

WELCOME

A guide for international students



swinburne.edu.au/international

CRICOS Provider Code 00111D

KNOW
ING



CONTENTS

Getting to Swinburne	4
Starting at Swinburne	6
Support services	7
Studying at Swinburne	8
Meeting new friends	9
Keeping in touch	10
Banking	12
Students with families	13
Health and safety	14
Safety on campus	15
Accommodation	16
Life in Melbourne	18
Lifestyle and leisure activities	20
Shopping	21
Eating out	23
Religion and places of worship	24
Your student visa	25
Paying your tuition fees	26
Important contacts	27

Getting to Swinburne

Getting to Swinburne is easy because all campuses are accessible by public transport. Car parking is available at Hawthorn campus for a fee, and free parking is available at Croydon and Wantirna campuses.



Public transport

For public transport timetables, ticketing information and route maps visit ptv.vic.gov.au

- myki: is Melbourne's ticketing system. Find out everything you need to know about travelling with myki including how it works, where to buy it and how to top up.
- iUSEpass: is available for international students enrolled in a full-time undergraduate course (Bachelor Degree or Associate Degree) or a higher VE course (Advanced Diploma or Diploma) to purchase a half-price annual myki ticket for the zone/s in which they study.

Apply at StudentHQ Hawthorn for an iUSEpass

When you buy an International Undergraduate Student Education Pass (iUSEpass) you are buying an annual public transport pass at 50% off the normal cost.

The criteria for the iUSEpass are as follows:

- iUSEpass valid for 365 days – one year from activation of the card
- Provides a 50% discount on myki full fares – that is:
 - Normal annual pass cost \$1683.50
 - iUSEpass cost \$799.50

Please note: international students studying ELICOS, Foundation Year, VE certificate and postgraduate programs are currently NOT eligible for the iUSEpass.

For more information, visit www.ptv.vic.gov.au/tickets/fares/concession/tertiary-students/international-students/

If you are eligible under the criteria listed above, the International Counter at Student HQ Hawthorn will issue a code (unique to you) which you will need to purchase your pass from Public Transport Victoria.



Getting to Swinburne's Hawthorn campus

John Street, Hawthorn

Train

Glenferrie Station is on the Belgrave, Lilydale and Alamein Lines.

It takes about 10 minutes to travel from Flinders Street Station in the city to Glenferrie Station. It is a one-minute walk to campus.

Tram

No. 16 Melbourne University to Kew via City and St Kilda.

The nearest tram stop is on Glenferrie Road, a five-minute walk from campus.

Bus

No. 624 Kew – Chadstone Shopping Centre – Holmesglen TAFE – Oakleigh.

The bus travels along Auburn Road. From the bus stop it takes about 10 minutes to walk to campus.



Getting to Swinburne's Wantirna campus

369 Stud Road, Wantirna

Train and bus

Boronia Station is on the Belgrave Line. It takes 50 minutes to travel from Flinders Street Station in the city to Boronia.

Bus Nos. 737 and 745 run from Boronia Station to Knox City, which is a short walk from the Wantirna campus.

Bus

Wantirna campus is serviced by many buses which terminate at Knox City Shopping Centre. From Knox City, it is a short walk up Stud Road to the Wantirna campus.

No. 664 Chirnside Park – Knox City

No. 732 Box Hill to Upper Ferntree Gully

No. 737 Croydon to Monash University

No. 738 Mitcham to Knox City

No. 745A Bayswater – Knox City – Wantirna Primary School

No. 755 Bayswater – Knox City via Basin, Boronia, Ferntree Gully

No. 757 Scoresby to Knox City

No. 758 Scoresby to Knox City



Starting at Swinburne



What do I need to do?

1. Enrol online

After accepting your offer, you will receive information about enrolling into your course. All Swinburne students are required to enrol online.

This means you can enrol before you arrive in Melbourne. By enrolling online before you arrive, you will be more organised and prepared to make the most of the guidance you will receive during the Welcome and Briefing, and your course-specific orientation day.

What to do if you haven't enrolled online?

If you are unable to enrol before arriving in Melbourne, you can enrol at special sessions during Orientation Week. Further details on these sessions will be provided at the international student Welcome and Briefing.

Even if you enrol before your arrival, you are still required to attend the Welcome and Briefing, which will provide you with an introduction to Orientation Week and the most important people and services available to support your success.

2. Attend the Welcome and Briefing

Orientation Week starts with a Welcome and Briefing for international students. This week will give you an introduction to how the most successful students manage their university studies and personal life: how to be aware of what's important, and how to use all of the support available to your advantage. The Welcome and Briefing day and your course-specific orientation day are the two most important days for successful transition into your course and the support systems, and provides all the information you will need to make the most of orientation week.

It will also give you the opportunity to meet Swinburne's International Student Advisers (ISAs) who can provide the advice and support services that will help you adjust to life and study in Australia. In addition, there will be an expo where you can meet and talk to staff from the student support network and local community services. You can also sign up to student clubs, activities and events.

As well as the opportunities above, there is a special 'Meet & Greet' session where staff from each faculty will chat with you informally about study at Swinburne and the specialised Strategies for Success program specific to international students.

You must attend the Welcome and Briefing as well as your course-specific orientation which is run by your faculty or school. The Welcome and Briefing will ensure that you understand the sessions specific to your course later in the week – so don't miss out on a thing!

3. Attend your course-specific orientation

The orientation program includes a series of course-specific workshops and on-campus activities. It is designed to introduce you to the academic, social and community aspects of student life at Swinburne. The schedule for the day/s specific to your course orientation will be advertised on the orientation website and at the Welcome and Briefing.

During orientation week you can:

- talk to current Swinburne students
- meet your future classmates and teachers
- get advice about your course
- and enjoy the food and on-campus entertainment.

For more information, visit:
swinburne.edu.au/international/orientation

Support Services

International Student Advisory & Support

International Student Advisory & Support is made up of a team of International Student Advisers (ISAs) who can provide advice and support on your academic and personal welfare and safety during your time at Swinburne. The team includes an accommodation adviser for assistance with all accommodation enquiries and an employability specialist offering a range of employability-focused activities and events especially tailored for international students. If you have any questions, ask an ISA.

This is a free and confidential service.

Note: If you receive a notice or warning letter from Swinburne, we strongly advise you to take special note of any due dates, speak up early and make sure you understand your rights and responsibilities.

Services include:

- private and confidential advice about managing your personal welfare and safety needs and issues
- advice if you feel confused about your course or any advice given about your studies
- support and advice if you are unsure about a notice you have received from Swinburne
- advice and referral for complaint and grievance processes
- advice before you choose to withdraw or request a release from your course
- an accommodation help desk
- specialised support and workshops for international students to boost their employability
- extensive critical incident support for students affected by accident, illness or home country issues.

For more information, visit swinburne.edu.au/student/international/support.html

Note: Students who experience unexpected or serious illness, injury, or are affected by world or natural events in their home country should notify International Student Life immediately.

For more information, visit swinburne.edu.au/student/international/disasters-international-events.html

Health and Wellbeing

Swinburne has a confidential counselling service for students who may be experiencing personal or academic difficulties. Counsellors provide support for a range of issues, including:

- personal, relationship and family issues
- effective study and academic progress problems
- studying and learning more effectively
- exam anxiety, motivation and using time more efficiently
- stress, grief and loss
- adjusting to Australian culture and university life.

