

# Student Support Services Guide



Australian Careers  
Education

## ACE's Guide to Support Services

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Designed by the ACE Student Support Services Team, this guide aims to assist students with a quick guide to the local Australian Culture and provide contact details of the support services. If you have any concerns or queries, please do not hesitate to speak to your Student Support Services Officer at ACE.

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## Introduction to Student Support Service

ACE provides the opportunity for all students to access welfare and academic related support services to assist with issues that may arise during your study, including course progress and attendance requirements, health and accommodation issues. These services are provided at no additional cost to you through our Student Support Service Officers. If ACE refers you to external support services, ACE will not charge for the referral, however some external agencies may charge you a fee for their service should you chose to use them.

ACE has designated staff to address Student Support Services. The Student Support Officers will endeavour to approach you generally from time to time to identify the area of supports that you may need in all aspects of your Academic progress.

Along with the Student Support Services, ACE also provides students with access to external welfare related support services to assist with issues that may arise during their study. The Student Support Services Officers can assist with referrals to external agencies.

This Student Support Service Guidebook will make you aware about the kind of services that ACE is committed to provide, where you would find this information and who you can to contact in order to get these services. Additionally, this guidebook will also give you a brief idea about the different kinds of services that you might need during your time as a student in Melbourne.

### How to Access Student Services

For support/queries regarding: fee payments and instalment plans.	Mr Victor Yang Payment Officer
For support/queries regarding: deferrals, suspension of enrolment, transfer between providers, RPL or course credit, attendance and course progress.	Mr Krishna Madala Records Manager / Office Administrator (referred to Course Coordinator as required)
For support/queries regarding: assistance with course work, assignment writing, time management, Language/Literacy & Numeracy (LLN)	Student Support Services Officers: Ms Barbara Mattar; and/or Ms Bernadette Ghattas
For support/queries regarding: physical and mental health, coping with life as an international student or any other welfare needs.	Student Support Services Officers: Ms Barbara Mattar; and/or Ms Bernadette Ghattas

### **Head Office & Victoria Street Campus:**

347-351 Victoria Street Brunswick, Victoria  
| Telephone: +61 3 9380 1414 | Facsimile: +61 3 9380 1811  
| Email: [info@ace.vic.edu.au](mailto:info@ace.vic.edu.au) | Web : [www.ace.vic.edu.au](http://www.ace.vic.edu.au)

### **Donald Street Campus:**

Aurora Building 149-151 Donald Street Brunswick East, Victoria 3057

### ***Head Office Staff @ ACE***

<b>NAME</b>	<b>POSITION</b>	<b>PHONE/EMAIL</b>	<b>LOCATION</b>
Garry	Chief Executive Officer <i>Availability: Monday - Friday 9:00am-5:00pm by appointment only</i>	P:+61 3 9380 1414 E: <a href="mailto:garry@ace.vic.edu.au">garry@ace.vic.edu.au</a>	Head Office
Barbara	Student Support Services Officer @ Donald St Campus <i>Availability: Monday – Wednesday and Friday between 9:00am-5:00pm</i>	P:+61 3 9380 1414 E: <a href="mailto:barbara@ace.vic.edu.au">barbara@ace.vic.edu.au</a>	Donald St Campus
Krishna	Records Manager / Office Administrator – Head Office <i>Availability: Monday – Saturday 9:00am-5:00pm</i>	P:+ 61 3 9380 1414 E: <a href="mailto:krishna@ace.vic.edu.au">krishna@ace.vic.edu.au</a>	Head Office
Bernadette	Student Support Services Coordinator at Victoria Street Campus / Compliance Officer Compliance Officer <i>Availability: Monday – Friday 9:00am-5:00pm</i>	P:+ 61 3 9380 1414 E: <a href="mailto:Bernadette@ace.vic.edu.au">Bernadette@ace.vic.edu.au</a>	Victoria St Campus / Head Office
Heshan	Office Administrator at Donald Street <i>Availability: Tuesday– Saturday 9:00am-5:00pm</i>	P:+ 61 3 9380 1414 E: <a href="mailto:info@ace.vic.edu.au">info@ace.vic.edu.au</a>	Donald St Campus
Victor	Finance Officer – Head Office <i>Availability: Monday to Friday 9:00am – 5:00pm</i>	P:+ 61 3 9380 1414 E: <a href="mailto:accounts@ace.vic.edu.au">accounts@ace.vic.edu.au</a>	Head Office

**Please note that a member of the Student Support Services Team is available during the hours of 9:00am – 5:00pm Monday to Friday. However, ACE's Reception Desk at Head Office is also open on Saturdays between 9:00am-5:00pm for general student enquiries.**

***NB: Your trainers at ACE are available for all academic and attendance support throughout your study duration!***

## Role of Student Support Services Team

ACE provides student support staff who can help students with all aspects of their academic or personal concerns or problems. We urge you to utilise ACE's free support officers who are there to help you.

All students will have unlimited access to our student support services through our Student Support Officers. The Student Support Service Officers aim to:

- ensure that those with the most knowledge of, and responsibility for the student, work together to establish shared goals for the student's educational future
- plan reasonable adjustments for the student to access the curriculum
- provide educational planning that is ongoing throughout the student's enrolment at ACE
- monitor the progress of the student

In order to achieve these aims, it is the role and responsibility of the Student Support Officers to:

- Conduct orientation for new students before they start their course
- identify student's learning or welfare needs
- determine any reasonable adjustments to be made to the curriculum
- develop an Intervention Strategy if required once studies have commenced
- liaise with Trainers and Course Coordinators regarding student progress
- provide advice to the Director of Studies concerning the additional educational needs of the student and the types of resources required to meet these needs
- review and evaluate the student's program on a regular basis as determined by Trainers and Course Coordinators/Director of Studies
- Provide appropriate contact details of respective services related to welfare

You can contact Student Support Service Officers for the following reasons:

- Academic Assistance
- General Enquiries
- Study Guidelines
- Immigration Enquires
- Any difficulties with your study
- Visa Assistance
- Work Permit
- Tax File
- Health care

## External Student Support Services – Psychology Melbourne

While all students will have free and unlimited access to our internal student support services, it is acknowledged that in some instances, the support required by the student is beyond the capability of the SSSO (e.g. in the case of mental health issues) and more specialized external services are required.

In this instance, the SSSO will discuss with the student the appropriateness of a referral to ACE's external welfare provider - *Psychology Melbourne*. Referrals to psychological counselling and coordination of such services will be done at no cost to the student. The student, however, will be reminded of their responsibility to fund such external services, which is to be paid by the student directly to *Psychology Melbourne*. Should the student wish to proceed with this service, the SSSO will assist the student in arranging an appointment with one of the external welfare officers/psychologist.

