Destination Monash

Handbook for international students
WHO IS THIS BOOKLET FOR?

This booklet is designed specifically for international students enrolling at Monash University in Australia. Students commencing at Monash College or the English Language Centre will receive additional information about enrolment dates and orientation. Staff at Monash College and the English Language Centre are available to assist you with any matters concerning your commencement of study and ongoing welfare.

EMERGENCY CONTACTS

Police, Ambulance, Fire Brigade** ................................................................. 000
Monash University Security ........................................................................... 9905 3333
After hours emergency counselling service .................................................. 1800 350 359
During business hours contact the University counselling services
Monash University counselling service ......................................................... 9905 3020
Lifeline (Personal/Crisis/Counselling) ............................................................. 13 11 14
Sexual Assault Crisis Line (SACL)................................................................. 1800 806 292
Gambler’s Help .............................................................................................. 1800 858 858
Poisons Information Line .............................................................................. 131 126

USEFUL NUMBERS DURING BUSINESS HOURS

Monash switchboard ....................................................................................... 9902 6000
Safer Community ........................................................................................... 9905 1599
(Safer Community is a non-emergency service, providing support to those feeling threatened, unsafe or who are worried about the welfare of someone else)
Department of Home Affairs ......................................................................... 131 881
(For matters relating to visas)

PLEASE NOTE:

** The Triple Zero (000) Service

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

POLICE

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

Victoria Police
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EMMA

Law exchange postgraduate, Sweden

“I recommend to not pack too much as you are going to find a lot of nice things that you want to bring back home. However, don’t forget that winter in Melbourne is quite cold and rainy, so bring warm clothes. Also, bring photos of the people that mean a lot to you. And don’t forget adapters for your electronic devices.”

BEFORE YOU ARRIVE

Make sure you visit our website for new international students: monash.edu/students/international

- Watch all the videos, and hear how current students have adjusted to life at Monash. They share all of their tips for success with you!
- Listen to the podcasts, written and produced by senior international students at Monash.
- Explore the range of services and support at Monash.
- Register for an upcoming event.
- Complete Monash Essentials, your online guide to orientation at Monash.
CHAPTER 1 – BEFORE LEAVING HOME

PRE-DEPARTURE CHECKLIST

Have you:

- applied for your Australian student visa?
- had your medical, optical and dental checkups?
- booked your flight to arrive in time for orientation (at least two weeks before classes start)?
- organised airport pick-up and received confirmation of your booking?
- organised your short-term accommodation?
- lodged your application for on-campus accommodation or homestay (if required)?
- purchased some Australian currency?
- considered the cost of living in Australia and written a budget?
- attended a pre-departure briefing (if one is being conducted in your home country) or participated in a webinar?
- organised child care or school for your children?
- prepared an important documents file?
- obtained an international driver’s licence or an English translation of your driver’s licence?
- organised your belongings for packing?
- familiarised yourself with the Australian Customs and Quarantine information?
- completed your enrolment requirements?
- made an appointment with your supervisor if you are a Research student?
- completed Monash Essentials?
VISAS

The Department of Home Affairs is responsible for issuing visas for entry to and stay in Australia and for ‘monitoring the movement of overseas nationals to and from Australian’. In your home country, all matters relating to visas for Australia are managed by the immigration section of the Australian Diplomatic Mission (the Australian High Commission, Consulate or Embassy).

Australia Diplomatic Missions

Applying for student visa – Simplified

Student Visa Framework (SSVF)

The SSVF is the framework by which the student visa program is managed. All students who apply for a student visa in Australia are subject to this framework. It allocates an immigration risk rating based on a combination of the education provider and country of citizenship outcomes of their international students over the previous 12 months.

Applying for a Student Visa at Monash

Application Requirements

Pre-arrival for Australia Awards students

Student visa conditions

If you are a student visa holder, it is your responsibility to understand and comply with the conditions of your visa as set by the Department of Home Affairs.

Student visa conditions state that you must:

- notify Monash of your residential address in Australia within 7 days of arrival and any change in your residential address within 7 days of the change
- commence your course in Australia before you start working
- maintain Overseas Student Health Cover (OSHC) for the duration of your student visa
- maintain satisfactory course progress
- remain enrolled in a registered course at the same level or higher level than the registered course for which you were granted a visa
- maintain full-time enrolment in your course of study if you are an Australia Awards or Defence student
- if you have not turned 18, you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia
- maintain adequate schooling arrangements for your school-age dependents who join you in Australia on a student dependent visa for more than three months.

Permission to work on a student visa

Although you will have received permission to work automatically with your student visa, it is important to note that:

- you cannot begin working until you have started your course at Monash
- during the semester, you must not exceed the number of hours of work allowed by Home Affairs
- during scheduled course breaks there is no limit on the number of hours you are permitted to work, unless you are enrolled during this period (e.g. studying a summer or winter unit).

As visa labels are no longer issued by Home Affairs and as your visa information is held electronically by Home Affairs, you can confirm your visa conditions, including work rights, by accessing the Visa Entitlement Verification Online (VEVO) system.

Visas for family members

Family members may be included in your application for a student visa and be assessed for visa entry at the same time. Amongst other things, they must undergo a medical examination and have health insurance. You will need to provide evidence that you have enough money to support your dependents in Australia.

You must declare all family members on your application, even if they do not plan to travel with you to Australia. This will allow them to apply to join you after you have started your course.
If your family members are travelling with you on your student visa, they will receive permission to work when the visa is granted. Your family members will not be allowed to work until you have commenced your course. Conditions of their working rights vary depending on the type of course you will be studying. Spouses of students undertaking masters by coursework or research or doctorates have unrestricted work permission. All other spouses will only be allowed to work a maximum of 40 hours per fortnight throughout the year.

Visas for Family Members

Visas for students under 18 years of age

If you are under 18 years of age, you will need permission from your parents or your legal custodian to apply for a student visa.

You will not be allowed to study in Australia while you are under 18 years of age unless:

- you are accompanied by a parent or legal custodian, or you stay with a relative, or
- Monash University provides a written statement saying that your accommodation, support and general welfare arrangements are appropriate.

Parents can apply for a student guardian visa to accompany you. If you are not staying with a parent or nominated relative, you must comply with the accommodation and welfare arrangements as approved by Monash.

Make sure you allow sufficient time to make appropriate arrangements. You must complete and return all of the required documentation relating to your accommodation and welfare arrangements that you received in your offer pack. When this has been completed, Monash can issue your Confirmation of Enrolment (CoE) and (if this is required) your Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.

Your rights

The ESOS framework protects your rights, including:

- your right to receive current and accurate information about the courses, fees, modes of study and other information before enrolling
- your right to enter into a written agreement with your provider (your Monash ‘International Student Course Agreement’), setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement with Monash
- your right to get the education you paid for.

The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

Your responsibilities

As an overseas student on a student visa, you must:

- comply with your student visa conditions (see page 5)
- comply with the terms of your written agreement with Monash
- obtain a ‘Release letter’ from Monash if you wish to transfer to another education institution before you have completed six months of your principal course of study.

The University is obliged to inform the Australian Government if your enrolment status changes (e.g. if you complete your course early, transfer courses, intermit your studies or discontinue your course) and report you if you breach your visa conditions relating to academic progress. As your education provider, Monash University may disclose personal information about you to relevant government bodies in accordance with the ESOS Act and National Code.

EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) – ESOS ACT 2000

The Australian Government wants international students in Australia to have a safe, enjoyable and rewarding study experience. Australia’s laws promote quality education and consumer protection for international students. These laws are known as the ESOS Framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2017.

Government Welfare Requirements

Accommodation and Welfare Guidelines

Monash ESOS Information

ESOS Framework
HEALTH CHECK AND MEDICINE

Student visa holders are advised to have medical, optical and dental checkups before leaving home as Overseas Student Health Cover does not include dental and optical insurance, unless you purchase additional insurance. Without the additional coverage, dental or optical costs can be quite high in Australia. You may want to bring spare glasses or contact lenses with you.

If you will not be on a student visa, you should consider getting health insurance since medical costs can be expensive.

If you have any pre-existing medical conditions or are taking medication, it might be useful to have a letter in English (or English translated) from your doctor describing your healthcare needs.

You will need to declare all drugs and medicines, including prescription medications, alternative, herbal and traditional medicines, vitamins and minerals, and other health care supplements to Customs when you enter Australia. It is important that you keep all medicines in their original packaging.

See Chapter 2 - Health Insurance - Overseas student health cover for further information

TRAVEL ARRANGEMENTS

International Student Identity Card
An International Student Identity Card (ISIC) will allow you to access student discounts on flights and other goods and services.

Booking your flight
Due to the high demand, we recommend you to book your flight early as it can be difficult to find a flight to Australia at the start of semester. You should plan to arrive in Australia at least two weeks prior to the commencement of your classes.

Arriving in time
You are expected to attend Orientation Week. Plan your week with the Orientation Planner.

It is extremely important that you are on campus by your specified arrival date. If you are unable to arrive by the set date, you must apply for permission to arrive late via: latereg@monash.edu

Without written permission, you cannot start your course.

This means that you may need to defer your course to the following semester. Permission for late arrival is subject to approval and is not guaranteed.

Orientation Planner

Enrolment Days for Monash College

Australian Government sponsored students
If you are sponsored by the Australian Government through Australia Awards scholarships, you must arrive on time to attend the compulsory Introductory Academic Program (IAP) in accordance with your Australia Awards scholarship contract.

Booking airport pick-up
Monash University provides a free airport pick-up service to new international students commencing study at Monash in Australia. A Monash representative can meet you at the International terminal of Tullamarine Airport and take you to your accommodation. Accompanying family members are welcome to use this service free of charge. In your application indicate if you have excess luggage to allow us to organise an appropriately sized vehicle. To use this service, you must submit an online request at least three working days before your arrival.

You will receive an email confirming your booking together with information about meeting the driver. You must inform Monash as soon as possible if you change your flight details or no longer require the service.

International Student Identity Card

Book your Airport Reception

Orientation Planner

Enrolment Days for Monash College

Australian Government sponsored students

Booking airport pick-up

International Student Identity Card

Book your Airport Reception
Australian Government sponsored students

The Australia Awards post in your home country will arrange your flights to Australia. Should you require airport pick-up and/or temporary accommodation, please submit your request to Monash University.

Consider your long-term accommodation options

There are a number of long-term accommodation options for you to investigate prior to arrival in Australia, such as:
- on-campus
- homestay
- off-campus (private rental, share housing, etc).

It is important to note that on-campus and homestay are very popular options and places are limited as a result. To ensure these options are available to you, you'll need to apply with the appropriate service before leaving home.

See Chapter 2 – Getting Settled – Finalising long-term accommodation for relevant contact details and further information about housing alternatives.

Australian currency

You will need to arrange for some Australian currency to cover costs on arrival. We suggest approximately AUD$500 – AUD$1000 in cash to cover immediate expenses. It is also possible to convert cash at the airport when you arrive.

AFFORDING AUSTRALIA

Careful consideration should be given to the cost of living in Australia. In addition to your tuition and study expenses you will also need to pay for accommodation, utilities (e.g. electricity and gas), transportation, clothing, food and other grocery items and entertainment.

All prices quoted below are in Australian dollars (AUD$).

Accommodation and living expenses

Accommodation costs can vary depending on the location, size and quality of the dwelling. The following table provides an indication of the range of costs you may encounter (if you choose to live off-campus) in the suburbs surrounding the campuses.

Note: Accommodation prices can fluctuate significantly. These 2018 estimated figures are to be used as a guide only. The prices are weekly rental costs in Australian dollars (AUD$).

<table>
<thead>
<tr>
<th>Rental comparisons 2019</th>
<th>Shared accommodation</th>
<th>Studio/1 bedroom apartments</th>
<th>2 bedroom apartments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caulfield</td>
<td>$190 – $250</td>
<td>$240 – $350</td>
<td>$350 – $550</td>
</tr>
<tr>
<td>Clayton</td>
<td>$170 – $270</td>
<td>$200 – $285</td>
<td>$300 – $450</td>
</tr>
<tr>
<td>Central Business District</td>
<td>$200 – $400</td>
<td>$300 – $600</td>
<td>$450 – $600</td>
</tr>
<tr>
<td>Gippsland</td>
<td>$130 – $170</td>
<td>$150 – $180</td>
<td>$200 – $280</td>
</tr>
<tr>
<td>Parkville</td>
<td>$200 – $330</td>
<td>$300 – $475</td>
<td>$400 – $550</td>
</tr>
<tr>
<td>Peninsula</td>
<td>$170 – $220</td>
<td>$200 – $300</td>
<td>$300 – $380</td>
</tr>
</tbody>
</table>

For on-campus accommodation information and further details about off-campus accommodation options, refer to ‘Finalising your long-term accommodation’ on page 17.
**Other expenses**
Prices quoted are in Australian dollars (AUD$).

**Residential bond**
A residential tenancy bond is usually paid on all private rental properties. This amount is usually set at one month’s rent and is paid prior to moving in. The bond will be returned to you, dependent on how well the property has been cared for, at the end of your tenancy. Also, speak to your real estate agent or landlord about how monthly rent is calculated.