For more information, visit swinburne.edu.au/stuserv/counselling

Learning and Academic Skills

Learning and Academic Skills advisers provide advice on how to improve your academic skills and how to meet your course requirements.

For more information, see page 8 or visit swinburne.edu.au/international/las

Centre for Career Development

Swinburne's Centre for Career Development offers a range of services that can assist you to plan your career and build a body of experience and skills that will give you an advantage when applying for a job. They also offer one-on-one career counselling.

Services include:

- SwinEmploy – online job database for graduate, part-time, casual and voluntary work
- GoinGlobal – international job database
- career counselling
- job search tools
- job application checking
- workshops, conferences and webinars.

For more information, visit swin.edu.au/careers



Swinburne Student Life

Swinburne Student Life provides all Swinburne students with free services such as:

- clubs and societies
- orientation activities and events
- independent academic advice and advocacy
- student diary and publications
- Student Leadership and Volunteer Program
- training, workshops and opportunities to discuss any study issues
- legal advice.

For more information, visit swinburne.edu.au/current-students/campus-life/student-organisations/

Swinburne Student Union (SSU)

The Swinburne Student Union (SSU) is Swinburne's independent, student-run representation, welfare and events service.

They organise fun and interesting events on all campuses throughout the year, including campaigns to represent and protect student interests and rights.

They are located on Level 4 of the UN building at Hawthorn campus (above the bookshop).

For more information, visit ssu.org.au

Studying at Swinburne

The academic environment at Swinburne might be very different to what you are used to. Teaching methods may include lectures, tutorials, classes, laboratory sessions, web-based sessions and other methods.

You will be expected to actively participate in this learning process. You will be encouraged to express, analyse and develop your own ideas and opinions; effectively helping you improve your communications skills. Students are expected to conduct independent study outside of class contact hours as a necessary adjunct to the subject content.

Lectures

Lectures are designed to help you understand the topic you are studying. Your lecturer summarises the main points of the topic and introduces other related areas. You are expected to attend all lectures, and you are encouraged to take notes during the lectures.

Lecture notes prepared by the lecturer may also be available online. Some lectures are recorded. Students whose lectures have been recorded can view lectures online after the lecture has been delivered. This will help you to summarise and prepare your own notes if you have missed any important points.

Tutorials and classes

These usually run in conjunction with the lectures. They are conducted in much smaller groups and enable you to ask questions and participate in class discussions. Group work is very common in tutorials and classes, where everybody in the team is expected to contribute, as marks are equally distributed across the group members.

Textbooks

Second-hand textbooks can be purchased from the campus bookshop. You will need to ensure that the author, title and edition of the book you are buying are the same as that on your reading list. The edition of the book is especially important as lecturers often refer to specific page numbers that can vary from one edition to the next. Your lecturer will recommend a specific textbook/s for the subject, but



you are expected to consult a number of different texts, including journals, current newspapers and magazines. The library also holds copies of the recommended texts for many subjects.

Library facilities

The libraries located on each campus provide extensive facilities for all students. Facilities include computer and internet access, equipment loans including laptops, access to online journals and databases, late-night computer lab and group-study rooms.

For more information, visit swinburne.edu.au/lib

Learning and academic skills

The Learning and Academic Skills (LAS) Centre provides free academic and learning advice. LAS advisers can help you with reading, writing, listening and speaking skills that will benefit you both in and out of the classroom.

You can make individual appointments with LAS advisers (including maths and computing teachers) to review assignments and prepare for examinations. LAS also run workshops to assist you in developing the necessary skills and techniques to achieve your academic goals. If you wish to practice your listening and speaking skills, and meet some new friends, there is also a conversation group.

For more information, visit swinburne.edu.au/international/las

Mathematics and Statistics Help Centre

The Mathematics and Statistics Help Centre (MASH) Centre is a drop-in learning space for students who want to ask questions about the maths and stats in their course. You do not need to book an appointment. MASH is open Monday to Friday from 9.30am to 4.30pm.

For more information, visit swinburne.edu.au/mash

Complaints and appeals

All students have the right to complain and appeal if they feel that they have been treated unfairly. For more information about Swinburne's policies regarding the handling of complaints and appeals, visit swinburne.edu.au/policies

These policies include the General Grievance Procedures for Students Policy.

International Student Advisers are available for advice on complaints or appeals processes. The Swinburne Student Services and Amenities Association (SSAA) student advocates can also assist students to write and submit letters of complaint or appeal. They will also attend meetings with students to ensure they understand the processes and decisions.

Meeting new friends



There are many ways of meeting people and making new friends in Melbourne. The best place to begin is to get involved with the activities at Swinburne and to join one of the many clubs on campus.

Student clubs and societies

Have you ever wanted to explore an interest such as art or photography? Meet others from your home country or who are interested in your culture or home country? Make new friends with people from another culture?

At Swinburne you can join one of the many clubs and societies, meet new people and discover a personal interest.

Can't find one you like? Why not ask about creating your own!

For more information, visit swinburne.edu.au/current-students/life/student-organisations



Welcome and Briefing

Your introduction to Swinburne starts with the international student Welcome and Briefing on the first day of Orientation Week. The Welcome and Briefing provides you with all the information you will need to make the most of orientation week. It also introduces you to Swinburne's International Student Advisers (ISAs), who will provide advice and support services for the duration of your time at Swinburne. You will receive advice about the rest of Orientation Week and your course-specific orientation program. If you have any questions at this time, you can ask an ISA.

Course-specific orientation

The course-specific orientation session is the start of your academic life at Swinburne. Current Swinburne students (O'Hosts) will show you around campus and help you adjust to the university environment. It is an opportunity for you to meet other new students, teachers and representatives from your faculty or school.

Swinburne Student Life (SSL)

The SSL provides opportunities to meet people such as the clubs and societies and orientation activities and events.

For more information, visit swinburne.edu.au/current-students/life/student-organisations

Trips and activities

To help you get involved in university life, students are encouraged to take advantage of the low-cost trips and activities organised for all students by the SSL.

International Student Advisory & Support (ISA&S) also organise events and activities that are specifically designed to help international students understand more about safety and life in Melbourne, and at Swinburne.

For more information, visit swinburne.edu.au/student/international/events

Swinburne newsletters

All students regularly receive the Swinburne Student News via their Swinburne email account.

As an International student, you are automatically subscribed to the *Freetime* newsletter to give you information on events and activities around Melbourne, to engage with the Australian community. Learn about the exciting events, festivals, and activities happening in your community and get involved by checking out the updates on *Freetime*.

To unsubscribe, email freetime@swin.edu.au

Hawthorn Aquatic and Leisure Centre

Swinburne students can swim at the Hawthorn Aquatic and Leisure Centre (HALC) free of charge. All you need to do is present your Swinburne student card at reception.

HALC also offers a discounted gym membership for Swinburne students, including group exercise classes on a no-contract (casual) basis. There is a joining fee with the membership.

For more information, visit hawthorn.boroondaraleisure.com.au

Keeping in touch

Post

Australia Post manages postal services for Australia.