*Psychology Melbourne* are equipped in providing guidance and support with general welfare issues, career counseling, coping with life changing events (e.g. moving overseas, change of cultural environment etc) and managing mental health conditions (if applicable).

### **After Hours Emergency/Critical Incident:**

**24hrs/7days a week**

**Garry: 0498 146 492**



## **Types of Student Support Services and Welfare Services**

Below are the lists of student support services along with their page numbers and location, where you can find detail information about each service.

### **Specific Academic Support Assistance**

ACE provides the opportunity for students to participate in additional services in meeting course requirements. Every student is expected to maintain at least a 50% pass of units through each term.

If any student is not able to understand or catch up with the training classes or not understanding the course content, they can request for extra sessions, where the student will be provided with assistance from their Trainer.

ACE also provides students with support for assignment preparation, and referencing, writing reports, reading skills, numeracy skills, giving presentations, library research and note taking. ACE also ensures Trainers provide extra guidance to students who may be lacking in computer literacy and help them to show how to use computer system, internet research and prepare documents and presentations. Students are also directed to seek assistance from their Trainers with all matters related to their studies to achieve successful course completion on time.



## Special Circumstance Assistance

Where a student is deemed to be “at risk” of not achieving a satisfactory course progress, intervention strategies shall be implemented to provide the student the opportunity to improve their progress. The student is to be notified within the term, if he/she is shortage of attendance or course progress. The Intervention Strategy can be implemented once within the course period. If had to be repeated, there is an additional reassessment fee included and the CoE (Confirmation of Enrolment for overseas students) has to be extended or re-generated for the student. These intervention steps will include meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. These strategies may include:

- Extra tuition and support to be organised
- Timetable adjustments
- Personal strategies to improve the students ability to complete the course requirements
- Review of assessment strategies
- Extension in duration of course
- Resubmitting an assessment

The student’s record will be considered as part of the intervention strategy, in particular:

- Previously implemented intervention strategy if any
- Attendance records
- Class participation

The Director of Studies will meet with students identified as being at risk of not achieving a satisfactory academic progression and decide the intervention strategy most suited to the specific student situation. (See 10.7 Course Progress Feedback, 10.8 Intervention Strategy Recommendations Agreement)

## Steps to SEEK assistance for Academic Support

### Step 1: Discuss your needs with your Trainer

Ask your trainer to make a time to talk to them privately about your concerns. Clearly tell them what areas of your learning you need help with for example, assessments or reading. This will help the trainer to work out who at ACE is the best person to help you.

Together with your trainer, discuss how you can work through your academic problems together. You may need to put in some extra hours of study at home to revise previous topics, or arrange to seek one-on-one assistance from your Trainer during or after class. Your Trainer can help you put a study plan together to help you manage your assessment and reading workload so that you don’t fall behind.

### Step 2: Who to see next

## *EXPERIENCING DIFFICULTY WITH YOUR STUDIES?*

Are you having problems completing assignments on time, understanding your textbooks and handouts or preparing for assessments? Have you missed classes or need to revise previous topics? Are you having problem with the computer system?

Follow this guide to make use of ACE Student Support Services

And

**Remember-SEEK HELP  
EARLY!**

Your Trainer will advise you about what Student Support Services to seek if you need additional help. Your Trainer may refer you to the Student Support Services Officer or an Administration Support Officer if you need assistance with extra language skills, welfare services or need forms or letters from ACE.

Please refer to p.6 of this Guide for details of our Student Support Services Staff and how they can help you. Remember-you can approach the Student Support Staff at any time with questions.

### **Step 3: A Student Intervention Strategy**

If the problem is serious and you are struggling to meet ACE's academic progress or attendance requirements (attendance must be a minimum of 80%) your Trainer/and or the Student Support Officer helping you may speak to the Director of Studies about placing you on a *Student Intervention Strategy* which is a formal document at ACE outlining specifically what help you need and steps that ACE will take to help you achieve success in your studies.

### **Student Cards**

To help students identify themselves as an ACE student, ACE will supply you with a student ID card which has an ID number. This ID number would be required all throughout the course period to track your course and attendance progress and records. Students are recommended to remember this ID number.

This ID card is provided to every student during orientation. If not received the student card within 4 weeks of the enrolment, please contact our Student Support officer or report to Head Office.

In case of any loss of Student ID card, students can request ACE's Student support Officer or Front Office staff in head office for replacement of ID card. A replacement fees of 25\$ is charged for re issue of student ID card and would be supplied to the student within 5 working days from the time it has been requested for.

### **Critical Incidents**

#### **In the Event of a Critical Incident or Emergency on Campus:**

In the event of a critical incident such as a serious injury, serious and sudden illness, assault, crime, natural disaster or other threat ACE asks all staff and students to follow these steps to ensure everyone's safety:

1. Clear the area around the effected person/persons and call emergency services on 000 to request police, fire brigade or ambulance.
2. If the area needs to be evacuated, move to the assembly area of your campus (outside the main entry doors of each campus).
3. Notify the Student Support Officer of that campus who will run the Critical Incident Policy and Procedure. In the event that they cannot be contacted, a member of staff such as a Trainer or Administration Officer will initiate the Critical Incident Procedure.
4. You may also call the CEO on the 24 hour ACE emergency mobile number 0498-146-492. Clearly state the nature of the emergency and your exact location.
5. Please remain calm and follow all instructions given to you by ACE staff to ensure the safety of all.

#### **In the Event of a Critical Incident or Emergency outside of ACE/after hours:**

In the event of a critical incident such as a serious injury, accident, serious and sudden illness, assault, crime, natural disaster or other threat:

1. Clear the area around the effected person/persons and call emergency services on 000 to request police, fire brigade or ambulance.
2. Call the CEO on the 24 hour ACE emergency mobile number 0498-146-492. Clearly state the nature of the emergency and your exact location. The CEO will be able to access the effected student's file and notify their family or make other arrangements as required. He will also run the Critical Incident Policy and Procedure.

## Information about life in Melbourne, Australia

### Australian Culture & Values

Australia's multicultural society is made up of people from over 210 different nationalities, so it is difficult to define what is 'typical' in Australian culture or social customs.

However, there are some values most Australians consider important:

That people will be given a 'fair go'. This means, that you will be treated equitably.

Respect for the rights of the individual. In Australia there is an emphasis on individual achievement. Other students may not be greatly concerned about the opinions of friends and family, and may be more likely to make decisions based upon what they want for themselves.

Australia strives to be a democratic society. The aim is that people will be treated the same. Young people in Australia do not necessarily show others more respect because they're older. Academic staff may ask you to address them by their first name.

Australians believe in equality. People who work in "blue-collar" (non-professional) occupations are entitled to the same respect as those who work in the "white-collar" (professional) occupations. Questions of wealth and position are not used as a measure of an individual's merit or worth.

