐
  - » Certified copies of qualifications & certificates ☐
  - » Travel insurance policy ☐
  - » ID cards, drivers licence, birth certificate (or copy) ☐

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Upon Arrival in Australia:

- Call home ☐
- Settle into accommodation ☐
- Contact institution ☐
- Purchase household items and food ☐
- Enrol children in school (if applicable) ☐
- Attend international student orientation ☐
- Get student ID card ☐
- Advise health insurance company of address & get card ☐
- Open a bank account ☐
- Attend faculty/course specific orientation sessions ☐
- Get textbooks ☐
- Start classes ☐
- Apply for tax file number if seeking work ☐
- Get involved in student life and associations (E.g. music, sporting and cultural clubs) ☐

IHNA
Institute of Health and Nursing Australia
RTO ID: 21985

SECTION 2

Pre - Arrival

CRICOS Code: 03386G | ABN: 59 106 800 944 | ACN: 106 800 944 | RTO ID: 21985

This initiative is supported by the Australian Government through the Department of Education, Employment and Workplace Relations.

Section 2

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Application Step-by-Step
Process Model:

STEP 01	Student enquiry and application (Via agent, exhibition, email, phone or fax)
STEP 02	International admissions issues 'offer of place'
STEP 03	Student acceptance return signed forms and fees
STEP 04	International admissions issues eCoE and schedule health insurance (OSHC)
STEP 05	Student finalises visa conditions with Department of Immigration and Border Protection
STEP 06	Student makes travel and/or accommodation arrangements
STEP 07	Student arrives in Australia (greeted at airport by IHNA Representative)
STEP 08	International student orientation registration and ID Cards
STEP 09	Student registers for OSHC card and sets up bank account, mobile phone, etc.
STEP 10	Faculty orientation
STEP 11	Classes begin!

Schulung / Training

Introduction to Australia

Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. It is the sixth largest country in the world and has the lowest population density per square kilometre. Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal.

Australia is made up of six states and two territories, which include:

Western Australia (WA)

Northern Territory (NT)

South Australia (SA)

Queensland (QLD)

New South Wales (NSW)

Victoria (VIC)

Tasmania (TAS)

Australian Capital Territory (ACT)– our nation's capital.

Covering a total area of 7.69 million square kilometres, mainland Australia is the world's largest island - but smallest continent. In distance, the continent stretches about 3700 kilometres from north to south and 4000 kilometres from east to west, making it the sixth-largest nation after Russia, Canada, China, the United States and Brazil. The majority of Australia experiences temperate weather for most of the year. The northern states of Australia are typically warm all the time, with the southern states experiencing cool winters but rarely sub-zero temperatures.

Australia has three levels of government – the federal Australian Government, the governments of the six states and two territories, and around 700 local government authorities. Australia has been a nation with a single national government since 1 January 1901. Although it is divided into states and territories which have their own state governments, all these states are united as one nation. Australia follows a Westminster system of government and law inherited from the British who originally colonised the country.

Australian society is made up of people from a rich variety of cultural, ethnic, linguistic and religious backgrounds, and this is a defining feature of modern Australian society. Aboriginal and Torres Strait Islander people have inhabited Australia for tens of thousands of years. Most Australians are immigrants or the descendants of immigrants who arrived during the past two hundred years from more than 200 countries. The most commonly spoken language in Australia is English, and the most commonly practiced religion is Christianity, although foreign languages and other religions are also common.

Introducing Melbourne

Melbourne, the capital of Victoria, is Australia's second largest city abundant with global culture landscaped by a colourful range of cultures, cuisines and ideas. As one of the world's most multicultural cities, Melbourne is home to almost four million residents from over 140 nations.

Melbourne is a city of style, fashion, food, architecture, theatres, galleries, and gardens. Flinders Street Train Station, elaborate Victorian architecture and ornate boulevards reflect the city's rich history. Cutting-edge developments such as Federation Square magnify its contemporary style.

Melbourne has a reputation for unpredictable weather and tends to experience colder winters than other Australian capital cities. However, this city is an excellent place to see the seasons change. Springtime is spent amongst gardens and parks. In summer, beaches are a hit and in autumn and winter, enjoy the warmth of cozy European-style cafés and bars in this vibrant city.

Melbourne possesses a diverse economy and is particularly strong in education, finance, manufacturing, research, logistics and transportation and tourism sectors. Melbourne is the headquarters for many of Australia's largest corporations.

The main attractions in Melbourne are:

Federation Square, Flinders Street Station, Queen Victoria Market, Crown Casino, Southbank, Great Ocean Road, Yarra Valley, Melbourne Zoo/Healesville Sanctuary, Melbourne Aquarium, Phillip Island, Sovereign Hill, Dandenong Ranges/Puffing Billy, Docklands, National Gallery of Victoria, Melbourne Museum, Melbourne Observation Deck, Grampians, The Arts Centre, Mornington Peninsula, The Snowfield, Melbourne Cricket Ground (MCG).

Melbourne's well-connected transport system consists of trams, trains, buses and taxi services that offer secure, comfortable travel.

Wherever you are from, you are sure to find restaurants and food stores representing your cuisine, as the city is home to more than 3000 restaurants serving over 70 national cuisines. Food shopping is a dream in Melbourne; find fresh food and supplies at many of the local markets such as Preston, South Melbourne and Footscray and larger supermarkets and smaller grocery shops.

Introducing Perth

Blessed with beautiful beaches, blue skies and great weather, WA is a haven for a range of outdoor activities such as kayaking, surfing, diving, sailing and more. Perth embraces a relaxed outdoor lifestyle, burgeoning bar scenes, open arts festivals, world-class beaches and expansive parklands.

Perth is the only place where you can have a picnic at one of the biggest inner-city parks in the world, Kings Park or take a dip into the inviting clear waters at Cottesloe Beach. Head further south to Fremantle where the fascinating maritime histories blend with a multicultural energy or take a short ferry ride to Rottnest Island to swim, snorkel and relax! Further down the coast is Rockingham, home to an abundant array of marine life including wild dolphins and humpback whales. Venture inland to the Swan Valley, Western Australia's oldest wine growing region. A three hour drive from Perth will take you into Margaret River, home to scenic iconic vineyards, produce farms and art galleries that create a feast for the senses. Perth also is a hub for music, theatre, film and art; welcoming internationally-renowned artists and hosts the latest shows, festivals and exhibitions from around the world.

Perth has a Mediterranean climate with warm, sunny weather for most of the year. Summers last from December to February and are generally hot and dry. Winters are from June to August and are relatively cool and wet.

WA is enjoying economic prosperity. Massive investments come into Perth in mining, energy, construction, technology and research.

The main attractions in Perth are:

Kings Park & Botanic Gardens, Bell Tower, Perth Zoo, Perth Mint, Adventure World, Fremantle Prison, Crown Casino, Cottesloe Beach, Scarborough Beach, Rottnest Island, Penguin Island, The Pinnacles, Caversham Wildlife Park, SciTech Discovery Centre, Museum of Western Australia, Art Gallery of WA, Mundaring Weir, Avon Valley, Swan Valley, Margaret River, Yanchep National Park.

When looking for accommodation, consider a location that is close to a train station or buses that stop at the CBD. Renting in Perth is competitive and you will need to make sure you have done some research before you start looking. Perth's Public Transport System is divided into travel 'zones' and is designed to be easy to use for newcomers. International students are entitled to a 40 percentage discount on all public transport throughout WA.

Fantastic food is found everywhere in Perth. It is teaming with an eclectic mix of cafes, cool bars, fresh seafood, and eateries from every part of the world such as authentic Thai, Chinese, Indonesian, Italian, Vietnamese, Indian, Korean and Japanese restaurants. The latest and popular eats in Perth CBD are the Jamie's Italian and Brookfield Place.

Introducing Sydney

Unlike other Australian sister capital cities, Sydney is the oldest. However, for its age it is a good looking city that constantly attracts both international students and travellers from across the globe. Set on a spectacular natural harbour, Sydney's coastal settings makes it a unique cosmopolitan city with an endless list of leisure pursuits: more than 70 sparkling beaches, fabulous food, festivals and fun.

Sydney's climate is agreeable all year round with blue skies, warm summers and mild winters. As a coastal city, afternoon sea breezes are common and warm sea temperatures in Sydney are an ideal oceanic playground for swimming, yachting and other various water-activities. With very few extremes, Sydney oversees 300 sunny days a year.

The main attractions in Sydney are:

Sydney Opera House, Sydney Harbour Bridge, Bondi Beach, Taronga Zoo, Luna Park Sydney, Sea Life Sydney Aquarium, Manly Beach, Kings Cross, Darling Harbour, Royal Botanic Gardens, Madame TussAU$s Sydney, IMAX Theatre Sydney, Chinese Garden of Friendship, Blue Mountains, Parramatta Stadium, Cockatoo Island, Jackson Island, Museum of Contemporary Art Australia.

Travelling via affordable public transport is best when in Sydney. Other ways to get around Sydney are to: Hop on board ferries or water taxis that cross the waters daily to prime harbour locations, hiring a bike or car and using the inner toll roads for speedy cross-city travel.

You will be able to find cuisines from nearly every country including Chinese, Indian, Japanese, Malaysian, Korean, Italian, Irish and Turkish cuisines. Love eating out? Then check out fish 'n chips from The Boathouse, or modern Vietnamese at Luke Nguyen's Red Lantern. For award-winning desserts head to Adriano Zumbo's Lab and Black Star Pastry for fabulous chocolate éclairs and cakes!

Introducing
Institute of Health and Nursing Australia

The Institute of Health and Nursing Australia (IHNA) is one of Australia's leading providers of comprehensive health and nursing education at several levels. IHNA is fast-growing, dynamic, and quality-driven institution committed to continuous improvement; working hard to develop, implement and deliver courses and professional development programs.

Student welfare and administrative and educational support are paramount to IHNA from the moment of application to the time of graduation – and beyond. Whatever the mode of delivery, face-to-face or e-learning, students are supported and motivated on a one-to-one basis by the institute's trainers.

Our students benefit from fully equipped campuses with modern facilities and amenities including a state-of-the-art nursing and computer laboratories, a student library, highly equipped classrooms and student break out areas.

All of this combines to ensure IHNA's significant contribution to Australia's health sector's much needed competent, confident, well rounded health professionals.

IHNA Melbourne Campus

The Melbourne Campus is located in Heidelberg Heights, 10 kilometres from the Melbourne CBD. Suburbs close to campus include: Heidelberg, Ivanhoe, Rosanna, Eaglemont, Viewbank and Bulleen.

IHNA Perth Campus

The Perth campus is conveniently located in the vibrant Perth CBD in Western Australia (WA), Australia's largest state. Suburbs close to campus include: West Perth, Northbridge, East Perth and Crawley. IHNA Perth Campus is well connected to public transport.

