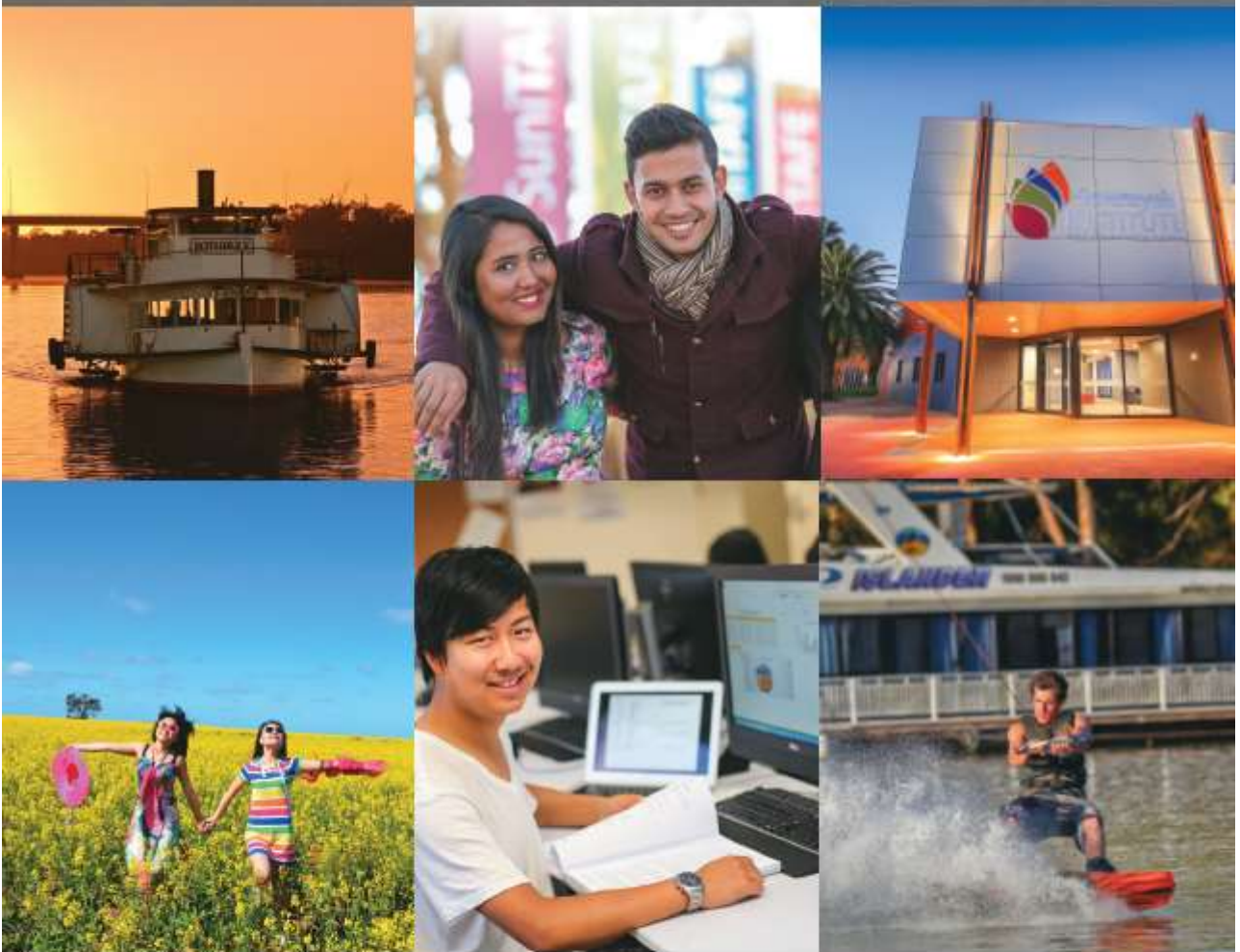


# STUDY MILDURA

A guide for International Students



VICTORIA AUSTRALIA





# Sunraysia Institute of TAFE

## International Student Pre-Arrival Guide 2019

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[www.sunitafe.edu.au](http://www.sunitafe.edu.au)

## WELCOME TO SUNRAYSIA INSTITUTE OF TAFE

Thank you for choosing Sunraysia Institute of TAFE (SuniTAFE) to be part of your education and training journey. We welcome international students to our campus in Mildura where there are open spaces, clear blue skies and a sunny climate. We have nearly 6000 local students and international students studying with us from more than 16 countries.

Our Institute is the leading vocational institute in north-west Victoria in Australia, providing practical courses designed to prepare students with the skills and knowledge required to be successful in the workforce. Students graduating from a SuniTAFE course will receive a world-recognised Australian qualification and be ready to enter the workforce or continue on to a university degree. SuniTAFE has excellent industry contacts and is an important partner in delivering skilled graduates to the Mildura community.

There are many advantages to studying in a regional city such as a safe, unpolluted and welcoming environment where every student has the opportunity to be part of our vibrant community.

I look forward to seeing you at SuniTAFE in the future.

**Geoff Dea**

Chief Executive Officer  
Sunraysia Institute of TAFE



## About Mildura

Mildura is a vibrant small regional city situated in north-west Victoria approximately 600km from Melbourne, 400km from Adelaide and 1100km from Sydney. With a multicultural population of around 60,000 the Mildura region is growing rapidly and offers a wonderful lifestyle for residents.

