Welcome to Melbourne Polytechnic. We are very pleased that you have chosen to study at Melbourne Polytechnic and hope that your time here is rewarding and positive.

We understand that leaving your family and friends is very difficult, so remember we are here to help you. This guide should answer most of the questions that you have.

If you need further assistance, please contact the International Office:
77 St Georges Road
Building A, Room PA117
Preston Campus
p: +61 3 9269 1666
e: international@melbournepolytechnic.edu.au

Leaving home to come to a new country is a big decision to make, congratulations on making it! The information provided by Melbourne Polytechnic is intended to make your transition to student life at Melbourne Polytechnic and Melbourne as comfortable as possible. Melbourne Polytechnic is considered one of the top destinations for international students and welcomes a large number of students from all over the world. Melbourne Polytechnic provides first-class training and education to tens of thousands of students in Australia and overseas.

Being rated one of the most liveable cities in the world, Melbourne has a lot to offer. It has beautiful parks and historical architecture, a variety of sporting events, cultural festivals and cuisine from around the world. We believe you will find studying at Melbourne Polytechnic and living in Melbourne both a rewarding and enjoyable experience.

This arrival guide will assist in understanding the services available at Melbourne Polytechnic and provide you with an introduction to life in Melbourne. Melbourne Polytechnic welcomes you and looks forward to meeting you in the near future.
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## Support Services

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PREPARATION FOR TRAVEL

Bringing your family to Australia needs to be carefully considered. It is important that the financial costs are calculated carefully, as you will need to prove that you can support them independently. It is also important to remember that full-time education is compulsory for all children in Victoria from the age of five to 15 years. There will be school fees and other expenses that need to be paid.

If you are a single person, it is recommended that you allow at least AU$20,290 per year to cover your living expenses in Melbourne, Australia. Depending on your lifestyle, this amount may be sufficient to cover accommodation, food, transportation, clothing, health insurance, textbooks, stationery, entertainment, telephone, electricity, gas, postage and other incidental expenses. Your tuition fees and, if required, uniforms, equipment, excursions and field trips are additional.


Pre-departure

You have been accepted to study at Melbourne Polytechnic, now you need to organise your departure.

To be sure you arrive in Melbourne with everything you need to study at Melbourne Polytechnic, you should prepare the following:

- obtain passport and visa
- book flight and collect ticket
- arrange for airport pickup and accommodation, if required, through Melbourne Polytechnic’s International Office (see www.melbournepolytechnic.edu.au/wp-content/uploads/2013/05/piof21001.pdf for the relevant form)
- have a medical, dental and optical check-up
- organise enough money to cover expenses for the first week on arrival, including approximately AU$800–$1,000 in cash and AU$1,500–$1,700 in the form of a bank draft.

You should also collect and bring the following important documents:

- passport with student visa
- program e-COE
- program offer letter
- Overseas Student Health Cover (OSHC) receipts
- international driver’s licence
- birth certificate or country identification card
- accommodation reference
- emergency contact details, e.g. relatives, friends, government embassy in Australia
- medical records (including blood type and medication details if required).

It is a good idea to copy all these documents and email them to yourself, so if you lose them you can go to the internet and download a copy.

Flight Arrangements

It is important to book your flight to Melbourne immediately after obtaining your student visa, as flights to Melbourne at the start of each semester can fill quickly. If an education agent has assisted you with your application to study at Melbourne Polytechnic, they might also be able to assist you booking flights.

You should plan to arrive in Melbourne a week before starting your course or in time to attend the compulsory International Student Orientation activity if the date is specified on your letter of offer. This should allow you enough time to settle, find suitable accommodation, familiarise yourself with your surroundings, organise finances and fulfil Melbourne Polytechnic responsibilities prior to attending your course specific orientation and enrolment session (details regarding enrolment are outlined in the letter of offer).

If you are going to arrive after the scheduled starting date of classes you must obtain an extension from the International Office. It is usually possible to start your course up to a couple of weeks after the scheduled start date – any later and you may be required to commence in the next intake. If you are delayed, please contact the International Office to discuss options.
PREPARATION FOR TRAVEL

What to Pack

When choosing what to ‘check in’ and what to take on as ‘hand luggage’ think about what you really need for your trip.

For hand luggage it is best to carry the following items:
- passport, student visa, plane ticket, money, important documents and valuables
- items to declare at customs
- photocopy of the front pages of passport and visa
- a jacket
- emergency clothing
- emergency medicine.

Only pack what can be carried, as excess baggage is expensive to bring into Australia. Remember that extra goods can be sent once accommodation has been settled.

It is recommended students pack the following:
- clothing for different seasons
- a spare pair of glasses/contact lenses (if applicable)
- stationery (optional).

If you are going to bring any electrical goods please note that the electricity supply in Australia is 230-250 volts / AC 50 Hertz.

Australia has very strict quarantine and customs laws to stop insects and other agricultural diseases from damaging our environment and industries.

If you have brought any of the following items with you from home you must go through the RED channel:
- Chinese herbs and medicines
- dried/fresh fruit and vegetables
- herbs/seeds
- seafood
- all dairy, egg and meat products
- bee products honey/wax
- bones, horns, feathers and shells
- flowers (fresh and dried)
- plants and wooden products.