IHNA Sydney Campus

The Sydney campus is located in Parramatta in the culturally sophisticated state of New South Wales (NSW), 30 minutes away from west of Sydney CBD. Neighbouring suburbs in Parramatta include: Northmead, North Parramatta, Westmead, Greystanes, Mays Hill, Harris Park, Rosehill and Oatlands.

IHNA Values

Innovation

- Innovate, and be forward thinking in the design of our programs and services.
- Adopt a culture of innovation in every aspect of the delivery of our programs and services.

Caring

- Maintain a primary focus on the welfare of our students.
- Understand and define the unique requirements of our students and celebrate their diversity.

Excellence

- Strive to consistently deliver excellence in training delivery.
- Provide an educational environment that is inclusive and reflects the diversity of communities it serves.

Arranging Visas

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves online or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by your education provider.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Immigration and BorderProtection (DIBP)

The Australian Government's Department of Immigration and Border Protection (DIBP), provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.
Visit http://www.border.gov.au/Trav/Stud/More/Studying-in-Australia for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIAC website the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies.html has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIAC on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

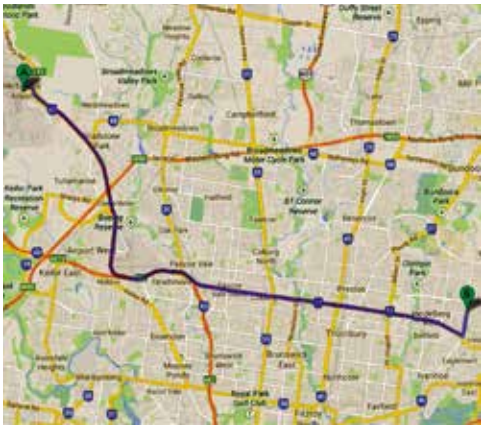
- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit
http://www.border.gov.au/Trav/Stud

Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Travelling to Melbourne (IHNA Melbourne Campus)



You should fly into Melbourne International Airport (Tullamarine Airport) which is the closest international airport to IHNA Heidelberg Campus. Visit http://melbourneairport.com.au/. IHNA Heidelberg Campus is located 25 kms from Tullamarine International Airport.

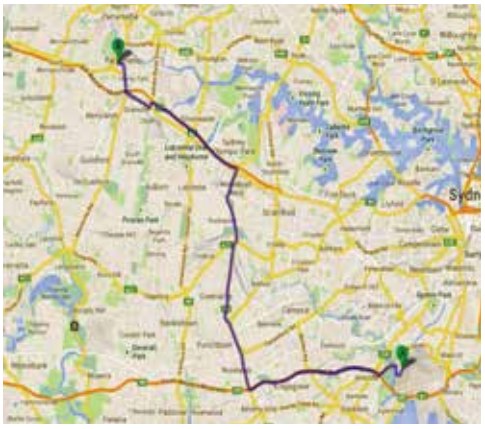
If you require a representative from IHNA to meet you at the airport for pick-up service, please make necessary arrangements prior to your departure by contacting the institution. Refer Section 1 of this handbook for contact information. Note: Point A represents Tullamarine Airport and Point B represents IHNA Melbourne Campus.

Travelling to Perth (IHNA Perth Campus)

You should fly into Perth International Airport which is the closest international airport to IHNA Perth Campus. Visit http://www.perthairport.com.au/passenger-guide IHNA Perth Campus is located 20 kms from Perth International Airport.

If you require a representative from IHNA to meet you at the airport for pick-up service, please make necessary arrangements prior to your departure by contacting the institution. Refer Section 1 of this handbook for contact information. Note: Point A in the map represents Perth International Airport and Point B represents IHNA Perth Campus.

Travelling to Sydney (IHNA Sydney Campus)



You should fly into Sydney International Airport which is the closest international airport to IHNA Sydney Campus. Visit www.sydneyairport.com.au/. IHNA Sydney Campus is located 29 kms from Sydney International Airport.

If you require a representative from IHNA to meet you at the airport for pick-up service, please make necessary arrangements prior to your departure by contacting the institution. Refer Section 1 of this handbook for contact information. Note: Point A in the map represents Sydney International Airport and Point B represents IHNA Sydney Campus

Documents to bring with you

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from Institute of Health & Nursing Australia
- Confirmation of Enrolment (eCoE) issued by Institute of Health & Nursing Australia
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualification
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Department of Agriculture, Fisheries and Forestry (DAFF) homepage http://www.agriculture.gov.au/

- Read "Arriving in Australia - Declare it!"
- And also let your family and friends know "What can't be mailed to Australia?"

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Clothing

On IHNA campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

Other Items You Might Need to Include (most can also be purchased in Australia)

- Alarm clock
- Bath towels, bed sheets, pillow cases
- Dictionary (bilingual)
- Small sewing kit
- Music CDs or iPod
- Sporting equipment
- Toiletries
- Umbrella
- Scientific or graphics calculator
- Camera
- Micro recorder for lectures
- Spare spectacles or contact lenses
- Your optical prescription
- Photos of friends and family
- Swimming costume

- Small gifts from home

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Bringing Your Computer

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AU$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than AU$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Customs.

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays. If you have requested for a reception service from IHNA, prior to your departure, please wait at the Arrivals Hall in the airport for the IHNA Representative.

Getting From the Airport: IHNA Melbourne Campus

Shuttle Buses

Sky Bus: offers an express bus service from the airport to the city centre. This service operates 24/7, including all public holidays. Buses run from every 10 minutes throughout the day. Tickets can be purchased on arrival at the bus stop or purchased online at www.skybus.com.au.

From City Centre you can catch trains to Rosanna Train Station (Please refer below). IHNA Melbourne Campus is located at a walkable distance from Rosanna train station.

Train

From City Centre (Flinders Street Train Station) or any other train station in the city loop, you can get catch Metro Train (Either Eltham or Hurstbridge Route) and get down at Rosanna Train Station. IHNA Melbourne Campus is located at a walkable distance from Rosanna train station.

Taxis

Melbourne's taxis are a safe and convenient way to get from the airport to your destination. Taxi ranks are located on the ground floor outside Terminals 1 and 3. You can catch a taxi from designated taxi ranks, unless you have pre-booked one. Remember to get an electronic receipt at the end of the journey. In addition to assisting with your personal records, the information that it contains (such as Taxi Company, taxi ID number and time of travel) is vital should you accidentally leave any items behind.

Airport Reception Service

If you have requested for a reception service from IHNA, prior to your departure, please wait at the Arrivals Hall in the airport for the IHNA Representative.

Getting From the Airport: IHNA Perth Campus

Public Buses

You will be arriving at the Perth Airport's International Terminal 1 (T1).

Transperth is the brand name through which the Western Australian Government provides public transport services in the Perth metropolitan region. This includes Perth's public buses, trains and ferries.

Please note that Transperth does not operate direct bus services to Perth Airport's International Terminal 1 (T1) but operates a bus service to and from Perth Airport's Domestic Terminals 3 and 4 (T3 and T4). A free terminal transfer bus service operates 24 hours a day, seven days a week. The journey takes approximately ten minutes to complete. Terminal transfer bus stops are located on the forecourt at the International Terminal 1 (T1).

Using this free terminal transfer bus service, you can arrive at Perth Airport's Domestic Terminals 3 and 4. Bus 37 operates daily between T3 and T4 and Kings Park, via the Esplanade Bus Port. Get down at Esplanade bus port. IHNA Perth Campus is at a walkable distance from Esplanade Bus Port.

Taxis

Covered taxi ranks are located at the current International Terminal (T1). Taxi ranks are also located along Valentine Road, serving Skippers Aviation and Cobham Aviation passengers. Some drivers will ask you to pay your fare in advance, and this same fare applies to both a group or single person.

Airport Reception Service

If you have requested for a reception service from IHNA, prior to your departure, please wait at the Arrivals Hall in the airport for the IHNA Representative.

Getting From the Airport: IHNA Sydney Campus

Train

There are train stations located at both the International and Domestic Terminals which operate as part of the Airport Link train service. The International Terminal train station is located at the northern end of the terminal and is accessible from the arrivals level. From International Airport Station, Mascot you need to catch Train T2 Airport line to Central Station Platform 21, Sydney. You need to go to Central Station Platform 5, Sydney.

Public Buses

From Central Station Platform 5, Sydney, you will get bus service (Train Blue Mountains line – Central to Bathurst Service) to Parramatta Station Platform 2, Parramatta. IHNA Sydney campus is about 10 minutes' walk from here.

Taxis

Sydney International Airport has sheltered taxi ranks for international terminal.

Airport Reception Service

If you have requested for a reception service from IHNA, prior to your departure, please wait at the Arrivals Hall in the airport for the IHNA Representative.

Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you by phone, email, social media or by post.

Accessing Money

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU$1500 to AU$2000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Australia, you can also change money at any bank or at currency exchanges.

Electronic Transfer

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.

Credit Cards

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Arranging Accommodation

IHNA may provide students with accommodation at a reasonable cost at Melbourne & Perth Campus and this will be available to a limited number of students.

For further details, contact the Student Support Manager at studentsupport@ihna.edu.au

Temporary Accommodation

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Staying With Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Citizenship See: Arranging Visas). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

For more information visit: http://www.border.gov.au/

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:

- Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
- Hold a higher institution or approved non- government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.

5. You will be responsible for school fees and other costs including school uniforms,books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take in to consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact

In VICTORIA: Department of Education and Early Childhood development at 1800 809 834 and follow the prompts.

Email: edline@edumail.vic.gov.au

In WESTERN AUSTRALIA: Department of Education at (08) 9264 4111

In NEW SOUTH WALES: For enquiries about education and training, the school system, call the Schools and Community Senior Information Officer at (02) 9561 8999.
Email: DECinfo@det.nsw.edu.au

There are two types of schools in Australia – State schools and independent schools. For State schools, major part of their costs are met by the relevant State or Territory government and for Private schools, may charge higher fees.

IHNA
Institute of Health and Nursing Australia
RTO ID: 21985

SECTION 3

Settling In

CRICOS Code: 03386G | ABN: 59 106 800 944 | ACN: 106 800 944 | RTO ID: 21985

This initiative is supported by the Australian Government through the Department of Education, Employment and Workplace Relations.

Section 3

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Living in Melbourne

Over several years, Melbourne Australia has been ranked as one of the top three World's Most Liveable Cities in the world according to the latest rankings by the Economist Intelligence Unit. If you need to rent apartments, units, or houses in Melbourne Australia, you need to consider the two categories of apartments renting: furnished and unfurnished Melbourne Apartments.

