



Level 2, 30 Herschel Street, Brisbane QLD 4000

# Pre-enrolment Student Handbook



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Vibe College is trading name of Adore Education Pty Ltd

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## Welcome

Congratulations on choosing to complete your studies with Vibe College. We will endeavour to ensure that your learning is successful and trust that you enjoy your time with us.

On behalf of our team at Vibe College, I would like to welcome you, the information in this booklet will act as guidance while you are living and studying in Australia. Please read this booklet carefully.

At Vibe College we value and understand the importance of quality education, and we offer all our students excellent and experienced teaching staff, enjoyment in learning, progress and achievements. We celebrate the multi-culturalism shared in our classrooms, and offer a wealth of support to our students, both local and international. Vibe College proudly supports its academic calendar with an exciting social calendar of events to ensure that you enjoy your experience with us here at Vibe College. We look forward to sharing good times and great education with you.

We hope that you have a great time at Vibe College.

Bikash Pandey  
CEO/Director-Vibe College

## Introduction to Vibe College

Vibe College is the trading name for Adore Education Pty Ltd. Australian Business Number: 66 088 173 433 RTO Number: 31652 CRICOS Provider Number: 03500M

VIBE is a student focused registered training organisation. We are dedicated to providing our students with the education, training, and experience necessary to be industry ready post-graduation.

Vibe College is located on Level 2, 30 Herschel Street, Brisbane QLD 4000. The college is located just 3 minutes' walk from the Woolloongabba bus Station in Brisbane. Situated in a modern air-conditioned building, the college is equipped with the latest computers, fast internet facilities, modern equipment for teaching and learning resources for students.

Our respected instructors are practicing professionals with years of experience. Every VIBE trainer is hand selected to ensure they not only have excellent education credentials, but also are experts in the most current and cutting edge trends in the industry. Our trainers are committed to providing flexible and effective learning and assessment strategies based on the individualized need of students.

Small class sizes and a student focused training approach guarantees our students receive thorough hands-on training and one-on-one attention from all of our dedicated instructors.

We offer courses in Certificate III and IV Hairdressing, as well as a Diploma in Salon Management. At VIBE, students have an opportunity to study hair dressing as a career pathway rather than simply job training.

Currently, the college provides courses on Hospitality, Hairdressing and Salon Management. Specifically, the college currently offers the following courses:

[SHB30416 Certificate iii in Hairdressing](#)

[SHB30516 Certificate iii in Barbering](#)

[SHB40216 Certificate iv in Hairdressing](#)

[SIB50210 Diploma of Salon Management](#)

[SIT30616 Certificate III in Hospitality](#)

[SIT40416 Certificate IV in Hospitality](#)

[SIT40516 Certificate IV in Commercial Cookery](#)

[SIT50416 Diploma of Hospitality management](#)

## Important Information and Emergency Contacts

### Vibe College

#### Main Contact Details

Vibe College  
Level 2, 30 Herschel Street  
Brisbane QLD 4000 Australia  
Tel: 07 2101 3933  
Email: [info@vibecollege.edu.au](mailto:info@vibecollege.edu.au)

#### Academic Manager

Saroj Sanjel 07 2101 3933  
[Saroj@vibecollege.edu.au](mailto:Saroj@vibecollege.edu.au)

#### International Student 24 Hour Emergency Contact

Bikash Pandey +61 422 884 735

#### Emergency Telephone Numbers

Police, Fire, Ambulance – 000

#### Department of Immigration and Border Protection (DIBP)

131 881 or [www.border.gov.au](http://www.border.gov.au)

#### Medical Centres:

Mater Hill Family Medical Centre  
7/40 Annerley Rd, Woolloongabba QLD 4102  
Tel: 07 3844 3239

Mater Hill Medical Centre  
293 Vulture St, South Brisbane QLD 4101  
Tel: 07 3844 8500

#### Transport

Buses and Trains 13 12 30  
[www.translink.com.au](http://www.translink.com.au)  
Yellow cabs 13 19 24  
Black and white cabs 13 32 22

#### Location of Automatic Teller Machines (ATMs)

765 Stanley Street, Woolloongabba (NAB Bank)  
771 Stanley Street, Woolloongabba  
(Commonwealth Bank of Australia)

### Hospitals:

Mater Hospital  
Raymond Terrace, South Brisbane QLD 4101  
Tel: 07 3163 8111

Princess Alexandra Hospital  
199 Ipswich Rd, Woolloongabba QLD 4102  
Tel: 07 3176 2111