### Social customs

Your own customs can be maintained within the Australian community and most Australians will understand your reasons. For example, if your religion prohibits you from eating certain foods or drinking alcohol, you will be able to maintain these customs. Please do not hesitate to point out politely that you cannot partake of what is being offered.

### Physical contact

Australian men generally do not openly display strong affection for male friends. It is not common to see Australian men showing affection towards each other in public even if they are very close friends. The exception is while playing sport, and at family gatherings.

Women will more often display affection openly and this may take the form of hugging or greeting another woman with a kiss on the cheek.

Signs of affection between males and females are more common and it is quite normal to see men and women holding hands, walking arm-in-arm or kissing in public.

### Appointments

In Australia it is considered rude not to keep an appointment once you have accepted an invitation. If you do not wish to accept an invitation, the custom is to say so immediately. It is also acceptable to express doubt as to your availability, and contact your 'host' later.

If you have a professional appointment that you are unable to attend you should call and reschedule or cancel before the appointment time, as it can appear very rude to just not attend.

## Social events

Some behaviour is socially unacceptable and there are laws against it. For example, it is against the law to be drunk in public, to swear in public, to use indecent language, to behave in a sexually indecent way or to urinate in public. There are often Council rules against spitting (if you need to clear your throat or nose use a handkerchief or tissue). Noise must be kept at reasonable level even in your own home.

Parties can get noisy and boisterous particularly when a lot of alcohol is consumed. It can be upsetting for many people. If you are in this situation and feel you would like to leave, politely excuse yourself. No one will mind if you do so.

## Invitations

The most common invitations are to dinner (often called tea) at someone's house (in which case it is polite but not compulsory to bring a small contribution, e.g. a bottle of wine or box of chocolates), to a party at someone's house, or going out for dinner or drinks at a pub, restaurant or café.

## Punctuality

Punctuality is important, whether you have an appointment or have been invited to a social event. If you are running late, or need to cancel the appointment, it is considered polite to let the person know.

## Queuing

When forming a queue to buy tickets, waiting for a bank teller or getting on a bus, it is considered impolite to push ahead of someone who was in the queue before you.

## Environmentally friendly

Keep the environment tidy by placing food wrappers, drink cans, take-away food containers, plastic bags, newspapers etc. in rubbish bins. If these cannot be found, carry the rubbish with you until it can be deposited in a rubbish bin.

## Smoking

In Victoria, smoking is not permitted in restaurants, bars and pubs or in public buildings, which includes all buildings on campus. Many Australians do not smoke and ask visitors smoke outside when visiting their home.

## INTEGRATING INTO LIFE IN MELBOURNE



Melbourne is the capital of Victoria and is located in the southern part of Australia. It has a population of three million people. Melbourne has been classified as the world's most liveable city.

Melbourne has four seasons per year: summer, autumn, spring and winter. During summer the usual maximum daily temperature ranges from 28 to 35 degrees Celsius. The evenings are usually cooler. Summer heat is dry, rather than humid. Light clothing is sufficient for summer. However, a jumper (Sweater) or light jacket may be necessary for the evenings.

Winter can be wet and windy. Daylight temperatures range from 10 to 15 degrees Celsius. Night time temperatures range from 2 to 9 degrees Celsius. Warm cloths including an overcoat will be necessary during Melbourne's winter months.

Melbourne is a culturally diverse city. It has many art galleries, cafes and restaurants.

### Shopping

Melbourne has numerous large shopping centres, department stores, discount stores and supermarkets. Students would find there most of the goods and services they need.

Normal Shopping hours are:	
9.00 a.m. – 5:30 p.m.	Monday to Thursday
9:00 a.m. – 9:00 p.m.	Thursdays and Fridays
9:00 a.m. – 5:00 p.m.	Saturday

### International Food Stores are located in the following places:

ACE is located strategically close by the bustling Sydney Rd. The Street is laden with international groceries, bakeries, food markets, and meat and poultry outlets. A number of Chinese, Middle-Eastern and European restaurants are also located on that street. Other important services are located at:

**Queen Victoria Market** – Corner Elizabeth and Victoria Streets, Melbourne

Tram Route: Tram no. 19 from Sydney Road.

\* Good cheap fresh fruit, vegetables, meat, poultry and seafood. Clothes and home ware items are also available.

**Chinatown** – Little Bourke Street between Swanston and Exhibition Streets, Melbourne.

Tram Route 19 from Sydney Road.

\*Small Asian grocery shops, bakeries and restaurants.

### Use Public Transport In Melbourne

**Metropolitan Transport System – Public Transport Victoria [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)**

It is easy to travel around Melbourne using public transport. The three types of public transport are bus, train and tram which all use the myki ticketing system. Two fare zones apply. The ticket you buy will depend upon the length of time you need and how far (within these zones) you need to travel.

You can purchase the tickets from various retail outlets or train stations.

**PLEASE NOTE THAT INTERNATIONAL STUDENTS ARE NOT ENTITLED TO STUDENT TRAVEL CONCESSIONS.**

ACE AREA IS SERVICED BY A LARGE NUMBER OF TRAM, BUS AND RAILWAY ROUTES. Normal hours of operation are from 5:00 a.m. to midnight, Monday to Saturday and from 8:00 a.m. to 11.00 p.m. on Sunday. Tickets, time-tables, maps and other information relating to services are available from train stations, on board buses and trams and on the Public Transport Victoria website.

Please ensure that you always carry a valid ticket. Inspectors often patrol trains, trams and buses. They have the power to fine you if you do not carry a valid ticket. Remember penalties are very expensive and failure to carry a valid ticket may involve an appearance in Court.

V/Line is a network of trains and luxury road coaches operating throughout country Victoria and to several interstate destinations. For V/Line travel information contact 132 232 (7:00 a.m. – 9:00 p.m. daily)

### **Obtain a Driver's Licence in Melbourne**

If you have a licence from your home country, you may use it for only three months, after which you must obtain a Victorian drivers licence.

If you have an International Permit, check with your embassy/Consulate as to its duration. For example, 12 month, two years, etc. Once it expires you must obtain a Victorian drivers licence.

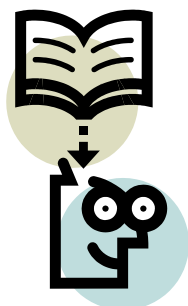
In both instances you will be required to undertake the complete testing procedure in order to obtain a Victorian licence. As regulations change, it is suggested that you should contact Vic Roads to confirm that this information is current.

### **Car / Property Insurance**

Under Victorian law all drivers are required to undertake compulsory third party insurance which is paid annually with your car registration. Under third party insurance you are only covered for personal injury and not for damage to cars or property. It is strongly advisable to take out car insurance which will cover you for damage to cars and property. Check the yellow pages telephone Directory for phone numbers of Insurance Companies. Compare prices and policies between companies before you take out a policy.