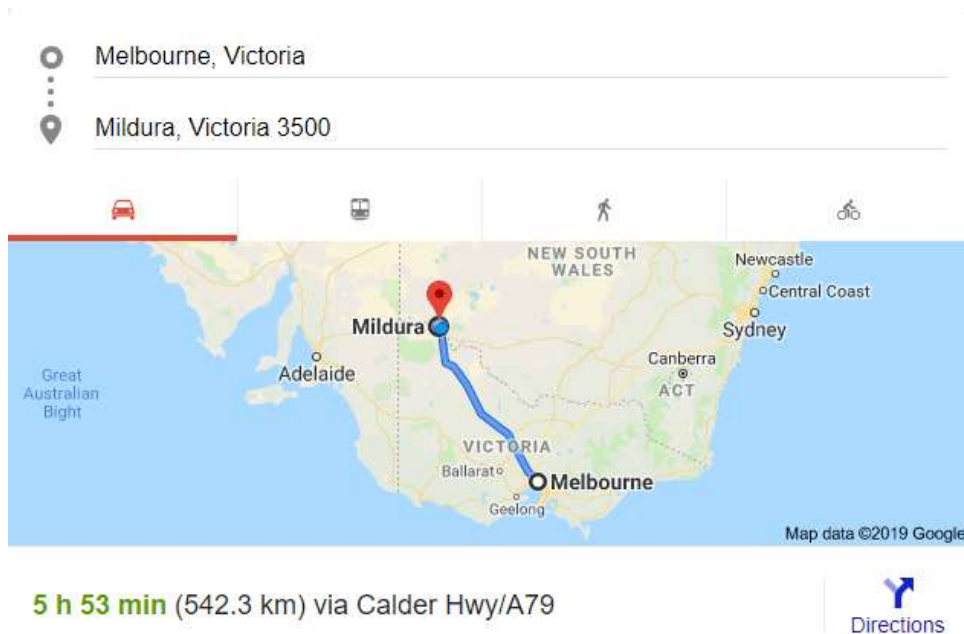
Mildura is at the centre of a major horticulture production area producing citrus, grapes, almonds, olives, melons, stonefruit and vegetables. Fruit sourced from the region is famous for its quality, with the rich soil contributing to optimal production. Our region has become a key service and economic hub of inland Australia.

Our region includes significant natural assets that are the hallmark of our district, from the iconic Murray River to the Mallee national parks.

Mildura enjoys a warm to mild climate and days are mostly clear with more than 100 days of full sunshine each year. With long hot summers and mild winters, Mildura has fantastic weather making it a great place to study and live.

Study Start	Season in Australia	Average Low	Average High	Average Rainfall	Average Daylight
Term 1: January	Summer	17°C	32°C	25mm	14 hours
Term 2: April	Autumn	10°C	24°C	21.8mm	11.5 hours
Term 3: July	Winter	4°C	16°C	25mm	10 hours
Term 4: October	Spring	10°C	24°C	27.6mm	13 hours

Find out more about things to see and do in Mildura [www.visitmildura.com.au](http://www.visitmildura.com.au)



## SECTION 1: PRE-DEPARTURE

If you do not already have a valid passport you should apply for one as soon as possible.

1. Once you receive your Confirmation of Enrolment (CoE) you need to apply for a student visa.
2. Once your student visa has been granted, book your travel from your home to Mildura. Students are responsible for making their own arrangements and paying the cost of their travel to Mildura.
3. Complete the SuniTAFE Arrival Services form and send to the International Students Unit at least 7 working days before arrival. <https://www.sunitafe.edu.au/Sunitafe/media/PDF-Forms/International-Student-Arrival-Services-Form.pdf>
4. Research accommodation options and book temporary accommodation. If you wish to live at SuniTAFE Residences, complete the application form. <https://www.sunitafe.edu.au/life-at-sunitafe/accommodation/>. If you plan to live off-campus you will need to book temporary accommodation for at least 2- 4 weeks after your arrival while you look for a place to live.
5. Finalise any official notifications or commitments in your home country that may be necessary.
6. Prepare for your travel by researching more about Mildura.
7. If English is not your first language, dedicate some time to practice and prepare for the Australian accent.
8. Pack your luggage and weigh it before leaving home – Be sure to check baggage allowance before packing.

## STUDENT VISAS

The Department of Home Affairs website [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) provides comprehensive information about student visa requirements and the application process, visa costs as well as application document checklists to assist you with your visa application.

To apply for a visa you will need:

- A valid passport
- A Confirmation of Enrolment (CoE) from SuniTAFE (which you receive after payment of your first semester's tuition)
- Any other documentation required by the Australian Government, which may include evidence of financial capacity, English language proficiency and police checks to determine good character

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

## 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 specified in the CoE (Confirmation of Enrolment)
- 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 SuniTAFE of your Australian address and any subsequent changes of address within 7 days.

Check the description of student visa conditions that may be attached to your visa here:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#>

## TRAVEL TO MILDURA

### When to arrive

You should arrive at least one week before the International Student Orientation Day to recover from any jetlag and to start settling in to your new home. You will be advised of your International Student Orientation Day on your enrolment letter, but it is usually held the week before classes start.

### Important dates – 2019

PERIOD	START	FINISH	ORIENTATION
Term 1	Tuesday 29 January 2019	Friday 5 April 2019	Wednesday 23 January 2019
Term break			
Term 2	Tuesday 23 April 2019	Friday 28 June 2019	Wednesday 17 April 2019
Term break			
Term 3	Monday 15 July 2019	Friday 20 September 2019	Wednesday 10 July 2019
Term break			
Term 4	Monday 7 October 2019	Friday 20 December 2019	Wednesday 2 October 2019
Summer Holidays			

\*Term dates may vary with individual course timetables

### Travelling to Mildura

We recommend arriving at Melbourne International Airport as your port of entry to Australia as it is the most convenient city for onwards connections to Mildura by plane or train and bus.