Royal Brisbane and Women's Hospital  
Butterfield St & Bowen Bridge Rd, Herston QLD 4029  
Tel: 07 3646 8111

St Andrew's War Memorial Hospital  
457 Wickham Terrace, Brisbane QLD 4001  
Tel: 07 3834 4444

### Post Office

Queen St Brisbane QLD 4000

### Australian Taxation Office (ATO)

Tel: 132 861 or [www.ato.gov.au](http://www.ato.gov.au)

### Overseas Students Health Cover (OSHC)

- Australian Health Management; Tel: 134 246 or [www.ahm.com.au](http://www.ahm.com.au)
- Medibank Private; Tel: 132 331 or [www.medibank.com.au](http://www.medibank.com.au)
- Bupa; Tel: 134 135 or [www.bupa.com.au](http://www.bupa.com.au)
- NIB; Tel: 131 642 or [www.nib.com.au](http://www.nib.com.au)

### For translation service in an emergency situation

1300 655 01

## About Brisbane

Brisbane, the capital city of Queensland, is midway up the east coast of Australia. Brisbane is located on the banks of the Brisbane River and is surrounded by the beautiful Moreton Bay and a series of spectacular mountain ranges.

With a population of 2.09 million and a warm sub-tropical climate, Brisbane offers an active yet relaxed way of life. The city features great galleries, cinemas, pubs, shopping and bustling weekend markets.

The city is ideally placed between Queensland's famous Gold Coast and Byron Bay to the south and the Sunshine Coast to the north. The Great Barrier Reef and its many beautiful island resorts are only a few hours away by car or train. With a wide range of weekend travel options, Brisbane is both a perfect holiday and study destination

The city area is located around the Brisbane River which is used as a medium of transportation in ferries and boats. Students and visitors to Brisbane enjoy a wide range of landscapes and lifestyles. The inner-city, metropolitan Brisbane is surrounded by leafy, sometimes very hilly, suburbs. Further out in the suburbs, the traditional Australian house on a large block or even acreage dominates.

Moreton Bay and its islands provide water sports, sailing and sea-side suburbs. The Pacific Highway leads south to the Gold Coast and its well-known surf beaches.

North is the seaside town of Redcliff the rainforest and picturesque countryside of Pine Rivers, Caboolture and the Glasshouse Mountains. Bribie Island offers the first surf beach to the north. The Sunshine Coast town and hinterland are popular holiday spots.

Travelling west of Brisbane, past Ipswich, you soon climb the Great Dividing Range to Toowoomba and the rich plains of the Darling Downs.

In Australia, vehicles are driven on the left side of the road. Although there are trains, buses and ferries in Brisbane, most families own at least one car.

Brisbane is also the home to many great Australian icons, such as the Brisbane Storey Bridge and the, not to mention the zoos and national parks that are the homes of many native Australian animals. Brisbane also has zoos (Steve Irwin), theme parks, nature walks and so much more to offer.