Examples of postage prices

Small letter within Australia \$1.00*

Airmail letter up to 50g

Asia/Pacific Zone \$2.30*

Rest of World Zone \$3.00*

*Prices correct at time of printing.

There are different stamps for use on domestic and international mail. Make sure you ask for the correct type at the post office. There are several post offices located conveniently near campus and the surrounding area.

Hawthorn Post Office

782 Glenferrie Road, Hawthorn
(03) 9818 1908

*Opening hours**

9am–5pm, Monday to Friday

9am–12pm, Saturday

Closed Sunday

Also: Hawthorn West, Glenferrie South, and Auburn

To find a post office near you, visit
www.auspost.com.au



Telephones

Australia's country code is +61 and the area code for Victoria (and Melbourne) is 03.

Australia has many mobile phone and home phone service providers. They usually offer a range of phone plans with different fees depending on the kind of phone calls you make. Some companies offer discounts if you have both a home and mobile phone or broadband internet account with them. Shop around to get the best deal.

All costs in this section are approximate. They will vary depending on the telephone company and the contract you choose.

Home phones

If you decide to have a telephone line in your home, you will normally pay a one-off connection fee and a monthly line rental fee (from \$20 and above).

Local calls from residential telephones cost around 25-30 cents per call. Calls to mobile phones vary.

For long-distance calls within Australia, charges vary.

For international calls you will normally pay a connection fee and a rate per minute.

Phone cards

It may be cheaper to use a pre-paid phone card to call mobiles, long distance, and/or overseas from your home phone. There are many different phone cards available, offering different rates for different countries. You might like to ask other students which phone cards they use.

You can buy phone cards at convenience stores, supermarkets and online.

Mobile phones

There are many mobile phone service providers in Australia, offering pre-paid accounts and/or periodical bills. You will normally pay a connection fee plus a rate per minute for phone calls and a flat rate for SMS. Websites such as **whistleout.com.au/mobilephones** provide comparisons of the plans available.

Payphones

Local calls from most payphones cost 50 cents. It may be cheaper to use a phone card for long-distance and international calls.

Telephone directories

Melbourne has two main telephone directories: the Yellow Pages and the White Pages. Use the Yellow Pages if you are searching for a business by category (e.g. bookshops). If you know the name of a business or are looking for a residential address or phone number, use the White Pages.

yellowpages.com.au

whitepages.com.au

Directory assistance

This is an automated system. Call charges will apply. Call charges are usually higher from mobile devices than land-line or pay phones. You may need to dial a different number from your mobile. Check with your provider.

Local and national: 1223 (50c flat rate)

International: 1225 (\$2.20 flat rate)

Computers and internet

There are open access computer laboratories and a wireless laptop borrowing facility at the Hawthorn and Wantirna campus libraries. 24-hour access to late labs and study rooms are available at the Hawthorn campus.

Wireless internet access is available at all campuses. You will also find wireless internet available in some cafés, restaurants and shopping centres.

Email

When you enrol, you will automatically receive an official Swinburne student email address.

Your student email address will be in the format **student ID number@student.swin.edu.au**.

To access your email, visit **its.swinburne.edu.au/students/email.html**

It is very important that you check your Swinburne email regularly as the university sends important messages and official notifications to this address. It is advisable to connect your Swinburne student email to your personal email address if you are concerned you may not see official notices.

Note: Please use your student email account when emailing International Student Advisers or other staff. Staff can then identify you before responding to your questions. For privacy and security reasons, staff cannot confirm a person's identity from a private email account. Anyone can use your name, but no one else can use your student ID account.

Communicating with Swinburne staff

Swinburne staff are very helpful and will always take time to listen to your enquiry, and try to assist you wherever possible.

Swinburne is also a multicultural university. Should you have trouble communicating your enquiry, there may be a staff member who can speak your language. If you are ever unsure, you can *Ask an ISA*.



Banking

Opening a bank account

Australia has many banks, building societies and credit unions. The larger banks include ANZ, Commonwealth Bank, National Australia Bank and Westpac. You can choose which bank to use for your banking.

It is advisable to open an account within six weeks of arrival, as during time your passport and proof of enrolment will be sufficient to verify your identity. After this time, you may require further proof of identity.

Many banks offer low-cost or no-fee accounts for students – so make sure you ask!

Banking hours

The following are general opening hours – they may vary from bank to bank.

Branches

All banks are open Monday to Friday. Some banking is available on Saturday mornings. Please check open and close times with your bank of choice. Opening times vary.

Telephone enquiries

8am–8pm, Monday to Friday

Telephone and internet banking

24 hours, 7 days

Receiving money from overseas

The following information is provided as a guide. Please check clearance times and fees with your own bank.

Telegraphic transfer

Money sent by telegraphic transfer can take up to three working days to be deposited into your Melbourne bank account. Your Melbourne bank may charge you a fee (approximately \$10 or more), which will be paid out of the transferred funds. You may also be charged a currency conversion fee.

Note: If you intend to receive money from overseas via telegraphic transfer, check if the bank in your home country has an agreement with a bank in Melbourne.



This may mean lower fees and faster processing times for you.

Bank draft or bank cheque

When you deposit an overseas bank draft into your account, it can take up to 30 days to clear (become available for withdrawal) depending on the country of issue. You may also be charged a currency conversion fees.

Other ways to transfer money

There are organisations other than banks where you can send or receive money. For example, many Australia Post branches are agents for Western Union Money Transfer Services.

For information on how to pay your tuition fees, see page 26.

Students with families

University and parenthood

International Student Life runs a *Juggling Uni and Parenthood* workshop specifically designed to assist and support students with families. The workshop includes presenters like the Department of Education and Training and the local city council, providing students with information, advice and resources to help them manage the challenges of both family and study commitments. For more information about this event and other International Student Life events, visit swinburne.edu.au/student/international/events

Swinburne childcare centres

Swinburne has childcare centres at Hawthorn, Croydon and Wantirna campuses that are available for the children of Swinburne students and staff. These centres are operated and managed by independent co-operatives and waiting lists may apply. Further information can be obtained by contacting the centres directly.

For more information, visit swinburne.edu.au/stuserv/childcare/



Community childcare centres

Placing your child in care is a personal decision, and you are encouraged to visit a few different childcare centres before making a decision. It is important to choose a centre that you feel most comfortable with, and one that can meet your child's needs. The following websites provide information for parents about early childhood education and care for children aged between 0-5 years. You can also search for an approved childcare centre or family day care in your local area.

education.vic.gov.au/childhood/parents/childcare
<http://ifp.mychild.gov.au/ChildCareService/Search.aspx>

Maternal and child health centres

The Australian Government has maternal and child health centres in every suburb (town) to monitor the health and development of babies and pre-school children aged 0-5 years and provide support for families with young children. The following website offers useful information for parents with young children including where to find a maternal and child health centre in your area, playgroups and parent groups, and information about what you can expect when you visit a maternal and child health nurse.

For more information, visit education.vic.gov.au/childhood/parents/mch

Schools

If you have children between five and 17 years of age, who you plan to bring to Australia, you must enrol them in school. Arrangements for enrolment must be made prior to any child arriving in Australia.

Selecting a school

For a complete list of Victorian Government primary and secondary schools, as well as information about fees and how to apply, visit study.vic.gov.au

Applications to non-government schools must be made directly to the school of your choice.