Arriving in Melbourne

When you arrive at Melbourne airport, you must go to the Entry Control Point. You must have your passport and a completed Incoming Passenger Card (usually presented by flight attendants before touch down, but also available after exiting the plane but before the Customs Desk). Once your passport is stamped at immigration you collect your luggage from the baggage-claim area. After you collect your bags you can go to one of two exit channels.

RED EXIT – goods to declare, or GREEN EXIT – nothing to declare.
**PREPARATION FOR TRAVEL**

**Quarantine and Customs**

Deciding what to pack is crucial to a successful trip, especially when it comes to customs. Australia’s quarantine laws are very strict and many foodstuffs, plants, animal products and some medicines cannot be brought into Australia.

The import of drugs, guns, weapons and pets is prohibited, and there are restrictions on the amount of liquids carried as hand luggage with severe penalties for bringing prohibited substances into Australia.

The Australian Quarantine and Inspection Service offers information for international students about what can’t be brought into Australia and what can’t be sent to Australia through the mail. These guides and other helpful information can be found at [www.agriculture.gov.au/travelling](http://www.agriculture.gov.au/travelling).

**Arriving in Melbourne on a Domestic Flight**

If you arrive in Australia at Sydney, Brisbane or Perth airport you may need to go through Customs and Immigration at that airport. You will then get a connecting flight to Melbourne. You should check with your agent or the crew on the plane about where you will go through Customs and Immigration.

**Pick Up from Melbourne Airport**

If you have requested airport pick-up (by returning the Melbourne Polytechnic Arrival Notification Form [www.melbournepolytechnic.edu.au/wp-content/uploads/2013/05/piof21001.pdf](http://www.melbournepolytechnic.edu.au/wp-content/uploads/2013/05/piof21001.pdf)), you will be collected from the airport by an Melbourne Polytechnic pick-up service called ToGoTo.

When you leave the Customs area you will enter the Arrivals area. Look for a red and white sign hanging from the ceiling that indicates the meeting point for your transport. There you will find the ToGoTo driver holding a yellow sign with green writing:

![ToGoTo Australia Overseas Students](image)

If you arrive on a domestic flight you will find the driver at the luggage carousel that your luggage has been assigned to come out on. Sometimes a flight can arrive early, so please wait for the driver. If you cannot find them, please call one of these numbers: 0409 503 646 or 0419 433 922. Do not leave the airport until you have spoken to the ToGoTo driver.

You will be taken directly to your accommodation at the Le Student 8 hotel ([www.lestudent8.com](http://www.lestudent8.com)), where you will stay for your first week in Melbourne, unless you have requested alternate accommodation.

If you have not organised through Melbourne Polytechnic to be collected from the airport but you are staying in the short-term accommodation organised by Melbourne Polytechnic, you need to make your way to Le Student 8 hotel accommodation either by taxi or other transport.

You will find a taxi rank outside the airport building – ask the taxi driver to take you to:

**Le Student 8**

205 Bell Street
Preston VIC 3072
p: (03) 9485 0086

The trip from the airport to Le Student 8 should cost about AU$70-80. The fare is calculated by a meter in the taxi and is paid at the end of the journey (not agreed on at the start). Although at night time, the fare – or part of it – may be charged at the start and the balance paid or refunded at the end of the trip.

Taxis in Melbourne are either yellow or silver, sometimes with a green roof, and have a white TAXI sign on the roof. It is quite safe to take a taxi from the airport to the hotel.

Alternatively, you can take the SkyBus ([www.skybus.com.au](http://www.skybus.com.au)) from the airport to the Southern Cross Station in Melbourne city and then a tram to the hotel in Preston. Take the No.86 tram in Bourke Street (at the corner with Spencer St - stop no.1) to Bell Street, Preston (stop no. 45) and then a short walk to Le Student 8. The combined SkyBus and tram fare is AU$28 (one-way SkyBus plus 2 hour Zone One + Two Myki fare plus Myki card) and can be purchased at the SkyBus booth at the Melbourne Airport. A Myki card can be purchased from Southern Cross Station or through another retail outlet ([www.ptv.vic.gov.au/tickets/myki/buy-a-myki/myki-retail-outlets/](http://www.ptv.vic.gov.au/tickets/myki/buy-a-myki/myki-retail-outlets/)).

If you have any problems travelling to Australia or when you arrive, please contact the Melbourne Polytechnic International Office:

p: +61 3 9269 1666 (9am to 5pm Australian Eastern Standard Time)

In an emergency outside those hours, please contact Marcus Scott

p: 0466 206 434.
INFORMATION ABOUT MELBOURNE

Melbourne is a vibrant and diverse city with lots to offer. It has three times been named the 'World's Most Liveable City' by the Economist (www.economist.com/node/21528162), and is ranked in the top four of the QS list of 'What is the World's Best Student City?' (www.topuniversities.com/university-rankings-articles/qs-best-student-cities/what-worlds-best-student-city).

It is famous for its mix of old and new, and boasts historical architecture and striking new public buildings. The people of Melbourne are passionate about art, culture and sport. The city has world-class theatres, performing arts centres, sporting facilities, department stores and shopping precincts.