For more information about Brisbane City visit <http://www.brisbane.qld.gov.au>

### Additional Useful links:

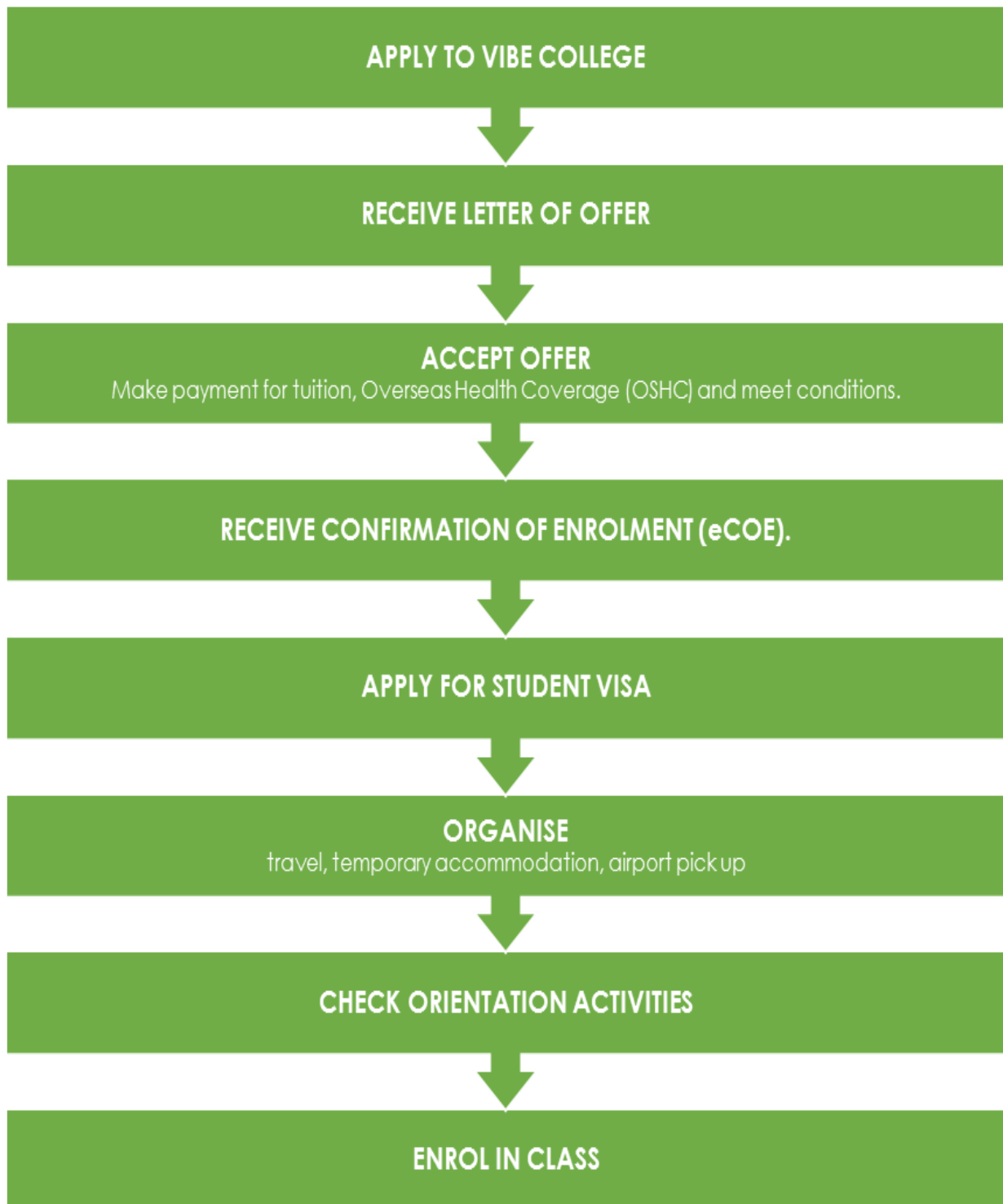
<http://www.border.gov.au/Trav/Life>

<http://www.australia.gov.au/about-australia/>

<http://www.tourism.australia.com/>

## Pre-arrival

### Application step-by-step





## Things to Do:

### Before Leaving Home:

- Apply for passport
- Arrange student visa
- Make contact with institution
- Arrange for immunizations and medications from doctor
- Arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise the college 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)

### 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).

## 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 on-line 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 to 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.

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 Border Protection (DIBP)

The Australian Government's Department of Immigration and Border Protection 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/> for the latest information.

## Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website the Department of Foreign Affairs and Trade website [www.dfat.gov.au](http://www.dfat.gov.au) 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 DIBP 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/More>

## 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.

You should fly into Brisbane International Airport which is the closest international airport to Brisbane City Visit [www.bne.com.au](http://www.bne.com.au) . Brisbane city is located 12 Kms from Brisbane International Airport.

## Documents

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 Vibe College
- Confirmation of Enrolment (eCoE) issued by Vibe College
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications

- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions

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 and Water Resources regarding Biosecurity Inspection and Quarantine at <http://www.agriculture.gov.au/travelling>

- Read "Travelling to Australia" and "Advice for travellers"
- 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 2 x checked luggage (23kg) 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 most 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)

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> alarm clock                           | <input checked="" type="checkbox"/> scientific or graphics calculator |
| <input checked="" type="checkbox"/> bath towels, bed sheets, pillow cases | <input checked="" type="checkbox"/> camera                            |
| <input checked="" type="checkbox"/> dictionary (bilingual)                | <input checked="" type="checkbox"/> micro recorder for                |

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> small sewing kit   | <input checked="" type="checkbox"/> lectures                           |
| <input checked="" type="checkbox"/> music CDs or iPod  | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> sporting equipment | <input checked="" type="checkbox"/> your optical prescription          |
| <input checked="" type="checkbox"/> toiletries         | <input checked="" type="checkbox"/> photos of friends and family       |
| <input checked="" type="checkbox"/> umbrella           | <input checked="" type="checkbox"/> swimming costume                   |
|  | <input checked="" type="checkbox"/> 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 AUD\$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 <http://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 Australian Quarantine and Inspection Service (AQIS).