#### By Plane

Flying from Melbourne International Airport (MEL) to Mildura (MQL) is the most convenient way to arrive and takes approximately 1 hour. Three airlines operate daily return services between Melbourne and Mildura.

Qantas [www.qantas.com.au](http://www.qantas.com.au)

Regional Express Airlines (REX) [www.rex.com.au](http://www.rex.com.au)

Virgin Australia [www.virginaustralia.com](http://www.virginaustralia.com)

If you book your Melbourne to Mildura flight on your international ticket with the same airline group, your international baggage allowance usually applies to the domestic flight.

#### By Train/Bus

Students can also choose to take the V/Line train and bus combination from Melbourne's Southern Cross Station to Mildura Station. This is more economical than flying but takes 7 to 8 hours and requires connections.

From the Melbourne International Airport, students should take a SkyBus service to Southern Cross Station (Skybus operates 24 hours a day \$19.50 one way [www.skybus.com.au](http://www.skybus.com.au)) and then purchase a V/Line ticket to Mildura (train to Swan Hill or Bendigo and connecting bus to Mildura [www.vline.com.au](http://www.vline.com.au)).



## Tips for Your International Flight

- Wear comfortable, layered clothing to make adjustments to local weather conditions and bring a change of clothes in your hand luggage suitable for the season you are arriving in.
- Take a pen to complete your Incoming Passenger Card before landing in Australia. This is a legal document that asks the purpose of your visit to Australia, where you will be staying and is also the customs declaration form. Don't be afraid to ask airline staff if you have any questions.
- Keep printed copies of your visa grant notification letter, your SuniTAFE enrolment information, where you will be staying, and your vaccination form along with your passport and tickets in your hand luggage.
- Drink plenty of water and stretch regularly.
- Don't take any food off the plane as this could be a quarantine risk.
- Try to relax and get some sleep, especially if you will be arriving in Australia in the early morning.

## ARRIVING IN AUSTRALIA

Visit the Australian Border Force website for information about arriving in Australia

<https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border/>.

If you arrive at the Melbourne International Airport, you can see the arrivals process here:

<https://www.melbourneairport.com.au/Passengers/Passenger-information/Passenger-journey/T2>

Airport terminal maps are available at [www.melbourneairport.com.au](http://www.melbourneairport.com.au) or download the Melbourne Airport app before travelling.

### Immigration Checkpoint

An Immigration Officer will ask to see your completed Incoming Passenger Card (usually given to you on the plane) along with your passport and student visa evidence. The Incoming Passenger Card must be completed in English, but you can view translated versions here [https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border/at-the-border/incoming-passenger-card-\(ipc\)](https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border/at-the-border/incoming-passenger-card-(ipc)). The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

### Baggage Claim

After passing immigration, you must collect your luggage from baggage claim. Luggage trolleys are provided free to use in Melbourne when arriving on an international flight. Check that nothing is missing or damaged and if it is, report this to the Baggage Counter.

### Australian Customs and Quarantine

Australia has very strict quarantine laws so you must tick YES on the Incoming Passenger Card 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. You may be liable to an on-the-spot fine if you do not declare restricted items when passing customs.

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. For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in>

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 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.



## Onwards to Mildura

### By plane

Qantas and Virgin Australia domestic terminals in Melbourne are easy walking distance from the international terminal. If you have a connecting flight booked (on the same ticket) you should go to the appropriate terminal and re-check your luggage at the connections desk – your international baggage allowance should still apply for your domestic flight.

If you have a separate ticket, go to the appropriate terminal and check in for your flight to Mildura. Note that if you have a separate ticket for your flight from Melbourne to Mildura the baggage allowance might be different to your international flight and you could incur expensive excess baggage fees.

### By train and bus

Go to the SkyBus booth outside the international arrivals terminal and purchase a one-way ticket to Southern Cross Station (discounted tickets are available by purchasing online [www.skybus.com.au](http://www.skybus.com.au)). Board the next bus to Southern Cross Station where you should make your way to the V/Line counter to pick up a pre-purchased ticket or buy a ticket to Mildura.

## Mildura Reception Service

SuniTAFE provides a free pick up from Mildura airport or Mildura bus station. You must make a booking for this service by completing the Arrival Services Form <https://www.sunitafe.edu.au/Sunitafe/media/PDF-Forms/International-Student-Arrival-Services-Form.pdf> and return by email to [international@sunitafe.edu.au](mailto:international@sunitafe.edu.au) at least 7 business days before you arrive in Mildura.

## WHAT TO BRING?

The most important things to bring are your personal documents, which should always be carried in your hand luggage. You will be able to purchase most things upon arrival in Australia but prices may be higher than in your home country.

### Checklist - before you leave home

- Letter of Offer/ Confirmation of Enrolment (CoE) issued by SuniTAFE
- Receipts of payments already made to SuniTAFE and access to additional money for any fees outstanding
- Original academic and English language qualifications
- Personal identification documents, e.g. birth certificate, national identification card, drivers licence/international driver licence
- Medical records and/or prescriptions if you have a medical condition
- Buy a small amount of Australia dollars for the first few days (AUD\$300)
- Check your baggage allowance for your complete trip to Mildura and understand any excess baggage fees.