**Utilities**
Gas, electricity, telephone – Initial connection fees: $300 – $450
Gas and electricity – Consumption costs: $35 – $140 per week

**General establishment costs**
Bedding, kitchen utensils, furniture: $2000 – $2500

**Food and entertainment**
Lunch on campus: $7 – $10 per day
Coffee: $3 – $4.50 depending on size
Take away food (Asian, pizza, fish and chips): $8 – $15 per serve
Fast food (McDonalds, KFC, Hungry Jacks): $6 – $10 per meal
Movies (cheaper with student ID card, discounted tickets also available at the Monash bookshop): $9 – $20 per person

**Haircuts**
Men: $15 – $40
Women: $30 – $70

**Clothes**
Men’s T-shirt: $20+
Men’s jeans (generic brand): $50+
Women’s top: $25+
Women’s pants: $60+
Woollen sweater: $50+
Winter coat: $80+
Shoes: $50+
To get an idea of the cost of goods, visit the online catalogues from major department stores:

- **Target**
- **Big W**
- **Kmart**

Also, see Chapter 2 – Shopping for food and other items for more information.

Overall, a single international student requires approximately $28,000 – $30,000 for living expenses per year. This does not include tuition fees, text books or additional expenses associated with running a car or social activities like parties or tours. Some students can live well within the estimated cost whilst some may need more depending on location, lifestyle and preferences.

If you have children who will be attending a school in Australia, fees may be incurred, therefore, it is important to know these costs before you arrive.

In the Government (public) school system, if you are an international student enrolled in a doctoral (PhD) or a Masters by Research degree, your dependents may be exempt from school fees at a Victorian Government School. Australia Awards scholarship students with children are also exempt from payment of the fees. Other international students will need to pay tuition fees for their children at public schools.

If your child will be enrolled at a private school, fees will be charged.

**TRAVELLING WITH FAMILY**

Before making the decision to bring your family to Australia, you need to consider various issues, such as child care, school fees, additional living expenses and the responsibility for caring for children while you are studying.
Child care
The cost of child care can be expensive and long waiting lists are common. Carefully consider the child care options and the associated costs. If you know where you will be living and the type of care that will best suit your needs, it is advisable to have your child’s name on the waiting list as soon as possible.

See Chapter 2 - Students with Children for more details.

All children enrolling in long day care, occasional care or family day care are required to be immunized. The list of required vaccinations can be found on the Australian Immunisation Register.

Monash-affiliated child care centres
There are child care facilities available at Clayton, Caulfield, and Peninsula. If you would like to enrol your child (or children) while you’re on campus, you will need to complete the application form and send it to the relevant child care centre as soon as possible, ideally before you arrive in Australia.

Clayton campus:
- Monash Children’s Centre
- Monash Community Family Cooperative

Caulfield campus:
- Monash Caulfield Childcare Centre

Peninsula campus:
- Windermere Early Learning Centre

School Holiday Program
A school holiday program for students with children runs on the Clayton campus during the four school holiday periods each year.

Primary and secondary school
If your child is going to attend a public primary or secondary school in Australia, you will need to contact the Department of Education and Training and complete the Dependant International Student Application online form. Familiarise yourself with the process before arriving in Australia.

In the public school system, if you are an international student enrolled in a doctoral (PhD) or a Masters by Research degree, your dependents may be exempt from school fees at a Victorian Government School. Australia Awards scholarship students with children are also exempt from payment of the fees. Other international students will need to pay tuition fees for dependent children to the Victorian Department of Education and Early Childhood Development.

Off-campus child care options
Various types of childcare are available. To determine which type is best for your family, you will need to consider a range of factors including the age of your child, the frequency and hours of care needed and the carer-to-child ratio.

The types of child care include long day care, family day care, in-home care, out of school hours care (for school age students) and occasional care.

The Child Care Finder also allows you to find the child care services in the local area to where you plan to live or study.

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The Child Care Finder also allows you to find the child care services in the local area to where you plan to live or study.
PACKING

Important documents
Start a file of important documents to take with you to Australia. These may include:

- a copy of your student visa grant or notification letter confirming your e-visa
- passport
- other formal identification
  - international driver licence, or driver licence from your home country
  - citizenship certificate
  - home country ID card
- a copy of your Confirmation of Enrolment (CoE)
- receipts of payment for tuition fee and Overseas Student Health Cover (OSHC)
- certified copies of your academic transcripts and certificates, letter of scholarship award (if applicable)
- copy of your IELTS or other English language test results
- final medical and dental check up reports – bring all documentation and written medical advice relating to any pre-existing medical conditions
- references from landlords if you have rented or leased housing before
- references from past employers
- confirmation of airport pick-up booking
- information from Monash about enrolment
- Destination Monash booklet.

Ensure that all important documents and valuables are packed in your hand luggage.

Clothing
Because Victoria’s climate is very changeable and has four distinct seasons, you will need a range of clothes. Shirts, T-shirts, shorts, skirts/dresses and light-weight trousers are suitable for summer. Warmer clothes for winter, including jeans, jumpers/sweaters and a winter coat are recommended. You may also like to bring a suit or dress for formal occasions.

Melbourne enjoys a temperate climate with warm-hot summers, spring and autumn are balmy and mild, and the winters are cool. Melbourne is seldom unbearably cold or unbearably hot, however temperature extremes can see the temperature rise to 45 degrees Celsius in summer and drop as low as 6 degrees Celsius in winter.

Other items
You may also like to bring some personal belongings which will help you feel close to loved ones back home – such as photos and other items that have special meaning.

You can bring desktop or laptop computers and similar electronic equipment duty free into Australia provided Customs is satisfied these items are intended to be taken with you on departure.

What you cannot take into Australia
Australia has strict quarantine laws about what items can be brought into the country. This is to protect Australia’s agriculture and tourism industries and unique environment from serious pests and diseases.

All food, plant and animal products must be presented for inspection upon arrival in Australia. See Chapter 2 – At the airport - Customs and quarantine.

LIVING INDEPENDENTLY

When you choose to study overseas you also choose to spend time in a new city, a new country and away from your family and friends. Whether this will be your first overseas trip or you have had some experience already, you will probably find that your transition to tertiary study in Australia will be smoothest if you have prepared thoroughly. Emotional preparation is just as important.

You may be about to experience for the first time one or more of the following major changes: long absences from your family and friends, social and academic use of Australian English, unfamiliar styles of learning and teaching, independent or shared accommodation, different social behaviours and values, and differences in population density, distances and transportation.

For some people, such changes may be quite challenging and may involve a loss of self-confidence, withdrawal from the new environment and feelings of loneliness. It is important to keep in mind that these types of emotions and feelings are normal and usually temporary. These reactions often disappear after the initial adjustment period.

If you experience any of these feelings, don’t panic; you’re not alone. If you’d like to discuss any of these issues or seek advice, you’re welcome to use support services provided by the University. Staff are available to provide free support and

Australia’s Bureau of Meteorology
advice to all students about family, housing, financial, religious/spiritual, emotional, physical and psychological matters.

Many students arrive without having the skills or experience in shopping or cooking for themselves. We strongly recommend that you learn to cook a few healthy meals before you arrive. Shopping for fresh groceries and cooking at home is a cheaper and healthier option than having ‘take-away’ meals every day.

**ATTENDING PRE-ARRIVAL BRIEFING**

Each semester, pre-arrival in country briefings and webinars are offered in several countries. The briefings provide information on enrolment, IT requirements, what to bring to Australia, customs and quarantine, airport pick-up service, visa matters, accommodation, cost of living, banking, transport, getting connected on campus, cultural differences, adjustment and support services, and programs for international students. The briefings and webinars also provide an opportunity to ask students and University staff questions.

**ENROLMENT REQUIREMENTS**

Prior to leaving home, you should gain access to Monash’s online facilities. When you have accepted your offer and received your Confirmation of Enrolment (CoE) you can start this process. You'll find the steps on Get Started:

**Step 1: Create your Monash account**

Activating your Monash account will enable you to access your Monash email, enrolment system, my.monash and your timetable. Your Monash email is the only email the University will use to communicate with you. You are required to provide your Monash ID number to set up your account.

**Step 2: Plan your Course**

Use the resources on the Get Started website to learn about your course’s structure and requirements and how to get help if needed in planning your course. You’ll then be able to select your units for the entire year.

**Step 3: Enrol in units**

Using your Monash account, you can login to register your details in the enrolment system. Make sure you enrol in your units by the specified date. Missing this date means you won’t be able to start this semester.

**Step 4: Register your Arrival**

When you arrive on campus you will need to collect your ID card at Monash Connect. It is important to arrive by your specified arrival date. If you’re unable to arrive and register by this date, you’ll need to apply for late arrival. Permission for late arrival is subject to approval and is not guaranteed.

**MONASH ESSENTIALS MOODLE UNIT**

To help you settle in to Monash, and life in Melbourne, we’ve created ‘Monash Essentials’ to make your transition to Monash as smooth as possible, and to best prepare you for your orientation experience. We will introduce you to services available and how to access them when needed. Once you’re enrolled, you will receive access in Moodle to complete ‘Monash Essentials’. The unit should take about 30 minutes in total to complete, and you can start and stop as you need. You should complete this unit prior to orientation.
AMIGO

As a new student, we want you to feel part of the Monash community immediately. aMigo is a brand new social network just for new Monash students that will help you connect with students from all over the world, who share the same interests as you. You can chat, get advice from senior students, and see events being organised in your groups and on your campus. You can even see where other new students starting at Monash are located from around the world, to the nearest 1km.

Sign up to aMigo

A PODCAST BY STUDENTS FOR STUDENTS

The “Your Journey to Monash” Podcast on Soundcloud is dedicated to sharing the real life experiences of senior international students studying at Monash University. Hear from a diverse mix of students and guests as they discuss important issues involving pre-arrival, arrival, visas, homesickness, making friends, improving your English and more.

Your Journey to Monash is about gaining an understanding of what studying abroad may be like and to help you be as prepared as possible.

Your Journey to Monash Podcast
What students are saying about Monash Essentials:

- “I don’t know how Monash did this orientation before but it is a good idea to make it online because it is accessible all the time and students can easily find it due to its great interface.”
- “It was very helpful for me as an international student. I recommend this to upcoming students.”
- “Through this online course I get to know a lot of services I didn’t know I was going to find in Monash, so thank you so much!!”
- “I think Monash Essentials is helpful to my study and life not only on campus but also in Melbourne.”

9/10 students would recommend new students complete Monash Essentials.

*Feedback collected March 2018 from 1079 students, in response to the following questions:
1. Would you recommend completing Monash Essentials to new students?
2. Do you wish to leave a comment in regards to Monash Essentials?
CHAPTER 2 – GETTING SETTLED

CHECKLIST ON ARRIVAL

Have you:

■ contacted your family to let them know that you have arrived safely?
■ finalised your long-term accommodation?
■ contacted Monash Residential Services (MRS) if looking for accommodation?
■ organised insurance?
■ opened a bank account?
■ obtained a Tax File Number (TFN)?
■ Downloaded the Overseas Student Health Cover (OSHC) app or ordered your OSHC membership card?
■ explored public transport options in your area?
■ found your local supermarket, medical centre, chemist and shopping centre?
■ organised furniture and whitegoods for your home (if required)?
■ made arrangements for your children?
■ confirmed if your children have the required vaccinations for childcare or pre-school and obtain an Immunisation History Statement
■ made arrangements for your children’s childcare/kindergraten/schooling
AT THE AIRPORT

Customs and quarantine
Before landing in Australia, passengers are given an incoming passenger card to complete. This is a legal document so you must read it carefully and complete it truthfully. You must tick YES to declare if you are carrying any food, plant material or animal products. If you have items you don’t wish to declare, you can dispose of them in quarantine bins in the airport terminal. Items that must be presented for inspection upon arrival in Australia include:

- eggs and egg products
- dairy products
- uncanned meat products (includes fresh, dried, frozen, cooked, smoked, salted or preserved)
- live animals and plants (includes any part of plants, e.g. roots, bulbs, cuttings, stems, etc)
- raw seeds and nuts
- fresh fruit and vegetables.

Additionally, amounts of AUD$10,000 or more in Australian currency or foreign equivalent must be declared.

Your baggage may be X-rayed, inspected or checked by a detector dog team. If you fail to declare or dispose of any quarantine items, or make a false declaration, severe penalties can apply.

On arrival you will need to have the following documents ready:

- passport and valid visa
- incoming passenger card

A comprehensive list of items that you may/may not be able to bring into the country can be found at:

For more information, contact your local Australian diplomatic mission (i.e. the Australian High Commission, Consulate, or Embassy) or the Department of Home Affairs.

DEPARTING THE AIRPORT

It is recommended that you travel directly to your accommodation. Melbourne Airport is located approximately 25 kms north-west of Melbourne’s Central Business District (CBD) via the Tullamarine Freeway and CityLink tollway. It takes approximately 20 minutes from the airport to the CBD.

Travel times to campuses
Approximate journey times from the Melbourne Airport to campuses:

- Caulfield: 1 hour
- Clayton: 1 hour
- Parkville: ½ hour
- Peninsula: 1½ hours

Duty free allowance
Duty free concessions are available to travellers provided that they do not exceed the specified amounts.

Most personal items, such as clothing, footwear and articles for personal hygiene may also be brought into Australia, in accompanied baggage, free from duty and tax.
Airport pick-up
If you have requested airport pick-up from Monash prior to your arrival, go to the ‘Meeting Point’ at the international arrival terminal to meet our representative. The ‘Meeting Point’ area is clearly marked by a large red sign. When you exit Customs through the automatic doors, you will see the sign.

If you have confirmation of your airport pick-up booking and the Monash University representative has not met you within 30 minutes of clearing Customs, please call Allied Chauffeured Cars on 1800 350 850 (free call within Australia).