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <http://www.daff.gov.au/biosecurity/australia/about>

### 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.

## 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.

## Temporary accommodation

If you have not arranged long-term accommodation in Brisbane, it is essential to book temporary accommodation before your arrival. Please make your own temporary accommodation arrangements and bookings, as the College does not run a temporary accommodation booking service.

Information on temporary accommodation  
You can search for temporary accommodation through:

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

[www.wotif.com](http://www.wotif.com)

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

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

[www.agoda.com](http://www.agoda.com)

[www.trivago.com](http://www.trivago.com)

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

## How much will it cost?

The cost of temporary accommodation varies considerably. If you are happy to stay in a backpacker hostel, you might pay between \$26 and \$35 per night for a bed in a shared dormitory. It might cost between \$90 and \$200 per night to stay in an apartment. This charge may be for one or two persons, and the surcharge for a third person might be small. Most apartments have minimum stays of at least three nights and some offer discounts for stays of seven or more nights.

## When & how long should I book?

Try to book your temporary accommodation at least two weeks before you travel to Brisbane. We recommend that you initially book your temporary accommodation for at least a week.

## Long-term accommodation off-campus

We recommend that you do not sign any agreement before you come to Australia and have seen the property for yourself.

## Quick facts

- Australia's currency is the Australian dollar
- A dollar equals 100 cents
- Our coins are 5, 10, 20, 50 cent, \$1 and \$2.
- Our notes are \$5, \$10, \$20, \$50 and \$100
- Do not travel with large amounts of cash
- If you bring more than AU\$10,000 in cash into Australia you must declare it on the travel information form issued to you on the plane
- You can pre-open a bank account.

## 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.

## BRINGING FAMILY TO AUSTRALIA

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 Border Protection (DIBP). Family members include your spouse and your dependent children. You will have to prove you can support them financially. The cost of supporting a family in Australia is very high. Please consider and discuss these issues with your family.

### Quick facts

- Children age 5 to 18 years must go to school full-time.
- You will pay school fees for your children—\$4,160 a year at primary school and \$5,160 a year at
- Secondary school (see the Schooling section for any exceptions).
- Childcare in Australia is not subsidised for most international students.
- Childcare places are limited and many centres, including the childcare centres, have long waiting lists. You can expect to pay at least \$80 a day in a childcare centre or if you use family day care, the minimum rates are between \$5.00 and \$11.50 per hour.
- You must provide immunisation records for your children before they attend school or childcare.

- ☑ You must bring official translations of birth and marriage certificates.

## Issues to consider

It is important to consider the following issues:

- ☑ The additional cost of Overseas Student Health Cover for your family;
- ☑ 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 childcare centres; and
- ☑ Whether to come to Australia first and arrange things for your family or to all come at the same time. If you, your spouse or partner gives birth to a child in the period between lodging your student visa application and the visa being granted, you must advise DIBP immediately as having an additional dependant will affect DIBP's visa assessment process. You should also let DIBP know if you marry or can show evidence of a de facto relationship in between the application being lodged and your visa granted. If you plan to bring your family to Australia, even if they are not going to travel with you initially, we recommend you commence their visa application process before you leave home. The granting of visas to your dependants can take from one to four months after application, or longer in some countries.

## Dependant work rights

If you are on a student visa and enrolled in a doctoral or masters-level program, your dependants can work full-time. If you are in an undergraduate program, graduate certificate or graduate diploma, they can work 40 hours in a two-week period. Please note, your family members will be allowed to work as soon as you have started your course.

## Cost of living

DIBP asks you to show that you have \$18,610 a year for your living expenses. If you are coming with family members, for DIBP purposes you must show an extra \$6515 a year for a spouse, \$3720 for a first child and \$2790 for each additional child. DIBP advises you that you need an extra \$8000 a year for children between five and 18 to cover schooling expenses.

Visit:

[www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds#](http://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds#)

## Childcare

Local childcare centres are very popular but do not give priority to the children of international students. It may take a long time to find a suitable childcare centre. You may consider completing a waiting list form (ask your preferred child care centre for further information). Childcare is not subsidised unless you hold an Australian Government scholarship and it costs approximately \$80 a day. Please note the subsidy will not cover all the costs.