Enrolling your child in a government school

You will need to complete an online application which is available from the Department of Education website, prior to enrolling your child in a school.

For information about school fees and how to apply, visit study.vic.gov.au

Health and safety

Health and Wellbeing at Swinburne

A professional General Practice is available for both nurse and general practitioner (Doctor) appointments at the Hawthorn campus. Staff are friendly and respect the confidentiality of patients regarding their medical, social and financial needs.

There is no gap fee for students with Overseas Student Health Cover.

For more information, visit swinburne.edu.au/stuserv/health

Alternatively, you can find Doctors at the Victorian Government Better Health site: betterhealth.vic.gov.au/health/serviceprofiles/General-practitioner-services

In Australia, a pharmacy or drug store is often called a 'chemist'. Pharmacies in Victoria cannot fill prescriptions written by doctors overseas. You will need to see an Australian doctor for a new prescription.

To find a doctor who speaks a language other than English, visit serviceseeker.com.au/. Use the advanced search button, top right. Enter the term 'general practitioner', specify the language and your location.

If you need emergency medical treatment outside normal business hours, some medical clinics remain open after-hours, so check your local medical clinic for opening hours.

There is also a doctor on call service: dial 13SICK (137425) to request a doctor to visit you at home after-hours, or Nurse-on-call: 1300 60 60 24 puts you directly in touch with a registered nurse for caring, professional health advice. In an emergency, dial 000.

Emergency

If you require emergency services in Australia, dial 000. The operator will ask you if you need police, fire, or ambulance and transfer you to the service immediately. The emergency service operator will ask you a series of questions and give you advice. While they are doing this, an emergency service vehicle will be dispatched and on its way to where you are. If you are concerned about your

language, ask for an interpreter. Take note of where you are and if possible, the names of the closest intersecting streets. Give the address if you know it, or you can give the name of the nearest street corner.

A 'first-responder' system operates in Victoria which means that if you are expecting an ambulance, fire fighters may arrive first if they are closer. ALL emergency services in Victoria are trained first-responders and carry emergency equipment for urgent medical support until paramedics arrive.

24-hour urgent assistance

International Student Advisory & Support provide a special after-hours urgent assistance line for international students.

It is available from 5pm to 9am Monday to Friday and 24 hours on weekends or whenever the university is closed.

Call the ISA appointment line after hours on 9214 6741.

The After-hours Assistance Line is operated by advisers who know and understand Swinburne procedures and community support services and can provide you with appropriate advice or referral for any concerns or urgent matters that arise after-hours.

If you are hospitalised or have an emergency Swinburne may provide critical incident support immediately.

All calls made to the after-hours assistance line are reported to International Student Advisory & Support each morning and an International Student Adviser may contact you to offer further support and assistance as needed.

In an emergency situation, dial 000.

Overseas Student Health Cover

All international students on a student visa must have Overseas Student Health Cover (OSHC). This cover provides medical and hospital insurance. You and your dependants must maintain OSHC for the duration of your visa and you must not arrive in Australia before your health insurance starts.

Having valid OSHC is a condition of your student visa. Breaches of your student visa conditions may incur serious consequences.

Medibank Private is the preferred OSHC provider at Swinburne.

For more information visit swinburne.edu.au/study/international/offer/overseas-student-health-cover/

Medibank is here for you. If you have questions about your cover, a claim or if you need to go to hospital, you can contact Medibank:

- Visit the on-campus representative available Tuesday – Friday at the Swinburne International Counter at Student HQ, SPW Building, Hawthorn Campus
- Telephone 134 148
- Email oshc_support@medibank.com.au or visit medibank.com.au/overseas-health-insurance/oshc/

Activating your Medibank Policy

A welcome email will be sent to your Swinburne student email with instructions on how to activate your Medibank OSHC policy when you arrive in Australia. Once complete, you will be able to access Medibank's Online Member Services and will receive an email with a link to a digital membership card. You can download and save the digital card to your photo library on your mobile phone. You will also receive a plastic membership card. This will automatically be posted to your Australian address and will arrive within 10 business days.

Other OSHC Providers

Students who hold OSHC with another provider should visit their provider's website for information about services and claims.

REMEMBER to advise International Student Advisory & Support if you are hospitalised

**Telephone 9214 6741
(24 hour assistance)**

Safety on campus

Swinburne Security

Call Swinburne Security on 9214 3333.

Security services include:

- Security escort service – a security officer will walk you to your car.
- Hawthorn Night Bus – takes you to a nearby carpark or public transport at night safely.
- Lost property – call Security if you have misplaced personal items.
- Safer Community Program – student welfare support and campus security services (see below).

Safety tips around campus:

- Familiarise yourself with your campus security office and save the security emergency number 9214 3333 into your phone.
- Hawthorn campus: Building 1A, entry alongside the Glenferrie Railway Station.
- Croydon campus: Building CO, entry from Norton Road, near Gate 1A.
- Wantirna campus: Building WD, located near the campus library.
- Always be alert and aware of your surroundings. If you are using headphones, only use one earplug so you can hear sounds around you.
- Keep your valuables with you at all times.
- Walk in well-lit areas in pairs or groups if possible.
- Use the security escort service or the Night Bus to get to public transport or your car safely.
- Avoid parking your car in an isolated area.
- Close and lock all doors and windows and don't leave valuables in sight in your car.

Safer Community

The Safer Community program aims to encourage students and staff to play a significant part in campus safety by looking out for one another and reporting inappropriate and threatening behaviours.

Safer Community provides information, advice, support, and intervention for students or staff impacted by inappropriate or threatening behaviour.

Safer Community can offer:

- A safe space for Swinburne students and staff to voice concerns about their own safety and wellbeing and that of others.
- Personalised student support, safety advice, and referrals for victims of crime, violence, sexual assault, harassment, and bullying.
- Ways to manage behaviours that are worrying you e.g., how to tell someone to 'please stop and go away'.

Visit swinburne.edu.au/safercommunity

Safe@Swin

The Safe@Swin iPhone and Android app is the official app of the Safer Community Program for students and staff to access contact details for campus security guards, student support services, information on reporting emergencies and safety issues, personal safety tools and advice, campus maps and a range of services to make Swinburne a safer place for everyone. To download the Safe@Swin app, visit www.swinburne.edu.au/safercommunity

Safety in the community

The International Student Advisory & Support Team works with Victoria Police, Metropolitan Fire Brigade and Surf Life Saving Victoria to ensure international students understand how to stay safe while living in Melbourne. Representatives from the police and fire brigade attend the international student Welcome and Briefing to provide you with information on public safety, community expectations and the support services that are available to you.

International Student Advisory & Support run a Bush & Beach excursion twice a year to give international students hands-on knowledge about bush and beach safety. Watch for the events and join us in March and November.