If you are undertaking an English course before commencing at Monash University, please follow the instructions on your airport reception confirmation email.

Do not leave the airport with anybody unless they are a nominated Monash University representative with suitable identification.

Other transport options
SkyBus shuttle (Melbourne Airport – City)
The SkyBus runs between Melbourne Airport and the Melbourne CBD 24 hours a day, seven days a week, including public holidays. The buses run every 10 minutes and take approximately 20 minutes to get from the airport to the city. The SkyBus stops at Melbourne Airport right outside Arrivals at Terminal T1 and Terminal T3, and at Southern Cross Train Station in the city. The City Loop train and all connections to suburban trains travel through Southern Cross Station. SkyBus has minibuses running between Southern Cross Station and 120 hotels in central Melbourne for no extra charge. SkyBus tickets are available at ticket kiosks in the airport terminals or online. The cost of the service is approximately AUD$19 for one way.

Taxis
At Melbourne Airport, taxis are available at the ground floor level outside the International Terminal and both domestic terminals. You should expect a taxi fare of approximately AUD$55 for a trip between the airport and the CBD.

CONTACTING YOUR FAMILY
Your family and friends will be happy to know that you have arrived safely in Australia. After your arrival, we recommend that you let them know that you have arrived safely.

Telephones
Mobile/cellular/hand phones
If you have brought your locally connected mobile phone with you to Australia, please check that you have global roaming which can be used in Australia. Alternatively, if you have brought your mobile phone to be connected in Australia, please make sure your handset is compatible and your phone is not locked to an overseas carrier.

In Australia, there are a large number of telecommunication companies offering mobile phone plans with different network providers. Each plan has its own advantages and disadvantages. We suggest that you talk to other students about their experiences with mobile deals, rates or plans, and read all terms and conditions carefully. If you are on a budget, we advise you to consider using a pre-paid mobile phone, because this option will enable you to monitor and control your spending.

Phone cards come in $5, $10 and $20 amounts and can be purchased from most shops at the airport and suburban newsagents and supermarkets.

Public telephones
There are relatively few public phones, but they can be found at the airport, railway stations and other public centres. Local calls cost 50 cents, but long distance and international calls are timed and charged by the minute.

Making international calls
Simply dial the following:
- the international access code 0011
- your country code

List of Country Codes
- the area code for your city
- your family’s telephone number

A call connection fee applies for all successful connections. International calls are timed and charged according to the destination, time of day and day of week.
FINALISING LONG-TERM ACCOMMODATION

There are many accommodation options available to you, however these options fall into two main housing categories:

1. On-campus accommodation, in University-managed facilities
2. Off-campus accommodation, in the private rental market.

The best accommodation option will largely depend on the availability of your preferred accommodation type and your particular needs (e.g. access to public transport, privacy and cost). Some students might prefer to arrange for fully-catered accommodation before they leave home, in which case homestay and on-campus accommodation are feasible options.

On-campus accommodation and homestay accommodation are very popular and always in high demand. The only homestay program we recommend is the one operated by Monash College that is for Monash University and Monash College students. Apart from on-campus accommodation and homestay, inspect all other long-term accommodation options in person; don’t book long-term accommodation without an inspection first. Check with the MRS’ Off-campus Accommodation Services for guidance on short and long term options in the private rental market.

You may also have to consider renting private student apartments, hostels, rooming house accommodation or share housing. Advice can be provided to help you understand the differences between the accommodation types as listed below.

On-campus accommodation

Monash Residential Services (MRS) offers an opportunity to join a community that will provide you with a high-quality student accommodation experience which is vibrant and diverse.

Our on-campus accommodation provides secure living, allowing you to concentrate on your studies in the knowledge that you are engaged in a supportive environment focused on your academic and personal wellbeing.

The rental price of all MRS accommodation is inclusive of all utilities (such as water and electricity) and internet. MRS offers more than just a room; Monash will become your home away from home.

The MRS Residential Support Team is available 24/7 to provide support, engagement and development within each residence and to engage you in academic, cultural, personal, social and recreational activities.

Caulfield

The Clayton Campus provides accommodation for Caulfield students. Significant numbers of Caulfield students live at Clayton and take advantage of the Monash free campus shuttle bus.

Clayton

Halls of Residence
Clayton campus has five Halls of Residence and Normanby House providing collegiate style accommodation. These form part of the Residential Village at Clayton campus. They provide single room accommodation, with shared kitchens, eating areas and communal social rooms.

The Halls and Normanby House offer recreational facilities, cultural diversity and social opportunities.

Shared Apartments
Also part of Clayton’s Residential Village, the South East Flats consist of 30 furnished apartments accommodating 112 students. The apartments vary in size from two to five bedrooms and are located on the south-east corner of the campus – just minutes from the main campus buildings and lecture theatres.

The flats are ideal for higher-year residents who are seeking something with a little more privacy and independence.

Studio Apartments
Clayton’s Urban Community consists of six Halls offering self-contained studio apartments. Each studio apartment is around 20sqm in size and includes a kitchenette and ensuite. Large communal spaces for recreation and group study, as well as communal kitchens and laundry facilities are available in each hall.

The Urban Community is situated right in the heart of the Clayton campus. You will have access to a diverse range of food outlets, public entertainment and sporting spaces, retail areas and plenty of green space to relax and connect.
Peninsula
Peninsula residential offers secure, furnished and self-contained residences, located within walking distance of all campus facilities. Residents at Peninsula experience support through pastoral, sporting and academic assistance programs.

Shared Units/Houses
The unit/house style residences comprise one, two, three, four, six and eight bedroom designs. The residences have private lockable bedrooms (one student per bedroom) and shared common facilities, such as lounge room, kitchen, bathroom, toilet and laundry.

Studio-Apartments
The Peninsula Studio Apartments are Australia’s first student accommodation built to passive house standards. Each studio apartment is fully furnished and includes a kitchenette and ensuite. Generous communal facilities, including common rooms, games room and floor lounges ensure this hall is the focus of residential communal life at the campus.

Parkville
Monash University Parkville does not offer on-campus accommodation. As such, you may wish to consider the off-campus options outlined below.

Contact details for on campus accommodation
Telephone: +61 3 9905 6266
mrs.applications@monash.edu

Types of off-campus accommodation

1. Rooming houses
These are privately-owned premises offering a room for rent with shared common facilities (bathroom, washing and cooking). The other residents of the house may or may not be students. Rooming houses are generally for four or more residents. Basic furniture (bed, desk) is often provided, but this should be clarified with the owner.

2. Student purpose-built accommodation
These are for students only, they are privately owned, not located on campus, do not usually have pastoral support and are not affiliated with Monash University.

3. Homestay accommodation
This is where a family offers their home and family lifestyle to an international student. It is different from full-board and part-board because extra care is provided. Some homestay agencies screen and interview the families and monitor the arrangement to check you receive good service. Make sure you choose an agency that is approved by Monash University. Homestay can give you security, emotional support, a chance to practise your English skills and an opportunity to learn about the Australian way of life and culture. Homestay is a popular choice for new students who are under 18 years old as it can provide a secure period of adjustment and be a useful stepping-stone towards their independent living. It can also be a convenient choice for short-term accommodation as most homestay contracts start with an initial five-week stay which can be extended for a period to suit you.

If you are under 18 wanting to live in homestay, you can only use Monash’s Homestay Accommodation Services (HAS), as it is the only one recommended by the University. HAS is responsible for the management and provision of homestay to Monash students across its metropolitan campuses. Each homestay household is subject to regular inspections and conditions. All their families have been carefully selected, screened and undergone a Monash-approved check before they are permitted to host.

Monash Homestay Accommodation Service
Telephone: +61 3 9902 0318
has@monashcollege.edu.au

Off-campus accommodation

Many visitors find that Melbourne and the surrounding suburbs are bigger than expected. Check the distance from your campus to any proposed accommodation and make sure that there is public transport available. The price for renting off-campus accommodation can vary greatly depending on the type of accommodation, facilities provided and the location. Generally, rental rates in Melbourne will get higher if you live closer to the CBD. Different types of available accommodation also vary between suburbs.

Telephone: (Australia) 1800 666 274
Telephone: (International) +61 3 9902 6011
https://www.monash.edu/accommodation

Monash Residential Services
Monash Residential Services
Residential Services
Off-campus Accommodation Advice
Homestay
4. Shared houses
This is renting a privately-owned house or apartment jointly with others. You generally have a room but share facilities and some furniture. Share houses may operate differently. Some require you to make regular contributions to food and bills, whilst others split the bills and each person does their own shopping and cooking.

Housemates
When setting up a share house with friends or moving into an existing share house, be aware that people often move out and you may have to find a replacement tenant in order to cover the cost of rent. Choose your housemates carefully and make rules to avoid disputes. This may include how much notice should be given when someone wants to move out, who is responsible for finding a replacement housemate, bond transfers (bond is discussed further in 5. Renting on your own), cleaning rosters and rules about friends staying over. Those named on the lease are considered co-tenants and as tenancy law may not cover co-tenancy disputes, house rules are very important. Sometimes you may be considered a sub-tenant, and in this case, you will be protected by tenancy law. Consult MRS’ Off-campus Accommodation Services at your campus.

5. Renting on your own
Renting a property or room from a landlord or an estate agent on your own is an option for those who enjoy their independence. Families may also prefer the privacy of a house or an apartment. For those unaccustomed to being alone, consider that loneliness may be exacerbated in this environment.

Cost of private rental can be high because you will be solely responsible for paying rent, cleaning, cooking, garden upkeep (if applicable) and bills. Most off-campus rental properties are unfurnished.

A rental bond (also known as a security deposit) is usually set at one month’s rent, but can be more in certain circumstances, and is required prior to moving in. The deposit is sent to the Bond Authority (a government body) and acts as a guarantee that the tenant will take care of the property. At the end of the tenancy, if the tenant has damaged or not cleaned the property, the landlord can claim to take some or all of the bond. Otherwise, the landlord must return the bond promptly to the tenant.

Household maintenance, such as leaking taps, is the landlord’s responsibility. Contact MRS’ Off-campus Accommodation Services for guidance on such matters.

Refer to Chapter 1 Affording Australia – Accommodation and living expenses

6. Full-board or part-board
This type of accommodation differs from homestay because the people offering housing are not monitored by an agency or subject to police checks. Full-board usually includes meals and may provide other services, such as laundry. Part-board usually provides only a room for rent, although some places may also offer breakfast. The fees for full and part-board accommodation should include utility expenses, such as gas, electricity and water.

MRS’ Off-campus Accommodation Services
This Off-campus Accommodation Advisory Service provides guidance, information, resources and advocacy to students in accommodation-related matters. Our website will guide you through the process of finding accommodation and lists accommodation providers, including student-friendly real estate agents and shared accommodation providers.

Also, learn about housing options and renting:

Initially, make contact with Monash Connect who will guide you through the process and provide information on all general housing-related matters. Monash Connect will also refer you to the Off-campus Accommodation Advisory Services for more specific advice or for legal matters regarding your accommodation.

Our service can provide guidance, however it is your responsibility to ensure that your chosen accommodation suits your needs. All arrangements are strictly between you and the accommodation provider. We strongly advise against signing legally-binding contacts for accommodation before you arrive in Australia. You should inspect the property first. We encourage you to keep in contact with our service through Ask.Monash on a regular basis whilst you are searching for accommodation and before you make any payments or sign any contracts. We can guide you every step of the way.
Further accommodation tips

Legal considerations
Your legal rights and responsibilities will be determined by the type of accommodation you choose to live in. They will differ according to whether you are living on campus, in a share house, a rooming house, a student hostel or if you are renting on your own. A renting contract is a legally binding document and breaking such a contract can be very expensive. You shouldn’t sign on for longer than you intend to stay. If you’re unsure about your legal renting rights, you should contact the Off-campus Accommodation Advisory Service and check their website months before coming to Monash University. The ‘Renting in Victoria’ video on their website includes information about your legal rights.

Top tips for renting
■ Never hand over any money without getting a detailed receipt.
■ Find more information about your renting rights.
■ Never sign a tenancy agreement that you do not understand.
■ Make sure that all communication with your landlord is in writing (ensure that you get their email, address and phone number).
■ Become ‘Rent Smart’ by contacting MRS’ Off-cAMPus Accommodation Services before you arrive and during your time at Monash University:

Other support services and housing resources
- Consumer Affairs Victoria
- The Tenants Union of Victoria
- Dispute Resolution Centre
- Victorian Civil and Administrative Tribunal

Insurance
Whether you are staying in a University residence, a flat on your own, or sharing a house with friends or other students, you should consider taking out private contents insurance to cover your personal belongings. Landlords are responsible for house insurance, but your belongings will not be covered. It is recommended that you insure expensive items, such as a computer, television, stereo, DVD player, etc.

You should do some research and compare policies offered by different insurance companies. Each company will have different charges and will insure items for different amounts. The premium you pay will depend on the:
■ amount your belongings are insured for
■ type of coverage you choose to have (i.e. new for old replacement)
■ amount of excess attached to the policy.

The Consumer Choice website offers a number of tips on choosing your insurance.

ORGANISING YOUR FINANCES

Banks
You should open a bank account immediately after arriving. Australia Awards scholarship students will not need to do this as a bank account will be opened on your behalf. There may be banks on or near your campus. The larger retail banks are:
Banks are one of the safest places to keep your money. Other financial institutions, including credit unions, building societies, finance companies, life insurance companies and merchant banks are also popular and provide similar services to the larger banks.