## **STUDENTS' LOCAL RESOURCES**

### **Libraries in Brunswick**



<p><b>Brunswick Library</b> 233 Sydney Road, Brunswick Ph: 9389 8600 (open 7 days)</p> <p><b>Campbell Turnbull Library</b> 220 Melville Road Brunswick West Ph: (03) 9384 9200 (closed Sundays)</p>
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For locations of Libraries in the surrounding suburbs' of Coburg, Fawkner, Glenroy see [www.moreland.vic.gov.au/moreland-libraries.html](http://www.moreland.vic.gov.au/moreland-libraries.html). Please note, in addition to the regular internet

bookings on desktop computers, all five Moreland libraries now offer Free Wi-Fi. A wide selection of daily newspapers, magazines, CDs and DVD's are also available.

### Brunswick Neighbourhood Houses

Neighbourhood Houses are known by many different names. For example: Community Houses, Living and Learning Centres, Neighbourhood Centres. Whatever the name these places are local organisations that provide social, educational and recreational activities for their communities in a welcoming supportive environment. Neighbourhood Houses are managed by volunteer committees and paid staff.

Activities are generally run at low or no cost to participants. Activities offered could include:

- English as a second language
- Handling credit for people with disabilities
- Good quality affordable childcare and playgroups are offered at most houses. Children's art classes
- Opportunities to volunteer
- Gentle exercise for over 50's
- Yoga
- Men's health and well-being
- Singing
- Gardening
- Introduction to computers
- Internet and email access
- Car mechanics for women & much more!

#### **BNH #1:**

18 Garden Street, Brunswick  
Ph: (03) 9387 9901

#### **BNH #2:**

43A De Carle Street Brunswick  
Ph: (03) 9386 9418

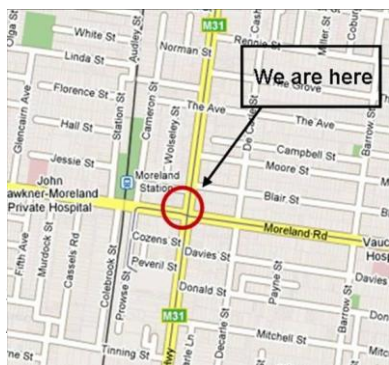
Email: [info@bnhc.vic.edu.au](mailto:info@bnhc.vic.edu.au)

Website: [www.bnhc.vic.edu.au](http://www.bnhc.vic.edu.au)



## Legal services

Moreland Community Legal Centre Inc provides free and confidential legal advice and referrals to local agencies and ongoing casework assistance. It has most recently changed its name from the former 'Coburg Brunswick Community Legal and Financial Counselling Centre Inc'. We have also moved premises. We are now located at 17 Sydney Road, Coburg, just before Moreland Road, Coburg, 200 metres from Moreland Train Station on the Upfield Train Line. Mel way ref: Map 29, H4.



Email: [info@morelandclc.org.au](mailto:info@morelandclc.org.au) (Note they do not give telephone or email advice) Appointments can be made through main office number: 9383 2588. Website: [www.communitylaw.org.au](http://www.communitylaw.org.au)

The Centre specialises in the following areas:

- Bankruptcy
- Consumer issues
- Credit and Debit issues
- Criminal law
- Complaints against professionals/government authorities
- Discrimination
- Power of Attorney
- Traffic and public transport fines
- Victim of Crime Applications
- Family Law
- Family Violence
- Motor Vehicle Accident
- Negotiation with Creditors
- Neighbourhood Disputes
- Police Matters
- Social Security disputes
- Utility disconnections
- Wills: basic wills - for low income earners

Other legal centres in the Northern Region of Melbourne are:

- Broadmeadows: 180 Widford Street Broadmeadows. Telephone: 9302 3911
- Darebin: 732 High Street Thornbury. Telephone: 9484 9442
- Fitzroy: 124 Johnston Street Fitzroy. Telephone: 9419 3744
- West Heidelberg: 21 Alamein Road West Heidelberg. Telephone: 9450 2002
- Whittlesea: Whittlesea Community Connections Shop 111 Epping Plaza Epping. Telephone: 9401 6655

For other legal services in Victoria contact the Federation of Community Legal Centres on: 9652 1500 or visit this website: [www.communitylaw.org.au](http://www.communitylaw.org.au)

Banking in Australia may be different from banking in your home country. However, the main functions may be the same: depositing and lending.

There are 4 major banks: Westpac, The Commonwealth, National Bank of Australia (NAB) and ANZ banks. There are also smaller banks. Branches of a number of overseas banks are located in Melbourne. Banks are the safest places to keep your money. Their funds are guaranteed by the Reserve Bank of Australia.

Other financial institutions include credit unions, finance companies, life insurance companies and merchant banks. Although these institutions may offer a higher rates of interest, these funds are not Government guaranteed.

### How to Open Bank Account?

Information needed to open an account includes your personal details, address, employment etc. You will be required by law to complete a form that asks:

- The name you wish the account to be in,
- Whether or not the account is held in trust,
- The name and residential address of all signatories,
- Any other name or any other signatory on the account.



Some banks may waive charges for students' accounts. It is worth investigating.

### **Proof of Identity**

The law requires banks to verify the identity of each signatory to an account. As an International Student, the identification you will require to produce includes:

Residence of less than six weeks – Passport only.

Residence of more than six weeks – 100 points identification. This includes a passport and either a birth certificate, reference or credit cards

### **Tax File Number and Bank Accounts**

The government requires that tax file number be given to the bank. To do so, obtain a form from the bank. If you do not give the bank your tax file number, almost 50% of interest gained will be taken out of your earnings as tax. If this happens, you may have to wait until you have submitted a tax return before you receive a refund for excess tax paid.

### **Credit Cards**

Some students like to have credit cards but forget to repay the money owed. Debit cards may be a better idea. Lay-by may even be a better way to secure goods. Lay-by involves paying a small weekly amount of money on the goods purchased. Interest is not charged but goods must be repaid within a certain period. Many chain stores would hand you over the goods after paying a small deposit and then you are given time (about 12 months) to repay the balance, without charging you interest.

### **Automatic Teller Machines**

One of the most convenient services provided by banks and other institutions is the ATM. There are some things to remember about ATM's. These are relatively easy and safe to use. Things can go wrong with ATM's. They can malfunction, eat your card or give the wrong balance. It is your responsibility to take care of your card, your PIN and your transactions with the bank. When you get your card, you get a list of 'conditions of use'. Read it.

### **Money from Overseas**

Check with your bank for details. Students should be aware of any currency export restrictions in their home country.