[www.mychild.gov.au](http://www.mychild.gov.au)

International students sponsored by the Australian Government (e.g. Australia Award or Endeavour scholarship or fellowship) can apply for the Commonwealth Child Care Benefit after they arrive in Australia. The Child Care Benefit helps families with their work-related child care costs for dependent children. It helps cover a percentage of the cost of day-long care, family day care and out-of-school hours care for school aged children. You should discuss this with a Client Services Officer at International Student Services.

## Schooling

The Department of Immigration and Border Protection requires that dependent children between the ages of five and 18 attend school full-time as a condition of the dependant visa. International fee-paying students must pay school tuition fees for school-aged children.

If you have school-aged children, please contact Student Services for assistance with applying for schooling and obtaining a Confirmation of Enrolment (CoE) which

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provides proof of school enrolment for your child's dependant visa application. Once you arrive in Queensland you can then register your children to attend a specific school near where you will be living.

## Playgroups

Playgroup is an informal session where babies, toddlers, pre-schoolers, parents and carers can meet together in a relaxed environment. Children who go to playgroup can make new friends, have new experiences, gain self confidence and develop physically, socially, emotionally and intellectually. Parents and carers can meet new people, practice English language skills and share cultural exchange in an Australian early childhood setting.

To find playgroups in your local area, visit: <http://www.playgroupqueensland.com.au/contact-us/>

## Rental Accommodation

Generally students those who do not have friends or family choose to move from their temporary accommodation in homestay to rental accommodation.

It is important that you understand the process for renting accommodation in Queensland, including what your rights and responsibilities are as a tenant. More information could be found at [www.rta.qld.gov.au](http://www.rta.qld.gov.au)

Brisbane vary greatly in style and character from 200-year-old Queensland worker's cottages, to ultra-modern open plan homes.

Student rental properties range from \$300 per week for a 1-bedroom apartment in the city to \$800 per week, for a 4 or 5-bedroom home in the inner suburbs. A typical Vibe College student can expect to pay \$150-300 per week on accommodation.

## Rental 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 A\$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.

## Managing finances

### Initial expenses

This is an example of some of the set up costs you might encounter when you come to Brisbane

*Expense Estimated Cost*

<i>Temporary accommodation (seven nights in a hostel / motel/backpackers)</i>	<i>\$210-840</i>
<i>Rental bond (four weeks rent@\$250/week)</i>	<i>\$1,000</i>
<i>Advance rent (two weeks@\$250/week)</i>	<i>\$500</i>
<i>Electricity connection</i>	<i>\$50</i>
<i>Telephone connection (landline)</i>	<i>\$60-\$120</i>
<i>Gas connection</i>	<i>\$50</i>
<i>Internet connection (Set up cost/Bundle)</i>	<i>\$60-\$120</i>
<i>Mobile phone and/or network sim card</i>	<i>\$40</i>
<i>Household items, e.g. furniture, crockery, etc. (Second Hand/used)</i>	<i>\$500</i>
<i>Transportation (public transportation)</i>	<i>\$5-\$50</i>
<i>Textbooks and Educational Expenses</i>	<i>\$500-\$900</i>
<i>Unexpected Emergency Cost</i>	<i>\$200</i>
<i>Insurance - contents, car</i>	<i>\$100-\$500</i>

### 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 living in single accommodation (costs will reduce if you are in shared accommodation)

*Monthly Expense Estimated Cost / month*

<i>Rent (four weeks rent @ \$150 to</i>	<i>\$600-\$1,000</i>
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\$250/week)	
Food (four weeks @ \$125/week)	\$500
Electricity (per month)	\$50-\$100
Gas (per month)	\$50-\$80
Telephone (per month)	\$50-\$80
Internet (per month)	\$50
Mobile Phone (per month)	\$40
Public Transportation (per month)	\$60-\$100
Entertainment (per month)	\$100-\$250
Educational (per month)	\$100-\$300
Insurance—health, house, car (per month)	\$200-\$300
Unexpected (per month)	\$200

Regularly purchased items in Brisbane

Bowl of noodles	\$8-\$15
Loaf of bread	\$1.00-\$5.00
Milk (1 litre)	\$1-\$2
Coffee (cup)	\$4-\$6
Cinema ticket (student price, discount night Tuesday)	\$12.00-\$20.00
Bus/train/tram ticket (single)	\$2.00-\$6.00
Pie	\$5-\$7
Hot Chips	\$4-\$7

Currency exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to organise this on arrival. You can do this at the airport. Once you have arrived in Brisbane, you can also change money at any bank or currency exchange. You will be given further information about places in the city where you can exchange foreign currency on arrival. A current passport or driving licence will be required for this service.