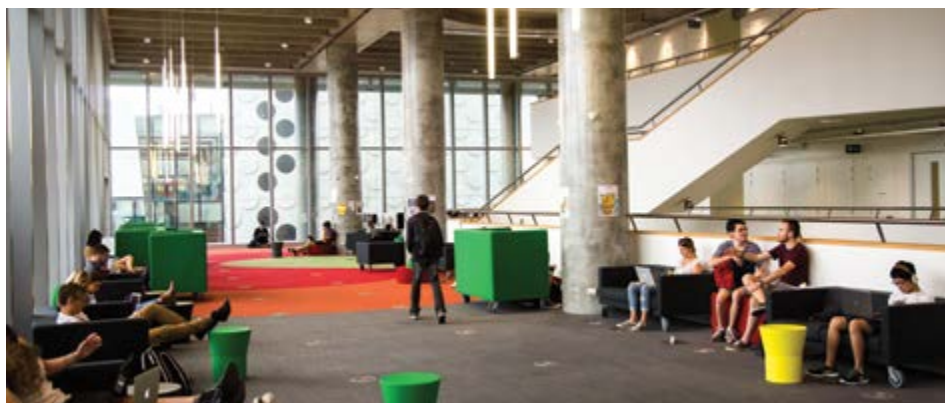
We also recommend that you read the information provided by Victoria Police about:

- Public transport safety
- Reporting crime, sexual assault, or complaints against police
- Child abuse
- Community Resource Officers
- Family violence: reporting and support services
- Outdoor and bush safety
- Road safety, including the use of mobile phones, alcohol and drugs, and seatbelts when in charge of a vehicle
- Sexual assault

Visit police.vic.gov.au/content.asp?Document_ID=40360

You can also ask an ISA if you want to discuss anything you read or are told about your rights and responsibilities while you are living in Melbourne. If you feel uncomfortable about reporting a crime to police, you can ask an ISA to accompany you to make your report. An ISA can also refer you to the Swinburne Student Life legal service.

For more information, visit swinburne.edu.au/current-students/student-services-support/legal-service/



Accommodation

The main accommodation options available to international students are:

- On-campus: residential colleges and student apartments
- Off-campus student housing: student apartments and hostels
- Share housing: sharing a house or apartment with other students
- Rental housing: renting a vacant house or apartment
- Homestay: living with a local family.

Many students initially choose on-campus or homestay accommodation, and move to off-campus share or rental accommodation once they are settled.

Temporary accommodation

The three main short-term accommodation options used by international students are:

- On-campus: available at Hawthorn campus
- Backpacker hostels: low-budget dormitory style
- 3-star hotels: hotel-style with shared bathroom

These options are suitable for your initial stay while you are arranging long-term accommodation. Normally, it takes up to two weeks to arrange off-campus accommodation.

Students should book their short-term accommodation as early as possible. Visit swinburne.edu.au/current-students/student-services-support/accommodation/short-term-crisis/



Accommodation at Hawthorn

Swinburne Place Apartments

Located in the heart of the Hawthorn campus, these apartments are fully furnished and equipped with modern appliances. Apartments are available as studio, or two-, three- or four-bedroom layouts. Each apartment has separate bathroom and kitchen facilities and includes TV, telephone, broadband internet connection, a fully equipped kitchen and individual locks. The building has a security entrance, communal lounge, study and indoor and outdoor recreation areas. Students only need to bring their clothes, personal items and computer. Easy access and no travel costs to Hawthorn campus for classes, library, computer labs, sports facilities etc.

Residential College

The Residential College provides fully furnished, single, study bedrooms. Each room has a single bed with bedding, a built-in desk with bookshelf, a sink and vanity cupboard, electric kettle, desk lamp, telephone, broadband internet connection, ergonomic study chair and visitor's chair. There is central heating in each bedroom and bed linen is provided.

Swinburne Student Apartments

The apartments offer independent living with security entrances and separately keyed bedrooms. The apartments are partly furnished with a single bed in each bedroom; desk and ergonomic chair; telephone and broadband internet connection; kitchen with stove, oven, fridge and electric kettle; gas heating; dining table and chairs; lounge with chairs and coffee table; laundry unit with washing machine and dryer.

For more information about on-campus accommodation, visit swinburne.edu.au/stuserv/accommodation/on-campus

Off-campus accommodation

Homestay accommodation

Homestay is managed by Australian Homestay Network (AHN). Homestay means living with a local family or resident. It is a cultural exchange between a local individual or family (called a Host) and a visiting international student. The student lives as a guest in the Host's home and the program is a great way for students to learn English and experience the Australian lifestyle.

What is included in homestay?

- supportive, secure family home environment
- two to three meals a day, a furnished bedroom, electricity, gas and water
- professional phone support line, available 24 hours a day, seven days a week
- contents insurance for students and hosts.

Homestay conditions:

- homestay bookings should be made at least ten days prior to arrival
- homestay fee per week is AUD\$300* (over 18) and AUD\$340* (under 18 years of age)
- telephone calls and Internet charge not included
- students need to give both the Host and AHN Homestay two weeks' notice when vacating
- placement fee AUD\$280* and minimum 28 days / 4 weeks homestay – paid in advance prior to placement
- after the initial 28-day stay, students over 18 may choose further options.

Homestay accommodation can be booked online at swinburne.edu.au/current-students/student-services-support/accommodation/off-campus/homestay/

*Prices correct at time of printing

Rental accommodation

This means renting an apartment or house. The majority of rental properties are unfurnished and require a 12-month tenancy agreement. This agreement is a legal document which covers the rent and security bond amounts and other conditions and rules. Swinburne Accommodation Adviser can provide information, advice and assistance to find affordable and secure accommodation.

The best place to find rental accommodation is online:

[domain.com.au](https://www.domain.com.au)

[realestateview.com.au](https://www.realestateview.com.au)

[realestate.com.au](https://www.realestate.com.au)

Share accommodation

This is a popular option for students. It involves sharing a rented apartment or house with other students. Most rental properties include separate bedrooms with shared bathroom, kitchen and lounge. Housemates normally share the rent and bills between them.

Before deciding on this type of accommodation, you should inspect the property thoroughly. Check that everything in your own room works (e.g. heater and electricity). Also be clear about the terms of the agreement, such as weekly rent, bond, bills, facilities, etc.

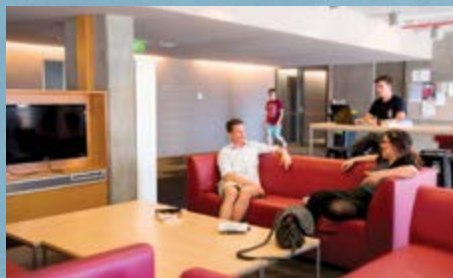
Meet all your potential flatmates and discuss your lifestyle with them to make sure that you will be able to live together happily.

It is recommended that you have your name put on the lease (talk to an international student Accommodation Adviser or real estate agent about this). You will also need to find out how many weeks' notice is required if you decide to move out. Accommodation Advisers have excellent knowledge of the tenancy laws and can help protect you against problems that may arise in share accommodation.

Find share accommodation using the Swinburne Housing Database
swinburne.studydays.com.au

If you wish to access this database prior to your enrolment please contact a housing officer at your campus. Housing officers will be able to assist you with all matters relating to rental accommodation and your rights and responsibilities when renting a property.

Note: Beware of fake ads and fake landlords or internet classifieds. We advise all students not to hand over money or sign any kind of rental contract before physically sighting the property. If you are unsure, email **accommodation@swinburne.edu.au**



Accommodation help desk

The accommodation help desk is available all year.

Swinburne International also offers accommodation sessions to advise you on accommodation options and how to arrange them.