### **Banking Ombudsman**

If you get into a difficulty with your bank try to negotiate with its officials. If you do not get a satisfactory closing, you may refer the matter to the Banking Ombudsman. The Ombudsman will investigate your complaint on your behalf. The Ombudsman has the power to demand restitutions. It is a free service.

### **Find Part-Time Work in Australia**

People find part-time jobs through a number of different sources. The following are examples of the most common ways:

### **Newspapers**

The Age newspaper on Wednesday and Saturday has an employment section. You can also look in the Herald Sun and local newspapers.

## The Yellow Pages Telephone Book

The Yellow Pages is Melbourne's business directory. It can be a good way to find out the names of businesses of a particular type. For instance, for cleaning jobs you could look up the cleaning firms in your area and call them up asking for work.

## Electronic Job-Searching Facilities

'SEEK' [www.seek.com.au](http://www.seek.com.au), 'Job Network' [www.jobnetwork.gov.au](http://www.jobnetwork.gov.au), 'Australian Job Search' [www.jobsearch.gov.au](http://www.jobsearch.gov.au) and other services are available online. Apply direct through the service.

## Regulations You Need To Know Relating To Seeking a Job

### Visas

If you hold a Student Visa, You are allowed to work only up to 20 hours per week during the term and full-time during the holidays. This rule also applies to any form of self-employment as well as all forms of voluntary work: up to 20 hours per week.

### Taxation

International students are classified as residents. They are taxed as such if they are studying in Australia for six months or more.

### Tax File Number

To apply for a Tax File Number, go to your taxation office for an application form (take your passport along with you). You will be taxed at the rate of 50% without a T.F.N. and 25% with one.

### Income Tax and the Financial Year

Tax is usually deducted from your pay by your employer and paid to the Australian Taxation Office. If you pay tax, you must lodge an Income Tax Return with the Taxation Office at the end of the financial year. The financial year in Australia is from 1st July to 30th June.

Fines can be imposed if you do not lodge a tax return on time. By not lodging a tax return you may be missing out on money the Taxation Office owes you if you have earned less than the tax-free amount.

### Minimum Rates of Pay and Working Conditions

There are minimum rates of pay for all kinds of work. Some jobs may require that you sign a contract or an Employment Agreement. **DONOT SIGN ANYTHING** unless you fully understand. Speak to a Career Advisor or the Department of Innovation, Industry and regional development Phone 13 22 15 [www.diird.vic.gov.au](http://www.diird.vic.gov.au)

### Discrimination

It is illegal to discriminate against someone because of their nationality, sex or religion. Unfortunately racism does exist in Australia. The Human Rights Commission's office (Phone 1300 656 419) can act on your behalf if you think you are being discriminated against.

### What is a Fair Workplace Ombudsman (FWO)?

The Fair Work Ombudsman is an independent statutory office created by the Fair Work Act 2009.

FWO offers people a single point of contact for them to get accurate and timely advice and information about Australia's workplace relations system educates people working in Australia about their workplace rights and obligations investigates complaints or suspected contraventions of workplace laws, awards and agreements; and litigates to enforce workplace laws and deter people from doing wrong in the community.



#### What is Consumers Affairs?

Consumer Affairs Victoria provides advice and assistance on matters of renting and accommodation, estate agents, building, shopping, and trading. They also license or register (in conjunction with the Business Licensing Authority) and regulate conveyancers, estate agents, introduction agents, motor car traders, owners corporation managers, prostitution service providers, travel agents, second-hand dealers, and pawnbrokers.

<b>Legal &amp; Financial Counselling</b>	(03) 9383 2588
<b>Fair Workplace Ombudsman</b>	1300 724 200
<b>Consumer Affairs</b>	1300 558 181
<b>Moreland Council</b>	(03) 9240 1111
<b><a href="http://www.moreland.vic.gov.au/about-moreland.htm">www.moreland.vic.gov.au/ about-moreland.htm</a></b>	

#### International phone calls

International calls can be made direct from all phones in Australia, including payphones.

Simply dial the following:

**International access code (0011);**

Your country code (if you are unsure of the country code, dial 132 200 for information);

Area code for your city (remember not to dial the first zero);

Your friends or families phone number (for example).



International calls are timed and charged according to the destination, time of day and day of the week. Weekend rates are often much cheaper than rates during the week.

Please note that it can be very easy to make several hundred dollars worth of international calls within a short period of time. You may wish to consider buying pre-paid international phone cards which usually offer cheaper rates and are available from most newsagencies and post offices.

#### Mobile phones

It is suggested that you talk to students who have been in Australia for some time for tips on the best phone company and network to use. Some phone companies will not supply services to people who are temporary residents in Australia, but you can always use a pre-paid phone plan.

Pre-paid mobile phones also ensure that you will never be faced with an unexpectedly high mobile phone bill. Pre-paid mobile phones may be purchased at a number of retail outlets, including Australia Post.

## Postal services

Post offices are generally open 9am-5pm Monday to Friday. Mail is delivered once a day on weekdays only. Mail within Australia has a flat rate of postage for a standard letter. Non-standard letters and parcels are charged by weight and size.

International mail charges are calculated by weight, size, destination and mode of transport. You can also pay many utility bills at the post office (e.g. phone, gas, electricity).

More information is available from the Australia Post website. ([auspost.com.au](http://auspost.com.au))

## Services for Children & School Aged Dependents

### Baby Capsules

The Victorian Road traffic Authority requires that all children be properly restrained when travelling in cars. Baby goods stores and department stores sell these.

### Immunisation

Immunisation is important for protecting your child against diseases such as Poliomyelitis and Measles. Information about clinics providing these services can be obtained from your local council website.

### Playgroups

Playgroups are formed by small groups of parents to provide opportunities for their children to play together. It also provides an opportunity for parents to get to know one another. These meetings are usually held in the morning or afternoon in the local hall. Toys, playground and other facilities are provided by the local council. For further information, contact your local council.

### Child Care

There are child care centres and family day care centres available in all suburbs. Your local council will help you locate these services. You can leave your children with trained personnel for a full day up to five days per week. Charges for child minding vary.

### Kindergartens

Children over 4 years by April 30 of that year are accepted into kindergartens. Children attend three or four-hourly sessions per week. Fees are charged. To find the location of the nearest facility, contact the local council.

NB:

- Children of private full-fee paying students must be enrolled at a school approved by the Education Department.
- Children begin school the year in which they turn five.

## School Aged Dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed Year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

For information related to schools in your suburb, contact your local council, or refer to the Yellow Pages telephone directory under 'Schools'.

## YOUR WELLBEING & SECURITY

### Health and Relaxation

In order to have a happy and fulfilling time during your study, make sure that you look after yourself. Eat regular meals and eat healthy food. Do not skip meals. Your health is important. If you do not eat well you will become run down. Your body will be more susceptible to colds and other illnesses.