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

Some banks are open for a few hours on Saturday mornings. Most banks are closed on weekends and on public holidays. Please note that banks place a daily limit on withdrawals for ATM/EFTPOS transactions (the amount you can withdraw or spend electronically). To increase this limit you must speak directly with your bank.

Opening a bank account
Find out what type of account is most suited to your needs. You will require several items of personal identification to open an account.
You will also be required to provide your passport and one other form of identification, such as:
- an overseas driver licence
- credit card
- your Monash Student ID card

Most banks will accept your passport only up to six weeks after your arrival in Australia.

Bank fees
Banks charge fees for various services and for transactions in your account. However, many banks don’t charge fees to full-time students. You should clarify this with the bank before opening an account. If the bank waives these fees, it may be necessary to provide proof of full-time enrolment each year.

All interest earned on savings in Australian banks is subject to tax by the Australian Government. Students are advised to provide a Tax File Number (TFN) shortly after opening an account. Otherwise, the bank is required by law to deduct tax from any interest earned, above a certain threshold.

Budgeting
Make a practical budget so that you have enough money to concentrate on your studies and enjoy Melbourne. Living on a student income can be a challenge, especially if it is the first time you have lived away from home. Budget calculators are useful, but make sure the data you enter is accurate. There are some good examples online or you can create your own spreadsheet.

Getting a Tax File Number (TFN)
A TFN is a unique number issued by the Australian Taxation Office (ATO). Only one TFN is issued to you for your lifetime. If you have never had an Australian TFN, you can apply for your TFN online.

Paying taxes in Australia
If you are enrolled to study in Australia in a course that lasts for six months or more, you are generally regarded as an Australian resident for tax purposes. You will be required to pay tax on earnings from work or interest earned from banks. If you are here for longer than six months and you are intending to work, ensure that you give your employer a Withholding Declaration Form from the ATO. By completing this form, you become a resident of Australia for tax purposes.

The form can be obtained:
- via telephone 1300 720 092
- from the web:

At the end of the financial year, which is 30 June, you will receive a Payment Summary (PAYG) from your employer. You will need this to complete your tax return.

The Monash Student Association offers a free and confidential tax help service for Monash students.
HEALTH INSURANCE

International students who are not on a student visa should consider obtaining health insurance to help meet the costs of medical and hospital care which you may need while you are in Australia.

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is compulsory for international students on a student visa and their dependents in Australia. It is insurance to assist you to meet the possible costs of medical and hospital care while you are in Australia. Exceptions include Norwegian students covered by the Norwegian National Insurance Scheme, Belgian students covered under the Reciprocal Health Care Agreement with Australia, and Swedish students covered by the National Student Board of Student Aid.

Your health cover starts when you arrive in Australia, or if already in the country, when you have commenced your Monash course. Unless otherwise instructed, we will arrange cover for the duration of your visa with Allianz Global Assistance. This ensures that you maintain adequate healthcare arrangements and comply with your student visa conditions. If you are required to renew your student visa, you will need to extend your OSHC cover by contacting your OSHC provider.

Your OSHC membership card

You can order a card or use the e-membership card on the My OSHC App. Your Monash Student ID number is your OSHC Policy Number.

If you want to access your e-membership card, you will need to download MY OSHC App on your Apple or android smart phone. You can use the e-membership card on the app to see a doctor.

If you still wish to order a card, visit the Allianz Global Assistance website, click on the student menu and follow the prompts. Once you have updated your details and entered your Australian address, select ‘order your membership card’ option. The membership card will be posted to you. You can print a temporary certificate of insurance that can be used as proof of your OSHC (which is valid for 14 days) until your membership card arrives. Present this membership card every time you visit a medical service provider.

OSHCA cover

Use the website or policy document and members guide (which you receive with your membership card) to familiarise yourself with the OSHC policy and the medical and pharmaceutical expenses you may have to pay. Doctors and medical service providers are able to charge fees, greater than the ‘Medicare Benefits Schedule’ (MBS). This charge is above the benefit amount and is an out-of-pocket cost to you. OSHC does not include any benefits for extra services, such as dental, optical or physiotherapy. If you require additional health cover, you should consider purchasing OSHC Extras.

Allianz Global Assistance

Allianz staff are available at Clayton and Caulfield Mon-Fri 9am-5pm at Monash Connect. The representatives can assist you to make a claim, help you to understand your policy, inform you about direct billing health clinics and extend your policy.

Sonder

Students with an eligible Allianz Global Assistance OSHC policy will have free access to a 24/7, multilingual service called Sonder to help you stay safe. Sonder is a 24/7, multilingual, rapid response service providing remote and in-person safety and welfare support in Australia. If you’re concerned, confused, lost or stranded, ill or injured, the Sonder app can immediately connect you with a professionally-trained specialist, who will assist you over live chat, on the phone or in-person. Instructions for downloading the Sonder app will be sent to you by email.
TRANSPORTATION

Monash shuttle buses
Regular, free shuttle buses (with free Wi-Fi) link our Clayton campus with our Caulfield and Peninsula campuses, and our Peninsula campus to Frankston Railway Station. Just show your valid Monash student or staff card to use the service, which also accepts children, aged under four. Buses run Monday to Friday during semester, but an extended Clayton-Caulfield service operates on a modified timetable outside this period.

Public transport: trains, trams and buses
Many Monash University students use public transport to commute around Melbourne. Melbourne has a privatised public transport system comprising trains, trams and buses. Trams are the main form of transport throughout the CBD and run along most main streets; trains are the main mode of transport throughout the greater Melbourne metropolitan area; and buses mainly service the suburban locations.

Check the timetables carefully. It is only on weekends that public transport operates all night.

Concession fares and discounts
Annual full fare public transport passes are discounted by 50% for international students studying a Diploma, Bachelor (including Honours), or Associate degree at Monash University. To receive this discount, eligible students must apply to Monash for an ‘iUSEpass’ code through the travel concession links in the Web Enrolment System. Once accepted, you will be sent an email containing your unique code to receive your discounted myki ticket online.

Monash Abroad Study Abroad and Exchange students
Monash Abroad: Study Abroad and Exchange students are eligible to get the discount, but the iUSEpass is only valid for one year, so it only benefits students completing two semesters. Students who have the word EXCHANGE in their course title, are eligible for a domestic student travel concession card.

If you’re not eligible for the iUSEpass, the Monash Commuter Club offers a 10 per cent discount on a yearly myki pass.

Myki
Myki is a reusable smart card that you will be able to use to pay for travel on public transport in Victoria. When your myki money balance gets low or when your pass runs out, you just top up your card to keep travelling. Two kinds of products are stored on cards – myki money (a dollar amount) and/or a myki pass (travel days).

You can buy a myki card and top-up your card at train stations, selected tram stops, bus interchanges, some retail outlets that display the myki sign and online.

If you are using myki money, you always need to ‘touch on’ and ‘touch off’ the myki reader with the card to get the lowest myki fare. If you do not touch off, you will be charged a default fare that may be more than you should have paid for your trip. Authorised Officers travel on the trains, trams and buses often check if commuters have valid tickets. Failure to travel with a valid ticket could lead to a fine.

Myki money and the myki pass are valid for travel on all metropolitan train, tram and bus services, including V/Line services in Zone 1 and 2 to Melton and Sunbury. Myki is also operating on some regional bus services.

Zones
The transport network is divided into two zones, representing inner (Zone 1) and outer (Zone 2) Melbourne. Most fares are based on these zones and the time needed to travel. It is important that you are aware of which zones you wish to travel in as travelling within one zone will be cheaper than if you travel across two zones.

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<thead>
<tr>
<th>Campus</th>
<th>Zone</th>
<th>Closest train station/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caulfield</td>
<td>1</td>
<td>Caulfield, 0.1 km</td>
</tr>
</tbody>
</table>
Clayton On the border of 1 and 2
1 Clayton, 3.5 km
1 Huntingdale, 3.5 km

Parkville 1 Royal Park, 1.0 km
1 Melbourne Central, 3.0 km

Peninsula 2 Frankston, 3.0 km

When travelling between Clayton campus and the city, it is cheaper to take the train from Huntingdale rather than Clayton, as Clayton is designated as zone 2. The 601, 630 and 900 bus services between Clayton campus and Huntingdale station are all zone 1. The 601 bus is an express service that runs very frequently.

Free Tram Zone
Trams around Melbourne’s inner city CBD are free of charge, so you do not have to touch on or touch off myki. If the tram you are travelling on exists the free zone, you will be required to pay for your journey.


Safety and Behavior
When travelling on public transport there are laws that promote the safe and comfortable use of the system for all public transport users. These laws generally relate to personal or property damage, illegal behaviour and ticketing issues. Authorised Officers of the Transit Safety Division ride the system (dressed in uniform or plain clothes) to maintain and monitor the behaviour of commuters.

For a guide to safe public transport travel, turn to Chapter 4 - Personal Safety Advice - Public Transport Safety

Taxis
Melbourne taxis are easy to identify. They are often yellow. Drivers are uniformed and must display an identity card at all times.

Fares and surcharges
In general, taxi meters are clearly visible so you can keep check of your fare. Melbourne taxis may attract additional charges, for example, midnight to 5am late-night surcharge, a phone booking fee, use of the CityLink tollway and a waiting fee at airport ranks.

All taxis must charge the standard fare. Fares must be pre-paid for trips taken between 10pm and 5am.

Hailing a cab
There are various ways to get a taxi in Victoria. Hail from the side of the road or a designated taxi rank, phone one of the major taxi companies or use one of the apps that allow you to book, track and pay your taxi driver directly.

Melbourne’s major taxi companies
13 CABS 13 22 27
Silver Top Taxis 13 10 08

Outer suburban
Dandenong Taxis 1300 698 294

See our safety section for tips on traveling safely.

Driving in Victoria
If you hold a valid student visa, you may drive in Victoria provided you possess either a current:
- international driving permit, or
- an overseas licence that is in English or accompanied by an English translation.

You must have your permit/licence with you when you are driving.

The minimum driving age in Victoria is 18. If you are 18 years of age or older, and have a current overseas licence, you can apply for a Victorian licence by undergoing an eyesight test, a road law knowledge test, hazard perception test and a practical driving test. Check if you are from one of the countries that are exempted from taking these tests. Driver licences and vehicle registrations are administered by VicRoads.

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international driver licence, you must know the road rules before you attempt to drive.

In Australia, we drive on the left hand side of the road. There are also regulations that are unique to Melbourne, such as ‘hook turns’ and driving along tram routes. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

If you possess an international licence, as well as a Victorian licence or learner permit, the Victorian licence takes priority. It is a crime to not obey the conditions of your Victorian licence, or if asked to show your licence to a police officer, to show your International licence rather than your Victorian licence.
Obtain a copy of the Road to Driving Solo booklet and study the road rules and signs carefully. The Road to Driving Solo booklet can be purchased online, from newsagents or from any VicRoads office.

Key road rules

- Your vehicle must be registered to be on Australian roads. An unregistered car parked on the street will incur a fine.
- Obey the speed limit.
- Driving under the influence of alcohol (drink driving) is a serious offence. Full licence holders are permitted a maximum blood alcohol reading of 0.05; probationary licence holders or learner drivers must have a 0.0 blood alcohol reading. Random driver breath testing for blood alcohol levels and drugs is common.
- It is against the law to use your mobile phone when driving, unless it is “hands free” and you are on a full licence.
- Seat belts must be worn by drivers and all passengers.
- Children must sit in Government approved safety seats (also known as child restraints) at all times.

Bike riding

When cycling, wearing a helmet and having a light if riding at night is compulsory. All cyclists must follow the road rules. You can take your bike on Melbourne’s trains (not trams), but you cannot board the first door or the first carriage, and you must keep passageways and doorways clear. Only folding bikes that meet the below size criteria can be carried free on trams and buses.

SHOPPING FOR FOOD AND OTHER ITEMS

Shopping near campus

It is important to become familiar with the range of shops in your local shopping centre. Whilst these are generally the most convenient places to do your weekly shopping, they are not necessarily the cheapest.

Closest shopping centre

Caulfield
Chadstone Shopping Centre,
Koornang Road
Glenferrie Road

Clayton
Clayton Road Shops,
Chadstone Shopping Centre
Brandon Park Shopping Centre
The Glen Shopping Centre

Parkville
City Centre
Barkley Square
Sydney Road and Lygon Street

Peninsula
Frankston Town Centre Shopping Mall
Karingal Hub Shopping Centre
Southland Shopping Centre

Muslim students can refer to ‘Salaam Monash’ for a comprehensive guide to shopping in Melbourne.

Shopping in general

Business hours

Department stores and most other shops are open during the following hours:
Monday to Thursday: 9am – 5pm
Friday: 9am – 9pm
Saturday: 9am – 5pm
Sunday: 10am – 4pm

Large supermarkets are usually open until midnight. There are also 24-hour convenience stores connected with petrol stations and stores, such as 7-Eleven. You’ll generally find the cost of items in these stores is higher than at the supermarket.

Muslim students can refer to ‘Salaam Monash’ for a comprehensive guide to shopping in Melbourne.

Cycling Safety and Rules
Supermarkets
Self-service supermarkets are located in all major suburban shopping centres. Supermarkets are cheaper than smaller specialty shops, although prices can vary from one supermarket to another. Asian supermarkets are also available in some suburbs and provide a wide range of specialty Asian foods.