Sessions are held three times a year:

- January/February
- June/July
- September/October.

Contact the Accommodation Adviser:

Email: **accommodation@swin.edu.au**

Phone: +61 3 9221 5551

For more information, visit
swinburne.edu.au/current-students/student-services-support/accommodation/contact/



Life in Melbourne

Melbourne is the capital city of the state of Victoria which is located in Australia's south-east. Melbourne is considered to be one of the safest and most liveable cities in the world. The city is home to many people and welcomes a diversity of cultures from all over the world.

Central Melbourne, also known as the central business district (CBD), is situated on the Yarra River and extends to Port Phillip Bay. It's also known as the 'cultural and cosmopolitan' city where you will find a little piece of home everywhere you look, with its variety of restaurants, cafes, and markets.

Getting around

If you are lost or need help in Melbourne, try asking one of the locals for assistance or, in the centre of the city, look for the Melbourne City Ambassadors dressed in red. People in Melbourne are generally friendly and happy to help you.

To get to know the city and surrounds, take a ride on one of the free tourist trams or buses. These services usually operate daily (check the websites for public holidays).

For information about the City Circle Tram, visit www.ptv.vic.gov.au/route/view/1112

For information about the Melbourne Visitor Shuttle, visit www.thatsmelbourne.com.au/visitors/transport/shuttle

Street directories

There are a number of printed street directories available and many Melburnians use the 'Melway'. You'll often see a Melway page and grid reference in real estate and other advertisements.

The Melway is a great source of information about Melbourne. It is updated every year and is available for purchase from bookshops, service stations or newsagents for about \$63*. It provides street maps, public transport networks and campus maps of universities in Victoria. The Melway also includes locations of places such as tourist spots, public facilities, markets and places of worship.

There are also online street directories, including:

www.street-directory.com.au

www.whereis.com

www.google.com/maps

*Price correct at time of printing

Public transport

Melbourne has an extensive public transport network known as Metro, made up of three modes of transport – train, tram and bus. One ticket (myki) provides access to all modes of transport.

The network spans Zones 1 and 2 of metropolitan Melbourne, with Zone 1 being inner city, and Zone 2 the suburbs.

Public transport is fairly reliable and safe to use. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays.

Timetables and travel guides are available at train stations.

The Public Transport Victoria website also provides timetable and fare information. Check out the Journey Planner function where you can easily find out the right mode of transport for your trip.

The iUSEpass discounted annual ticket is available for eligible international students. Please refer to page 4 of this guide for more information including conditions and purchasing a pass.

For public transport information and timetables, visit www.ptv.vic.gov.au

Taxis

All Melbourne taxis (cabs) are yellow. Taxi drivers must wear their company uniform and display their photo identification at all times.

Taxis are often found at designated ranks that are clearly signposted at central locations.

Taxi fares can be quite expensive, depending on your journey. Late-night taxi trips from 10pm to 5am must be paid for in advance.

There are additional charges like a late-night surcharge from midnight to 5am, a fee for telephone bookings, using toll roads, or a taxi from the airport rank.

Melbourne's major taxi companies include:

- Arrow 13 22 11
- Embassy Taxis 13 17 55
- Silver Top 13 10 08
- Yellow Cabs 13 22 27

Wheelchair-accessible taxis are available from Silver Top and Yellow Cabs.



Cycling

Melbourne is great for cycling: keep fit, have fun, and cut your transport costs. Check the following websites for maps of the on-road bike lanes and off-road paths. You can ride a bike from the city to Hawthorn campus almost entirely on off-road paths.

Cyclists must obey the road rules. This includes wearing an approved helmet, having a warning device (e.g. a bell) on the bike, and having reflectors and lights if you are riding at night or when visibility is low.

Visit www.vicroads.vic.gov.au and click on the Bicycles and Pedestrians icon for road rules, cycling network maps and information about cycling safely.

Bicycle Network is also a great source of information about cycling in Victoria www.bicyclenetwork.com.au

Driving

VicRoads is the state government body for vehicle registrations and licences. It provides information services on roads, traffic and road safety.

Driver's licence

If you are in Victoria on a temporary student visa you can drive on your current, valid overseas driver's licence. It must be in English, or accompanied by an English translation, and you must also carry some form of photo identification.

Contact VicRoads if you wish to apply for a Victorian Driver Licence.

Road rules

In Australia, we drive on the left side of the road. The driver and all passengers must wear seatbelts. In Victoria, speed is generally limited to 50km/h in built-up areas and 100km/h on freeways, unless signs show

a different speed limit. Speed limits can be lower (e.g. 40km/h) in some areas or at certain times (e.g. outside a school, the speed limit may be lower at all times, or it may change at certain times on school days).

It is essential that you learn Victoria's road rules if you plan to drive in Melbourne.

For road rules, VicRoads office locations and other information, visit www.vicroads.vic.gov.au



Lifestyle and leisure activities

Finding things to do

Check the International Student Advisory & Support website for the latest information about what's on in Melbourne

swinburne.edu.au/student/international/events

As well as on campus events advertised in your student newsletter, ISA&S' *Freetime* newsletter has social events and activities, to help you to get out and experience Melbourne's lifestyle.

Email freetime@swinburne.edu.au

There are many other websites with information about things to do in the city and around the state.

thatsmelbourne.com.au
visitvictoria.com.au

Melbourne Visitor Centre

Federation Square

Cnr Swanston and Flinders Streets
(opposite Flinders Street Station)

Open daily, 9am to 6pm

Closed Christmas Day

Cinemas

Melbourne has a huge range of cinemas: from small art-house theatres to large complexes showing the latest blockbusters.

With your Swinburne ID card, you are eligible to buy student concession tickets at many cinemas. These cost about \$13. Discount tickets can also be purchased from the campus bookshops. Cheap tickets are also available at some cinemas on Mondays, Tuesdays or Thursdays. The cheap days vary from cinema to cinema. Check a newspaper for details.



Independent student organisations and community groups

International student organisations, whose members are mainly current or former international students, are available to provide you with free information and advice. They hold events, activities and information sessions specially designed to make you feel welcome. Swinburne student organisations, the Swinburne Student Life and the Swinburne Student Union (SSU) are included on the official Victorian Government directory of student advisory groups, along with three independent international student organisations: the Australian Federation of International Students (AFIS), the Council of International Students Australia (CISA) and the National Union of Students (NUS).

swinburne.edu.au/current-students/life/student-organisations

studymelbourne.vic.gov.au/help-and-support



Shopping

Shopping is a favourite pastime of Melburnians: from bargain shopping at street markets and factory outlets to the style and sophistication of various shopping precincts. Lots of information is available online.

visitmelbourne.com.au
visitvictoria.com.au

Supermarkets

Supermarkets are a good place to buy your basic necessities and are generally easy to find. Most supermarkets will have produce catering to different dietary needs. Common supermarket chains are Coles, Woolworths, Aldi and IGA.

Many supermarkets are open from 6am until midnight every day except major public holidays.

Markets

The various markets around Melbourne are a fantastic source of fresh produce. Many of the markets also sell bargain clothing, arts and crafts, souvenirs and second-hand goods.

Visiting the markets is a great way to experience multicultural Melbourne, with produce, sights and sounds from all over the world.