Melbourne is the second largest city in Australia with many different cultural groups and people from all walks of life. Over one-third of Melbourne’s 4 million people were born overseas, making it one of the world’s most multicultural cities. The city encompasses a diverse range of cuisines and cultural activities, and its people enjoy its thriving café culture and relaxed, outdoor lifestyle.

Recreation/Activities

Melbourne is addicted to sport, regularly hosting international and national sporting events. Major events include the Australian Open (tennis), the Australian Formula One Grand Prix, motorcycle racing, cricket, the Melbourne Cup (horse racing), rugby, soccer and Australian Rules football. Australians enjoy being outdoors, going to the beach, walking in the bush and going for picnics or barbeques.

Melbourne has a reputation for its cuisine choices, with an array of restaurants that offer a variety of international cuisines. Chinatown, in the heart of the city, serves up the finest Asian cuisine and culture, while many inner Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek foods. Students can also find many popular places with quality food at reasonable prices.

Exploring Melbourne

There are plenty of things to do and discover in Victoria and Melbourne. A few good places to start your tour of discovery are the websites provided by Tourism Victoria and the City of Melbourne:

- Visit Victoria
  www.visitvictoria.com.au
- Visit Melbourne
  www.visitmelbourne.com.au
- That’s Melbourne
  www.thatsmelbourne.com.au
- Parks Victoria
  www.parkweb.vic.gov.au
Weather

### Average Temperatures in Melbourne

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<td>Summer</td>
<td>28°C</td>
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<td>18°C</td>
<td>(64°F)</td>
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<tr>
<td>Autumn</td>
<td>18°C</td>
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<td>14°C</td>
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<tr>
<td>Winter</td>
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The weather in Melbourne can change quite quickly and locals say you can experience ‘four seasons in one day’. Melbourne’s four distinct seasons require a flexible wardrobe. During summer the sun is extremely strong so use ‘30+’ sunscreen lotion and wear a hat and long sleeves when you are outdoors to protect your skin. It is also recommended that you try to stay out of the sun between 11am–3pm as this is the hottest part of the day when the UV radiation is strongest.

Students will need clothing and footwear suitable for hot, warm and cool daytime temperatures ranging from 10–35 degrees Celsius. There is no uniform dress code at Melbourne Polytechnic. Australians usually wear casual clothes when studying, such as jeans, t-shirts, pullovers/jumpers, sweaters, casual shirts and sports shoes. Jeans are usually acceptable to wear unless an invitation has a specific requirement.

Culture Shock

“Culture Shock is the expected confrontation with the unfamiliar”

When you arrive in a new country, you might feel confused, nervous, irritable, uncertain or dependent on others. The challenge of adjusting to life and study in a new culture can be exhausting. You might feel lonely and miss your family and friends more than you expected, or feel anxious and frustrated. All these feelings and emotions can lead you to start questioning your decision to come to Australia. If you do feel these things, you are probably experiencing what is called culture shock.

These are some tips that might assist you in your transition to a new culture:

- Think positively – be open-minded, light-hearted and willing to learn.
- Get involved in social and recreational activities that will help you meet people and make new friends.
- Do some familiar activities, especially the things you are good at.
- Take advantage of the services and orientations offered by Melbourne Polytechnic.
- Ask questions when you are unsure what to do or what is expected.
- Introduce yourself to other students in your courses – and try to keep in contact with the people that you meet.
- Use English language as much as possible – read the local newspaper, watch television, listen to the radio and try to speak English as much as you can – the more you use the language the more you will improve.
- Stay in touch with family and friends, and keep up with events at home.
- Allow yourself sufficient time to adjust.
- Get plenty of exercise, eat well and drink plenty of water.
- Keep your sense of humour and believe in yourself!
INFORMATION ABOUT MELBOURNE

Australian Culture
Most Australians are relaxed and friendly and are known for their open manner and belief in an equal society without social classes. There are some different customs that may seem strange. If you understand a little about the lifestyle you will find it easier to meet Australians and settle into your new surroundings.

Some important points about Australian culture:
- Men and women are equal in Australian society, as are people from all levels of wealth, authority and occupation.
- Very few Australians have servants.
- Most Australians do their own housework. Men and women share jobs in the household like cooking, cleaning and washing dishes.
- Most Australians enjoy watching and playing sport.
- In Melbourne, Australian Rules football is very popular during the winter. You might like to choose a team to support.
- Punctuality is important. Australians think it is rude if you don’t keep an appointment on time. It is polite to telephone and let the person know if you are going to be late or cannot make the appointment.
- People stand in queues when waiting at the bank or to get on a train or bus or to buy tickets. It is not polite to push ahead of somebody in a queue.
- You should say ‘thank you’ when someone has given you something or tried to help.
- Saying ‘excuse me’ is also polite when you speak to someone who is not expecting you to speak to him or her.
- It is considered bad manners to spit or sniff in public.
- Respect other people’s privacy – don’t go into other people’s rooms or offices without knocking and saying, ‘excuse me’.
- Turn off your mobile phone if you are in an appointment with someone or in class.