## Settling-in

### Making Phone Calls within Australia

- **To make domestic phone calls:**

☎ Dial – the area code + phone number

Visit [www.whitepages.com.au](http://www.whitepages.com.au) and [www.yellowpages.com.au](http://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 9999 3662**

- **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)

### Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority [www.acma.gov.au](http://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: <https://www.whistleout.com.au/MobilePhones>



Area Code	States	
02	NSW, CT	
(03)	VIC, TAS	
(07)	QLD	
(08)	SA, WA, NT	
(04)	MOBILE	
		Australia Wide

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.

## 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.

### 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

## 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 any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

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 who's Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements

### OSHC Providers

Medibank Private: [www.medibank.com.au](http://www.medibank.com.au)

OSHC Worldcare: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

Australian Health Management:  
[www.ahm.com.au](http://www.ahm.com.au)

Bupa: [www.oshc.bupa.com.au](http://www.oshc.bupa.com.au)

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>

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.

## Medical Services

### What do I do if I'm sick?

Choose a doctor from 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 – 8:30pm) 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).

### 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

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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.

## 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. For a comparison of accounts in banks throughout Australia see: <http://ratescompare.com.au/banks.php>

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. (Note – this list is just a sample of some financial institutions in Australia)

<b>BANK</b>
<b>ANZ</b>
<b>Bank of Queensland</b>
<b>Bendigo Bank</b>
<b>Commonwealth Bank</b>
<b>Credit Union Australia</b>
<b>National Australia Bank</b>
<b>SunCorp Bank</b>
<b>St George Bank</b>
<b>Westpac Bank</b>

## 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 Australia 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 **40 hours per fortnight** during the term and unlimited hours when your course is **not in session**.

3. The Department of Immigration and Border Protection (DIBP) considers your course to be 'in session':

- o for the duration of the advertised semesters (including periods when exams are being held)
- o if you have completed your studies and your Confirmation of Enrolment is still in effect
- o 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 Border Protection)

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

<http://www.border.gov.au/Trav/Stud/Mo re/Visa-conditions/visa-conditions-students>

## 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, College Notice Boards, Online** - try these online companies:

 seek	<a href="http://www.seek.com.au">www.seek.com.au</a>
 careerone	<a href="http://www.careerone.com.au">www.careerone.com.au</a>
 getJobs	<a href="http://www.getjobs.com.au">www.getjobs.com.au</a>
 MyCareer	<a href="http://www.mycareer.com.au">www.mycareer.com.au</a>
 JobsinOz	<a href="http://www.jobsinoz.com.au">www.jobsinoz.com.au</a>
 jobsearch	<a href="http://www.jobsearch.com.au">www.jobsearch.com.au</a>

## 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 [www.ato.gov.au](http://www.ato.gov.au), or phone **13 28 61**, 8am to 8pm Monday to Friday, 10AM- 4PM on Saturday. 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](http://www.ato.gov.au)
- For a registered tax agent visit [www.tpb.gov.au](http://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 9.5% of your wage into a superannuation (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:  
www.ato.gov.au/departaustralia

You will need to provide the details of your superannuation fund.

## Social and cultural

### 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.
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!

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.
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

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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 'teetotaler'. 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: [www.cultureandrecreation.gov.au/articles/slang](http://www.cultureandrecreation.gov.au/articles/slang)

## Public Holidays & 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. Common Australian Public Holidays for all states and Territories for the year 2016 are as follows:

- New Year	01 Jan
- Australia Day	26 Jan
- Easter	25-28 Mar
- Anzac Day	25 Apr
- Labour Day	02 May
- Queen's Birthday	03 Oct
- Christmas	25 Dec
- Boxing Day	27 Dec

Please note that Vibe College is not open on gazetted Queensland public holidays. Further information on Queensland Public Holidays is available at <http://www.australia.gov.au/about->

[australia/special-dates-and-events/public-holidays](http://australia/special-dates-and-events/public-holidays)

## 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, un-roof 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.

## ESOS legislative framework

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular ESOS provides tuition protection for international students. Please follow the links below for more information. Following recent changes to the ESOS Act, fact sheets for students and providers are now available on the Department of Education website.