Camberwell Fresh Food Market
Burwood Road, Camberwell
camberwellfreshfoodmarket.com.au

Camberwell Sunday Market
Station Street, Camberwell
camberwellsundaymarket.org

Centro Box Hill
Whitehorse Road, Box Hill
boxhillshoppingcentre.com.au

CERES Organic Food and Craft Market
Cnr Stewart and Roberts Streets,
East Brunswick
ceres.org.au/marketandshop

Footscray Market Corner
Hopkins and Leeds Streets, Footscray
footscraymarketvictoria.com.au/

Prahran Market
Commercial Road, Prahran
praHRanmarket.com.au



Queen Victoria Market
Cnr Elizabeth and Victoria Streets,
Melbourne
qvm.com.au

South Melbourne Market
Cnr Cecil and Coventry Streets,
South Melbourne
southmelbournemarket.com.au



Factory outlets

Factory outlets sell sample, damaged and old stock and can be a great place to pick up a bargain. Try Bridge Road in Richmond or Smith Street in Collingwood for factory outlets in amongst great cafés and other interesting shops. Or you can head out to the Brand Smart Factory Mall in Nunawading or the Direct Factory Outlet (DFO) in Moorabbin, Essendon or South Wharf for warehouses full of outlet stores.

Department stores

Melbourne has plenty of huge discount department stores such as Kmart, Big W and Target, which are sensible places to buy good value household goods and appliances, basic clothing and underwear. Myer and David Jones are also large department stores which stock more designer labels and famous brands.

Boutique shopping

Visit Melbourne's various shopping precincts for locally designed originals and the best of international brands.

Melbourne CBD

Browse through the Melbourne Central, Emporium, QV or GPO shopping malls, or simply wander down some of our small laneways and arcades like Centre Place or Cathedral Arcade, where some of the most unique and eclectic fashion can be found.

Brunswick Street, Fitzroy

The bohemian heart of Melbourne, where you can find groovy and alternative shops alongside great cafés and bars.

Greville Street, Prahran

A cosmopolitan and quirky part of Melbourne where you can find retro clothing and streetwear near lounge bars and nightclubs.

Eastland Shopping Centre, Ringwood

A shopping complex with over 230 stores and views to the Dandenong Ranges.

Chadstone Shopping Centre, Chadstone

A huge shopping and entertainment complex about 15 km from the city, boasting over 400 stores.



Eating out

Our list is just the tip of the iceberg! Melbourne is home to a vast array of restaurants, cafes and bars that serve food from all over the world.

Melbourne is often called the culinary capital of Australia as it is very easy to find delicious and exotic food, whether you are looking for great value or silver service.

Tipping is not mandatory in Melbourne, but you might like to leave a tip if you have received exceptionally good service at a cafe or restaurant. There is no set amount, but 10 per cent of your total bill is acceptable.

Chinatown, Little Bourke Street, City

This colourful, busy and historic precinct offers Chinese and other Asian cuisines to suit various budgets.

Halal on Sydney Road, Brunswick

Offers a variety of Middle Eastern restaurants and bakeries and Italian groceries. Many restaurants and food stores on Sydney Road serve or sell Halal food.

Italian on Lygon Street, Carlton

Also called 'Little Italy', you can find tasty and authentic pasta and pizza at relaxed good-value cafés or up-market restaurants.

Vietnamese on Victoria Street, Richmond

The heart of Melbourne's Vietnamese community, with authentic Asian food at reasonable prices.

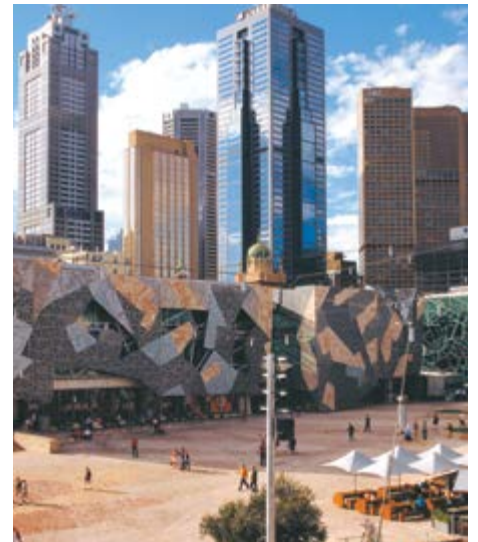
Southbank and Federation Square, City

Try the newest part of Melbourne, where you can find restaurants and bars with great views over the Yarra. Located nearby are laneways where you can discover little cafés and eateries.

Fitzroy and Acland Streets, St Kilda

One of Melbourne's great beachside precincts, where you can find various open eateries with tables spilling out onto the footpath.

Find restaurants and cafes to suit your budget and taste at www.visitvictoria.com/Food-and-wine



Religion and places of worship

Australia is predominantly a Christian country, but you can also find Buddhist temples, Islamic mosques, Sikh temples, and many other places of worship.

Swinburne chaplains

All Swinburne campuses have access to a chaplain who is available for the whole campus community to help with any issues of life or meaning.

The chaplain can put you in touch with people of your own religious faith or give you information on where to go for worship. Visit swinburne.edu.au/current-students/student-services-support/spiritual-care/

Swinburne multifaith facility

The multifaith facility and mosque at the Hawthorn campus, acknowledges Swinburne's commitment to religious tolerance and symbolises the centrality of the spiritual dimension to university life. The facility is provided for use by students and staff for reasons associated with faith, meditation or to spend time in quiet reflection. It is accommodating of all religious affiliations and denominations.

This dedicated space provides access to:

- chaplains
- a meditative/quiet reflection room
- rooms available for booking your faith-based activity.

The Melway street directory provides a listing of places of worship in Melbourne. You can also find information online.

Anglican

anglican.com.au

Buddhist

buddhanet.net

Catholic

catholic.org.au

Hindu

hinducouncil.com.au

Islamic

icv.org.au

Jewish

jewishaustralia.com.au

Presbyterian

pcvic.org.au

Seventh-day Adventist

spd.adventist.org

Sikh

gurudwara.net

Uniting

victas.uca.org.au

Your student visa

Government requirements

The Australian Government grants your student visa based on specified conditions. It is your responsibility to ensure that you are aware of these conditions.

Refer to the Department of Home Affairs website for details homeaffairs.gov.au/

Electronic confirmation of enrolment

An electronic confirmation of enrolment (eCoE) is a document issued by Swinburne International which advises Australian government agencies of the program you are studying, its duration and fees. You must have an eCoE to obtain or renew your student visa.

You must ensure that you always have an eCoE for your current program and that it shows the correct fees and duration. For example, you must obtain a new eCoE and advise DIBP if you have to extend your program or transfer to another program.

Overseas Student Health Cover

It is your responsibility to ensure that you have valid Overseas Student Health Cover throughout your stay in Australia, otherwise it will be a breach of your student visa conditions.

Valid enrolment

As an international student, you must maintain a valid enrolment status. You will normally be expected to maintain a full-time study load.

Change of address

It is a condition of your student visa that you must notify Swinburne of any change in your contact details, that is, your Australian residential address and telephone number.

It is important that you provide an accurate address and update it regularly so that you receive important information that may be sent by Swinburne and government agencies.