Personal Health
Melbourne has a reputation as a safe city to live in. However, there are some things you should remember.
- Drinking water from the tap is a safe way to keep hydrated.
- Vaccinations are not required before coming to Melbourne, unless you have been in a country that is considered a risk for yellow fever.
- Apply (SPF 30+) sunscreen whilst outdoors and limit your exposure to the sun, as Australia has one of the highest rates of skin cancer in the world.
- Wear a hat and keep your skin covered – ultraviolet (UV) radiation can be high even on a cloudy day.

What to Talk About
When you meet somebody for the first time it can be difficult to know what to talk about. Some good topics are family, weather, sports, hobbies, where they live and what kind of work they do. It is best to avoid questions about relationships, religion or how much money they earn.

How You Should Act
As in other countries, people’s behaviour in Australia is governed by laws and social conventions. It is important to respect and obey Australian laws, as failure to adhere to them can result in serious penalties. It is also advisable to observe social conventions, as this will make your dealings with others much easier.

There are many laws in Australia – here are some important ones:
- People are not allowed to drink alcohol or be intoxicated in a public place.
- You must be over 18 years of age to purchase or consume alcohol or cigarettes.
- Smoking is prohibited in many public places, such as shopping centres, restaurants, theatres and cinemas, on public transport and in many covered outdoor areas.
- Making loud or excessive noise before 7am or after 10pm is not acceptable.
- Sexual harassment or racial vilification is not acceptable.
- All people travelling in a car must wear a seat belt. Drivers must keep to the speed limit, obey traffic signals and be under the blood alcohol limit (0.05) – it is best not to consume alcohol at all if you are going to drive.
- A helmet must be worn when riding a bicycle, motorbike or scooter.
- You may not carry weapons, including knives and guns – very serious penalties apply.
- You may not use, possess, buy or sell illicit drugs, including marijuana, amphetamines and opiates.
Greetings

In formal situations, it is customary for men and women to shake hands when greeting each other. Australians usually have two or three names. The first and second are given names with the first name being used more frequently. The last name is the family or surname. The family name is used formally with Dr, Miss, Ms, Mrs or Mr. Australians generally prefer to be called by their first names, including lecturers and teachers. People will usually introduce themselves to you by the name that they prefer to be called. For example Mr John Smith might introduce himself by saying: “I am John Smith, please call me John”.

Religion

Australia has a wide religious tolerance and most religions are represented in Melbourne. Melbourne has places of worship for many Christian denominations as well as Buddhist, Hindu, Sikh, Muslim and Jewish faiths (refer to the telephone directory for contact numbers and addresses). Everybody is free to follow the religion of their choice. Many Australians do not have a strong religious belief.

Tipping

It is not compulsory or expected for individuals to tip while dining, you can tip if you wish when you feel that the service has been particularly good. When eating in a restaurant, a group of friends might each put in money as a tip to the waiter.

Transport

Melbourne has a reliable and expansive public transport system. Public transport consists of a network of buses, trains and trams which service the city and surrounding suburbs. You will be provided with a full public transport map in your information pack on arrival. To check out the Melbourne public transport system online, go to www.ptv.vic.gov.au. International students must pay full fare on all public transport.

Taxis are yellow or silver (sometimes with a green roof) and easy to locate. They can either be flagged down at the kerb or caught from one of the many city taxi ranks. Taxis are vacant when the white sign on the roof is illuminated, the orange lights indicate the taxi is not for hire. Taxis can also be pre-booked by phone.

Melbourne is an easy city to navigate, serviced by freeways and multi-lane highways. Travel is on the left-hand side of the road. Students with a current valid driver’s licence may drive provided the licence is written in English, or is accompanied by an English translation. An international driver’s licence can be used, provided the home country licence is valid. The vehicle you are driving must be registered with the government and you must always carry your licence with you when you are driving. You can get more information on road laws and vehicle registration at www.vicroads.vic.gov.au

Australia has strict road laws that apply to all drivers and people who ride bicycles. It is compulsory for the driver and all passengers travelling in a car to wear seat belts, including specific child seats for small children and babies. The standard speed limit is 50kph and maximum speed zones are also marked on major roads and highways. The laws are very strict about wearing seat belts, driving over the speed limit and driving after drinking alcohol.

Travelling by bicycle is another mode of transport. Bicycles can be purchased new and second hand at affordable prices. By law, you must always wear a helmet when riding a bicycle.

If you apply for an International Student Identity Card (ISIC) you can purchase discount airfares. Use this link to get more information and apply for ISIC www.isiccard.com.au. The International Office can help you apply for this card.
Quick Tips for Safe Travel

All forms of public transport in Australia are quite safe to use but you should use some common sense, especially if travelling alone at night or in isolated areas.

It is best to avoid poorly lit and unpopulated places at night, such as parks and laneways. Always try to keep to streets and paths that have good lighting and are being used by other people.

Train stations are well lit and monitored by CCTV cameras and have an emergency contact phone. Onboard a train, direct contact with train drivers can be made by pressing the red emergency button located near the automatic doors. If you are travelling alone, take a seat in the train carriage closest to the driver’s cabin which is at the front of the train. Choose to sit in carriages with other people rather than by yourself.

On trams and buses, the driver is inside the vehicle, so you can sit near the front and be close to the driver. These vehicles are also well lit inside and many have CCTV cameras. Not all tram and bus stops are well lit, so it is best to avoid waiting at a stop longer than necessary. Plan to arrive at the stop only a few minutes before the tram or bus is due.