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, email scanned copies to yourself and make copies that can be left behind with family and sent to you.

## Clothing

Students usually dress casually for class with jeans or shorts with t-shirts and sneakers or sandals being normal attire. It is acceptable for both men and women to wear shorts and sleeveless t-shirts to class.

Some courses have special uniform or safety attire requirements, these are:

- Automotive – students must purchase and wear safety boots to class. Other safety gear may also be required.
- Horticulture – students must purchase and wear safety boots to class. Other safety gear may also be required.
- Commercial Cookery – students will receive a full chef uniform (pants, jacket and footwear) that must be worn to class. The chef uniform and a knife set are provided to you at no extra cost.

For your graduation ceremony or formal events, a suit or jacket with pants for men and appropriate dress for women is advised. You may wish to bring traditional dress and accessories for festive occasions.

## Electronics

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 bring an adaptor or buy one when you arrive. Powerpoints in Australia have an on/off switch. The red dot in the picture shows when the power is on and electricity is flowing.



## Prescriptions and Medication

If you require medication, consider bringing it from home. In Australia, many medications require a prescription from a doctor before they can be purchased. Check <http://www.tga.gov.au/entering-australia> before bringing medication and ensure your medication is clearly labelled with your name.

If you wear glasses, bring a spare pair of glasses or contact lenses and your optical prescription.

## Other items

It is important to have sunglasses and sunscreen in Mildura; however you can buy high quality sunscreen when you arrive.

## Duty Free Items

Do make sure you check what you can't bring into Australia and the strict duty-free limits for alcohol and cigarettes. Find the duty free limits here: <https://www.abf.gov.au/entering-and-leaving-australia/duty-free>

## BRINGING FAMILY

You may be allowed to bring your family members (spouse, and you and your spouse's dependent children) to Australia as your dependants while you study. Before bringing your family to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

### Issues to Consider

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

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

- Costs and processes for dependent visas
- Cost of schooling or child care
- Extra costs for food, clothing, accommodation and other necessities
- Limited employment opportunities for your spouse and work restrictions
- 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 at child care centres
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

### Child Care

Finding suitable child care in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

SuniTAFE has its own childcare centre, TAFE Kids Inc <https://www.sunitafe.edu.au/life-at-sunitafe/child-care/> on campus and provides care to children of TAFE students, staff and the general public at a cost. The centre offers quality childcare for children aged from 6 weeks to 12 years.

### Schooling

It is a visa requirement that children aged six and over are enrolled in school. You may enrol your child in a Victorian Government school, however there are tuition fees applied depending on the year level of the child, and these can be costly. For details please see the Victorian Department of Education website [www.study.vic.gov.au](http://www.study.vic.gov.au).

## SECTION 2: SETTLING IN

### Accommodation

A range of accommodation options are available for students in Mildura. If you are looking at private rental accommodation, it is advised that you do not sign any contracts until you have arrived in Australia and looked at the property in person.

#### On-Campus

SuniTAFE Student Residences is an independent, communal living facility set in a spacious garden setting on the dual campus of SuniTAFE and La Trobe University. There is an outdoor BBQ and shady lawn area for students to enjoy. Shared and single bedrooms are available with communal bathrooms and shared kitchens. All rooms are fully furnished, carpeted, air-conditioned and heated and are serviced weekly. Students do their own food shopping and cooking of meals but all bills for utilities and WiFi are included in the weekly rent. SuniTAFE Student Residences is approximately 30 minutes walk, or a five minute drive, from Mildura's city centre.

Visit the website for more details and an application form: [www.sunitafe.edu.au/life-at-sunitafe/accommodation/](http://www.sunitafe.edu.au/life-at-sunitafe/accommodation/)

#### Private Rentals

SuniTAFE provides a referral service to real estate agencies for students to source privately rented accommodation off campus. In private rentals, students will need to pay their own utility bills and purchase furniture. It is standard practice to have to pay a security bond upfront. This is usually the equivalent of rent for 1 month is returned to you when you leave the property unless there are damages which need to be paid for.

Know your rights and responsibilities as a tenant visiting [www.tuv.org.au](http://www.tuv.org.au) or [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

#### Share Houses

Accommodation in a share house is typically rental of a room with access to the communal facilities of the house. This can be a private rental where there is a spare room available, or in a house owned by one of the tenants who is looking to share costs. You will pay rent and a share of the bills and will often be asked to pay a bond.

#### Staying with Friends or Family

If you know someone in Mildura, 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.

#### Temporary Accommodation - Hotels, Motels & Backpacker Hostels

Generally, the price you pay for accommodation will determine its quality. 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 it may not be the best place to live while studying.

Visit <https://www.visitmildura.com.au/accommodation.aspx>

#### Where to Look for Accommodation

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

- Student noticeboards around campus
- Real Estate Agent windows & websites
- Local newspapers
  - Mildura Weekly, published every Friday (Free)
  - Sunraysia Daily, published Monday to Saturday. You can read the papers at the library.

## Indicative Living Costs

The Australian Government has set the minimum cost of an individual living in Australia for one year at \$20,290 and may require evidence of your ability to meet this minimum. For more information about living costs, please visit <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

The cost of living in regional areas may be less than in capital cities. The following is a table of indicative minimum living costs for students living in Mildura, however a student's actual costs will depend on their individual preferences and lifestyle choices.