People who plan to live in Melbourne for long usually opt for the unfurnished Melbourne apartments. The leases on these apartments are usually for a minimum of 6 months. You can ask for a lease of 1 year if you wish. This guarantees that the owner will ask you to evacuate the rental should they wish to increase the rent. A quick guide to the cost of living in Melbourne could be obtained from the following link:
http://www.living-in-melbourne.com/cost-of-living-in-melbourne.html

Weather and Seasons

Melbourne has a very unpredictable weather. The Melbourne weather can experience four seasons in one day. In winter, the lowest temperature in Melbourne Australia might be 10°C during the daytime. In summer, Melbourne weather experience two or three 40°C days, with a cool change to follow. Summer period in Melbourne is Dec to Feb, Autumn is March to May, Winter in June-August, and Spring is September to November. Melbourne has a moderate oceanic climate and is colder than other mainland Australian state capital cities in the winter.

Living in Perth

Perth is the capital of Western Australia and is Australia's fourth largest city. The city itself is located on the banks of the Swan River, which is quite wide in places. WA is a great place to live! Perth has clean air, beautiful beaches, wide open spaces and a relaxed lifestyle and its multicultural society welcomes people from all over the world.

Weather and Seasons

Perth's weather is one of our best features. Warm summers and mild winters let you make the most of the great outdoors. Perth receives moderate though highly seasonal rainfall, making it the fourth wettest Australian capital city after Darwin, Sydney and Brisbane. Summers are generally hot and dry, lasting from December to late March, with February generally being the hottest month of the year, while winters are relatively cool and wet, making Perth a classic example of a Mediterranean climate

Living in Sydney

Sydney Australia is located in a coastal basin situated between the Pacific Ocean to the east and the Blue Mountains. Sydney Australia is a friendly city offering visitors and students, a variety of attractions and activities. The cost of living in Sydney Australia is not high considering that Sydney is one of the best cities in the world.

Weather and Seasons

The climate of Sydney is temperate, having warm summers and mild winters, with rainfall spread throughout the year. Average minimum temperatures in the winter months of June through to August are around 9°C (47-48 °F). The summer season is from December through to February.

Permanent Accommodation:

Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Types of Accommodation:

IHNA may provide students with accommodation at a reasonable cost at Melbourne & Perth Campus and this will be available to a limited number of students.

For further details, contact the Student Support Manager at studentsupport@ihna.edu.au

Where to Look for Accommodation:

The following is a list of places where you can go to find advertisements for accommodation:

- Student noticeboards around campus
- Newspaper classifieds
- Real Estate Agent windows & websites

1. http://www.realestate.com.au
2. http://www.domain.com.au/

- Local shopping centre noticeboards

Things to Keep in Mind When Renting:

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than AU$ 1,000 dollars. The bond is usually set at four weeks' rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these

utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/ stove, gas or electrical?
- Do the toilet and shower all work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/ pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs?

Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on important principles.

Bills & Expenses

Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?

If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

Food

Do you and your roommates expect to share the costs of buying food and share in the preparation?

Do you have specific food needs (allergies, preparation needs)?

If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

Cleaning

Who will clean what? How often?
Decide exactly what "clean and tidy" means to you. Will you hire a cleaning company to keep things under control?

Personal Habits & Individual Needs:

How much privacy do you need?
What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash clothing?

Smoking & Drugs:

Do you prefer to have a smoker or non-smoker as a roommate?
Is a smoker alright as long as they smoke outside the residence?
(Many rental agreements will forbid smoking inside the premises)
Clarify your stance on the use of alcohol and/or illicit substances.

Music & Television

What are your musical likes and dislikes?
Do you watch TV everyday or just once in a while?
Do you like to study with or without music/TV?

Personality Traits & Communication

How do you perceive yourself?
How do others perceive you?
Do you enjoy being around a lot of people - or just a few friends?
Are you more comfortable by yourself?
What about overnight visitors?
When conflicts arise, how do you go about resolving them?
How do you behave when you're happy - angry? What are the things that bother you most?
Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust.

Housekeeping

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you; these are the responsibility of each individual and are a sign of personal independence and becoming an adult.

Most Australians, especially landlords and rental agencies, believe it is very important for one's living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

Kitchen Stoves & Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.

Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight, but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill.

Disposal of Rubbish

Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish every one to two days into the wheelie bins provided outside your accommodation. You will then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish trucks. The landlord will inform the tenant

about the way to dispose of garbage particularly with regards to recycling and the days your rubbish is collected.

Cleaning Kitchens

Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned often in order to avoid unpleasant odours and fire hazards.

Cleaning the Bathroom

Sinks, showers, and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that mis-use of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

Cleaning Floors

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. (Warning: Keep all cleaning products out of reach of children and do not mix products!)

Maintenance & Fixtures & Fittings

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

Smoke Alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

ONLY WORKING SMOKE ALARMS SAVE LIVES!

- Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button.
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly .
- Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
- When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you the battery is low and needs replacing.
- Smoke alarms must never be painted .
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm .
- Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

(Source: Metropolitan Fire Brigade, Melbourne)

Pest Control

As a general rule, any outbreak or infestation requiring treatment by a pest control operator is the responsibility of the owner/agent, who is also responsible for the annual inspection. Examples of infestation may be rats, mice, fleas, possums, cockroaches, termites, ants, spiders, wasps or bees. Owners/agents are not responsible for infestations caused by your activities or lack of cleanliness. It is a good idea to guard against pests by storing food properly and using sprays and baits.

Where Can I Get Help?

NSW
The Tenants Union of NSW
http://www.tenants.org.au/

Victoria
The Tenants Union of Victoria
http://www.tuv.org.au
Consumer Affairs Victoria
http://www.consumer.vic.gov.au/

Western Australia
Tenant Advice Line
(08) 9221 0088
Department of Commerce
1300 30 40 54

Services:

Telephones

Calling Emergency Services DIAL 000

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health – Emergencies)

Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AU$) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre Paid Telephone Cards cost $5, $10, $20 and $50 and may be purchased at most news agencies, post offices and convenience stores.

Making Phone Calls within Australia

- To make international phone calls:

Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

- To make domestic phone calls:

Dial – the area code + phone number

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 XXXX XXXX

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: www.whistleout.com.au/MobilePhones

Computer & Internet Access

Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

Students can access the Computers and Internet from the Student Computer labs on each IHNA campus. Also, IHNA provides free Wi-Fi internet connections for students, while they are on campus.

Australia Post

Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

Small Letters

The cost of posting a small letter for distribution in Australia is an AU$0.50 postage stamp which you affix to the envelope.

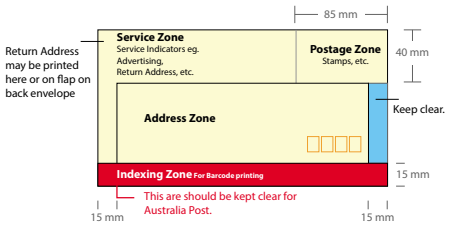
A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

Envelope Layout

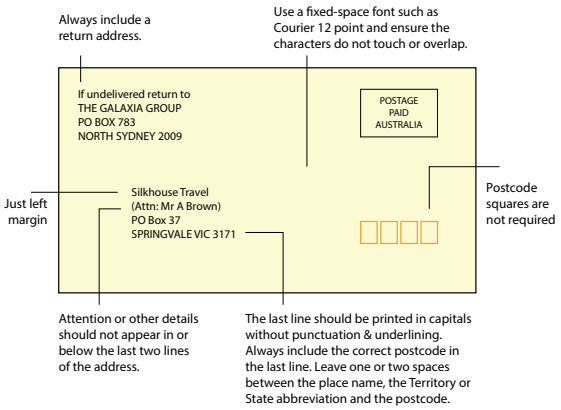
Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information below demonstrates how.

Envelope Face Format - Allocation of Zones

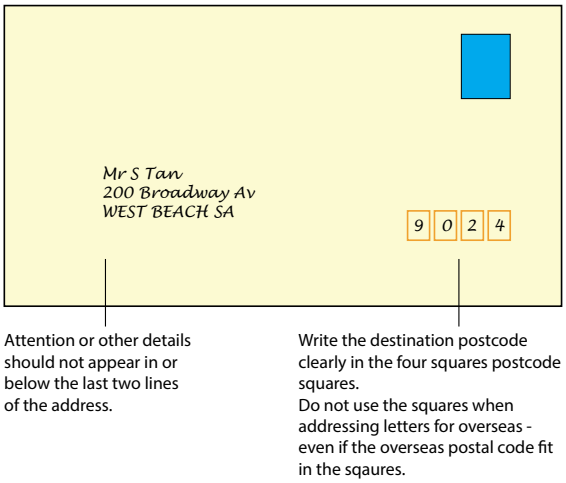


www.auspost.com.au (Source: Australia Post)

Typical Machine Addressed Envelope



Typical Hand Addressed Envelope



Shopping

Bargaining/Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

If you are paying by CASH and, if you are buying more than one item, you may have more bargaining power. Begin the bargaining process by asking:

"What's the best price you can give me?"

Or at a garage sale, you might pick up several items whose combined total is $50 and say:

"I'll offer you $30 for all of these."

Purchasing an Item

The most common methods of purchasing items are by cash or EFTPOS. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia. Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

Yellow Pages

The Yellow Pages are a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. They are a **GREAT time-saver** and very useful when you are looking for specific products or services. **"Let your fingers do the walking!"** These books may be provided in rental properties, and are available at Post Offices around Australia.

www.yellowpages.com.au

Health:

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only.** Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation** you can contact the local police station.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital. Dial 000**

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500.**

Lifeline

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Emergency Translation

For translation service in an emergency situation dial **1300 655 010**

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers

Medibank Private:
www.medibank.com.au

OSHC Worldcare:
www.oshcworldcare.com.au

BUPA OSHC:
www.overseasstudenthealth.com

Australian Health Management:
www.ahm.com.au

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:
http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1#whatisoshc

If you come to Australia on a visa other than a student visa and undertake a **short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day

surgeries, ambulance cover and benefits for pharmaceuticals.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

How do I make a claim?

Please contact your OSHC Provider, if you require assistance in making a claim.

Renewal information

Please contact your OSHC Provider, for renewal information.

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities.
See also: Attending an Australian hospital.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.
See also: Public hospital waiting times.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP**. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

Medical Services

What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

- If you are under 18, your International Student Advisor or homestay parent can help you find a doctor and accompany you to the appointment.
- If you are a university student, your university may have its own medical centre.

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to **wait a VERY long time.** It is not uncommon to wait **more than 3 hours,** and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe

to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit www.immi.gov.au or phone 131 450

*2008 Applicable limit – confirm with your OSHC provider

General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad is not a "geographic cure" for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)

Mental Health

IHNA students have access to staff for counselling and advice on appointment. An internal Counsellor is available for staff and students of IHNA to accessas required. IHNA's counsellor will be available to all students who may want to talk about:

- Stress and depression
- Relationships and family matters
- Sexual assault
- Identity issues
- Study issues and performance anxiety
- Suicidal thoughts or self-injury
- Homesickness
- Adjusting to the new environment or the Institute
- Motivation issues
- Exam stress
- Any other matters you would like to talk about in confidence.