It is best to order a taxi by telephoning the taxi company or engage one at a secure taxi rank that is well lit. All taxis and drivers are registered and the details will be displayed inside the taxi above the rear-vision mirror. Taxi travel can be expensive, so it is best to travel in company and share the costs. If travelling alone, the best place to sit is the left rear seat, diagonally opposite the driver.
Postal Service
Post offices are located near all the main Melbourne Polytechnic campuses and red post boxes (for posting mail) are found in the street. All post offices have basic postal and bill-paying services and some of the larger ones sell other goods and souvenirs.

Telephone
All public telephones charge a higher rate than private phones. Most public phones take coins or a card. The Yellow Pages or www.yellowpages.com.au is a good resource for general information about phone numbers. Australia’s country code is +61. The area code for Victoria and Melbourne is 03.

Mobile Phone Access
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. Shop around for a deal that suits the way you use your phone.

Telephone Interpreter Service
This service operates 24 hours a day, offering assistance in communication in over 80 languages.

Internet
The best and cheapest way to keep in touch with family and friends from your own country is via email. It is free and easy to use. Melbourne Polytechnic provides free internet usage at all campuses. Internet cafés are easy to find in the city and neighbouring suburbs, where the cost can be as little as AU$2–5 per hour. You will find wireless internet available in some cafés, restaurants and shopping centres.
**SAFETY**

Australia is a clean and relatively safe country. You will find that most Australians are relaxed and friendly, but as in all countries you must take responsibility for your own safety.

So, do not:
- get into cars with strangers
- leave your bags or backpacks unattended
- give your phone number or address to strangers
- become involved in arguments – walk away.

But do:
- travel with somebody if you are going to be out late at night
- Keep your passport, wallet and other important documents in a safe place
- photocopy all your important documents and cards. This will make it easier to cancel and replace and that are lost or stolen. You can also email those copies to yourself.

**Student Emergency Assistance Card**

All international students will receive a Student Emergency Assistance Card at orientation. The card is to be used in emergency situations only, and should be kept with you at all times. The 24-hour contact number will be provided once you receive your card. Calls to the number provided are free from any kind of phone.

**Legal Services**

If you have legal problems, Victoria Legal Aid can provide legal information and advice for free, p: 9269 0120.

For further information visit [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

**Emergencies**

Triple Zero (000) is Australia’s primary emergency service telephone number and should be used if urgent emergency assistance is required from police, fire or ambulance services. It is good to be ready with information that will help the services respond, such as the address or location, and the nature of the emergency. Calls to Triple Zero (000) are free from any kind of phone.

Other emergency services include the:
- State Emergency Service (SES) for help with situations like flood or storm damage, call 13 25 00
- Poisons Information Line for advice about how to treat poisoning or snake and spider bites, call 13 11 26
- Lifeline, a crisis support service for people who are experiencing a range of hardships, call 13 11 14.

**Police**

Victoria Police seeks to actively promote and maintain harmonious relationships with Victoria’s diverse community. Those relationships are based on mutual respect, tolerance and trust. Officers of Victoria Police are highly approachable and can provide valuable advice and assistance.
CLASS INFORMATION

Enrolment
You are provided with a Confirmation of Enrolment on receipt of fee payment and signed Acceptance Agreement. You are also required to enrol with the department managing your course. This usually takes place at your course specific orientation session prior to classes commencing. Your photo will be taken and you will be given a student card. This card is your library card and should be carried with you at all times for identification.

Academic Year
Melbourne Polytechnic’s academic year is divided into two semesters. First semester commences in early February and the second in early July. You should check with your program coordinator for the exact holiday dates before you make plans to travel or return home.

Starting Class
Your Confirmation of Enrolment letter will list a start date based on when you are required to attend the International Student Orientation session. At this session you will be provided with the details of when your classes start and where your course specific orientation and enrolment session will be held. Campus maps and transport information are available at the end of this document or www.melbournepolytechnic.edu.au/campuses. If you are unsure of where and when your classes start, contact the International Office.

Timetable
Your timetable will be given to you during the first day of classes by your teacher. Booklist and study materials can be purchased from the bookshop located in the library on your campus.

Academic Credit Transfer
You may be able to apply for academic credit for subjects that you have already passed before commencing your course – talk to your teacher for more information. You will require evidence of the previous studies you wish to claim – be sure to have certified translated documents to show you have completed the studies, what was included in the course and the time taken to complete.

Know Your Teachers
It will be helpful to know what course you have enrolled in, the name of your program coordinator and the teacher in charge of international students. This will assist you in your studies and allow for a smooth transition from one course to the next.
CLASS INFORMATION

Changing Courses
You can change course at Melbourne Polytechnic but you must meet the entry requirements and pay any additional tuition fees that apply to the new course.

Teaching Methods in Australia
You may find that studying in Australia is different in the following ways:

- You may call your teacher by their first name – usually they will prefer this to a more formal title.
- Your teacher might use humour in their teaching methods. They might also use games as a learning tool.
- You will be invited and encouraged to be involved in class discussions.
- Teachers would like you to make comments based on your own experience. It is also important that you listen carefully when other students make comments and the teacher responds. Even if you are not directly involved, you can learn from the discussion going on around you.
- You will also be expected to carry out your own research for your assignments. This means that you will develop independent learning skills – the ability to use the library, internet and other sources of information. If you are having trouble in these areas you must talk to your teacher as soon as possible.
- Plagiarism – taking someone else’s work and presenting it as your own – and copying from other students is banned.