Markets
Large markets sell everything from fresh fruit and vegetables to clothing and are located in and around Melbourne (for example, the Queen Victoria Market, South Melbourne Market, Prahran Market, Dandenong Market). You can often find cheaper fruit, vegetables, meat and fish at markets.

Food shopping advice
Prices are often competitive; however, you will need to shop around to find the ‘best buys’. Supermarkets offer a wide variety of food and other items at competitive prices, but this does not mean they are always the cheapest.
- Fruit and vegetables will be a lot cheaper when in season.
- It is often cheaper to purchase goods in larger quantities.
- Many supermarkets stock their own generic or ‘home’ brands which are generally cheaper.
- Markets are a good place to buy fruit, vegetables and meat at cheaper prices.

Why not ask senior students, during the orientation program, about the best places to shop near your campus?

Chemists and health care
Chemists, also known as pharmacies, provide both prescription and over-the-counter medication. Some Monash campuses have health services onsite for you to access; however, you are not limited to these services. For more information about health care in Victoria turn to Chapter 4 – Social and Cultural Australia – Health Care in Australia or, to find a health care professional and pharmacy in your area, visit the government website.

Discount variety and department stores
There are a number of discount variety and department stores located throughout the city and suburbs. These carry a large range of household items, toiletries, clothes and hardware. Some of the major discount variety stores are Kmart, Target and Big W. Myer and David Jones are two of the more expensive department stores.

Second-hand goods
Second-hand stores, sometimes referred to as opportunity shops or ‘op shops’, offer an inexpensive alternative for students on a budget. These shops offer donated clothing, furniture and household goods at very low prices. The items offered for sale will be in good condition.

Second-hand items are also available on online sites devoted to the buying and selling of goods at very reasonable prices. You will need a car and trailer, or van to pick up the goods if the seller is unable to help with delivery. You can also look for second-hand furniture and domestic goods on:

- eBay
- Gumtree

However, be cautious when you are buying goods from private sellers. Do not provide an up-front payment to a stranger via money order or electronic transfer. Use secure payment options, such as Paypal or credit card. Especially be wary of online sellers offering goods and well known brands at extremely low prices. If it sounds too good to be true, it probably is.

Other shops
Milk bars are small shops located in all suburbs. They sell a range of goods from cold drinks and newspapers to canned food, breakfast cereal and milk. You will pay more for goods purchased from a milk bar. Their hours of trade are usually longer, so they can be useful in an emergency.
Furniture
When moving into your new accommodation, you must remember that Australian properties are rented or sold without furniture (unless stated) and you will need to arrange your own bedding, seating, utensils, etc. Some larger trading stores (e.g. IKEA, Harvey Norman, Forty Winks, Sydney’s and Fantastic Furniture) have cheap new furniture and they provide a delivery service.

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

Electrical goods
The electrical current in Australia is 240-250 volts at 50Hz. Electrical plugs have a three prong design unique to the Oceania region. To use your electrical goods from home in Australia, you will require an electrical plug adapter. If your country’s electrics operate on a different voltage, you must ensure that you are equipped with the appropriate transformer. Alternatively, there are many discount electrical stores where you can buy various items (hairdryer, iron, etc.) at reasonable prices.

Paying for goods
The final total of your purchase amount is rounded down or up to the nearest 5 cents; that means, do not expect change if you pay $10 for a $9.98 item.

In Australia, there is a variety of methods to pay for goods and services:

- cash
- EFTPOS (Electronic Funds Transfer at Point of Sale) is an electronic processing system for credit and debit cards. It also allows you to withdraw cash at the time of purchasing a product
- lay-by
- paywave or paypass for purchases made under $100. Just tap your credit or debit card against a devise to make the payment.

You can enquire about the availability of these services when paying for goods and services and if there are any additional associated costs. When paying on credit, make sure you have the means to pay it back.

The displayed cost of products in Australia includes government taxes and is generally fixed. Bartering or haggling for a lower price is generally not common practice in Australia, however is perfectly acceptable in places such as garage sales, community markets or when buying a second-hand car.

For whitegoods, furniture or clothing purchases, lay-by is a good way to buy items that you cannot afford straight away. You are required to pay a small deposit and a service fee, followed by regular payments until the total amount is paid. The shop will keep the item until you have paid it off. Interest is not charged on a lay-by.

Returning goods
Make sure you understand the price of your item and save your receipts in case you want to return or exchange it. Stores allow you to return the item if it is broken or damaged provided only a small amount of time has passed since purchase.
STUDENTS WITH CHILDREN

All children enrolling in kindergarten, long day care, occasional care or family day care are required to be immunised. To check whether your child is fully immunised, visit the Australian Immunisation Register (AIR). Child care services will require an immunisation history statement for your child’s enrolment.

If your child’s vaccinations are not up-to-date, then you should consult a GP or your local council immunisation service about bringing your child’s vaccinations up to date. Children who were vaccinated overseas must have their vaccine records assessed by a GP or an immunisation nurse and be offered vaccination as required. Once your child’s records have been reviewed and updated by your doctor, you can request an Immunisation History Statement from the AIR. This can take a few weeks so it is important to start the process as soon as possible. Your child will not be able to commence kindergarten or childcare until the Immunisation History Statement from the AIR has been provided.

Child Care Subsidy

International students sponsored directly by the Australian Government (e.g. Australia Awards Fellowship) can apply for financial assistance for approved child care from the Australian Government. This can help families with their child care costs for dependent children. It helps cover a percentage of the cost of day-long care, family day care, occasional care and out-of-school hours care for school aged children.

Child Care Subsidy and application forms:
Telephone: 136 150

No Jab No Play law

Australian Immunisation Register

Child Care

As discussed earlier (Chapter 2 – Students with children – Child Care), the demand for child care at Monash is often greater than the number of places available. If your name is on a waiting list, make sure you call with the relevant centre for availability. Remember, there are several child care options available on and off Monash campuses.

Turn to page 10 for the contact details of Monash affiliated child care centres and visit the following websites to understand your child care options:

Monash University Child Care

Child Care Centres in your Local Area

Kindergarten

In Australia, three and four-year-old children can attend kindergarten, otherwise known as pre-school. The Victorian Government funds kindergarten programs for children in the year before they go to school. These programs are offered by a range of organisations and in a variety of settings (including many child care services). The funding contributes to the cost of providing a kindergarten program, but most kindergarten services charge fees in addition to the Government’s contribution. The fees can vary greatly from service to service. Many kindergarten programs are sessional; children attend either in the morning or afternoon a couple of days per week.

Local kindergartens or child care centres with integrated kindergarten programs:
Playgroups
Playgroup is an informal session where babies, toddlers, preschoolers, 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.

Schools
All children living in Victoria between the age of six and fifteen must attend school. If your children are five-years old by 30 April, they can attend school. Visit the local school and any others you are considering before you enrol your child. Staff can provide tours, classroom visits and information about their school. Most schools welcome enquiries and will organise a time for you and your child to visit.

School fees
In Australia, there are both government and private schools. Private schools charge all students fees regardless of their citizenship status. Although government schools are free to Australian citizens, fees are charged for children of international students. Children of parents undertaking research at Monash (students holding a 500 Student - Postgraduate research or a 500 Student - Foreign Affairs and Defense visa) are fee exempt. If you have a sponsorship or scholarship from the Australian Government (as per previous page) you will not have to pay school fees for your children at government schools.

Enrolling your children
Before your children start school in Victoria, you must complete a Full Fee-Paying International Student Application form. This form can be downloaded online.

School terms
Government and private schools generally follow the same schedule. You must ensure all the admission steps are completed before the school year starts.

Child care before and after school, or during school holidays
You may find that you need to attend University outside school hours and that school holidays may not coincide with University breaks. Some primary schools offer before and after school care as well as school holiday programs to care for children whose parents are either working or studying full time. A school holiday program is available at the Clayton campus for primary school aged children.

For further information about before and after school care, contact the school that your child or children will be attending.
WORKING IN AUSTRALIA

Permission to work
In order to work in Australia, you must have permission to work and your student visa will include this permission. You must not start any work until you have commenced your course of study. It is essential that you do not exceed the number of hours of work you can undertake, especially during the semester. You cannot work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course). No work limits apply during recognised periods of vacation.

If you have a subclass 574 visa or are Masters by Research or Doctorate student holding a subclass 500 visa, you have no work limits once you have commenced your course in Australia. Research students, notably those with scholarships, also have work restrictions imposed by the University. These restrictions may differ from the student visa conditions. Your supervisor will be able to provide you with advice.

Work rights
Workplace laws in Australia require minimum pay and conditions for employees. If you are asked to sign any type of document agreeing to work conditions, make sure you read it very carefully and understand it before signing. Ask questions and clarify any doubts with your employer. Employers are legally required to give you a copy of your signed employment contract so you can keep a copy as a record.

Before starting work you should find out your conditions, such as your minimum rate of pay, the number of hours you will work each week, when you will be paid, if you are entitled to more money (penalty rates) for working nights, weekends or public holidays, when you should be taking breaks during your shift and how much notice you need to give your employer if you want to resign from your job.

When you start work, use a diary or the ‘Record My Hours’ app to record when you work so you can check you’re being paid correctly. Remember, you should receive a pay slip within one working day of every pay day.

If there’s a problem with your pay or other issues at your work, contact the Fair Work Ombudsman for advice.

A JobWatch lawyer is available at the Study Melbourne Student Centre every Thursday to provide international students in Victoria free and confidential legal advice about work-related matters. If needed, contact the Study Melbourne Student Centre via phone or email regarding availability.

Finding work
The employment market in Australia can be highly competitive. There are many different ways to find a job in Australia and Career Connect is here to help. Visit the Career Connect website for information about career seminars, events, workshops, writing and receiving feedback on your job applications.

As a Monash student, you have access to the Career Gateway jobs portal which provides you with access to employment opportunities, events, appointments with Career Success Coaches, and online career resources.

Start by searching under part time or casual categories, and in specific industries that you are interested in. Other online sources include:
Work and your career
Australian employers look for graduates who have had a diverse range of experiences through their studies and can demonstrate employability skills. The development of your employment skills continues throughout your Monash journey. Skills you develop through work as a student can help you to market yourself when you graduate. Work that helps build your communication, teamwork and problem solving skills is particularly helpful. Later in your studies you may be able to obtain work that connects more directly to your course and the industry you might like to work in when you graduate. Career Connect delivers a series of seminars throughout each semester for you to learn how to use these skills, such as the Working in Australia program.

Volunteering
Volunteering is a powerful way of giving back to others while gaining valuable employability skills. At Monash, you’ll have access to opportunities on the Volunteering at Monash database, where you can find volunteering positions both on and off-campus. As a volunteer, you have the opportunity to make new friends, serve others and have a positive impact by contributing your enthusiasm and time to those who need it most.

Volunteering and Monash
Master of Professional Accounting, China

“The most effective way to settle into your new study environment is to get involved. Try to get involved in all kinds of activities, it does not matter if it is an academic program or a social event organised by a Monash association or club.

I would also recommend the program called ‘Let’s Chat’. It not only helps you to improve your English language skills, it helps you to understand multicultural differences and respect them.”
CHAPTER 3 – STARTING UNI

GETTING STARTED CHECKLIST

Have you:

■ completed your enrolment?
■ attended Orientation?
■ updated your residential address and phone number in WES?
■ explored and familiarised yourself with your campus?
■ found a place to worship?
■ familiarised yourself with emergency numbers?
STARTING AT MONASH

Registering your Arrival
You need to register your arrival by collecting your Student ID Card (MPass) at Monash Connect. It is best to do this early as there are deadlines.

Enrolment
Please note that enrolment can differ slightly for some student cohorts (research, exchange and study abroad, and Monash College students). Carefully check all the information that has been sent to you.

Make sure you know the date of your enrolment. For those that can enrol online, you must enrol before the cut off date.

Research students
It is important that you read your offer letter and any additional enrolment documents that have been provided to you. Make sure you have all the relevant paperwork required for enrolment.

Students who have been awarded stipends and/or tuition fee paying scholarships by the Monash Graduate Research Office should follow the enrolment instructions outlined in their offer letters. All other students should complete the following steps:

1. Meet with your supervisor. You may need to make an appointment before leaving home
2. Complete the enrolment forms: ‘Intellectual Property’ and ‘Ethical Research Practices’ with your supervisor
3. Enrol in your degree. Your offer letter will give you the exact location of the office you need to attend to complete your enrolment.

To enrol you must bring with you:

■ your Australian residential home address (even if it is a temporary address)
■ passport and visa
■ all completed and signed enrolment documentation
■ any additional documentation that needs to be submitted prior to enrolment (check your offer letter for any additional conditions of your candidature).

4. Activate your Monash computer account then click on ‘Create your account’ to set up your student email account and access to the University’s online facilities.

5. Log on to WES to complete the enrolment questionnaire. You will not be officially enrolled unless this is completed.

6. Link (if necessary) your student email to either your personal email or staff email account. This can be done in the Settings area of your student Gmail account.