The course coordinator and trainers or the

delegated personnel will be available to provide additional support during the course duration. Students could contact the concerned personnel through e-mails, teleconference, telephonic discussions, by person (on appointment) and Skype. Students can also use any of the Community counselling services available. Arrangements for such counselling services will be made available to the students by IHNA, if required.

Key Personnel: International Student Support Officer

Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website www.nutritionaustralia.org.

- Exercise – do at least 30mins of moderate exercise a day
- Sleep – get at least 8-9 hours of sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- Binge drinking – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner's health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. Always use condoms as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

Alternative Therapies

E.g. acupuncture, aromatherapy, traditional Chinese medicine, chiropractic, homeopathy, massage, meditation, naturopathy, yoga etc.

Managing my Finances:

Initial Expenses

This is an example of some of the expenses you might encounter when you first come to Australia:

Expense	Estimated Cost
Temporary accommodation	AU$600 (4 weeks)
Rental bond (four weeks rent @ AU$250/week)	AU$1000
Advance rent (two weeks @ AU$250/week)	AU$1000
Electricity connection	AU$150
Telephone connection	AU$100
Gas connection	AU$100
Internet connection	AU$100
Mobile phone and/or network sim card	AU$800
Household items, e.g. furniture, crockery, etc.	AU$3000
Transportation	AU$5000
Textbooks & Educational Expenses	AU$10000
Incidentals	AU$2000
Insurance – house, car, health	AU$1000
TOTAL:	AU$22850

On-going Expenses

Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you live in **SINGLE accommodation** (costs will reduce if you are in shared accommodation):

Monthly Expense	Estimated Cost
Rent (four weeks rent @ AU$250/week)	AU$1000
Food (four weeks @ AU$200/week)	AU$800
Electricity	AU$100
Gas	AU$100
Telephone	AU$50
Internet	AU$200
Mobile Phone	AU$70
Transportation	AU$100
Entertainment	AU$300
Educational	AU$100
Insurance – health, house, car	AU$50
Unexpected	AU$100
TOTAL:	AU$2970

The DIPB has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- You - $18,610
- Your partner - $6,515
- Your first child - $3,720
- Every other child - $2,790

Setting up a Bank Account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal.

To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as $10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account within six weeks of arrival in Australia. After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. bank account. For a comparison of accounts in banks throughout Australia see: https://www.finder.com.au/bank-accounts

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

List of Financial Institutions in Australia

Bank	Website
National Australia Bank	www.nab.com.au
ANZ	www.anz.com.au
Commonwealth Bank	www.commbank.com.au
Westpac Bank	www.westpac.com.au
St George Bank	www.stgeorge.com.au
Credit Union Australia	www.cua.com.au
Heritage Building Society	www.heritage.com.au
(NB – this list is just a sample of some financial institutions in Australia)	

Bank & ATM Locations near My Accommodation

To be completed by the student: Compile a list of bank and ATM locations convenient for you in the space below.

Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day**. However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

Bank Fees

Bank fees are **the price you pay for the products and services that banks offer**. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. **Some banks waive some fees if you are a full-time student**. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch. If you don't understand any fee which has been charged, contact your bank.

Accessing Money from My Account

Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.
See also: Using an ATM.

EFTPOS

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Telephone Banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It's important never to give your password to anyone else.

Internet Banking

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all online. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts online. Never give this password to anyone else.

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information online. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

Over-the-Counter Service

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

Account Statements

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs.

Check your statements regularly to make sure you've got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank's ATMs

instead of other banks' ATMs).
(Source: Australian Bankers' Association Inc.)

Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for ATM safety, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank.
(Source: Australian Bankers' Association Inc.)

Safety When Carrying Money

The first and fundamental rule of safety when carrying money is:

"Don't carry large amounts of cash!"

The second is:

"Don't advertise the fact that you are carrying money!"

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.

seek
seek.com.au
www.seek.com.au

careerone
www.careerone.com.au

getJobs .com.au
www.getjobs.com.au

MyCareer
www.mycareer.com.au

JobsinOz com.au
www.jobsinoz.com.au

jobsearch
www.jobsearch.com.au

- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

Working in Australia

Permission To Work

From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australian until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

Working While Studying

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.
3. The Department of Immigration and Citizenship (DIAC) considers your course to be 'in session':

- for the duration of the advertised semesters (including periods when exams are being held)
- if you have completed your studies and your Confirmation of Enrolment is still in effect
- if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Immigration and Citizenship)

For a full list of mandatory and discretionary student visa conditions please visit http://www.border.gov.au/Trav/Stud

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:

Newspapers

University Job Boards

Online - try these online companies:

Earning an Income

Taxes

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at https://www.ato.gov.au/, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax** return, or by paying a **registered tax** agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit https://www.tpb.gov.au/
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation

If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9% of your wage into asuperannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed. To check your eligibility to claim your superannuation and to apply for your payment, visit:
https://www.ato.gov.au/Individuals/Super/

You will need to provide the details of your superannuation fund. (Source: Australian Taxation Office)

Laws and Safety in Australia Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at:
www.australia.gov.au

Legal Services & Advice

If you have been arrested for breaking the law and are required to attend a court appearance, you will need legal representation to negotiate with Australian legal system. There are Lawyers and legal services available, who can provide you advice on legal issues and can arrange lawyers who can talk to you about, how the law applies to your legal problem. Contact details of the legal aid service providers for each state have been provided below.

Victoria

Victoria Legal Aid Ph: 1300 792 387
Website: http://www.legalaid.vic.gov.au/
Address: Victoria Legal Aid, Central office, 350 Queen St, Melbourne, Victoria 3000.

New South Wales
Ph: 1300 888 529
Address: Website:
http://www.legalaid.nsw.gov.au/

Parramatta
Legal Aid Office – Criminal Law
Parramatta Justice Precinct, Level 1,
160 Marsden Street, Parramatta, NSW
2150.

Western Australia
Ph: 1300 650 579
Website: http://www.legalaid.wa.gov.au/
Address: Legal Aid – Western Australia,
55 St Georges Terrace, Perth, WA 6000.

Child Protection Laws

[Child Protection Laws vary from State-to-State. Please include a section relevant for your State/Territory choosing from a hyperlink in the table below. It is important for students to understand the requirement of 'Child Suitability Cards' when working, living, volunteering etc. with children.]

Jurisdiction	Legislation
New South Wales (Department of Community Services) http://www.legislation.nsw.gov.au/#/	Principal Acts: Children and Young Persons (Care and Protection) Act 1998 (NSW) Other relevant Acts: Children and Young Persons (Care and Protection) Amendment (Parental Responsibility Contracts) Act 2006 (NSW) Child Protection (Offenders Registration) Act 2000 (NSW) Crimes Act 1900 (NSW) Commission for Children and Young People Act 1998 (NSW) The Ombudsman Act 1974 (NSW) Family Law Act 1975 (Cth)
Victoria (Children Protection and Juvenile Justice Branch; Department of Human Services) http://www.ccyp.vic.gov.au/	Principal Acts: Children, Youth and Families Act 2005 (Vic) Other relevant Acts: Working with Children Act (Vic) Child Wellbeing and Safety Act 2005 (Vic) The Charter of Human Rights and Responsibilities Act2006 (Vic) Family Law Act 1975 (Cth)
Western Australia (Department for Community Development, now the Department for Child Protection) https://www.slp.wa.gov.au/legislation/statutes.nsf/e39b8bad-535ff0e2c825736b-001519f4?OpenView	Principal Acts: Children and Community Services Act 2004 (WA) Other relevant Acts: Working with Children (Criminal Record Checking) Act 2004 (WA) Family Court Act 1997 (WA) Adoption Act 1994 (WA) Family Law Act 1975 (Cth)

Home Security

House-breaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house **left open or unlocked** where they can get what they want with ease and make a quick getaway.

Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.

- Avoid having parcels left on the door step.
  - If you have to have something delivered while you are out have the neighbours collect it.
  - When out, leave a radio or television on or a light in the evening to give the impression you are home.
  - Keep cash and valuables out of sight.

Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks; doors should have dead-bolts, a security chain and a peep hole; and if the property has an alarm system – that would also make it an excellent choice.

Contents Insurance

It is recommended that if you are in a rental property that you obtain Contents Insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to $200 per year depending on the value of your belongings.

Internet Safety & Security

Internet Access on Arrival

Internet cafes are located in most major cities, or book a computer at a community library. Students can access the Computers and Internet from the Student Computer labs on each IHNA campus. Also, IHNA provides free Wi-Fi internet connections for students, while they are on campus.

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

1. **Install anti-virus and other security software**, such as anti-spyware and anti-spam software. Use and update this software regularly.
2. **Regularly download and install the latest security patches for your computer software**, including your web-browser. Use automatic software security updates where possible.
3. **Use a firewall and make sure it is turned on.** Firewalls help prevent unauthorised access to, and communications from, your computer.
4. **Delete suspect emails immediately.** Don't open these emails.
5. **Don't click on links in suspect emails.** Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
6. **Only open an attachment to an email where the sender and the contents of the attachment are known to you.**
7. **Don't download files or applications from suspect websites**. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
8. **Use long and random passwords** for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
9. **Use a limited permission account for browsing the web, creating documents, reading email, and playing games**. If your operating system allows you to create a limited permission account, this can prevent

malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

(Source: Australian Communications and Media Authority)

Personal Safety

When you are out and about it is important to be alert and aware of your personal safety.

If you are **going out at night** remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

If you are **out and about:**

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- Always keep your briefcase or bag in view and close to your body
- Be discreet with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while

boarding the bus - have your money/ pass already in hand

- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits.

Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket

- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver

Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

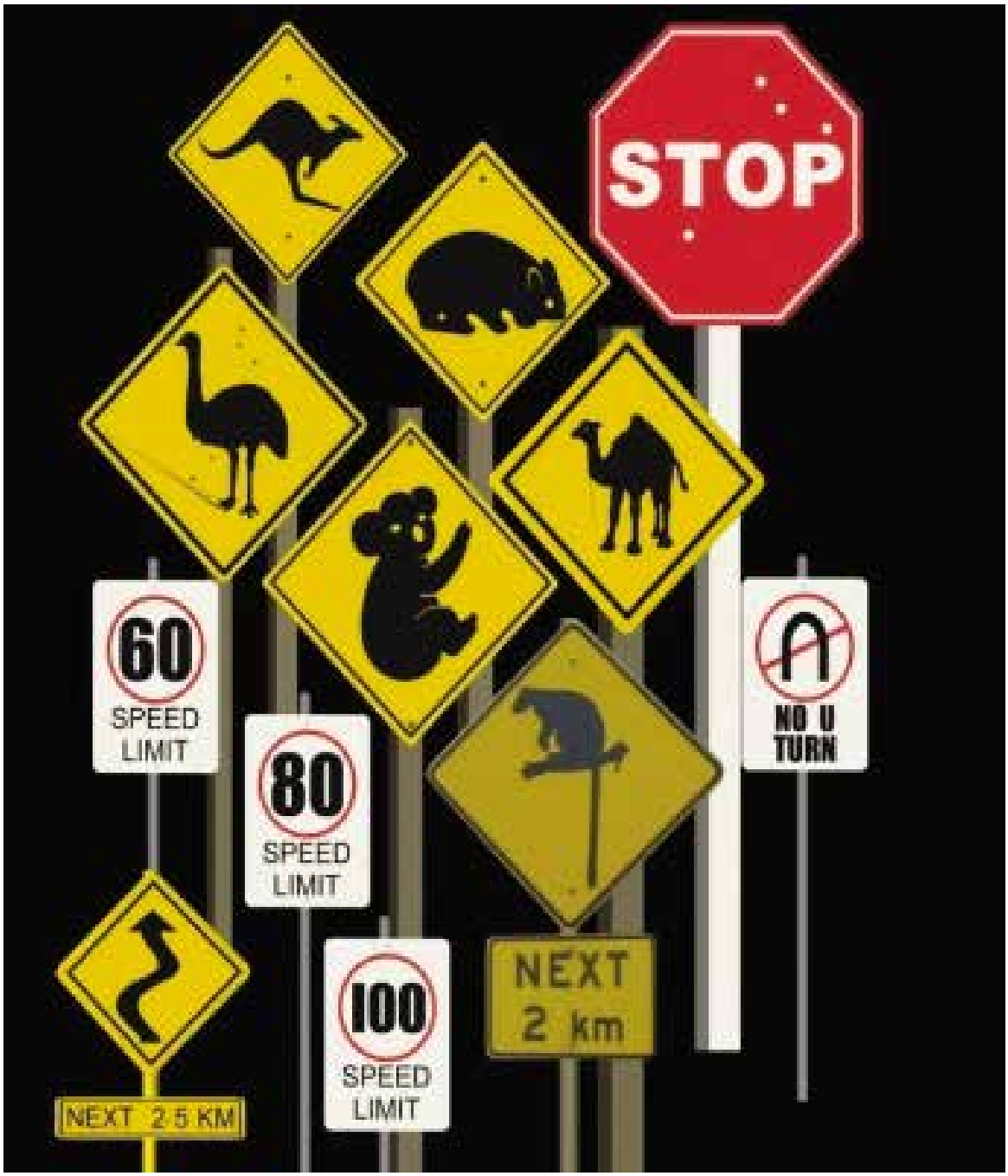
- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to

the driver.

Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/ taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable.



This may mean travelling in the back seat of the taxi;

- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination

If the driver harasses you when travelling in a taxi your options include:

- Ask the driver to stop. You may choose to make up an excuse to do so;

- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

(Source: Queensland Police Service)

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, YOU MUST KNOW THE ROAD RULES before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

Owning a Car

Registration:

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's licence details and your residential address in Australia.

Insurance:

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. Speed kills.

Mobile Phones and Driving

The use of mobile phones when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you **nine times more likely to be killed** in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law.

Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

(Source: Roads and Traffic Authority, NSW)

Licence Requirements

In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:

You remain a temporary overseas visitor
Your overseas licence remains current
You have not been disqualified from driving in that State or elsewhere and
You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian licence if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

Note: If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.

When driving in NSW you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit. An International Driving Permit is not a license to drive. It should still be accompanied by a current driving license.

If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

(Source: Roads and Traffic Authority, NSW)

Drinking Alcohol and Driving

If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol.

Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. **Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply**. If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.

Blood Alcohol Concentration (BAC) Levels

The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. A BAC of 0.05 means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol is consumed. BAC is measured with a breathalyser, or by analysing a sample of blood.

Legal BAC Limits

There are legal limits as to the BAC level permissible if you are driving. The permitted Blood alcohol content is less than 0.05g/100ml.

Factors Affecting your BAC

The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including:

- Body size: A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.
- Empty stomach: Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.
- Body fat: People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.
- Women: After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it affects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au

Drinking Limits Advice

To stay below 0.05 BAC, drivers are advised to limit their drinking to:

- For men: No more than two standard drinks in the first hour and no more than one standard drink every hour after that.
- For women: No more than one standard drink in the first hour and no more than one every hour after that.

Random Breath Testing (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night. Police officers have the right to stop any vehicle at any time and require the driver to supply samples for screening. Any person driving a motor vehicle is required by law to have less than a specified amount of alcohol in their blood. If a driver exceeds the level which applies to them the driver has committed an offence.

Increased Risk of an Accident

It is safest not to drink alcohol at all if you are going to drive. The more alcohol you have in your body, the more risk you have of being involved in an accident.

- At 0.05% Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.
- At 0.1% BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.
- At 0.15% your risk increases to 25 times that of driving at 0.00%.

DON'T DRINK & DRIVE!

(Source: Australian Federal Police)

Alcohol, Smoking, & Drugs

Alcohol

Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia.

Standard Drinks

The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.

Please keep in mind:

- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre mixed bottled drinks often contain more alcohol than a standard drink.

Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating

and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act

covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

DANGER: Drink Spiking! Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, call 000 (zero zero zero) immediately to report it and get help.

(Source: Australian Drug Foundation)

Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

HOWEVER: Many crimes have been committed against innocent hitchhikers including violent personal crimes (physical and sexual assaults) and abductions. You do not know anything about the person whose car you get into.

Our advice to you is: DON'T HITCHHIKE! It simply is not worth the risk.

Avoiding Dangerous Areas and Activities

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. For example:

The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however,

the people most likely to be on the street are hotel patrons. **Alcohol consumption** has now become a factor in these places, and for many (particularly for women), **some areas may become less safe**.

A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.

A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. **Being in a place when it is busy is very different from when the place is isolated**. There is often no reason to be afraid, But – be alert, be aware, and be careful.

Making New Friends

There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really "get along" with. **Be kind to yourself - remember that making friends takes time**. If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

However you meet people, **remember to be careful**. When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. **With people you don't know well; always arrange to meet them in a public place**, like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them. Many international students spend time socialising with other students and people from their own country and culture while they're in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, **you need to be careful at first**, until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, **remain cautious until you feel you know them reasonably well and can trust them**. Crimes against international students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication "norms" (widely acceptable behaviour), make an appointment to talk it over with your International Student Advisor.

Sexual Assault

Sexual assault is a **criminal offence**. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain **precautions** may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless

of their gender or sexuality. Your first point of contact, should be the Police or your closest

Sexual Assault Service.

1. From a public phone or mobile phone, ring the police on 000.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.

Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.

Try to remember everything you can about your attacker.

3. Remember, **you are the victim**. You have nothing to feel guilty or ashamed about.

Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

4. If you can:

- Take the name or address of any witness, if you know it.
- Try to remember exactly what the attacker looked like, take notice of any scars, tattoos, piercings or any distinguishing marks that could identify the attacker.
- If a car was involved, try to note the colour, model and registration number.

Free and Confidential Services

- National Domestic Violence and Sexual Assault helpline Tel: 1800 200 526 to talk with experienced counsellors 24 hours
- Violence Against Women, Australian Says No (Specialises in Domestic Violence and Sexual Assault counselling and referrals) – Tel: 1800 200 526
- The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault. SACL operates between 5pm weeknights through to 9am the next day and throughout weekends and public holidays. Tel: 1800 806 292
- Police emergency contact line for sexual assault, Tel: 03 9349 1212
- Centres Against Sexual Assault (CASA) offer a range of services and referrals. Call their free and confidential 24-hour emergency hotline on 1800 806 292.
- State and Territory crisis and service numbers and more can be found on the ReachOut Australia website.

Social Activities

What is Schoolies Week?

If you are an international student attending high school in Australia you will hear a lot of talk about "Schoolies Week" which refers to the Australian tradition of high-school graduates (known as "Schoolies" or "Leavers") having week-long holidays following the end of their final exams in late November and early December.

Official schoolies events, which are drug and alcohol free, are held at many schoolies destinations, they include concerts, dances and parties. For all official events, attendees are required to be a registered schoolie and present schoolie ID on entry. This schoolies ID, which at some locations includes a photo, is given to schoolies upon registering, which requires the presentation of current school ID and incurs a small fee. At many destinations, the official events are held in fenced-off areas or in nightclubs to prevent the infiltration of toolies ("too old for schoolies", which are associated with the targeting of drunk teenagers for sex) and to maintain crowd control. Some events are free while others (often those held at nightclubs) incur an entry fee.

If you are a school leaver and choose to be a part of schoolies celebrations, here are some good safety tips to keep in mind:

Celebrate but watch your friends:

- Stay with friends and don't take chances. Remember there is safety in numbers.
- Plan ahead with your friends. Work out how you will share costs and how you will look out for each other.

STAY WITH YOUR FRIENDS and don't take chances.

Volunteers will be clearly identifiable and there to assist you in a number of ways.

LOOK OUT FOR THEM, if you require assistance.

- Book your own accommodation - don't expect that you can just stay with friends.
- Know where you are staying and how to get there.
- Before you go out, have a plan for getting home and tell someone where you are going.
- Negotiate a designated driver at the beginning of the evening and support them in their decision not to drink. During the week, take turns to be the designated driver.
- Stay clear of a driver who has been drinking or using drugs.
- Ask an official volunteer to walk you home if you are alone — don't walk home at night alone.
- Always keep enough money for a phone call, taxi or public transport.
- Stranger danger still exists for adults — don't accept lifts from anyone you don't know, and don't stay at a stranger's place.
- Don't swim at night and don't swim at all if you are intoxicated or using drugs.

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SECTION 4

Studying at IHNA

This initiative is supported by the Australian Government through the Department of Education, Employment and Workplace Relations.

Section 4

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To Begin

Arrive early

Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who runs the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution.

- » International Office staff and their duties
- » Course or Academic Advisor
- » ESL Advisor
- » Student Services staff
- » Religious/Cultural/Ministry staff
- » Accommodation/Homestay Coordinator
- » Counsellors

- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus
  - » Library
  - » Computer rooms and facilities
  - » Recreation and eating areas
  - » Clubs and Associations
  - » Classrooms
- Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

What to Do First

Report to the International Office or welcome area for International Students.

International Student Orientation

International student orientation for all IHNA Campuses will be conducted in the first week on course commencement.

Faculty/Course Orientation

Faculty/Course orientation for all IHNA Campuses will be conducted in the first week on course commencement. Timetables for sessions, key faculty staff names and contact numbers will be provided to the students during this orientation.

International Student 'Code of Behaviour'

Students are required to adhere to Institute of Health and Nursing Australia Student Code of Behaviour at all times. A copy of IHNA's policy on 'Student Code of Behaviour' is available from IHNA website. Location: 'Policies, Links and Forms' section under the 'Students' tab.