Change of Address
Your current address is very important because all information such as results is sent through the mail. It is a compulsory visa requirement that you notify the International Office if you change your address while studying at Melbourne Polytechnic. Collect the appropriate form from an information desk at any campus, complete and return it to student records and notify the International Office within two days of your move.
Successful Tips for Studying

- Organise a space for study only.
- Establish a weekly study routine and follow it.
- Study when you are fresh and awake.
- Learn how to take notes.
- Find a balance between work and study.
- Don’t just re-write from the book.
- Take regular breaks – 10 minutes every hour is a good time frame.
- Use different techniques to help you understand and learn.
- Exercise.
- Eat well and drink plenty of water.

Studying in another country can be exciting and challenging, however some new students may experience culture shock. It may take a while to adjust to life in Australia. However, there are many support networks available to assist, including teachers, international staff and student support advisers at Melbourne Polytechnic.

Academic Progress and Attendance

A condition of your student visa is that you are required to maintain satisfactory academic progress. Definition of what this is for each specific course can be found at www.melbournepolytechnic.edu.au/international-students/policies-and-forms

You are expected to be on time and attend all classes. Missing any class may mean that you miss a learning outcome and become unable to complete a subject. If you miss a class for medical reasons, it is important to see a Doctor and get a medical certificate.

If you cancel or for some other reason cannot attend a class, you need to contact your international student coordinator to arrange to ask for help. Talk to the international office staff or your teacher about any learning problems.

ELICOS students must maintain satisfactory academic progress, but do have to maintain attendance of at least 80% as a visa condition.
SUPPORT SERVICES

Counselling
A free and confidential counselling service is available at each campus. You are welcome to make an appointment to speak with a counsellor about any concerns you may have about being away from family and friends, study skills, etc. Counsellors can be contacted by visiting the campus library.

Study Skills Advisory Service
Melbourne Polytechnic has a study skills advisory service that assists students to successfully complete course requirements. It is a free service for all full-time students who are enrolled in mainstream courses at Melbourne Polytechnic.

The service includes:
- small group tutorials based on subjects/courses
- one-to-one tutorials
- workshops on essay writing, report writing, time management, refresher and research skills, oral presentations and note-taking
- ESL (English as a Second Language) for reading, writing and conversation.

To obtain optimum benefits from this service the following guidelines are suggested:
- Always allow ample time to complete course requirements.
- To obtain maximum benefit from the tutorials, make sure that you have done some preparation before each session.
- Remember, you are responsible for your learning. Staff are available to assist but cannot do your work for you!

If you cannot keep an appointment at the service please call 9269 1372 and let us know so that the time can be allocated to other students.

Talk To Your Teacher
Melbourne Polytechnic teachers have worked with many students who have just arrived in Melbourne so they have probably heard most of the questions that you have. They are happy to offer help - don’t be afraid to ask them.
Accommodation

There is a limited amount of accommodation available in Melbourne and it may be difficult to find, especially around at the start of an academic semester when many students will be looking for accommodation close to their campus.

Properties that are close to the CBD are generally more expensive to rent than those further out in the suburbs. Rooms are usually made available on a one person per room basis.

There is some choice when looking for long term accommodation, but you should carefully consider:

- Is it within your budget?
- Will you feel comfortable there?
- How far is it from your campus?
- Is there easy access to public transport to get to Melbourne Polytechnic?

Choosing your accommodation

Staying in a hotel or similar short-term accommodation can be quite expensive, so it is important to get your long-term options organised as quickly as possible. It will help if you have already thought carefully about it and decided what sort of accommodation you want before you arrive in Australia. It is even possible to make some enquiries or register with an agency over the internet before you leave home. However, it is best not to make a commitment to anything until you can inspect it, meet the host or landlord, and be sure it is right for you.

Types of Accommodation

There are four long-term options you can consider:

- Yarra House – Melbourne Polytechnic’s student hostel.
- Homestay – where you stay with an Australian family in their home.
- Shared accommodation – taking a room in a house with other people, usually students.
- Rental – where you rent a house or apartment for yourself.

Each of these options has benefits and short-comings, depending on what you want and what you feel comfortable with.

In a student hostel you have your own room, usually with a private bathroom, but you become part of a large community and share many facilities with other residents – such as living room, TV room, kitchen, laundry and grounds. In a hostel you will be responsible for your own cooking and laundry.

Homestay is a family-style option that gives you a genuine Australian experience and a great opportunity to perfect your English language skills. Main meals are provided but you will be responsible for your own laundry. Some Homestays offer a private bathroom but usually you share bathroom facilities, along with kitchen and living areas, with the family.
SUPPORT SERVICES

Shared accommodation usually brings a group of students together. This can be a lot of fun but nothing is done for you – all the chores and responsibilities of running a household (such as shopping, cooking and cleaning) must be shared by the residents. It is important to be sure you will get along with your house-mates, and it helps if you are an independent person.