### Legislation

The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program. Recent changes to ESOS ESOS ACT, Regulations, National Code and Legislative Instruments ESOS Charges and Levies Acts Provider Registration

The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enrol overseas students to study in Australia on a student visa.

How do I get registered?  
Registration fees and charges

### Tuition Protection Service

The Tuition Protection Service (TPS) is a placement and refund service for international students. The TPS replaces the Tuition Assurance Scheme and the ESOS Assurance fund. Visit the TPS website for more information.

## Standards

The National Code is a legislative instrument of the ESOS Act and applies to providers of education to students on student visas in all sectors. National Code requirements are in addition to the standards for specific sectors. National Code and Explanatory Guide National standards for ELICOS providers and courses  
National Foundation Program standards

## Do you have an ESOS enquiry?

Submit your enquiry here.  
Information for students

The Australian Government is committed to ensuring you have a great education experience in Australia.

A new fact sheet has been released for international students containing important information about their rights and responsibilities while studying in Australia.

Students can access this fact sheet for information on:

- choosing and enrolling in a course of study
- support services available in Australia
- the rights and responsibilities of students on a student visa
- working in Australia
- making complaints and getting help.

Further information about overseas student health cover (OSHC) can be found in the Department of Immigration and Border Protection's OSHC factsheet (pdf).

## Schools Compliance

The Department as the ESOS Regulator for Schools\*

Under the ESOS legislation, the Department, as the regulator for schools, is responsible for monitoring general compliance by schools.

It endeavours to perform the duties in a fair, transparent, efficient and effective way,

which is consistent with the principles and requirements of the newly introduced Regulator Performance Framework (see [www.cuttingredtape.gov.au](http://www.cuttingredtape.gov.au)).

Its regulatory activities will be assessed against the Performance Metrics for ESOS Regulator (for Schools) and the results will be published on the [internationaleducation.gov.au](http://internationaleducation.gov.au) website after June 2016.

\*Including a small number of dual sector (school and higher education or school and VET) and multi sector (school, higher education and VET) providers.

All feedback should be forwarded to the ESOS compliance mailbox.

## The Australian Qualifications (AQF)

Framework (AQF) establishes the quality of Australian qualifications.

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

The AQF was first introduced in 1995 to underpin the national system of qualifications in Australia encompassing higher education, vocational education and training and schools. The background to the AQF is documented here.

The many AQF stakeholders include industry and its representative bodies, unions, professional associations and licensing authorities and governments. Ultimately students, graduate and employers, both Australian and international, benefit from the quality qualifications that are built on the requirements of the AQF.

In Australia, education and training is a shared responsibility of all Commonwealth, State and Territory governments. Education,

training and employment ministers collectively own and are responsible for the AQF.

The AQF provides the standards for Australian qualifications. It is an integrated policy that comprises:

- The learning outcomes for each AQF level and qualification type
- The specifications for the application of the AQF in the accreditation and development of qualifications
- The policy requirements for issuing AQF qualifications
- The policy requirements for qualification linkages and student pathways
- The policy requirements for the registers of:
  - organisations authorised to accredit AQF qualifications
  - organisations authorised to issue AQF qualifications
  - AQF qualifications and qualification pathways
- The policy requirements for the addition or removal of qualification types in the AQF, and
- The definitions of the terminology used in the policy.

The organising framework for the AQF is a taxonomic structure of levels and qualification types each of which is defined by a taxonomy of learning outcomes. The taxonomic approach is designed to enable consistency in the way in which qualifications are described as well as clarity about the differences and relationships between qualification types.

One of the key objectives of the Australian Qualifications Framework is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between schools, VET and higher education and education and work as an individual's learning and career ambitions require. The AQF provides for flexible, transparent and systematic learning pathways and to the removal of boundaries between educational sectors.

## NVETR ACT 2011

The **National Vocational Education and Training Regulator Act 2011** and the National Vocational Education and Training Regulator (Transitional Provisions) Act 2011 were passed by Parliament on 24 March 2011.

These Acts established a National VET Regulator for the vocational education and training sector, now known as the Australian Skills Quality Authority, to operate from 1 July 2011.