You should also ensure that you update your home country contact details with Swinburne if they change. Swinburne recommends that if you do return to your home country at any time during your studies, for example, during university holidays, you should change your postal address to your home country address. This will help to ensure that you receive important correspondence that may be sent to you.

To change your address online, you need to log into your student account and update your details. Visit swinburne.edu.au/student

Change of institution

It is a condition of your student visa that you remain with Swinburne for the first six months of your principal course. If you have been granted a visa to undertake two or more courses, the principal course will be the final course in that package.

Permission to work

You are permitted to work a maximum of 40 hours per fortnight during standard teaching periods. If you choose to study subjects during an optional summer or winter teaching period, you will also be limited to 40 hours per fortnight.

Working hours are not limited by your visa during scheduled study breaks. However, workplace law in Australia prevents employers exploiting work hours and worker conditions.

You are advised to understand your workplace rights. Visit fairwork.gov.au/find-help-for/visa-holders-and-migrants#international-students

Course progress and/or attendance

International students are required to comply with the conditions of their visas in relation to making satisfactory academic progress and attending classes.

Academic progress

Swinburne has academic progress requirements. Swinburne's academic standards of progress are contained in its academic policies. These policies can be accessed online. Visit swinburne.edu.au/policies

Students who are not progressing satisfactorily must make themselves available for interviews after the relevant teaching period.

Swinburne is obliged to report students who breach visa conditions relating to satisfactory academic performance to the Australian immigration authorities.

Attendance

Certain courses have attendance requirements. Students will be made aware of these requirements. Swinburne is obliged to report students who breach visa conditions relating to attendance to the Australian immigration authorities.

Payment of tuition fees

You are required to pay your tuition fees by the due date shown on your Statement of Account. If you do not pay your fees by the due date, a late fee will be applied to your debt; you may be withdrawn from your program and reported to the Australian immigration authorities. Students with outstanding debts are also unable to sit examinations, graduate, or access results.

Renewing your visa

Your student visa is usually valid for the expected duration required to complete your course. If, for some reason, your visa will expire before the expected completion date of your course, you must apply for a new eCoE.

Use the checklist provided on this website to ensure that your application materials are complete before lodging.

The granting of a new eCoE where a student has to extend their course duration is not automatic. Restrictions apply as to whether international students can extend their course duration.

Information about how to apply for a new student visa is available at swinburne.edu.au/student/international/visa/renewal.html

Paying your tuition fees

Methods of payment

Electronic payment is the preferred method of payment.

Payment method	Details
Online via My Financials Visa and Mastercard credit or debit card	Current students Login through 'My Financials' (student login required) under the 'Manage my Course' section of the current students website swinburne.edu.au/student
BPay Biller code: 334193	Register with your bank, credit union or building society to make a payment from your cheque, savings or credit card account. The customer reference number is on your Statement of Account.
Post Billpay Billpay code: 2299	<ul style="list-style-type: none"> • online at postbillpay.com.au • via mobile or tablet with the Post Billpay App • by phone – call 13 18 16 • in person at any Post Office – credit card, EFTPOS or cash The payment reference number is on your Statement of Account.
studentHQ	On campus in person – 9.00am to 5.00pm weekdays. <ul style="list-style-type: none"> • credit card • EFTPOS • cheque
Western Union	Credit card or bank transfers can be made via https://student.globalpay.wu.com/geo-buyer/sut

Note: If you arrange a payment that exceeds the balance shown in your account we may decline the payment. This payment may be made by cheque, online banking, automatic payment or direct debit. If the payment is not completed, you will be charged a \$100 dishonour fee each time.

Enrolment statement and tax invoice

You will receive a two-page document for each study period. The Statement of Account/Tax Invoice outlines the fees due for the current study period, the total amount payable and due date for payment. The Enrolment Statement/Unit Fees Details lists the units you are enrolled in and being charged for this academic year.

Paying your fees on time

It is important that you read the enrolment statement and tax invoice *every time you receive one*.

You must pay by the expected due date.

The cost of your tuition fees as shown on your Statement of Account may not match the cost outlined on your letter of offer. Paying this amount also confirms that the

units listed on the form are correct for the current enrolment period.

If you disagree with any of these details, visit a staff member at StudentHQ before the due date to clarify the details. Changes to your enrolment will generate a new invoice.

A direct deposit form will be attached to this invoice.

Important contacts

StudentHQ and International counter

Swinburne Place West
Ground Floor
20 Wakefield Street
Hawthorn, VIC 3122
swinburne.edu.au/international

Opening hours
Monday to Friday: 9am–5pm Closed
Saturday, Sunday and public holidays

Department of Home Affairs

homeaffairs.gov.au/
Telephone: 13 18 81
Monday to Friday: 9am–4pm

Melbourne CBD
Ground Floor Casselden Place
2 Lonsdale Street
Melbourne, VIC 3000

Translating and Interpreting Service

Translating and Interpreting Service (TIS National) offers a range of services including telephone interpreting. TIS National is available 24 hours a day.

Some services have to be arranged in advance. Refer to the TIS National website for a list of services and costs.

Telephone: 13 14 50
tisnational.gov.au/

Legal Services

Should you require assistance with legal issues you can contact one of a number of organisations who can provide legal information and advice. They may also offer advice in a number of different languages.

Swinburne Student Life independent legal service

Telephone: 9214 5445
swinburne.edu.au/current-students/student-services-support/legal-service/

Victoria Legal Aid

Telephone: 9269 0120 or 1800 677 402
legalaid.vic.gov.au

Law Institute of Victoria

Telephone: 9607 9311
Email: **lawinst@liv.asn.au**
liv.asn.au

Emergencies

Police, Fire Brigade or Ambulance
Telephone: 000

Swinburne International Student 24 hour urgent assistance line
Telephone: 9214 6741

Swinburne Security
Telephone: 9214 3333

Swinburne crisis line - out of hours
Telephone: 1300 854 144
Text: 0488 863 269

International Student Advisory & Support

Level 2
Swinburne Place South
HAWTHORN, VIC 3122

To make an appointment with an International Student Adviser (ISA)

Telephone: 9214 6741
Email: **isa@swin.edu.au**

Opening hours
Monday to Friday: 9am–5pm
Closed Saturday, Sunday and public holidays

For any concerns or to report an illness or a critical incident that affects you when we are closed, call the **Swinburne International Student 24 hour urgent assistance line: 9214 6741**

FURTHER INFORMATION

+61 3 9214 6741

isa@swin.edu.au

swinburne.edu.au/student/international



swinburne.edu.au/facebook



swinburne.edu.au/twitter



[instagram.com/swinburne](https://www.instagram.com/swinburne)



swinburne.edu.au/youtube



weibo.com/swinburneuniversity



WeChat:SUT1908

All prices quoted in this guide are Australian dollars (AUD) and were correct at the time of printing (February 2018). Swinburne University of Technology (Swinburne) has taken all reasonable endeavour to ensure that the information contained in this publication was correct and current at the time of printing, however Swinburne accepts no responsibility for any error or omission or defect herein. Any information contained in this publication is subject to change from time to time without notice. You are advised to reconcile the accuracy and currency of the information provided with the relevant faculty, school or department within Swinburne, or relevant external organisation, before acting upon or in consideration of the information.