Exercise regularly. It will keep you fit and would help you relieve stress. You would even sleep better. Your mind will be clearer when you study. You would have more energy.

### Smoking

<i>The Bad News</i>	<i>The Good News</i>
Smoking can reduce your lung capacity by up to 50%	When you stop smoking you will save a large amount of money per year.
Smoking causes coronary heart disease.	Your body starts to recover 12 hours after you stop smoking.
Smokers are 10 times more likely to die from lung cancer than non-smokers.	No matter how long you have been smoking, your chances of living a longer and healthier life improve with each day you do not smoke.
There is about 1—times more carbon monoxide in a cigarette than allowed under industry safety standards.	When you stop smoking, you will no longer need a cigarette to relax.
Smoke from a cigarette begins to corrode your lips, palate, throat, larynx and pharynx.	
Smokers get easily irritable and tense as they crave for nicotine.	

### Crime Stoppers/Hoon Hotline

### Skin Cancer - Take care when in the sun

Australians have the highest rates of skin cancer in the world
80% of skin damage occurs before the age of 20.
The hole in the ozone layer over the Southern Hemisphere is enlarging. This layer normally reflects most of the dangerous rays.
It takes about 10 minutes for your skin to burn between 11:00 a.m. and 3:00 p.m. during summer months.
You may have darker skin, but your skin colour will not give you adequate protection from skin cancer.
Avoid being in the sun or reflected sunlight between 11:00 a.m. and 3:00 p.m. Wear a hat or carry an umbrella. Wear a shirt with collar and sleeves. Apply a broad spectrum sunscreen on exposed skin.

### Sexual Health

ACE has students from a variety of countries, cultures, religions and backgrounds. It would be in your interest to protect yourself from pregnancy and sexually transmitted diseases (STD's). Unfortunately some students place themselves at risk unwittingly. These problems can be prevented and help is available at Student Services. DO NOT LEAVE YOUR PRECIOUS HEALTH TO LUCK.

### Living safely in Victoria and Australia:

'Think Before' is a new safety Initiative. It has information available in 14 languages with animations.

**Local Police:**

<p><b>Brunswick Police Station</b>                  (24 hours) 8378 6000</p> <p><b>Coburg Police Station</b>                  (24 hours) 9302 8222</p> <p><b>Carlton Police Station</b>                  (24 hours) 93471377</p> <p><b>Melbourne Police Station</b>                  (24 hours) 96371100</p> <p><b>Northcote Police Station</b>                  (24 hours) 94030200</p> <p><b>Fawkner Police Station</b>                  (24 hours) 9355 6000</p> <p><b>URL:</b> <a href="http://www.police.vic.gov.au/">http://www.police.vic.gov.au/</a></p>
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Emergency Services	
<b>Police, Fire &amp; Ambulance</b>	<b>Phone: 000 or 112</b>
<b>Dental Hospital Service</b>	<b>Tel: (03) 9341 1040 [Emergency Only]</b>

**Information Hotlines**

**Overseas Student Health Cover (OSHC) World Care**

For a complete list of direct billing clinics in Victoria, please visit the OSHC World care website.  
[http://www.oshcworldcare.com.au/member\\_student/medical\\_providers.aspx](http://www.oshcworldcare.com.au/member_student/medical_providers.aspx)

You can also call and speak with a trained nurse or doctor for medical advice if you are unsure about whether to go to a doctor or the hospital.

To do this in a non-emergency situation call **General Enquiries on 13 OSHC (13 67 42)**.  
 OSHC World care also offer a **24 hour emergency helpline** for medical, legal and interpreting services in an emergency situation: **1800 814 781**

	<b>Medical contact list</b>	
<b>Nurse-on-call</b>	Health advice hotline	1300 606 024
<b>Maternal &amp; Child Health Hotline</b>	This Victorian Government service is staffed by qualified maternal and child health nurses who provide callers with information, support and advice regarding child health, maternal and family health and	13 22 29

	parenting issues.	
<b>Poisons Information Centre</b>	This centre provides the people of Victoria with a timely, safe information service in poisonings and suspected poisonings. For members of the public this includes telephone assessment, advice on first aid, with or without referral to a doctor or hospital.	13 11 26 (24 hours a day, 7 days a week)
<b>Breast Screen Australia</b>	Breast Screen Victoria is a government funded mammographic screening program in Australia for women without breast symptoms or breast problems.	13 20 50
<b>Australian Hearing</b>	Providing treatment for hearing related problems including ear infection and deafness.	13 17 97
<b>Caroline Chisholm Society for Pregnancy &amp; Family Support Services</b>	The Caroline Chisholm Society provides free and confidential help to: <ul style="list-style-type: none"> <li>• expectant mothers,</li> <li>• sole parents with at least one child under primary school age, and</li> <li>• two parent families with at least one child under primary school age.</li> </ul> The Caroline Chisholm Society is a professional agency of social and community workers, service support staff and volunteers, who offer pregnancy counselling and support, material aid and family support. The Society provides services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment.	(03) 9370 5122

#### Hospitals & Medical Centres

<b>Royal Melbourne Hospital</b>	Grattan Street, Parkville VIC 3050	(03) 9342 7000
<b>Northern Hospital</b>	185 Cooper St, Epping VIC 3076	(03) 8405 8000
<b>Austin Hospital</b>	145 Studley Rd, Heidelberg VIC 3084	(03) 9496 5000
<b>Mercy Hospital for Women</b>	163 Studley Rd Heidelberg VIC 3084	(03) 8458 4444
<b>Royal Children's Hospital</b>	50 Flemington Rd, Parkville VIC 3052	(03) 9345 5522
<b>Mill Park Super Clinic (24 hour)</b>	250 Childs Road, Mill Park, VIC	(03) 9436 4155
<b>Moreland Community Health Service</b>	Community Health Service	76 Bell Street Coburg VIC 3058
		(03) 9350 4000