7. Once you have enrolled, visit Monash Connect to obtain your Student ID Card (MPass).

Australian Government sponsored students (Australia Awards)
On arrival, report to Monash Connect at the Clayton campus to register. You must bring along your passport as a form of identification. You will be given your arrival pack which includes details of your bank account, information on your establishment allowance payment, IAP program schedule, and other relevant information. The Monash Australia Awards team can be contacted via email at: australia.awards@monash.edu

Other foreign sponsored students
If you are sponsored by an overseas government department, ministry, agency, employer, or other private body, please ensure that you have provided the University with a copy of your letter of financial guarantee or financial affidavit with your acceptance document. The Student Finance area will send your sponsor an invoice for tuition fees payment. As part of your sponsorship requirement, your sponsor may request us to provide them with your academic progress periodically. Your authorised consent to disclose this information is collected as part of your enrolment via the Web Enrolment System (WES).
ORIENTATION

The University holds orientation before the start of each semester, across all campuses. It is highly recommended for you to attend orientation because it:

- helps you get settled and connected to the Monash Community
- provides course and study information that will help you succeed in your studies
- introduces you to your faculty staff
- gives you the opportunity to meet your new classmates and senior students just before starting your course
- introduces you to your campus, student association and the range of services and facilities on offer.

Visit the orientation website and check the Orientation Planner for details of information sessions, campus tours, welcome and social events plus many more opportunities that will prepare you for your time at Monash. You can use the Orientation Planner to design your personalised orientation schedule. Make sure you attend the information session specifically for international students.

Alternatively, an International Student Engagement Officer can meet with you.

ADJUSTING TO UNI LIFE

It may take time to adjust to university life for a range of reasons, particularly if you have just arrived in Australia. During the first few months it is important to remember that you are not alone, all new students are trying to settle in, just like you. Don’t try to do everything at once. While you may feel overloaded with information and things to do, there are plenty of people and services on campus to help you every step of the way.

Your most important resource will be the my.monash portal. Once you set up your account, you'll be able to access your student email, Google calendar, important dates, notices, your timetable, and more.

In the meantime here are some tips for a successful transition.

1. Make connections

It’s not just your degree that will last forever. Friendships made at university can last a lifetime. It’s never too early to start meeting people. Here are our suggestions for making early connections.

- Get online and join Monash students in discussion groups – Get online and join Monash students in discussion groups –search and join “New to Monash Uni 2019” on Facebook and start a conversation. Sign up for aMigo, where you can start making friends (even before classes start) with this web-based app for new Monash students.
- Make an effort to talk to other people who look lost. It’s much more fun discovering a new campus or trying out lunch venues with a new friend.
- Head to Monash Sport and sign up for the gym, team sports, or volunteer to help out.
- Join your Student Association, a student club or society. It’s a great way to meet people with similar interests outside your course and year level, broaden your interests and enjoy time out from study. Visit the clubs and societies stalls during orientation. Some charge a small joining fee.
- Attend orientation.
- Join a Non-Residential College at the Caulfield, Clayton or Peninsula campus. The Colleges are available for students who do not live on campus. They provide social, sporting, academic and cultural programs; as well as leadership opportunities, mentoring and support.

Visit the international student association office or lounge on your campus. These associations provide international students with many social events and information sessions throughout the year. Most of these are free or very cheap.

2. Get online
Check out the University’s Information Technology (IT) services, especially the my.monash portal, the Web Enrolment System (WES), the suite of Google apps and other online services. The University will communicate with you through your Monash email account, so it’s important that you check this at least twice a week.

3. Discover the library
Sign up for library tours, library classes, study skills classes and check out the range of online library services designed to support your university studies.

4. Find out about your faculty
Visit your faculty website, and meet the staff in the office. Get to know your academics; find out what kind of research projects your department is involved in; what career outcomes you can expect from your course and about the many services available for students at the University.

5. Understand what you need to begin your course
Consider what units you will be studying and check out the books and other resources you may need. Get into study mode and plan your study time well. If you need assistance with study or language skills, visit the Learning Skills Advisers in the Library and check out the English Connect programs.

Be sure you go to all of your introductory lectures, labs, workshops and tutorials as this will set you up for success in your first year. The teaching staff are also there to guide you.

YOUR STUDIES
Studying at Monash will provide you with many interesting challenges as you work through your degree. One of the more challenging times is likely to be in the first semester when you will have to get used to living in a new country and learning in a new academic culture simultaneously.

The Australian education system may be different to the system in your home country. All classes, lectures, tutorials or meetings with your research supervisor will be conducted in English. Therefore, you will be expected to organise and communicate your knowledge in both written and oral English. As a tertiary student, you need to develop and demonstrate a high level of analytical and critical thinking and the ability to understand and apply principles and key concepts for problem-solving. You also need to be self-motivated and independent. For postgraduate research students, your ability to handle theory and concepts at an advanced level, and your research skills and techniques are very important. If you are studying in Australia for the first time, it is important to give yourself a positive start.

Learn more about the expectations at Monash by watching some fun short Academic expectations videos.

English language support
Australians have their own particular accent and culture, and it can be hard to understand them at first. Monash offers English language programs throughout the semester. English Connect offers a range of programs focusing on conversational English, grammar, academic writing and presentation skills. All of these programs are peer facilitated. For example, Let’s Chat classes enhance conversational English and are run by specially trained students on all campuses. These classes are free of charge and involve no books, assessments or exams. Peer Support, one on one sessions, have trained tutors to help you improve your assignments and academic writing. In addition, specialised grammar workshops and public speaking workshops are also on offer and free of charge throughout the academic year.
Here are some suggestions to help you understand the Australian educational culture.

- Practise listening to the Australian accent by listening to ABC Education Learn English. They also offer structured English language courses to help you learn Australian English for real life situations.

- Keep up-to-date with Australian news and current affairs by reading Australian newspapers and magazines such as:
  - Radio Australia
  - Herald Sun
  - The Age
  - ABC News

**Research**

As a research student, you will need to establish good research habits and set goals for yourself to ensure your research project remains on track. Get connected with the academic department in which you will be working by attending research seminars, workshops and even morning teas with your supervisor and staff wherever possible.

Monash Graduate Education is there to support you in your research. Once you are enrolled, you will have access to its intranet, where you will find their welcome kit and lots of useful information about events, news, seminars and graduate researcher development programs.

The Monash Postgraduate Association (MPA) also offers a range of workshops and activities to help you settle in and commence your study.

**Plagiarism**

In the Australian culture, there is a strong emphasis on the ownership of ideas. Plagiarism occurs when you present the written words or ideas of another person as your own. These words or ideas may be from published sources or even from other students’ work. Plagiarism is often described as ‘stealing’ the intellectual property of other writers and this is not allowed at University. This means that it is important not only to acknowledge the source of the information you use by providing a reference, but also need to take care that you don’t use wording that is too close to the original source. Instead of copying out information or sentences from the original work, the words and the structure of your assignment should be your own. You should generally refer to other people’s ideas in your own words as well. You will only need to cite the views expressed in books and articles as a direct quote when it is not possible to rephrase the idea without altering an author’s intended meaning, or when the idea has been expressed succinctly in subject-specific terminology. In this case, the words should be enclosed in quotation marks. Often plagiarism occurs when students feel that they can’t write the idea as well as the original author wrote it and so the exact words are copied. However, you must remember that the person marking your work wants to know whether you understand the material. You can show this by expressing the ideas in your own words rather than just copying them.

Plagiarism usually occurs in two ways:

1. using the words or ideas from a source and not indicating the source
2. using the exact words from a source, indicating the source, but failing to use quotation marks to punctuate direct speech

**Getting academic assistance**

It is important to seek advice early if you are experiencing any difficulty or confusion in your academic study or any other matters that affect your ability to study. Your lecturers will also be an important source of help – be sure to find out early where their offices are located and at what times they are available to see students.

The Library offers resources and programs free of charge to students wishing to improve the quality of their academic English and their approaches to study. Some branches of the Library run special classes over summer and during the mid-year break. A range of classes are also available in
the early weeks of each semester if you want to develop your note taking, reading, writing, researching and speaking skills.

Research and Learning Skills

EASE Learning tools are available on all library PCs to assist with listening to lectures and presentation skills.

INTERNET

Monash University uses your student email account as its primary means of communicating with you. Additionally, you will find much of your study material on the online learning systems, such as Moodle. Hence, you will need access to the internet.

Free internet access is available on all campuses at the library and in computer labs:

Locate a Computer Lab

A secure wireless network is available across all Australian campuses:

Wireless and Network

More IT tips to get you started:

Students New to Monash

WHERE TO GET INFORMATION

Monash Connect

Monash Connect is a single point of contact for student enquiries, providing consistent and tailored responses and access to information 24/7.

Monash Connect manages enquiries through:

1. Visiting our service point on any campus
2. Calling the Monash Connect Contact Centre on +61 3 9902 6011
3. Searching for answers or ask a question:

Monash Connect

Ask.Monash

Monash Connect provides an extensive range of services:

- administrative services, such as ID cards, fees, enrolments, graduations, exams, scholarships, parking, official letters and transcripts

- international student support advice on visas, Confirmation of Enrolment (CoE), Overseas Student Health Cover (OSHC), residency and intermission

- financial assistance with loans and grants

- off-campus accommodation information and guidance

- general course enquiries and referral point for course specific enquiries.

Ask.monash is a self-service option available to students. You are able to find answers to frequently asked questions by searching stored information, asking a question, seeing responses and providing feedback and suggestions for improvements. Ask.monash has accurate, up-to-date content about a range of topics, including student administration, parking, transport, library and IT.

You can also visit the Monash website for international students studying at Monash and access a wide range of advice as well as a helpful service finder.

Monash International Students

For Study abroad and exchange students

Monash Abroad provides support and services for international exchange, study abroad and intercampus exchange students who come to Monash for just one or two semesters.

You can contact Monash Abroad at any time during your stay at Monash for advice and assistance.

Telephone: +61 3 9905 1551
monash.abroad@monash.edu

Study Abroad

For sponsored students

The Student Finance area manages the administration of scholarship and sponsor requirements for external sponsorships, including those from the Australian Government, overseas government departments, ministries, agencies, employees or other private bodies.

Monash University Fees

For students receiving foreign financial aid

Monash University is participating in the United States (US) Federal Direct Loan Program where eligible US students can receive Direct and PLUS loan funding. Monash is also an approved institution for students to receive the education benefit
entitlements from the US Department of Veteran Affairs, or Government student loans and financial aid from countries like Canada, Germany, Norway and others. If you have any queries about your student financial aid/loan, you can contact our financial aid administrators via email at: foreign.finaid@monash.edu

**For students with disabilities**

If you have a disability, mental health or a long-term medical condition that may impact your studies, please contact Disability Support Services before you accept your offer to study at Monash. We will determine which services you may be eligible to receive to enable you to participate as independently as possible in educational activities. Services can include note-takers, library assistance, provision of material in alternative formats and alternative arrangements for assessment. 

Telephone: +61 3 9905 5704
disabilitysupportservices@monash.edu

**RELIGIOUS SERVICES**

There are a variety of religious services and programs that occur during the year, including regular opportunities for worship and meditation; confidential pastoral counselling for spiritual guidance, religious and personal issues; lectures/workshops; and weekly study groups on scripture, faith reflection and personal growth. These are held by student groups or campus-based chaplains.

Our chaplains provide a community focus in developing spirituality for students and staff and regularly liaise with all spiritual groups on campus.

The chaplains can help put you in touch with your own spirituality and if you wish, with other community based faith groups and organisations.

**Places of worship**

Each campus has a multi-faith room for prayer and reflection:

- **Caulfield**: Building B, Room B1.56
- **Clayton**: Religious Centre, 38 Exhibition Walk
- **Parkville**: Sissons Building Prayer room, Level 2
- **Peninsula**: Building A, Room A1.19

**Muslim students**

We recognise that Muslim students often have specific social, religious and cultural needs when adjusting to University life. To assist you, we have published a handbook called Salaam Monash which offers:

- information on Islamic services and facilities in the Melbourne region
- a register of local Halal food/groceries outlets
- contact details of Islamic societies/organisations.

**COMPLAINTS, GRIEVANCE AND APPEALS PROCEDURES**

Monash University has grievance policies and procedures and a University Student Ombudsman. If you believe that you have been treated unfairly, or if you have a complaint about academic or administrative decisions or the provision of University services, your complaint can be dealt with under the Student Complaints and Grievances Policy. In addition, the University has appeals provisions relating to unsatisfactory academic progress, discipline, health and equity opportunity, and for student visa holders: the refusal to issue a release letter.

In the first instance, you should try to resolve your complaint with the person concerned. If such a discussion is not appropriate or you feel uncomfortable, you may choose to discuss your complaint with the relevant head of department or administrative unit (e.g. the faculty manager, registrar or the dean), a member of the Social Justice Unit, or one of the University’s counsellors. You can also seek advice from a Student Rights Officer.

If this doesn’t resolve the complaint, you have the right to lodge a formal complaint with your faculty’s grievance officer. If the issue is not resolved through this process, you may lodge a complaint with the University Student Ombudsman. The University Student Ombudsman investigates complaints in an impartial and independent manner; they do not advocate for students or the University.

Your Student Association offers a student rights service. Student Rights Officers can work with you and advocate for you in any disciplinary, grievance or other procedure.
SAFETY AND SECURITY ON CAMPUS

Security and personal safety is an important issue for everyone, and relies on all of us working together to help make sure our Monash community stays safe. If you are concerned about your own or someone else’s safety, see something suspicious, or would just like some security advice, Monash University Security is available 24/7 to assist.

Apart from the uniform patrol officers you see around campus, Monash University Security provides the University community with a range of services, including security safety escorts on campus, security buses, crime prevention tips, personal safety plans, property protection advice, travel safety advice and information sessions.

For Monash University Security’s 24-hour service call +61 3 9905 3333 using your own phone or dial extension 333 from any internal campus phone.

For Police, Fire and Ambulance dial 000 on your own phone or 0 000 using an internal Monash phone.