DirectLink:
www.ihna.edu.au/policy/?id=57

Academic Policies & Procedures

IHNAs academic policies and procedures could be accessed from IHNA website, under the 'Future Students' tab as 'Policies, links and forms'. All other policies are available anytime at IHNA. Please contact our administration staff or your course coordinator.

Academic Participation and Progress Policy could be accessed from the following link:
www.ihna.edu.au/policy/?id=36

Complaints & Appeals

IHNA considers Student complaints and Grievances with high importance. Should you have any complaints or grievances, you are encouraged to lodge a Complaint or Grievance through IHNA website. This section could be found under the 'Students' menu in the website

Direct link:
www.ihna.edu.au/student-complaints

IHNA's Student complaints and Appeal Policy could be accessed from the following link: https://www.ihna.edu.au/policy/?id=58/

You are also encouraged to meet the 'International Student Support Officer', Training Manager or any of your educators should you have any complaints or grievances.

International Student Visa Conditions

For a full list of mandatory and discretionary student visa conditions please visit

http://www.border.gov.au/Trav/Stud/More/Studying-in-Australia

Academic Progress

You have an obligation to maintain satisfactory course progress by successfully completing at least 50% of the units scheduled for each study period. Failure to achieve satisfactory progress may require a revision of your enrolment load and also an extension to your enrolment as well as your student visa, which in turn has significant cost implications.

IHNA will follow the Dept. of Industry and DIBP (Department of Immigration and Border Protection) policies and procedures for systematically monitoring students' course progress and will take the following steps if the student does not meet the course requirements.

- IHNA will be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.
- IHNA will report students to DIBP, under section 19 of the ESOS Act, who have breached the course progress requirements.

Overseas Student Health Cover (OSHC)

- Students will maintain OSHC coverage for the duration of their student visa. This cover enables students to seek basic medical advice and assistance.
- Students will strive to attend classes on scheduled days of each term. Students who are sick and absent from school will be required to obtain a valid medical certificate.
- Students must ensure they maintain satisfactory course requirements in accordance with the National Code 2018 and the IHNA International Student Application Form Terms and Conditions of Enrolment
- Students will advise the Administration office of current contact details within seven days of any change
- Students will not visit pornographic websites or download pornographic material while on IHNA's premises
- Students must give at least 2 weeks advance notice if leaving the program prior to contract dates
- Students will obey Australian laws and regulations at all times
- It is illegal to possess and/or use non-prescribed drugs in Australia.
- Students will not engage in inappropriate sexually explicit behaviour at any time while at IHNA or Practical Placement.

Attendance

You have an obligation to attend at least 80% of scheduled classes in each study period. Failure to achieve attendance may require a revision of your enrolment load and also an extension to your enrolment as well as your student visa, which in turn has significant cost implications.

Current Address Details

Students on an International Student Visa no longer need to keep Department of Immigration and Border Protection (DIBP) informed of their home address in Australia, as DIBP will check these details with your education provider if required. Therefore you MUST maintain a current residential address on your student file AT ALL TIMES.

Student Administration Information

Enrolment

As a condition of enrolment, the student agrees to abide by all IHNA policies referred to below for the duration of their enrolment and to disclose any medical or health conditions that may affect studies or student welfare. These could include:

1. Accommodation Policy
2. Complaints and Appeals Policy
3. Course Progress and Attendance Policy
4. Behaviour Policy/Code of Conduct
5. Student Transfer Request Assessment Policy
6. Deferment, Suspension and Cancellation Policy

For details, please refer to IHNA's Fee Payment Policy in IHNA Website. The links for relevant policies and form could be accessed from IHNA website, under the 'Students' tab as 'Policies, links and forms'.

Direct Link:
www.ihna.edu.au/policy/?id=77

- Students should maintain full time enrolment in a course.
- Non-payment of fees will mean you will not be able to continue to be enrolled
- Any changes to enrolment such as deferment, withdrawal must be notified / requested in writing

ID Cards

IHNA will issue Individual ID Cards for all IHNA students. This could be obtained from the IHNA Administrative Office, on the first week of the course commencement.

Refund & Cancellation Policy

Fees, Refund & Cancellation Policies

1. If an intending overseas student is not granted a student visa from Australian High Commission/Australian Embassy/ Department of Immigration & Border Protection (DIBP) for any reason, the refund applicable will be fees paid as a deposit towards an eCoE will be refunded, minus administration and processing charges of AU$300.00. Documentary evidence of visa refusal is required.
2. If Institute receives a written notice of withdrawal more than 28 days before the commencement of the course, the refund applicable will be: 25% of the fees paid by the student, minus administration and processing charges of AU$300.00
3. If written notice is received between 14-28 days before the commencement of the course, the refund applicable will be: 15% of the fees, minus administration and processing charges of AU$300.00
4. If written notice is received less than 14 days before the course commencement date, there will be no refund.
5. If the student withdraws after the Study Period has commenced, there will be no refund of fees. Further, the student will have to pay any unpaid fees for that study period to IHNA before the request for release letter is considered.
6. If a student's visa is cancelled due to their breach of international student visa conditions or IHNA Policies and Procedures after the commencement of course or Student Misbehaviour. There will be no refund of the current study period's fees. Maintaining the conditions of the visa grant and following IHNA's policies and procedures, as agreed, is the student's responsibility. Students are also liable to pay the balance of fees payable to IHNA by student.

7. At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning(RPL) will be discussed & granted after the student provides sufficient evidence. If the CT allows shortening of the duration of the course, pro-rata fees will be calculated and offered to the student. Once the student accepts the offer, there will be no further reduction of the fee.
8. If a student requests to defer to any following intake/s within 28 days before the commencement of the course initially applied for, while waiting for a decision from the regarding their student visa application, IHNA will require a proof of lodgment of student visa and a written request from the student explaining why the deferment is requested. Any deferment is solely at the Institute's discretion. If the Student's visa application is rejected, all fees minus administration and processing charges of AU$300.00 will be refunded. If the commencement is deferred again, a deferment fee of AU$250 will be charged for every subsequent deferment (to be paid along with request for deferment).
9. If student defers before or after the start of the course or temporarily suspends studies after the start of the study period, the tuition fee will not be carried forward, unless the student is deferring/ temporarily suspending studies for exceptional reasons or compassionate/ compelling circumstances. Any refund will be based purely on the discretion of the Institute's CEO/Director. If the Students' visa application is rejected all fees minus administration and processing charges of AU$300.00 will be refunded.
10. In cases of the Institute's default, full refund of unused portion of Tuition Fee is applicable. IHNA will be considered in default in relation to an overseas student or prospective overseas student, if either of the following occurs:

- IHNA fails to start to provide the course to the student on the agreed starting day;
- The course ceases to be provided to the student at any time after it starts but before it is completed; and the student has not withdrawn before the default day.
- In case of onshore transfer of provider, it is the student's responsibility to obtain Department of Immigration and Boarder Protection (DIBP) approval and visa extension:
- If visa extension is rejected after course commencement date, there is no refund of fees by IHNA.
- If visa extension granted after course commencement date, full refund of unused portion of tuition fees will be provided by IHNA.

Text books

Suggested list of text books will be provided by IHNA. It is student's responsibility to purchase text books.

Student Support Services

Academic Skills Assistance

IHNA is committed to the delivery of high quality training outcomes for students through the regular monitoring and assessment of student progress and through the provision of high quality support. Some or all of the following support mechanisms may be identified for the student to assist them meet their learning objectives:

1. A recommendation that the student seek appropriate personal and/or academic support from within or outside of IHNA.
2. Regular feedback from teaching staff that may include discussion, continuous (perhaps informal) assessment to track progress, model answers, lists of common mistakes.

3. Regular contact with the student by the Admin Coordinator and Course Coordinator in person or via e-mails
4. Identification and implementation of other additional support strategies to enhance the student's progress as identified by the student.

Key Personnel: Trainer / Assessor, Course Coordinator

Counselling

IHNA students have access to staff for counselling and advice on appointment. An internal Counsellor is available for staff and students of IHNA to access as required. IHNA's counsellor will be available to all students who may want to talk about:

- Stress and depression
- Relationships and family matters
- Sexual assault
- Identity issues
- Study issues and performance anxiety
- Suicidal thoughts or self-injury
- Homesickness
- Adjusting to the new environment or the Institute
- Motivation issues
- Exam stress
- Any other matters you would like to talk about in confidence.

The course coordinator and trainers or the delegated personnel will be available to provide additional support during the course duration. Students could contact the concerned personnel through e-mails, teleconference, telephonic discussions, by person (on appointment) and Skype. Students can also use any of the Community counselling services available. Arrangements for such counselling services will be made available to the students by IHNA, if required.

Key Personnel: International Student Support Officer

Disability Services

IHNA is committed to provide education services and a learning environment that is free from discrimination, harassment and victimisation. IHNA will act to provide an accessible and supportive learning environment for students with disabilities and will provide access insofar as reasonably practicable to any service provided by IHNA to its students.

Key Personnel: International Student Support Officer

Ancillary Student Services

Student Accommodation

IHNA may provide students with accommodation at a reasonable cost at Melbourne & Perth Campus and this will be available to a limited number of students.

For further details, contact the Student Support Manager at studentservices@ihna.edu.au

Student Notice Boards

Student notice boards are used in IHNA campuses to inform students about the upcoming social activities, course related information and updates and Student's achievements. Student Notice boards also have a section for students to post / share any useful information among other students within the campus.

Quick Guide to Key Personnel:

WHO TO SEE	ISSUES
ACADEMIC	
Nurse Educators or Trainer / Assessors	Questions about content of units, teaching procedures, assessment.
Course Coordinator	Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (Inform International Education Office)
Academic Skills Adviser / Course Coordinator	Help with reading, writing, note taking, preparation for exams & assignments
ADMINISTRATIVE	
International Student Support Officer	Visa problems, financial problems, enrolment and short term accommodation
International Student Support Officer	Health care/ insurance problems, academic progression, accommodation, understanding of how to utilize institution processes effectively.
Student Administration	Timetable, registration in subject units, change of address.
PERSONAL	
International Student Support Officer	Problems with relationships, home-sickness, gambling, depression, relationship issues.
Campus Manager	Spiritual / religious issues, personal problems.
Campus Manager	Sexual harassment, discrimination issues.
Training Manager	Examination / study adjustments.
Student Support Manager	Accommodation issues

Campuses and Facilities

List of Facilities for Melbourne Campus:

Administration, student lounge, dining room, outdoor alfresco seating, Computer lounge room, Lunch truck arrival every day. Free Wi-Fi access, smoking area, library room and online library, toilet facilities and student support staff.