Renting a house or apartment on your own can be expensive and difficult. It is best suited to students who are intending to stay a long time because you are generally required to commit to a lease of at least 12 months duration.


Yarra House – Melbourne Polytechnic on-campus accommodation

Opened in March 2010, Yarra House offers a range of stylish, fully furnished rooms on Melbourne Polytechnic’s Fairfield campus. The newly refurbished facility offers accommodation for 149 students.

You can select your accommodation according to your requirement and budget. There are no utility bills to pay as they are included in the rent. This type of accommodation can be good because you are with other students and can share experiences together. You also have the privacy of your own room if you do not want to interact with others. You do need to buy and cook your own food.

High-speed internet access in bedrooms is available at additional cost. The on-campus library also offers shared computers and laptop connectivity where you can access the internet for free.

Yarra House has a range of facilities designed to complement your lifestyle.

Features include:
- large games room
- common areas for study and recreation
- communal cooking facilities
- BBQ zone
- coin-operated laundry
- lobby lounges throughout the building
- broad balconies with sweeping views
- free on-site parking
- public telephones
- vacuum cleaners
- meal cards available

Yarra House provides 24 hour support for residents, with dedicated staff and an evening duty manager. Apartments and common areas are only accessible by electronic swipe card. Yarra House is managed by student accommodation specialists, Campus Living Villages (CLV) on behalf of Melbourne Polytechnic. CLV has extensive experience providing exciting, secure and supportive living environments for students all over the world.


### Yarra House Weekly Fees

For current fees, [mystudentvillage.com/au/yllar-house](http://mystudentvillage.com/au/yllar-house)

<table>
<thead>
<tr>
<th>Room Type</th>
<th>36 weeks +</th>
<th>16 weeks +</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single room with ensuite*</td>
<td>$247</td>
<td>284</td>
<td>A private bedroom with your own bathroom</td>
</tr>
<tr>
<td>Single room with shared facilities</td>
<td>$209</td>
<td>$247</td>
<td>A private bedroom with access to a communal bathroom. This is the most economical room type</td>
</tr>
<tr>
<td>Twin share room with ensuite*</td>
<td>$222</td>
<td>$266</td>
<td>A shared bedroom with your own bathroom</td>
</tr>
<tr>
<td>Disabled facilities room</td>
<td>$247</td>
<td>284</td>
<td>A spacious room with an accessible ensuite bathroom.</td>
</tr>
<tr>
<td>Deluxe single room with ensuite*</td>
<td>$308</td>
<td>$383</td>
<td>A larger bedroom and bathroom.</td>
</tr>
<tr>
<td>Cottage single room</td>
<td>$204</td>
<td>$233</td>
<td>Single room in four bedroom house for mature aged students</td>
</tr>
</tbody>
</table>

* An ensuite is a private bathroom.

Features can vary at November, 2018.
Homestay

Homestay is living in a private home where most meals are provided and utility bills (for electricity, heating and cooling) are included. Homestay can be a very rewarding experience. Being in a family or group setting you will have many opportunities for speaking English and sharing cultural knowledge and experiences. Some Homestays host more than one student at a time, which increases the opportunities to meet and mix with new people. You might be invited to participate in family activities, as well as completing some household jobs, such as washing dishes, etc.

The costs are very reasonable because a private room, most meals, furniture and household appliances are provided for you. The weekly rate is generally AU$250-300. Use of the Homestay telephone and internet connection usually costs an extra AU$10-20 a week. The Homestay agency will also charge an initial placement fee of AU$150-230, and might also charge a one-off bank transfer fee on payments made from outside Australia.

If you choose Homestay, you are expected to stay for a minimum period, usually 4 to 8 weeks. Homestay providers welcome you into their home and spend some time helping you settle in, so it is unfair to stay only a short time and then leave – unless there is a good reason to do so.

In Homestay you will have your own room with bed and linen provided. You should also be provided with a desk, chair and study lamp in the room, and other furniture or cupboards to store clothing and other belongings. You will usually share bathroom, living and kitchen areas with the family.

Homestay is organised by Homestay provider agencies which ensure that the Homestay hosts and facilities meet appropriate standards and are suitable for international students. To enquire further about Homestay options, you should contact one of the following Homestay agencies directly:

› Student Accommodation Services
  p: +61 3 9495 0007
  www.student-accommodation.com.au
Shared Accommodation

In a 'share house' each person has their own bedroom and shares other common areas of the house, such as living, kitchen, laundry and bathroom areas. Sometimes bedrooms will have a private bathroom but usually the bathroom is shared with other residents. The rent and other household costs are shared, along with the chores required to keep the house tidy and clean. Sometimes each person cooks for themselves, but often this also a shared activity.

In a share house or apartment, generally you need to:
- Pay for your own food and do your own cooking, cleaning and laundry.
- Pay your share of the bills, such as gas and electricity (used for heating and cooling, hot water, cooking and running appliances like TV, radio and computers).
- Provide your own linen and furniture (sometimes basic or communal furniture is provided but often not).