For general security advice and assistance call +61 3 9902 7777 and simply select the campus and service option you require.

Safer Community Unit

Safer Community aims to provide a safe and productive environment in which you can study, complete research, work and socialise. The Safer Community Unit is for Monash students on all campuses and can assist you if you:

- feel threatened or unsafe
- have concerns about someone else’s behaviour or wellbeing
- have received unwanted attention
- are worried about someone harming themselves or someone else
- need advice on managing a difficult both on and off campus situation.

The experienced staff will assist you with referrals, information and advice about a range of matters.

Telephone: +61 3 9905 1599
safercommunity@monash.edu

Remember that the Safer Community Line is not for emergency response. In an emergency or for immediate response while on campus, use the Monash University Security number +61 3 9905 3333 or extension 333 from internal phones.

Turn to the front inner cover for emergency contacts and numbers.

Bullying and harassment (including sexual harassment)

The University is committed to providing students, staff and visitors with a healthy and safe environment for work and study.

Behaviour which may be acceptable in other countries could be against the law in Australia and behaviour which Australians find acceptable might offend students from other countries.

No form of bullying or harassment is tolerated at the University. Bullying is considered an abuse of power and involves repeated unreasonable behaviour, such as: verbal abuse; humiliation through sarcasm, criticism or insults; excluding or isolating a person; psychological/emotional harassment; intimidation; assigning unreasonable tasks; deliberately withholding information or inconveniencing someone.

Harassment involves similar behaviour and includes sexual harassment which is against the law in Australia. Sexual Harassment is unwanted, unwelcome or uninvited behaviour of a sexual nature in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the other person would feel humiliated, intimidated or offended.

If you are upset by the behaviour of someone at Monash, you are encouraged to seek help.

Threats to harm someone, acts of violence, assault, including sexual assault, and stalking are criminal matters and should be reported immediately to the Safer Community Unit.

As an international student you may be frightened or more reluctant to come forward and report a sexual assault or sexual harassment to the University. Your visa will not be affected if you
choose to report the sexual assault or sexual harassment to the Safer Community Unit, Victoria Police or another support service. You are entitled to the same advice and support as domestic students.

The Safer Community Unit will discuss your privacy requirements with you. There are some exceptional circumstance in which the Safer Community Unit may be obligated to report the incident to the Victoria Police. This may occur if a minor is involved or where there may be a serial perpetrator. If you have concerns about privacy, ask the person or service about their obligations to disclose the information you share.

The South Eastern Centre Against Sexual Assault (SECASA) has service brochures in languages other than English, these can be accessed at their website. Victoria Police also has information on reporting a sexual assault in languages other than English accessible on their website.

KEEP CONNECTED WITH THE UNIVERSITY

Although your Monash email account is the primary method we will use to contact you, it is still very important that you keep your Australian residential address and telephone number up to date in case we need to contact you via mail or phone. This is one of your student visa conditions.

You can update your address in the Web Enrolment System (WES):

Students under the age of 18 must contact their International Student Engagement Officer or go to Monash Connect to have their address updated.
STEFAN

Law exchange student, Denmark

“Adjusting to Monash and to Melbourne as an exchange student has been very easy. This is because of the easy-going and welcoming Australians, including people on streets, hostels and volunteers and staff at Monash. There are so many opportunities to get involved in a great assortment of clubs and social life at university. Through attending social events, sporting activities and tourist tours, it has been easy to make friends and to feel at ease.”
INTRODUCING MELBOURNE AND VICTORIA

Located on the south eastern corner of mainland Australia, Victoria is Australia’s second-smallest state, covering 227,600 square kilometres. Victoria has a population of over six million. Many of Victoria’s unique and varied landscapes are easily accessible as day trips from Melbourne.

Melbourne is the capital of the state of Victoria. With a population of approximately five million, it is Australia’s second largest city. It is regarded as the cultural, food and fashion capital of Australia. It is a true multicultural city with about one quarter of Melbourne’s inhabitants born overseas.

Melbourne has many exceptional attractions, including the Melbourne Cricket Ground, Royal Botanic Gardens, Flemington Racecourse, Southbank and the Queen Victoria Market to name just a few.

Visit Victoria  
Lonely Planet Melbourne  
Monash Life in Melbourne
**ARTS AND CULTURE**

Melbourne hosts many major cultural events each year, including the Moomba Festival, Melbourne Food and Wine Festival, Melbourne International Comedy Festival, Melbourne International Flower and Garden Show, Melbourne International Film Festival and the Melbourne International Arts Festival. Throughout the year there are many festivals that provide free entertainment and activities.

**SPORTS IN VICTORIA**

Victoria has a strong sporting tradition. While many Victorians enjoy playing a variety of sports, others like to watch. There are opportunities to participate in a wide range of sports, including tennis, cricket, netball, basketball, soccer, rugby (league and union) and table tennis both on and off campus.

Get involved with Monash Sport!

Melbourne is also host to some major sporting events, such as the Formula One Grand Prix, Australian Open Tennis, AFL Grand Final and the Melbourne Cup.

**EATING OUT**

Melbourne has a broad array of restaurants and food stores providing a variety of cuisines from all over the world. They range from small cafés to large bistros and elegant expensive restaurants. You will be able to find familiar foods from your own country at reasonable prices. Vegetarian and halal restaurants can also be found in many areas across Melbourne.

Many restaurants serve alcoholic drinks and others allow you to ‘bring your own’ (BYO). BYO makes it less expensive if you wish to consume alcoholic beverages. Restaurants will display on their premises whether they are fully licensed, or BYO, or both. A BYO restaurant may charge you ‘corkage’ (i.e. a cost for them to open your wine). Corkage may be charged per bottle or per person.

Fast food outlets and takeaway food shops are abundant and can be found in most suburbs or towns. Many fast food shops also offer inexpensive Asian cuisine and many local pubs offer meals at reasonable prices.

**PERSONAL SAFETY ADVICE**

Monash campuses are located in or near large urban centres and, as in many parts of the world, larger communities can sometimes present risks to safety. Making sure you are aware of potential risks, and following some common sense advice, is important and will help you stay safe.

Victoria Police have many safety tips and fact sheets that cover personal safety, home security, travelling on public transport, road safety and much more.

**Home security**

Most house break-ins are crimes of opportunity with entry gained relatively easy through an open or unlocked window or door. Here are some tips:

- Keep your front door locked when you are at the back of the house.
- Avoid having parcels left on the door step.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.
- Make sure that your house number is clearly visible from the street, so you can be easily located in an emergency.

**Personal safety**

- Stay alert.
- Do not carry large quantities of cash at any time (Please note: payment of course fees by cash is not permitted at Monash Connect).
- Avoid walking through parks or poorly lit streets and lanes. Use the main roads as much as possible.
- If you are out and feel threatened, go to the nearest shop or house and ask the occupants there to call the police.
- Keep away from trouble – if you see any trouble or suspect that it might be about to start, move away from the scene and alert the police.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette, the time or change – they could have other motives.
When out in public, don’t flash your mobile phones, laptops and tablets around or leave them unattended.

Keep handbags, purses or wallets on or close to you.

When socialising in a public place, never leave your drink unattended. This is to prevent ‘drink spiking’.

Ensure that any valuable possessions (such as mobile phones, computers, jewellery, electrical goods, car, etc.) are kept securely and consider purchasing personal property insurance to cover these possessions against damage or theft.

Use the Monash University Security services wherever possible.

Public transport safety
There are many security measures available to help ensure the safety of travellers using public transport, including: guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance. Victoria Police Protective Services Officers (PSOs) are also there to keep you safe when travelling on Melbourne’s train network. These officers patrol the network from 6pm every night until the last scheduled service.

For late night travel on the train, you can sit in the first carriage to be near the driver.

Plan your trip and tell someone where you are going and when you expect to return home.

Stand or sit in areas that are well lit.

Place bags, shopping and computers on your lap if you are seated or at your feet when standing. Keep the items in your sight.

Check public transport timetables in advance. If you do have a long wait, stay in well-lit areas or near open shops.

Taxis

Take note of the taxi identification number (usually a 4-digit number) written on the number plate and side of the vehicle.

The driver should have photo ID with a 6-digit driver number on display inside the taxi.

You can tell the driver the route you want to take to reach your destination.

You have the right to choose a taxi and driver of your preference.

If catching a taxi from the city on the weekend at night, go to one of the ‘Safe City’ taxi ranks at either 8 King Street, Flinders Street Station, 20 Bourke Street or 200 Queen Street.

Car safety

Always lock your car.

Check inside the car before getting in.

Change the place you park on a regular basis.

Always have your car key in your hand before entering the car park.

Do not leave any valuables in your vehicle and especially not in sight (this includes coins).

Road safety

Cross the road at pedestrian (zebra) crossings or traffic lights where possible.

At railway level crossings, wait for the bells and lights to stop and the boom barriers to be raised before you cross. Many accidents occur because pedestrians cross immediately after a train, not realising a second train is coming.

Never assume that an approaching vehicle will stop for you.

If no footpath is available, walk facing oncoming traffic and keep as far to the right or left side as possible.

Keep to the left side on shared bicycle/pedestrian paths.

Wear bright coloured clothing at night or in reduced visibility conditions.

Fire safety

In Victoria, smoke alarms must be installed in all residential buildings, including homes, units, flats and townhouses. It is the legal responsibility of owners and landlords to install smoke alarms if you are renting. If your residence doesn’t have one, contact your landlord.

Test your smoke alarm on a regular basis.

Do not overload power boards and double adapters.

Computers, monitors and TVs can overheat, so they should be turned off after use.

Clothes and curtains should be kept at least one metre from heaters.

Turn off heaters before you go to bed or leave the house.
- Stay in the kitchen when cooking, especially when cooking with oil. Never try to put out an oil fire with water.
- Ensure that the external doors of your home are not deadlocked when you are in the house so you can escape quickly if needed.

The Metropolitan Fire Brigade (MFB) Community Home Safety Booklet is available in 21 languages and has further fire safe tips.

**MFB Community Home Safety Booklet**

**Water safety**

Some of our beaches have strong currents and can be dangerous. It is recommended that you swim at beaches that are patrolled by Life Saving Victoria. These beaches can be identified by the red and yellow patrol flags.

**Water Safety**

If you are not confident in water, join a swimming class at the Doug Ellis Swimming Pool on the Clayton campus or at your local public pool. It is free for Monash students to participate in the Water Wise, Introduction to Swimming Program at the Clayton campus.

**Water Wise**

**Sun safety**

The UV rating in Australia is very high when compared to the worldwide average. Australia has the highest rate of skin cancer in the world. However, this is preventable by taking these reasonable precautions when outside:
- wear enough clothing to protect your skin
- apply sunscreen
- wear a hat
- seek shade when possible
- wear sunglasses to protect your eyes.

These precautions should be taken between the months of September and April, as well as warmer days in May and August. June and July are the only months of the year in Melbourne when the UV rating is considered low and you are not at risk of sunburn.

**Sun Safety**

**AVOIDING SCAMS**

You should always be wary of scams. You could be targeted in person, over the phone, through text messages, by email, through websites and through mobile apps. There are many types of scams, including attempts to gain your personal information, fake charities, fake investments and unexpected winnings. The Australian Government’s Scamwatch website provides alerts about new scams, a form to report scams and instructions on where to get help if you have been the victim of a scam. You can get tips on how to protect yourself in various languages.

You should also read the message below from Victoria Police about a new scam that targets victims via mobile phone contact and through social networks such as WeChat and WhatsApp.

**Scamwatch**

**Message from Victoria Police**

**EMERGENCY SERVICES IN AUSTRALIA – ‘000’**

The national telephone number for all emergency services in Australia, including Ambulance, Fire and Police, is 000. This is a 24-hour service and is a free call, even on mobile phones. Calls are answered by an operator who will ask which service you require – Ambulance, Fire or Police. State the service you require and give your address/location. The operator will arrange for the appropriate response service.

**HEALTH CARE IN AUSTRALIA**

**Public system**

The major provider of healthcare services in Australia is the public health system (Medicare). Medicare provides a comprehensive free or subsidised healthcare service for all Australian citizens covering both hospital-based and community-based medical services. One of the problems with such a system is that waiting times in public hospitals can be long.

**Private system**

Private hospitals provide about 30% of all hospital beds in Australia. Private medical practitioners provide most out-of-hospital medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners.
Attending an Australian hospital

Few private hospitals have emergency departments and therefore, in an emergency, most Australians rely on the public hospital system. If you go to an Emergency Department in a hospital, you will be met immediately by a triage nurse for information about you, your insurance cover and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in the emergency room, and it is likely that you will remain at the emergency room for several hours. You will be asked to pay an upfront fee before being treated which ranges anywhere from $400-$700.

Private hospitals are very expensive for treatment and hospitalisation. Overseas Student Health Cover (OSHC) will cover some of the cost of some private hospitals, but you will have to pay the difference. OSHC covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the ‘schedule fee’ for the doctor, but you will have to pay the difference if the doctor’s fee is higher than the ‘schedule fee’.

General Practitioners (GPs)

In Australia, you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – general practitioner) in their private practice, on campus or at a medical centre. In most cases, you will need to make an appointment. Part or the entire doctor’s fee will be covered by your OSHC. It is important to note that some doctors will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

If you are unwell

Phone a University doctor, a 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, we recommend that you phone the doctor’s surgery early in the morning (8–8.30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day; you may have to wait one or two days before you can see a doctor. Some medical centres have a drop in service where you don’t have to make an appointment. Call them first to check.