#### Help-lines & Mental Illness Support

<b>Gambling Help Line</b>	The Gambler's Help Line is a 24-hour, seven days per week free telephone service providing information, referral, counselling and support to problem gamblers and their family members. The Gambler's Help Line is integrated with Gambler's Help face-to-face counselling services and financial counselling services across Victoria	1800 156 789 (Free call, 24 hours) TTY 1800 777 706 (Free call)
<b>QUIT (Smoking) Hotline</b>	SMOKERS who want to kick the habit can have access to a seven-day week national quit line from Monday for the price of a local call.	13 18 48
<b>Lifeline</b>	Short-term support for people who are overwhelmed and having difficulty coping or staying safe  Confidential one-to-one with a Lifeline Online Supporter	13 11 14 (24 hours)
<b>Suicide Line intervention &amp; Support</b>	The counsellors of Suicide Line provide specialist telephone counselling and information to anyone affected by suicide. If you are thinking about suicide, worried about someone, or have lost someone to suicide, you can call Suicide Line is a professional telephone counselling service where qualified counsellors are always available to listen and support you.	1300 651 251 (24 Hours)  Free, confidential counselling, support and information, when you need it most.
<b>Women's Domestic Violence Crisis</b>	The Women's Domestic Violence Crisis Service of Victoria (WDVCSV) is a 24-hour, seven days a week, confidential service which provides information, support and access to safe accommodation or refuges for women and their children. This is the best first point of contact for someone who wants to leave a violent partner. The WDVCS can act quickly if your situation is urgent and can help you with transport if you don't have a car or money.  Staff at the service will talk with you to develop an understanding of your situation and assess what to do first and how to go about it.	Crisis line: (03) 9373 0123 or free call 1800 015 188  Contact with the Service is confidential.
<b>Drug &amp; Alcohol Rehab/Services/Counselling</b>	Drug and alcohol abuse is a very serious issue and should not be taken lightly. If you or a loved one is suffering from severe substance abuse, call the national drug abuse	1-800-521-7128 (24 Hours)



	help line. The phone operators will assist you with any questions you may have about treatment or helpful tips on how you should handle addiction.	
<b>Beyond Blue</b>	The beyond blue info line provides information on depression, anxiety and related disorders, available treatments and referrals to relevant services. You can call the info line for the cost of a local call or send an email.	<p>1300 224 636 Email: <a href="mailto:infoline@beyondblue.org.au">infoline@beyondblue.org.au</a></p> <p>If you require a translator, the info line operator will request one through the Translating and Interpreting Service (TIS).</p> <p>If you are deaf or have a hearing or speech impairment, call through the National Relay Service:</p> <ul style="list-style-type: none"> <li>• TTY: Ph 133 677 and ask for 1300 22 4636.</li> <li>• Speak and Listen (SSR): Ph 1300 555 727 and ask for 1300 22 4636.</li> <li>• Internet Relay: connect to <a href="http://www.relay-service.com.au">www.relay-service.com.au</a> and ask for 1300 22 4636.</li> </ul>

## FINDING ACCOMODATION

Deciding where to live is one of the most important decisions you will make. You should consider what type of accommodation you would like prior to arriving in Melbourne. ACE officers will endeavour to advise students on this matter.

Please note that finding accommodation after you arrive in Melbourne may take some time. If you elect to find your accommodation after arrival in Melbourne you should arrive at least 2 weeks prior to the commencement of classes and you will need to have temporary accommodation in place while you secure your permanent accommodation.

A number of options can be considered including:

### Share and Rental Accommodation

In share houses, each person usually has their own bedroom and shares the kitchen, bathroom and living areas. Rental costs range from AU\$140–AU\$220 per person per week, depending on location and facilities.

Real estate agents offer a variety of rental accommodation, including houses and apartments. The average weekly rent ranges from AU\$200–AU\$300 for a one bedroom flat, and AU\$250–AU\$400 for a two bedroom flat. Additional expenses for both share and rental accommodation include: food, gas, electricity, transport and telephone calls.

Please note, this option is not suitable for students under 18 years of age.

## Private Student Hostel Accommodation

There are many private hostels close to ACE, offering a furnished bedroom, shared bathroom, living and leisure areas. Some hostels provide meals, while others provide kitchen facilities. Computer facilities may also be available. Weekly prices range from AU\$220–AU\$350. Extra costs may include payment of a bond. A bond is a security deposit that is held until your tenancy has finished. It will usually be refunded fully if you have no rental arrears or you have not caused any damage to the premises

## Home stay/ Full Board

Home stay is an excellent choice for students wanting to experience living in an Australian home, while at the same time improving their English. Students generally have their own furnished bedroom and share living spaces with their Home stay family. Weekly rates are approximately AU\$230. Meals are included; however telephone calls and travel expenses are not. All Home stay hosts live within 30 to 40 minutes of Melbourne's Central Business District (CBD) where ACE University's City campus is located. Your host family will help you learn about travelling to classes by public transport.

## Student apartment complexes

Student apartment complexes are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular there is a high demand when vacancies are advertised. Utility costs are not usually included in the rental price. Rental can vary from AU\$150–AU\$300 per week.

## Tenancy Law

In Victoria there is a law to protect the rights of tenants (people who rent houses, flats, etc.) and landlords. It is important that you know your rights and obligations as a tenant.

## Rent Accommodation

Before looking for a place to rent make sure that:

- The group you have decided to set up house with are reasonable and comACEed,
- You all agree on the maximum rent you are prepared to pay,
- The size of the house /flat and the suburb in which it is located.

## Resources Available in House Hunting

**ACE Student Services** ACE Student Services may have lists of available accommodation. Check with the office.

**Newspapers:** The classified section of the 'Age' newspaper on Wednesday and Saturday and the classified section of the Herald/Sun newspaper.

**Estate Agents:** Estate Agents have lists of houses and flats available for rent.

## How to rent through an Agent:

Check the Yellow Pages (under 'Real Estate Agents- Locality Guide', to find addresses of agents in the suburbs in which you desire to live in. You should visit Agents in the area you are interested in. Keep in constant touch with the Agent by phone until a property becomes available. Remember: Agents will NOT contact you if a suitable place comes up.

If you find a property you like, you may inspect it. The Agent will either show you the property or give you a key in exchange for a deposit. Make sure you get a receipt for the deposit. This money must be returned to you when you return the key.

If you find the place suitable, make an 'Application for Tenancy'. On this application the Agent will ask for the name and phone number of referees (previous Agents/Landlords, employer, parents or someone who can give you a character reference). The Agent/Landlord will decide on the basis of your application whether or not they want you as a tenant.

### **Application Forms and Deposits**

Agents will usually give you an application form to fill in. These can often ask detailed personal questions (like bank account numbers). If you think a question is too personal, do not answer it. Agents and owners will also often ask for an 'Application Deposit', when you apply for a place. If you do not get the place, or if they rent it to you, you receive the money back. BUT if you get the place and do not take it or withdraw your application, they can keep the deposit you paid. Be careful to pay an application deposit only when you are sure that you want the place.

### **Tenancy Agreement or Lease**

When you get the place you want, you usually sign a 'Tenancy Agreement' or 'Lease'. You can have a fixed term tenancy (usually 6 or 12 months). If you sign a lease, make sure that you want to stay for the whole duration of the lease. It is possible to break a lease but this can be very expensive. Make sure all members of the household understand the 'Tenancy Agreement' and if possible, all members sign it. This will make all members legally responsible.