### Indicative minimum weekly costs:

Item	Minimum Cost
Food	\$50
Clothing	\$20
Entertainment	\$20
Accommodation (SuniTAFE Residences, shared room)	\$100
Transportation	\$25
Mobile phone	\$10
Incidentals	\$25
<b>Minimum Weekly Total</b>	<b>\$250</b>
<b>Minimum Yearly Total (52 weeks)</b>	<b>\$13,000</b>

Accommodation options are approximate prices only and subject to variation.

SuniTAFE Residences	\$100 per week Shared room	\$140 / 150 per week Single room Small / Large
Backpackers Hostel	\$25 per night Dormitory room	\$140 per week Dormitory room
Private Rental	\$150-200 per week + utilities 2 Bedroom unit	\$100-125 per week + utilities Shared house

## MONEY

You will need to make sure you have enough funds to support your stay while you are studying in Australia. It is recommended you have approximately AUD\$1,500-\$2,000 available for the first two to three weeks to pay for temporary accommodation and transport.

Please note that it is not safe to bring large sums of money with you! Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who is studying at the same institution.

### Australian Money

Only Australian currency is accepted in Australia and \$1 = 100 cents. Bank notes are plastic and in denominations of \$5, \$10, \$20, \$50, \$100. Coins are in denominations of 5 cents, 10 cents, 20 cents, 50 cents, \$1, \$2. As the smallest coin in Australia is 5 cents, cash payments are rounded up or down to the nearest 5 cents. If you pay by card, the exact payment to the nearest 1 cent will be paid.

Australia widely uses debit and credit cards, however cash is always accepted and in some places there is a minimum spend to make a card payment (At SuniTAFE Canteen the minimum spend for paying by card is \$5).

Automatic Teller Machines (ATMs or cashpoints) allow you to withdraw cash from your account. These machines give \$20 and \$50 notes only. Supermarkets and some department stores offer cash out services. When you purchase your items with a card you can ask for “Cash out” and specify an amount that you want to receive in cash.

## Currency Exchange

If you have not brought Australian dollars with you, you can exchange or withdraw cash at the airport. Once you have arrived in you can also change money at currency exchanges at Melbourne airport, or at any bank branch in Melbourne or Mildura.

## Electronic Transfer

You can transfer money from an overseas bank to an Australian bank account by electronic transfer. Alternatively, instant cash transfers can be made using Western Union and collected in Mildura at any Post Office or the Western Union service at Nice Indian Store, 107 Lime Avenue Mildura, although there are fees for using this service.

TIP: Before leaving home, check with your bank if you can use your bank card in Australia and what fees might be involved.

## BANKING

Some of the major banks allow you to open a bank account before arriving in Australia. Alternatively, if you open an account within six weeks of arrival in Australia, your passport and proof of your arrival date in Australia will be acceptable identification.

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 your student ID card to prove you are a student and should have access to the benefits offered by a student bank account.

**Internet banking, bank apps** and/or **Telephone banking** are useful tools which help you to manage your money and pay your bills. At the time you are opening your account you can request these services to be set up.

### Banks with branches in Mildura

You can open a bank account with one of these banks before arriving in Australia.

Westpac (special account for international students) <https://www.westpac.com.au/personal-banking/bank-accounts/transaction/choice/international-student/>

Commonwealth Bank <https://www.commbank.com.au/personal/can/moving-to-australia/setting-up-your-banking.html>

NAB <https://www.nab.com.au/personal/banking/migrant-banking>

ANZ <https://www.anz.com.au/personal/bank-accounts/moving-to-australia/en/>

Other banks in Mildura are:

Bendigo Bank [www.bendigobank.com.au](http://www.bendigobank.com.au)

Bank of Melbourne [www.bankofmelbourne.com.au](http://www.bankofmelbourne.com.au)

Bank Australia [www.bankaustr.com.au](http://www.bankaustr.com.au)

## **Banking Hours**

Most bank branches are open from Monday to Friday, 9am to 4pm (except on public holidays). ATMs are widely available.

## **Credit Cards/ Debit Cards (EFTPOS)**

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

## **Paying Bills**

You can pay bills electronically using BPay and direct debit which can be set up via internet banking or your bank's app. A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you have enough money in your account to cover the cost of the debit, if not you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

## **BUDGETING**

Living away from home and with access to limited funds means you need to be very strict about your spending to ensure you can cover essentials and have a little bit for fun too. Look at downloading an app to help you set a budget and track your spending. The Australian Securities and Investment Commission have a useful website to help create a budget and some apps to track spending and set savings goals.

Visit <https://www.moneysmart.gov.au/managing-your-money/budgeting>



## Communication Services

### Mobile Phones

The first thing you probably want to do is get phone service!

Before leaving home, check with your phone company if your phone is locked to your home country and network. If your phone is locked, it won't work with an Australian SIM and only your home provider can carry out the unlocking process. You may be able to use your mobile phone using international roaming with your home mobile carrier but check with them and keep in mind the charges might be expensive.

Australia operates on a 4G network and it is easy to purchase a pre-paid SIM card from a mobile phone company (such as Optus, Telstra, Vodafone, Virgin Mobile) or most supermarkets. You can purchase a pre-paid SIM card in the arrivals hall at Melbourne Airport using your passport as identification and providing an Australian address. They will help you set it up and explain plans and pricing. 5G is just being rolled out (May 2019) but is not widely available yet.

If you arrive in Mildura without having purchased a local SIM card, come and see the International Students' Team for some help.

### Making Phone Calls in Australia

Mobile phone numbers in Australia have 10 digits and start with 04 eg 0412 345 678.