List of Facilities for Perth Campus:

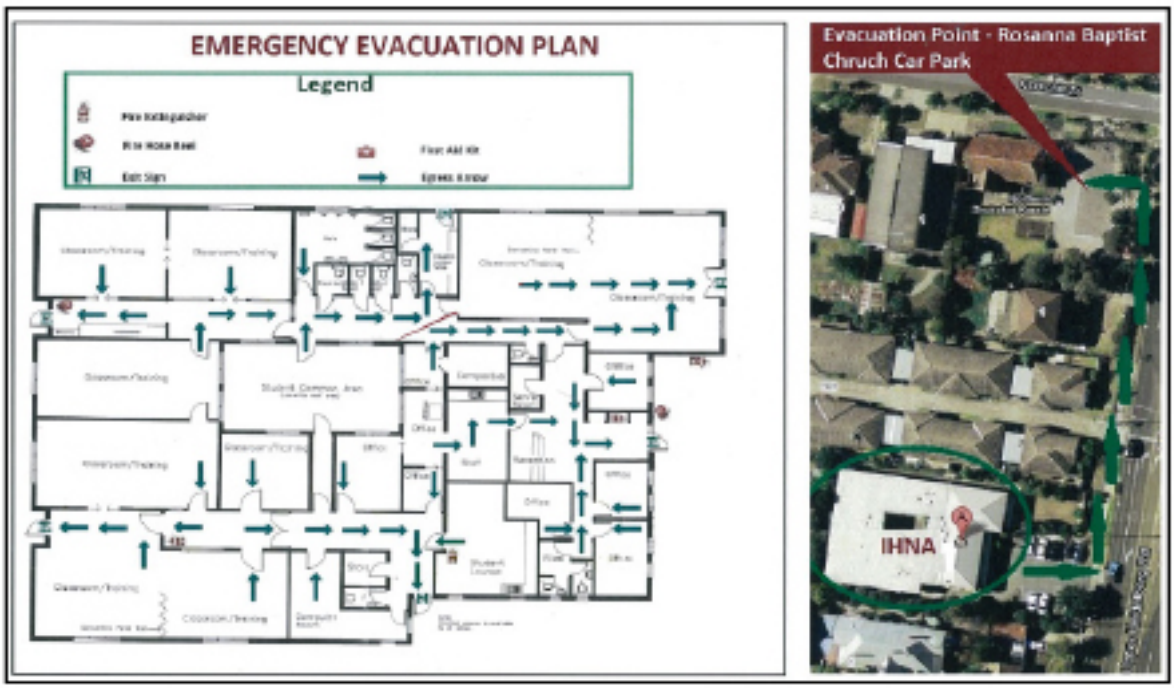
Administration, student lounge, Student Kitchen, Food Court, Students computer lab, Free Wi-Fi access, library room and online library, toilet facilities and student support staff.

List of Facilities for NSW Campus:

Administration, student lounge, Student Kitchen, Students computer lab, Free Wi-Fi access, library and resource centre, online library, toilet facilities and student support staff.

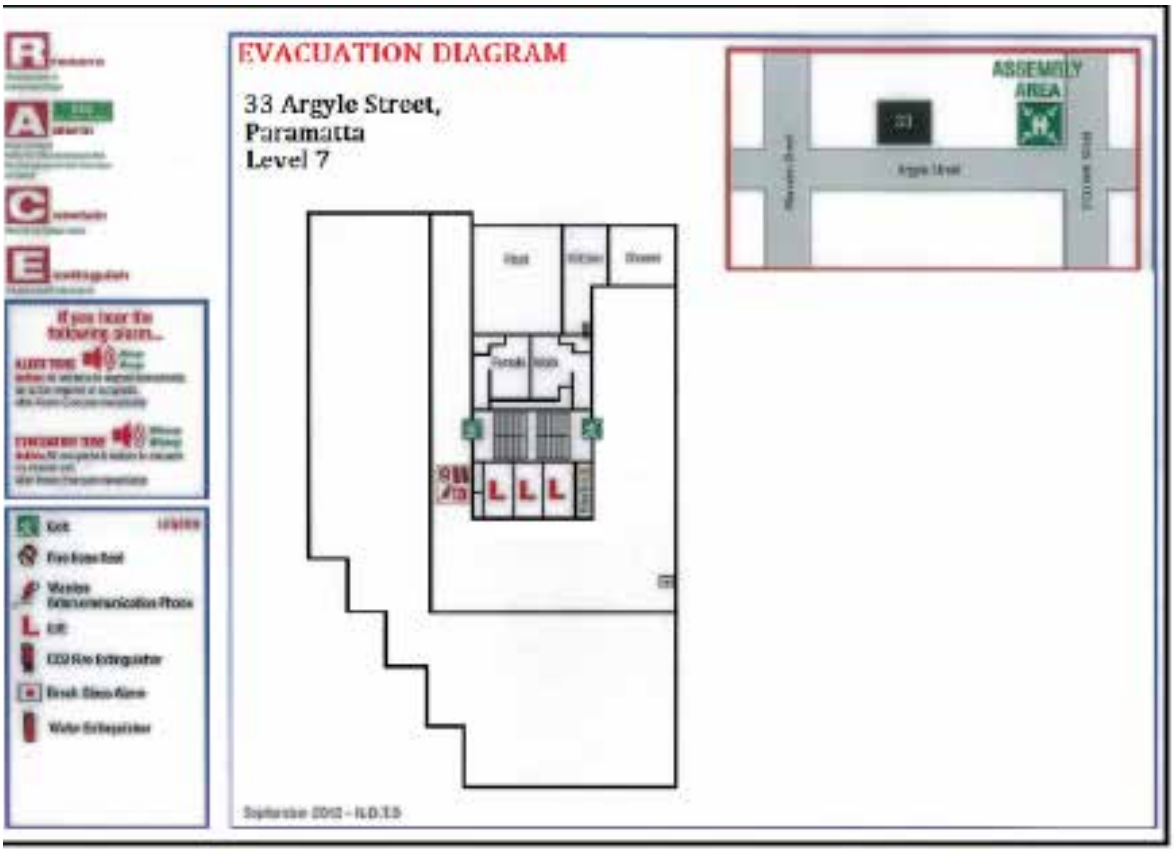
Campuses Map and Evacuation Plan

Melbourne Campus



Perth Campus

NSW Campus


EVACUATION DIAGRAM
33 Argyle Street,
Paramatta
Level 7
ASSEMBLY AREA
Argyle Street
L L L

Academic Support and Expectations

Teaching & Learning at IHNA

IHNA will monitor record and assess the progress of each student. IHNA has in place the following Strategies to identify students at risk of not making satisfactory progress and those with special language and literacy needs.

1. The trainer/assessor records attendance of each class as per the Daily Students Attendance Records for face to face mode of delivery
2. For VET courses progress will be monitored at the end of every unit
3. Participation and progress in face to face mode of delivery will also be monitored through participation in classroom activities and completion of assessments
4. Participation and progress in self-paced learning such as E-learning or distance learning courses will be monitored through the activity report recorded online. Students will be enrolled in one unit of competency and its satisfactory completion is required to proceed with the next unit of competency
5. Students who are marked 'not satisfactory' on a second attempt will be subject to IHNA's intervention strategy.

Students identified as having attendance issues, at risk behaviour or not making

satisfactory progress will be contacted and counselled by the Training Manager or Course Coordinator. If required, additional learning support will be made available to the students making unsatisfactory progress.

The Australian Government promotes and supports teaching and learning in higher education institutions for the enhancement of students' needs. Generally – and especially at IHNA – learning culture consists of a supportive environment where individual students are given every opportunity to excel in their chosen study. As a student of IHNA you have the following acedemic rights and responsibilities:

Plagiarism

Students are required to submit their own work for assessment. The presentation of someone else's work, words or ideas as one's own is plagiarism and therefore unacceptable. Plagiarism can be deliberate or accidental. Whenever students use the words or ideas of another person in their work, they must acknowledge where it is originally taken from. Various forms of plagiarism are as follows:

- Downloading or copying any materials/ ideas or part of it from an online source and submitting it as your own work without acknowledging
- Buying, stealing or borrowing any materials/ideas and submitting it as your own work

Cheating: 'Cheating' is to act dishonestly or unfairly to gain advantage. It can also be defined as completing an assessment without a student's own effort and getting someone else to do the work. This is not an acceptable practice and will affect the progression of the course.

Resources

IHNA will provide appropriate resources to you. We offer:

- a wide range of books and audio-visual materials for you to borrow
- access to online facilities and an e-learning portal
- friendly personal service
- staff expertise and experience in each area of study
- practical facilities where you can learn in a safe environment
- access to clinical placements in healthcare facilities.

IHNA has well-equipped, simulated laboratories to ensure that clinical skills teaching is achieved in a realistic and effective manner. Lab sessions typically involve use of clinical equipment, practice models and manikins, clinical tools, role plays and simulated activities reflecting real time events in clinical settings to facilitate learning. As a part of quality improvements in service delivery, IHNA's laboratories are continuously updated and improved with new equipment and facilities to accommodate relevant learning needs and provide the opportunity to practice and test commonly used nursing skills and interventions in a non-threatening environment.

All IHNA campuses have Library and Resource Centres where students can find extra resources to help with their learning and chosen career path.

IHNA campuses have significant Computer Laboratories with computer lines and provided terminals so that students are able to use for their own computers. Each connection gives access to MIMS on line, EBSCO reference centre and IHNA's E-Learning resources.

IHNA provides students access to the e-learning platform throughout their studies at IHNA. E-Learning enables students to access to course materials as soon as they are enrolled. It also assists students to identify the areas they have trouble understanding and to catch-up on classes they missed.

Tutoring

At the commencement of the course, students will be introduced to their trainer/assessor via email who will continue to give support as they progress through their studies through email and/or telephone calls. Please refer the 'Academic Participation and Progress Policy' in IHNA Website. The link for this policy could be accessed from IHNA website, under the 'Students' tab as 'Policies, links and forms'.

Direct Link to this webpage:
https://www.ihna.edu.au/policy/?id=36

Language and Literacy Support

IHNA will monitor record and assess progress of each student. Students requiring Language and Literacy support will be provided support in this regard. Course Coordinators will help students having difficulties with the units in a course. They will assist students to develop a better understanding of the class work and a learning plan to help students successfully complete the course.

IHNA
Institute of Health and Nursing Australia
HEALTH CAREERS
RTO ID: 21985

SECTION 5

Social life & Culture

CRICOS Code: 03386G | ABN: 59 106 800 944 | ACN: 106 800 944 | RTO ID: 21985

This initiative is supported by the Australian Government through the Department of Education, Employment and Workplace Relations.

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Adjusting to Life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

Listen, observe and ask questions

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

Become involved

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

Try to maintain a sense of perspective

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place, Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

Maintain some of the routines and rituals you may have had in your home country.

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

Keep lines of communication open with those at home.

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

Sense of humour

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

Ask for help

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

Finally, relax and enjoy the journey!