### **Bonds**

Agents or Landlords keep a sum of money) called a 'Bond') they collect from you in an approved Trust Fund. The amount of the bond is usually equal to one month rent. The bond is held in trust against any damage) outside of normal wear and tear) caused by you during the term of tenancy. If you leave the property clean and in good condition, then your bond should be returned to you in full.

### **Condition report**

A condition report is a list of all the rooms in your place: What is in them, and what condition they are in (good, fair or poor repair). You MUST get two copies of the report when you move in. You should sign them after carefully checking the property (you are allowed three days). Send one copy to the Agent/Landlord and keep the other copy in a safe place. The condition report is important when getting your bond back. It is proof of the condition of the place. Remember if an Agent or Landlord wishes to keep part or your entire bond, they must make an application to the Consumer Affairs Victoria to get approval. You will then notify CAV as whether or not you agree with this. (1300 558 181)

### **Help Selecting A Flat Mate**

#### **Sharing a Rental House or Flat**

Sharing a place can be an enjoyable experience. Yet not surprisingly people sharing places can have troubles with the co-occupiers. Whether you know a person well or not, one of the most important factors to consider is how well you would get on as roommates. There is no way you can be sure of a perfectly happy co-existence, no matter how honest and careful you were. However, by talking about some simple practical lifestyle matters before making a commitment to live together, you can save yourself considerable headache.

#### **Some Ideas You Should Consider When Sharing are:**

## **Lifestyle**

- Does everyone like having parties?
- Smoking/Drinking? Maybe you do not, but you do mind if others around you do?
- Overnight visitors?
- Do you want an all- student household?
- 

## **Housekeeping**

- How neat and clean do you like the place to be?
- How will you organise the cleaning? Who will do it? And how will this be decided?

## **Food/Eating**

- What foods do you like eg: meat/vegetables?
- Do you plan to share cooking and share food costs?
- Do you want to buy your own food?
- 

## **Lease/Bills/Rent**

If your name is on the lease, you can be held responsible for the actions of all the tenants. If a co-tenant leaves without paying the rent, you can be held responsible for all the rent owing. It is probably a good idea to have all the names of people living in the household on the lease and the bills. In such case it is less likely that one person gets stuck with the entire responsibility.

## **How To Buy Second-Hand Furniture And Goods In Melbourne**

Here is a list of some shops which sell relatively cheap furniture and household goods. These are close to ACE.

Brotherhood of: 132 Barkly St., Brunswick. Ph. 9388 1093 [Furniture].

St. Lawrence 109 Brunswick Rd., Brunswick. Ph. 9387 9519 [Clothing].

Salvos Stores 740 Sydney Rd., Brunswick Ph. 9386 4080 [Clothing, furniture]

489 Sydney Rd., Coburg Ph. 9354 9149 [Clothing, Household goods]

Coburg Auctions 241 Sydney Rd., Coburg Ph. 9386 6292 [Furniture]

Vinnies Centre 260 Sydney Rd. Ph. 9386 6666 [Furniture, clothing, household goods]

The trading Post is a weekly newspaper available at most newsagents. It lists second-hand furniture and goods. It is also on line [www.tradingpost.com.au](http://www.tradingpost.com.au).

Students buying second-hand furniture need to be aware that transportation of large furniture and goods may incur extra cost. Ensure that goods bought are in good and safe condition.

## **Immigration assistance**

You may check your visa status through Visa Entitlement Online (VEVO) at:  
[www.immi.gov.au/e\\_visas/vevo.htm](http://www.immi.gov.au/e_visas/vevo.htm)

To apply for your student visa go to [www.immi.gov.au/e\\_visas/students.htm](http://www.immi.gov.au/e_visas/students.htm) and follow the on line visa application process instructions. Please note you are able to attach supporting documentation when lodging your application online. To apply in person please call 131 881 in order to make an appointment at the following Department of Immigration and Border Protection (DIBP) office:

**DIBP - AUSTRALIA (Melbourne - City VIC)**  
**Casselden Place, 2 Lonsdale Street**  
**MELBOURNE Victoria Australia 3000**

### Information you should know

You should have a multiple entry visa lasting for the duration of your course. This will enable you to return home for your holidays. If you hold a single entry permit, you will then have to reapply for a re-entry visa from the Department of Immigration and Border Protection (DIBP) every time you leave or enter the country.

You must be enrolled as a full-time student and must also attend at least 80% of your classes. If you are ill, you must notify Student Services and obtain a certificate from a doctor. If you break this Condition of Stay, you will be reported to the Department of Immigration and Border Protection. The Department will cancel your entry permit and you will be deported.

You must have a current passport. You can renew it at your government's consulate or embassy at least six months before the date of expiry. Australian Immigration Officials cannot issue visas beyond the expiry date of your passport. You can check your visa status through Visa Entitlement verification Online (VEVO) at: [www.immi.gov.au/e Visa/vevo.htm](http://www.immi.gov.au/e Visa/vevo.htm)

### Sponsoring dependents

Students must be enrolled in a course of more than 12 months duration if they wish to bring their dependents along to Australia while they are studying. To sponsor your family, contact the nearest regional office of the Department of Immigration and Border Protection. The closest one to ACE is located at Casselden Place, 2 Lonsdale Street, Melbourne, and VIC 3000. Telephone 9612 3900.

### Customs Regulations

There are many students who are charged for not declaring animal and plant products they bring into Australia. These products include dried meat and seafood, powders, spices, herbs, garlic and other animal and plant products. Fines for each of these offences are quite high.

It is best to check with your nearest Australian High Commissioner or Embassy as to the types of products you can and cannot bring into Australia.

Please note that if you are bringing computers, cameras or other types of goods into the country, you will have to pay duty on these items. This can be quite considerable payments.

### **You must:**

Indicate on your Customs Declaration Form ALL foodstuff you are carrying. You must declare everything- It is too late to tell Customs at the airport.

If in doubt, declare all animal and plant products you may be carrying.

If you are given parcels to bring into Australia, find out what is in them. Not knowing what you had in your luggage is not an acceptable excuse in Court.

On the aircraft, you may ask for a Declaration Form in your own language.

**Ecumenical Migration Centre**  
95/97 Brunswick Street, Fitzroy VIC 3065

## How to Find Services for the Family

### Entry of spouses and children into Australia

For full fee students, all enquiries should be directed to the nearest regional office of the Department of Immigration and Border Protection (DIBP) or the Australian Mission in your country or region.

Sponsored students who wish to bring their family into Australia should consult with their sponsor organisation to obtain the correct entry information, their entitlement conditions and that of their family.

### Spouses intending to study in Australia

Spouses of international students wishing to study will be charged full fees for their chosen field of study.

### Employment of Spouses

Spouses of students may work 40 hours per fortnight.