To make international phone calls from a landline, dial the international access code 0011 before the country code and the phone number. From a mobile phone, dial + before the country code and phone number.

To make calls to another state, dial the area code then phone number.

Area Code	States
02	New South Wales, Australian Capital Territory
03	Victoria, Tasmania
07	Queensland
08	South Australia, Western Australia, Northern Territory

### Calling Australia from your home country

Australia's country code prefix is 61.

From a mobile phone, dial +61 then the phone number (without the first zero).

### Computer & Internet Access

At enrolment, students are issued with a student username and password to access free WiFi on campus as well as use computer rooms on campus.

## TRANSPORT OPTIONS

### Walking

It is easy to walk around Mildura, and most areas have footpaths or walking trails. SuniTAFE is a 30 minute walk to the centre of town and main shopping areas.

## Bicycle

The best way to get around Mildura is by bicycle. Mildura is quite flat, the roads are wide and there are bike lanes on many major roads.

Important rules are:

- You must wear a bicycle helmet whilst riding a bike, it is the law in Australia.
- To ride at night, you must have a white light (flashing or steady) on the front, a red light (flashing or steady) at the back and a red reflector at the back if riding at night.
- You cannot ride your bike on the footpath.

Penalties apply if you are caught breaking these rules by the police.

## Public Transport

There are several bus routes to SuniTAFE daily during school term. For timetables and bus routes, visit <http://buslink.com.au/your-bus-service/mildura/>

## Car

Students might find a car is useful to get around Mildura and surrounds. In Australia, cars drive on the left-hand side of the road and you must have an Australian Driver Licence or hold an International Driver Licence from your home country.

Any student wishing to buy a car is strongly advised to purchase comprehensive insurance from an insurance provider so that you and other drivers are covered in case of an accident.

Cars registered in Victoria must be deemed roadworthy at the time of registration or change of ownership. If a car you are purchasing is not registered, be sure that you have a qualified person check the car to ensure that it is roadworthy.

Visit VicRoads [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au) for more information about road safety, road rules, licenses and registration.

## Important Road Rules

- 'Drink driving' (driving under the influence of alcohol) is against the law in Australia. If you do not obey drink driving laws, you may lose your licence and face heavy fines.
- Seatbelts must be worn by everyone in the car.
- You must obey speed limits whilst driving in Australia. If you are caught speeding, you may face losing your licence and heavy fines.

# EMERGENCIES

## Calling Emergency Services

**DIAL: 000**

In Australia dial **000** from any phone for **fire, police or ambulance** services.

Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need, tell the operator what the emergency is. You will then be connected to the appropriate service to assist. They will then need details such as where you are (note street names and the closest intersection), what has happened and to whom and what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

## HEALTH AND SAFETY

Australia has a national public health system called Medicare. Australian residents contribute to the health care system through their taxes. Medicare is not available to overseas visitors, including international students.

### Health and Medicine

You are advised to have medical, optical and dental check-ups before you leave home. The Overseas Student Health Cover (OSHC) does not include dental and optical claims and this can be quite high in Australia.

Overseas Student Health Cover 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. You may choose to arrange your own OSHC or change your health fund at any time. Compare providers and get a quote for your OSHC insurance from <https://oshcaustralia.com.au/en>. Information is available in 7 languages.

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, in which case it is wise to purchase travel or private medical insurance.

It is recommended that all students have a comprehensive medical and travel insurance plan (including accidents) for the entire duration of their study in Australia.

#### What does OSHC cover?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare (Australia's public health system). You will be covered if you need to go to hospital, see a doctor or specialist, need ambulance services and receive some benefits for pharmaceuticals. OSHC does not cover dental, optical or physiotherapy. If you wish to be covered for these treatments, you will need to purchase extra private health insurance.

#### Seeking Medical Care

In Australia you do not have to go to a hospital to see a doctor. You go to a hospital emergency room (ER or outpatients) only when you are in a life-threatening situation.

You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part of the doctor's fee being covered by OSHC, however you must make an appointment. Doctors normally don't give medication for a cold or a stomach ache, but you can buy over-the-counter medicine for pain relief and fever from a chemist or pharmacy or supermarket. Antibiotics are only available with a prescription from a doctor. If your doctor gives you a prescription to provide medication it will be to help your condition. You must then take this prescription to a chemist and pay for the medication.

Dentists and Opticians charge a fee for their service and can be expensive in Australia. You should have a dental check-up and eye test before you come to Australia or take up extra private insurance to cover these costs.

#### Chemist (pharmacy)

Chemists (pharmacies or drugstores) are where you can obtain prescription medication along with over-the-counter medication, dietary supplements and other cosmetics. A pharmacist will fill your prescription medication from a doctor. The pharmacist on duty can often recommend non-prescription medicines for your symptoms. You can also have your blood pressure monitored at a pharmacy.

There are many chemists in Mildura, however Chemist Warehouse Mildura at 114a-118 Langtree Avenue is open 24 hours per day and has a nurse service available daily from 6pm to 10pm.

#### Nurse on Call phone 1300 60 60 24

Free professional health advice is available by phone from a registered nurse 24 hours per day 7 days per week. Call

Nurse on Call if you are not sure if you need to seek medical help, need information about local services or if you are unwell. Nurse on Call can use an interpreting service if needed. Visit [www.health.vic.gov.au/nurseoncall](http://www.health.vic.gov.au/nurseoncall)

## Laws and Safety in Australia

### Obeying the Law

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

In being granted a visa to study in Australia, you signed a document agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with Australian laws could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment.