Counselling and mental health

Professional and confidential psychological counselling services are available on campus to all Monash students. The service is staffed by experienced psychologists and social workers who are trained to assist people explore, understand and work on resolving difficulties related to the demands of studying at university and life in general. Referral to psychologists may require a letter from your GP/Doctor.

Cultural differences to what you are used to may increase your feelings of stress or anxiety. This feeling of ‘culture shock’ does pass with time as you adjust to the culture, but in the short term can cause frustration towards your host country and a profound longing for home. It is important to remember this is a normal experience when living in
a foreign environment, and that Monash counsellors are here to help.

Monash on-campus counselling appointments are free to all students.

The service also offers help online. It is not a crisis helpline, but is useful if you are unable to get to campus to see a counsellor. A counsellor will respond within three working days.

Monash Counselling Service 9905 3020 (during office hours)

Finding a Dentist or Optometrist in your Area

After hours emergency telephone counselling service: 1800 350 359

Finding a Pharmacy in your Area

Monash Counselling Service

Finding a Dentist or Optometrist in your Area

Public hospital waiting times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital that has a general practice clinic attached. If not, and you attend an emergency room to see a doctor, be prepared to wait a long time. It is not uncommon to wait more than 3 hours; at some hospitals you could wait as long as 5 – 6 hours to see a doctor.

You will be asked to pay an upfront fee attendance before being treated which ranges anywhere from $400 – 700.

Ambulance travel

If you require emergency transport to hospital, an ambulance may be called. The cost of an ambulance would only be covered by your OSHC policy if you are admitted to hospital. We suggest whilst you are in Australia you take out ambulance cover. Singles cover is about $50 per year.

Chemists (Pharmacies)

If you need to obtain prescription medicine or medicine that is written for you by your doctor, you need to take the prescription to a pharmacy. You will have to provide the pharmacist with your OSHC card and your full name and address. You often only have to wait a short while for your prescription medicine to be prepared.

Prescription medication

Prescription medicine is medicine that is prescribed by your doctor and can be purchased from a pharmacy. This medicine is only for you.

The pharmacist will go through the instructions with you. You will need to pay for your medicine and claim later. The medicine must be listed on the Pharmaceutical Benefits Schedule (PBS) for a benefit/refund to be available. You are required to pay the first $38.80 (PBS contribution rate – current at the time of publication). You can then lodge a claim with your OSHC provider. Allianz Global Assistance may cover for the cost above this amount up to a maximum of $50 per prescribed item.

Over-the-counter medication

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

Dental and optical

Remember that dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment.

Dental and optical

A dentist is available at the Clayton campus. Ring 9905 1000 to make an appointment. This dentist charges reduced fees for all Monash Students.

Interpreter services

In Australia, we have healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. You can request this free service when making an appointment.

LEGAL SERVICES

The laws in Australia may be different to those in your home country. You can get legal assistance by hiring a lawyer directly or by seeking free assistance, such as Victoria Legal Aid and other Community Legal Centres. You can get information about how to choose a lawyer and find details of lawyers through the Law Institute of Victoria in the ‘Find a Lawyer’ section of their website.
The Monash Oakleigh Legal Service (MOLS) is a community legal centre which provides free legal advice and assistance on a variety of legal matters including: motor vehicle accidents, matrimonial and family matters, police prosecutions, debt, tenancy and neighbour disputes, contracts and social welfare.

**AUSTRALIAN SOCIAL CULTURE**

Australia is a diverse nation with a multicultural population. However, some of the social customs in Australia reflect an English/American background or social behaviour. When living in a new culture, it is a good idea to observe the habits and customs of other people because they may express their feelings differently from people of your own culture. At Monash, you will have many opportunities to develop new friendships and to become involved in social activities or participate in sporting activities. During this time you will also develop a greater understanding of yourself and of other people. It is also important to have confidence in your own cultural values.

**Conversation topics**

When meeting people for the first time, often the following topics are discussed: weather, sport, work, study and hobbies. Topics typically reserved for friends include personal relationships, politics and religion. However, this should not be read as a set of rules for interacting in Australia. It is important that topics of interest to you are broached and discussed.

Issues addressed by the Australian media may be somewhat surprising if your media does not report matters of politics, sex and religion. In Australia, these topics are often discussed on television and in newspapers. Public debate about such subjects is considered appropriate.

**Equal opportunity**

Australians believe in equal opportunity. Women are entitled to the same rights, status and opportunities as men. It is expected in Australia for people to be treated equally regardless of wealth, background, types of work undertaken or appearance.

In Australia, we have laws that protect people from discrimination based on:
- race, colour, ethnic origin or nationality
- sex or gender, lawful sexual activity, marital status, pregnancy or potential pregnancy, breastfeeding, status as a parent or carer
- religious or political belief or activity, industrial activity
- age, physical features, disability (past, present or imputed), medical record
- personal association with someone identified by reference to any of the above.

**Social customs**

**Informality**

People often use first (given) names even with respected elders. However, if you are meeting someone who is older than you for the first time, use a title before their family name, for example: Mr Brown, Mrs Brown, Dr Brown or Professor James, until you are invited by that person to use their first name. “Ms” (pronounced ‘mizz’) is now a common and useful title for women if you are unaware what they prefer to be called, e.g. Ms Brown.

**Courtesy**

Greetings, such as “Good morning/afternoon”, “Hello”, “G’day” and “How are you?” are commonly used even among strangers. It is also usual and expected that you say “excuse me” to attract someone’s attention, when joining in conversations or to be excused from a conversation or meal; “please” when requesting something; and “thank you” when something is done or handed to you. Otherwise, your behaviour may seem very impolite.

**Queues**

People form queues to buy goods in shops, to wait for service in banks and when waiting for public transport. Pushing in front of someone in a queue is considered very impolite and will not be tolerated. Australians also value their personal space and privacy. Thus, it is appropriate for you to give more space when queuing, while waiting for your turn at a bank ATM or standing or talking in close proximity to other people.
Appointments
It is a usual practice for you to make an appointment to see someone at the University or even before dropping in socially at someone’s home.

Invitations
If you are invited formally or even informally (in person or over the phone) to an event, it is polite to reply as soon as possible. Formal invitations usually have a reply (RSVP) date and replies are expected by the date stated. If you have accepted an invitation and later find you cannot attend, it is good manners to inform the person who invited you of this change. It is also considered polite to say directly if you do not want to accept an invitation, e.g. ‘Thank you but I am unable to come this time’.

Punctuality
Punctuality is important. Check your appointment times and locations and allow enough time for travel. If you cannot keep an appointment or you are running late, contact the person you’re meeting and let them know.

Dress code
People tend to dress casually at University and during summer clothing is often kept to a minimum. Please note that it is acceptable for women in Australia to wear shorts and singlets without being considered provocative or immoral. If formal attire is required, you will usually be advised in advance.

Social gatherings
Social functions, such as barbeques, dinners or parties are common and can be held in private homes, parks, restaurants or function centres. Sometimes it can be ‘BYO’ which means ‘bring your own’ drinks or meat for a barbeque. Alternatively, it can be a ‘bring a plate’ gathering where each guest brings a plate of food to be shared by everyone. If the function is in a restaurant, most of the time the cost of the meals are shared equally.

Physical contact
Handshakes are commonly used to greet each other or say goodbye, especially among men. Women display greater physical contact by hugging and greeting each other with a kiss on the cheek. You will also see displays of affection, such as hugging, kissing and holding hands between couples in public.

Opening of gifts
While in some cultures opening a gift/present in front of the person is considered rude, it is just the opposite in Australia. When accepting a gift, you can open it immediately and express your appreciation.

Smoking
Smoking is not allowed on public transport, in restaurants, cinemas and public buildings. You can be fined for smoking in prohibited areas. If you are at someone’s home, it is polite to excuse yourself and smoke outside. Smoking is not permitted on any campus, including buildings and the grounds.

Bribery
You need to remember that bribery is not part of Australian culture. It is illegal in this country and is not accepted by society.

Tipping
Australia does not have a strong tipping culture. However, some people leave tips in restaurants and cafés if the service is good.

Independence
Most people are independent and cook and clean for themselves. Some people may pay a person to come to their home once a week to help with domestic tasks. Manual work is not looked down upon and it is common to see men and women alike doing various chores around the house or garden.

Intercultural communication
Studying at Monash will present you the opportunity to meet many people from other cultures. Watch some practical advice on how to use your English to communicate in day to day scenarios at Monash.

USEFUL TIPS AND ADDITIONAL INFORMATION

Purchasing/connecting telephones
Mobile/cellular/hand phones
Refer to Chapter 2 – Contacting your family – Telephones

Private telephones
There are two main telephone service providers in Australia: Telstra and Optus.
There are various alternative providers of telephone services. You can look for information on telephone service providers in the telephone directory or on the internet.

**Usage**

If you are boarding in a home and have the use of a private phone, be aware that there are costs involved. Please make arrangements about paying for the calls you make before using the phone. If you share a flat or house with other students, take care in arranging how the telephone bills (including connection fees) will be shared. You should come to an agreement early about how to pay telephone bills and thus avoid the problem of a housemate leaving the others to pay for his or her telephone bill. It is a good idea to ensure all members of the household have their full names placed on the telephone bill.

Long distance and international calls are itemised on each telephone bill. This lists each call, the telephone number and area called, the duration of the call and the total cost of each call. Home owners can readily check if you have been making long distance calls in Australia or overseas.

**Phone cards**

The larger phone companies do not necessarily offer the cheapest long distance and international phone rates. You should consider using pre-paid phone cards to make your international calls. A variety of cards will be available at newsagents, convenience stores and also selected outlets on campus.

**Internet**

There are a range of internet providers in Australia offering a variety of services at varying rates. They offer pre-paid or contract internet plans. We suggest you shop around for the best deal.

**Australia Post**

Australia Post manages most postal services. There are post offices at most suburban shopping centres. There is one at the Clayton campus, too. Services include letters, parcels, faxes, money orders and a bill paying service. Opening times are generally Monday to Friday from 9am – 5pm, however some open on Saturdays.

The minimum postage cost for a standard letter within Australia is one dollar. You can also buy stamps from most newsagents, convenience stores and milk bars.

Mail delivery: Australia Post delivers Monday to Friday (except public holidays).

**Rules about Receiving Goods by Post**

**Receiving mail or parcels from home**

Australia’s strict quarantine and customs laws also apply to items that are received in the mail. It is a good idea to tell your family and friends about Australia’s quarantine requirements and to ensure that declarations on parcels are accurate and provide sufficient detail about the goods inside.

**Daylight saving**

During the warmer months, most Australian states have daylight saving. Clocks are moved forward one hour to allow the daylight to last longer into the evening. In Victoria, daylight saving begins from the first Sunday in October and ends on the first Sunday in April.

Therefore, you need to remember to add one hour to your time calculation during this time.

Victoria Normal GMT +10hrs
Daylight saving GMT +11hrs

**Drinking water**

Melbourne’s drinking water is very clean so you can safely drink it without having to boil it first. It also contains fluoride which helps prevent tooth decay. Look out for the water drinking fountains at Monash. You can drink directly from the fountain and also refill water bottles.

**PROTECTING OUR ENVIRONMENT**

Australians are encouraged to live in harmony with the environment. Our Government promotes and encourages programs, such as recycling and reducing waste, tree planting, composting, saving energy and water and protecting our natural environment.

**Energy**

By changing the way you use energy you can save money and have a positive impact on the global environment.

- switch off electrical appliances if you are not using them
- turn off lights when you are the last person to leave a room or lecture theatre
switch off your computer monitor
switch idle appliances off at the wall.
Remember, the more electricity used, the more it will cost.

Recycling and rubbish
When you put out your rubbish, separate the items that can be recycled from general household waste. Local councils provide every home with a normal rubbish bin and a bin for recyclable items. The bin itself, or the lid are of different colours to help you dispose of your rubbish correctly. Visit your local council web site to view your rubbish collection schedule.

Things that can be recycled are:
- glass (all glass bottles and jars – clear, amber and green with caps and lids removed)
- aluminium (cans and foil)
- newspaper, cardboard and office paper
- plastic milk, soft drink and juice bottles, and takeaway food containers
- steel (all clean steel cans and tins)
- cartons (milk and fruit juice cartons).

Other tips
- reuse plastic and glass containers for food and other storage
- use scrap paper for rough notes during lectures
- whenever possible, use both sides of the paper when photocopying (and do double-sided printing)
- avoid taking home extra plastic shopping bags when you do your grocery shopping.
- don’t put recycling in plastic bags. Put your items loose in the bin so they can be easily sorted
- put all rubbish in the appropriate bin.

Hard rubbish
Large items of rubbish, such as household furniture, are also known as hard waste or hard rubbish. If you need to dispose of any large items, contact your local council to find out about their hard rubbish collection programs. Only dispose of hard rubbish outside your house when a collection has been scheduled.

Water
Water is a precious resource. Residents in Melbourne have to pay for the water they use. If you leave a tap running, it not only wastes water, but it gives you an expensive water bill to pay.

Welcome to Monash
We hope you have found the Destination Monash Handbook useful in your preparation for university. We encourage you to refer to it throughout the course of your study. If you have any further questions, please refer to the Ask.Monash website. We are looking forward to your arrival at Monash, and warmly welcome you to Melbourne.
SHUHUAN

PhD Education, China

“We are so lucky studying in Australia as overseas students. It is such a multicultural and welcoming society.”