(Source: Macquarie University)

Culture shock

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

Overcoming Culture Shock

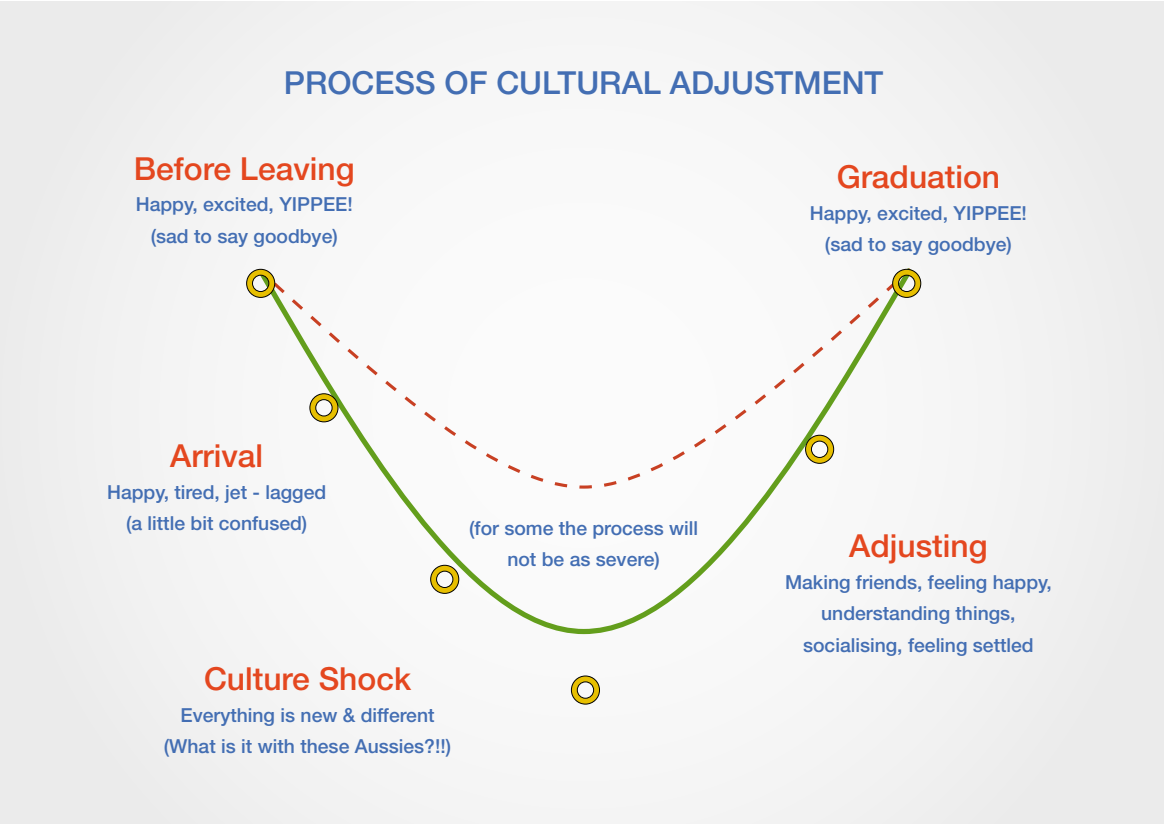
Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

1. Recognition:

First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.

3. Set goals:

Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.



2. Be objective:

Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!

4. Share your feelings:

Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

Australian Culture

Social Customs

Greeting People

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians look at the eyes of the people they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

Clothing Customs

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.

Polite Behaviour

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.

You should always try to be on time for meetings and other visits. If you realise you are going to be late, try to contact the person

to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, 'Bless you' when you sneeze. This phrase has no religious intent.

Australian Slang

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

Bring a plate - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.

BYO - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.

Arvo - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.

Fortnight - This term describes a period of two weeks.

Barbeque, BBQ, barbie - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.

Snag - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.

Chook - The term chook means a chicken, usually a hen.

Cuppa - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.

Loo or dunny - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'

Fair dinkum - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'

To be crook - to be sick or ill.

Flat out - busy.

Shout - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaller'. This also means you are not obliged to shout.

Bloke - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.

How ya goin? 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.

For more information on Australian slang visit: http://www.australia.gov.au/about-australia/australian-story/austn-slang

Responding to an Invitation

What could I be invited to?

If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea'. 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.

How are invitations made?

Invitations can be written or spoken. Written ones usually ask for RSVP, (which is respondez s'il vous plait in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.

What if I do accept an invitation?

When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. It is not polite to arrive late and you should make a telephone call to your host to explain if you are going to be late.

What if I cannot accept an invitation?

You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration & Border Protection)

Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.

Public Holidays and Special Celebrations

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

Australia Day

Australia Day, January 26, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.

New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. January 1 is a public holiday.

Easter

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

Easter Traditions

Shrove Tuesday or Pancake Day: Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the shroving Tuesday, and eat up all the foods that wouldn't last the forty days of Lent without going off.

Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour.

Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

Hot Cross Buns: Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.

A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.

Easter Eggs: Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.

The Easter Bunny: Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world.

The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

Anzac Day

Anzac Day is on April 25, the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.

ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of "TWO-UP". A game of chance played by the ANZACS where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of "mate-ship" and friendliness to all and the experience of a game of two-up is a memorable one.

Labor Day

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers' rights.

Queen's Birthday

The Queen's Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen's Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen's Birthday on a Monday, results in a three-day long weekend.

Melbourne Cup Day

The Melbourne Cup is a 2 mile international horse race run on the first Tuesday of November each year attracting the finest racehorses from around the world. Known as the "race that stops a Nation" due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory "Cup Day Breakfast", lunch, party or barbeque to celebrate Melbourne

Cup. It is traditional to run a "Cup Sweep" where everyone wages an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people waging money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, & 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the "Spring Racing Carnival" which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It's a very colourful time to be in Melbourne.

Christmas

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.

Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

The Boxing Day Test: December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.

The Sydney to Hobart Yacht Race: the "Sydney-to-Hobart" is Australia's most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)

Home Fire Safety

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

Smoke Alarms

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You MUST have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.
Look after your smoke alarm, it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- DON'T remove the battery
- DON'T take the smoke alarm down
- DON'T cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.

Electricity

The safe use of electricity assists in preventing house fires.

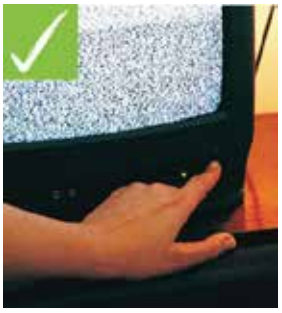
- Improper use of power boards and double adaptors can lead to fires.

A double adaptor or a powerboard plugged into another double adaptor or powerboard creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.

- Be careful to keep electrical appliances away from water.

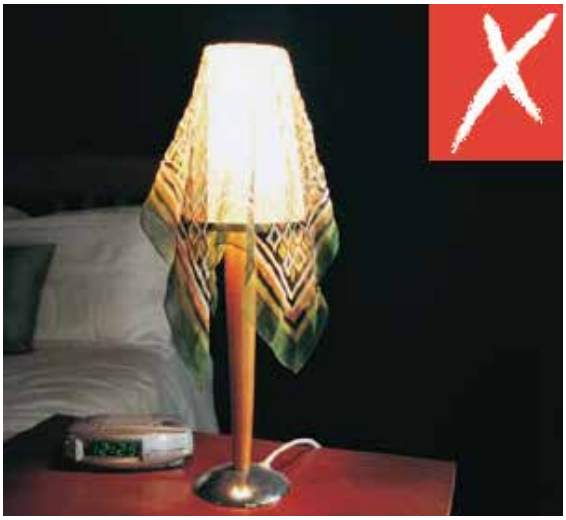
A hair dryer takes time to cool down. For safety, allow this to happen on a inflammable surface before storing it.

- Computers, monitors and TVs can overheat and cause fires even when not in use.



They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control.

- Light globes can become very hot.



It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.

Heaters

It's nice to keep yourself warm in the cooler weather, but remember heaters are a major cause of house fires.

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.

Candles, Oil Burners and Cigarettes

Candles, oil burners and cigarettes can all be dangerous fire hazards.

- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Don't leave your room when a candle or oil burner is alight.
- Don't go to sleep when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily.

Cooking

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
  - » DO NOT use water to put out an oil fire.
  - » Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, “If Safe To Do So”.
- Turn off the cooking appliance before you leave the room or go to bed.

Plan Your Escape

In a Fire:

1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call 000.

(Source: Metropolitan Fire Brigade, Melbourne. www.mfb.vic.gov.au)

Sun Safety

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

Beach Safety

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

Remember the F-L-A-G-S and Stay Safe

Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.

L Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

A Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

G Get a friend to swim with you - so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.

S Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

And remember – **NEVER**

Never swim at unpatrolled beaches

Never swim at night

Never swim under the influence of alcohol

Never run and dive into the water

Never swim directly after a meal

The Surf Environment

Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing

a drag effect. The larger the surf the stronger the rip. Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

- The following features will alert you to the presence of a rip:
- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm

Surf Skills

Escaping From a Rip

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.

Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.

(Source: Surf Lifesaving Australia)

Bush & Outback Safety

Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

In the Bush

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- Never walk alone. Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- Never dive into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

Advice for Motorists Caught in Bush Fires

Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates

- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle´s fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
- If you have water, drink it
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied

that the fire has passed and that you are not likely to be trapped a second time

- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees
- Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

(Source: NRMA)

In the Outback

Australia's outback is vast. Our remote wilderness areas have few towns and facilities

and facilities, often with large distances between them, so be aware and plan your trip.

- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
- Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
- Always carry a current road map.
- Make sure your vehicle is in good working order and has been serviced recently.
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.
- If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.
- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).
- Obey road closure signs and stay on recognised routes.
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.
- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.

(Source: Visit Victoria. com)

Storm Safety

Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.

You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.

The SES is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm

If you are caught outside during storm

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group – spread out, keeping people several metres apart.

Dangerous Animals & Plants

Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you

If you are visiting any of Australia's beautiful parks or forests:

- **Be wary of animals in their natural habitat**. Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- **Never feed or play with wildlife**. Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- Take care to avoid marine stingers.
- Do not enter water where crocodiles may live.

Bites and Stings

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or 000.

Anaphylaxis – allergic reactions

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.

General First Aid for Bites and Stings

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

For all other bites and stings: Seek or apply basic first aid.

- Wash with soap and water and apply an antiseptic if available
- Ensure that the patient's tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)
- The patient should seek medical advice if they develop any other symptoms or signs of infection.
- https://www.health.qld.gov.au/public-health/topics/poisons

(Source Queensland Health)

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Legal Name: Health Careers International Pty. Ltd. I ABN 59 106 800 944 I CRICOS Code: 03386G I RTO ID: 21985
Document Version: January 2019