An outline of Australian law and the legal system at [www.australia.gov.au/information-and-services/public-safety-and-law](http://www.australia.gov.au/information-and-services/public-safety-and-law)

### Sun and Water Safety

Australians enjoy spending time outdoors and Mildura has a great year-round climate to do so. However, the sun in Australia is very strong and skin cancer caused by exposure to sun is one of the most common forms of cancer in Australia, so it is important to be protected using sunscreen, hats and covering up.

Many students enjoy swimming in the Murray River and nearby lakes as well as when they visit the coast, however the conditions can be unfamiliar and dangerous. If you don't know how to swim, or are not a confident swimmer, you should be extra careful. You will receive a water safety briefing at Orientation.

## EMPLOYMENT

### Working in Australia

To undertake paid work in Australia you must have a Tax File Number (TFN) or you will be taxed at the highest rate. You can apply for a TFN online at [www.ato.gov.au](http://www.ato.gov.au) after you have arrived in Australia.

Minimum pay rates and conditions vary depending on the industry, type of work and whether you are employed full-time, part-time or as a casual. The minimum pay rate is the gross rate before tax. Find out more about pay rates for your work, employee entitlements and your rights at [www.fairwork.gov.au](http://www.fairwork.gov.au).

Employers are obliged to make contributions to a superannuation fund (pension fund) once you earn above a threshold limit. Find out more about your taxation responsibilities and superannuation entitlements at [www.ato.gov.au](http://www.ato.gov.au)

## Working While Studying

Please refer to the conditions of your student visa and note that you will NOT be able to work in Australia before your first official day of classes.

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 (two weeks) during the term and unlimited hours when your course is not in session.
3. The Department of Home Affairs considers your course to be 'in session':
  - for the duration of the advertised semesters (including periods when exams are being held)
  - if you have completed your studies and your Confirmation of Enrolment is still in effect
  - if you are undertaking another course, during a break from your main course and the points are being credited to your main course.

## SECTION 3: STUDYING

Studying in Australia is an exciting step forward in your future career. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study and have laws to protect international students. You also have responsibilities and legal obligations related to your studies at SuniTAFE that you must clearly understand to ensure success in obtaining your qualification.

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code.

### ESOS Legislative Framework

SuniTAFE is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Under the ESOS Act SuniTAFE is legally required to comply with the standards and requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2018).

The Australian Government has produced a factsheet for more information

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

## STUDENT SUPPORT SERVICES

SuniTAFE provides academic and personal support for international students. Teachers assist students with their adjustment to the Australian learning environment and can provide strategies to help with classroom participation, effective study habits and assessments. SuniTAFE's Student Support Services can assist students with academic or personal issues causing stress or anxiety, help with time management, adjusting to a new environment and student counselling.

## INTERNATIONAL STUDENT ORIENTATION

The orientation program is compulsory for all new international students to attend. During the program you will be given important information about studying at SuniTAFE including information about Institute policies and procedures, and course induction.

Once you are concentrating on your studies, you will feel more settled if you are already comfortable with the Institute, its staff and services.

Attending orientation gives you the opportunity to:

- Meet and talk with the most important people you will need to know at the institution.
- International Students Unit staff and their roles.
- Student Support Services staff
- Complete enrolment and receive your student ID card
- Find your way around the campus and Mildura
- Meet other international students. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Become familiar with the things local students know before you meet them at orientation activities later.

## YOUR RIGHTS & RESPONSIBILITIES

SuniTAFE policies, procedures and forms can be found at [www.sunitafe.edu.au/about/](http://www.sunitafe.edu.au/about/)

### Policies & Procedures

International Student Course Progress and Intervention Strategy Procedure  
 ELICOS International Student Attendance, Recording, Monitoring and Reporting policy  
 International Student Fee Refund Policy and Procedure  
 Review and Appeals Policy and Procedure  
 International Student Transfer Policy  
 Student Code of Conduct

### SuniTAFE Student Code of Conduct

The adult learning environment at SuniTAFE encourages and supports the participation of people from diverse backgrounds. The SuniTAFE Student Code of Conduct applies to all enrolled students and aims to ensure the safety, comfort and wellbeing of everyone at the Institute.

### Enrolment

All international students must be enrolled in full time study to meet the requirements of their student visa and the ESOS Act.

### Completion within expected duration of study

International students are not guaranteed an extension beyond their course duration or student visa if they do not complete within timeframe specified in their Confirmation of Enrolment (CoE).

An extension of the duration of study may be granted only in limited circumstances and must be for compassionate and compelling circumstances or due to the implementation of an intervention strategy. A variation to your study plan may affect your student visa and you should speak to an International Students Unit staff member about proposed changes to your course.

### Attendance (all students except ELICOS students)

You are expected to attend all scheduled classes. Some courses have a minimum 80% attendance requirement to pass the course and your attendance is recorded on a daily basis by your teacher. Teachers monitor student attendance and report any concerns to the International Students Unit via an International Student Course Progress Report. Poor attendance will affect your course progress and may affect your enrolment and student visa.

### Course Progress - VET students

Unsatisfactory course progress will be reported to the Department of Home Affairs if intervention strategies do not improve performance.

Your course progress will be assessed at the end of each term. Students who are deemed Not Yet Competent in 50% or more of the units studied in that study period – or are deemed at risk of not meeting competency in at least 50% of unit requirements in each study period – will have an intervention strategy applied to monitor progress.

Students who have not passed 50% or more in two consecutive study periods may be reported to the Department of Home Affairs.