The objects of this Act are:

- a. to provide for national consistency in the regulation of vocational education and training (VET); and
- b. to regulate VET using:
  - i. a standard-based quality framework; and
  - ii. risk assessments, where appropriate; and
- c. to protect and enhance:
  - i. quality, flexibility and innovation in VET; and
  - ii. Australia's reputation for VET nationally and internationally; and
- d. to provide a regulatory framework that encourages and promotes a VET system that is appropriate to meet Australia's social and economic needs for a highly educated and skilled population; and
- e. to protect students undertaking, or proposing to undertake, Australian VET by ensuring the provision of quality VET; and
- f. to facilitate access to accurate information relating to the quality of VET.

## Support services for students

There are many consumer protection and support services available for international students. This includes services provided directly by institutions as well as those provided by a range of state, territory and federal government departments. **Please refer to International Student Handbook for Support service provided by Vibe College to its international students.**

## Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit [australia.gov.au](http://australia.gov.au) (opens in a new window) or [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au) (opens in a new window) to find the relevant government agency for where you are living and studying.

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: [www.oso.gov.au](http://www.oso.gov.au) (opens in a new window) The OSO also produces an email newsletter for international students. You can subscribe to the newsletter on the [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au) website. If you are studying at a public institution, such as TAFE colleges and many universities and schools, you should contact the Ombudsman in the state or territory in which you are studying to lodge a complaint. You can find details of what the Ombudsman

can investigate on their website. Below is a list of the Ombudsman websites for all states and territories in Australia:

- **Queensland Ombudsman** - [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

## Support services

### Institution support services

Student support forms a large part of Australia's education system. Institutions provide specialist services to help international students adjust to life and study in Australia, and to achieve their goals. This includes student services such as:

- Language and academic support.
- Designated international student advisers.
- On-arrival support and orientation programs.
- Childcare, health and counseling.
- accommodation information
- Employment services info
- Banking, shopping and food outlets.
- Clubs, societies, sport and fitness facilities.

Many Australian education institutions are like mini communities, so not only will you be able to undertake your studies amid world-class learning facilities, you will also be able to enjoy the social side of studying as well. You can join a club or society, improve your health and fitness in the gym, join a sports team, attend a social event, or volunteer for community service. To find out full details of what Vibe College offers, please refer to student handbook.

### Student associations

Australia has a number of student associations representing and assisting students from Australian institutions. National associations include:

- [Council of International Students Australia \(CISA\)](http://www.cisa.org.au) - national peak student representative body for

international students studying at the postgraduate, undergraduate, private college, TAFE, ELICOS and foundation level.

- Australian Federation of International Students (AFIS) - assisting international students in maximizing the scope and potential of their experience living and studying in Australia.

Most institutions in Australia also have their own student associations - you can visit your institution's website for more information.

### **Disability support**

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).

Many institutions offer services for students who require assistance with their studies because of a disability or chronic medical condition. These may include voice-recognition software, hearing aids or note-taking services. You should contact your institution several weeks before you arrive to make the appropriate arrangements for your specific needs.

Institutions must make every effort to accommodate a student with a disability. However, the institution is not legally required to make modifications if the changes involve major difficulties or unreasonable cost. The institution has to prove the changes are unjustified and, before making such a claim,

must have direct discussions with the student and seek expert advice.

If you are experiencing a problem with your institution, you should first talk to staff at your institution. If informal discussions do not resolve the problem, you have the option of lodging a formal complaint. Institutions are required to have a process for students to register complaints. If you feel you have a legitimate complaint that is not being recognised by your institution, you should approach the Australian Human Rights Commission. Confidential enquiries can be made by telephone but a formal complaint must be lodged in writing before the commission can take action. Find out more about disability rights in Australia at the Human Rights and Equal Opportunities Commission.

## Abbreviations

Name	Description
DIBP	Department of Immigration and Border Protection
DET	Department of Education and Training
ASQA	Australian Skills Quality Authority
ESOS	Education Services for Overseas Students
NEAS	National ELICOS Accreditation Scheme
AQF	Australian Quality Framework
AQTF	Australian Quality Training Framework
VET	Vocational Education and Training
OSHC	Overseas Student Health Cover
LLN	Language Literacy and Numeracy
RTO	Registered Training Organisation
TPS	Tuition Protection Scheme
RPL	Recognition of Prior Learning
eCoE	Electronic Confirmation of Enrolment
EEO	Equal Employment Opportunities
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
ATO	Australian Taxation Office
TFN	Tax File Number
ABN	Australian Business Number