### Attendance – ELICOS Students

Attending your ELICOS (English Language Intensive Courses for Overseas Students) classes is a requirement of the Institute and your attendance will be monitored in line with the ELICOS Delivery Procedure. Not meeting the attendance requirement may affect your enrolment and student visa.



## Current Address Details

It is a visa condition that you MUST provide SuniTAFE your current residential address, contact email and phone number to keep on your student file. If you change your address while you are studying at SuniTAFE, you must inform the International Students Unit by completing a Personal Details Form so we can update your details in your file immediately.

## International Student Deferral, Suspension or Cancellation of Enrolment

Students are able to defer commencement of studies, take a leave of absence or temporarily suspend their studies during the course for compassionate and compelling reasons. The Institute may also seek to cancel or suspend the student's enrolment.

The Institute has implemented a policy to assess a student's eligibility for deferral, suspension or cancellation of enrolment in a manner that complies with current legislation. You must be aware that the deferment, leave of absence, suspension or cancellation of your enrolment may affect your student visa.

### Leave (time away from your course)

Students are not normally eligible for leave of absence other than during the scheduled term break.

Leave will only be granted in compassionate or compelling circumstances including illness or injury, pregnancy, involvement in a serious accident or serious crime, or illness or bereavement of close family members. You must apply to the International Students Unit to take leave from your course, and you must put your application form in before you take your leave. Application for Leave forms are available from the International Students Unit.

If you are sick you must provide an original Medical Certificate to the International Students Unit as evidence that you were not fit to attend classes.

Any leave from studies may affect your student visa. It is recommended that you contact the Department of Home Affairs to seek advice.

## Refund Policy

The International Student Fee Refund Policy outlines the conditions for refunding fees paid by international students.

When you are offered a place at SuniTAFE, you will be asked to sign an Acceptance Agreement. In signing this agreement, you are accepting the terms of the International Student Fee Refund Policy.

## Review and Appeals

International students have the right to access SuniTAFE's internal complaints and appeal process under the National Code 2018. Students who are not satisfied with the outcome arising from the internal complaints and appeals process may refer their appeal or complaint to a relevant external agency.

## Transfer Between Registered Providers

International students holding an Australian student visa may not change their provider until they have completed 6 months of their principal course as outlined in the National Code 2018. If you have a packaged course, your principal course is clearly detailed. The standard also recognises international students as consumers and supports them in exercising choice whilst acknowledging they may be a group that requires support to transition to study in Australia. Requests for transfer within the restricted period will be assessed under the International Student Transfer Policy.

## Paying Fees

On signing the Acceptance Agreement, you are required to pay the first semester fees for the relevant course. You must return the signed Acceptance Agreement prior to making payment to SuniTAFE.

After you are enrolled at SuniTAFE, subsequent fee payments are due two weeks before the next semester starts.

A \$50 per week penalty applies each week to fees not paid by the due date. The late fee will be applied and charged from the day after the fees are due. Students who have not paid their fees by the commencement of the next semester will not be able to commence in their course.

Tuition fees can be paid via bank transfer, credit card, debit card or our online payment portal.

## SUNITAFE FACILITIES AND SERVICES

### Learning Resource Centre

The Learning Resource Centre offers students a range of resources and access to services including the bookshop, library, printing & photocopying, computer access and IT assistance. The helpful staff will also proofread your assignments. The Gambetta Library Mildura, is located above the student hub area, at the top of the stairs of building A. For further details of study assistance you can receive from the Learning resource centre staff visit

[www.sunitafe.edu.au/life-at-sunitafe/sunitafe-library-services/](http://www.sunitafe.edu.au/life-at-sunitafe/sunitafe-library-services/)

### Textbooks

If a course requires you to purchase additional textbooks, these should be available through the SuniTAFE Bookshop, located in the Library.

### Canteen

The canteen at SuniTAFE operates during term providing hot and cold food, tea and coffee, cold drinks, ice-creams, chocolate and cakes. [www.sunitafe.edu.au/life-at-sunitafe/campus-cafes-restaurant/](http://www.sunitafe.edu.au/life-at-sunitafe/campus-cafes-restaurant/)

### The Hub

The Hub at SuniTAFE's Mildura campus is a communal space where students can meet with friends outside of class times. It is located next to the Canteen and there are fridges and microwaves for students who bring their own lunch as well as vending machines. [www.sunitafe.edu.au/life-at-sunitafe/](http://www.sunitafe.edu.au/life-at-sunitafe/)

**SuniTASTE Restaurant** is a training facility at the Mildura campus offering a restaurant service with meals served and prepared by Hospitality and Commercial Cookery students.

**SuniTAFE Beauty Salon** is a training facility at the Mildura campus that offers facial treatments, waxing, pedicures, manicures, make-up and enhancements at reduced prices.

**SuniTAFE Hair Salon** is a training facility at the Mildura campus that offers hair-cuts, styles, colours and treatments at reduced prices.

**SuniTAFE Farm** is a 30HA national award-winning commercial horticulture property at Cardross. This well-maintained property is fully equipped to be used in all aspects of Horticulture, Conservation and Land Management and Irrigation training provision. Students are provided with real-world experience in the production of local food. The farm is also host to small research projects and diverse crops.

**TAFE Kids Inc.** is an accredited day care centre for community members and SuniTAFE students and staff who require child care services for children aged from 6 weeks to 12 years. The centre also operates as a training facility for Diploma of Children's Services students to gain first-hand experience.