Shared accommodation can be fun because you live with different types of people. However, sharing space and tasks can be difficult at times, so it helps to have a clear understanding of who will do what and how everything will be shared or divided up. For example:
- How much will your share of the rent be? Who will be responsible for collecting and paying it to the landlord?
- Exactly how will bills be divided and paid? This is especially important for telephone and food as each person’s use can vary considerably.
- What are the arrangements for buying food and cooking meals, and how will these costs be shared?
- Will friends be allowed to visit or stay over?
- How will common areas be used and kept clean?
- Will there be rules about noise?
- Will smoking or alcohol be allowed?

It can be useful for a shared household to write down a list of ‘house rules’ and have a roster for chores so that everyone is clear about their rights and responsibilities. Everybody should know what they can expect and what they have to contribute. You need to be an independent person if you choose to live in a share house, as there can be many different personality types living together.

The cost of rent varies greatly and depends on the whether the property is a house or apartment, where it is located, how big it is and the facilities it has. Generally an individual share of the rent would be AU$90-200 per week – and all other expenses would be additional.

Renting a Vacant Property

Renting a vacant property is only viable if you intend to stay for a long time. It is a difficult and expensive option. You usually rent a vacant property through a real estate agent.

You will be required to pay one month of rent as a bond as well as the first months rent in advance. The bond is returned to you when you leave your accommodation as long as the rent has been paid and there is no damage to the property.

You are usually required to sign a lease for a minimum of six months and some landlords request a 12-month lease. Price can vary greatly depending on location and type of property. You may need to furnish the property, which can be very expensive.

Most accommodation will not include household goods (except for Homestays), however second-hand household goods are available relatively cheaply. If adaptor plugs are required, the voltage used in Australia is 220–240 volts AC. The sockets for plugs are three-pinned. Adaptors can be bought in Australia for approx AU$70.

Some websites to help you locate rental properties include:
- www.realestate.com.au
- www.domain.com.au
SUPPORT SERVICES

Bond
It is usual to pay a bond for all accommodation to the person who is leasing the property. The bond is held separately from your rent and is returned to you after the notice period is over. A bond is taken as security for the property owner. Money will be withheld if there is damage or rent owing.

Paying Rent
How you pay your rent will depend on who you are renting from but it is usually required in advance. Your Homestay provider will probably ask you to pay your rent every two weeks, whilst a rental property will usually require rent paid to the real estate agent monthly. Make sure you pay the rent on time. It can make your living situation uncomfortable if your host or rental property friends have to ask for the rent to be paid.

Receipts
Any time you pay for anything to do with your accommodation, such as rent or bills, your Homestay provider or landlord is required to give you a receipt. If they don’t provide a receipt ask them for one.

Giving Notice
Once you become settled in Melbourne and make friends you may choose to change your accommodation. You cannot leave straight away. You must ‘give notice’ – this is writing to your Homestay provider or housemate(s) to let them know you will be leaving. Giving notice provides your Homestay provider or housemates time to find another person to move in. When you move in, ask how far in advance you need to ‘give notice’. It may be two or four weeks. If you choose to leave before the notice period you will still have to pay rent for that time. You must pay your share of any bills that arrive during the notice period and contribute to those not finalised before you move out.

If you rent through a real estate agent you are usually required to sign a lease and you are committed to stay for the length of the lease, usually six or 12 months. Speak to the real estate agent if you wish to give notice or for more information see www.consumer.vic.gov.au

Creating a Positive Household
When you move into a new environment and experience a different culture, there may be times when things are not explained clearly or mistakes are made. It is best – and usually easiest – to clear up these problems as soon as they happen. Talk to your accommodation provider and/or housemates about your concerns and try to find a solution.
**HEALTH COVER**

It is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the length of your student visa.

OSHC will help you pay for medical and hospital care that you might need and will contribute to the cost of most prescription medicines as well as medically necessary ambulance transport.


You can choose an alternate provider if you wish to organise OSHC for yourself. For a list of approved providers see [www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1](http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1)

**What is Covered?**

This is a summary of the main cover that the OSHC provides. For full details, refer to your provider’s Members Guide.

The OSHC will cover 100% of the Schedule Fee* for:

- out of hospital medical services
- in hospital medical services
- prescribed medicines
- surgically implanted prostheses
- ambulance services.


**What is NOT Covered?**

This is some of what the OSHC does not cover. For full details, refer to your provider’s Members Guide.

The OSHC does not cover:

- surgically implanted prostheses services provided by physiotherapists, osteopaths, chiropractors, naturopaths or any other ancillary services
- medications, drugs or other treatments not prescribed by a doctor and not included in the PBS
- any costs associated with dental treatment, unless the services provided meet the requirements of the Medicare Benefits Schedule
- optical charges
- the co-payment payable by you under Australian law or as a result of the provider charging in excess of the Medicare Benefits Schedule Fee
- service fees charged by a doctor or hospital which are not included in the benefits covered under your policy.
HEALTH COVER

Extras Cover
OSHC Extra’s by Peoplecare offers you the option of basic extras insurance for Dental, Optical, Physiotherapy, Chiropractic and Osteopathic services – which you can purchase in addition to your OSHC cover.

Medical Treatment and First Aid
The International Office will assist you to get medical treatment if you become unwell at the Preston campus. First Aid staff are located at the libraries of all other campuses.

Emergency Treatment
For emergency medical treatment, it is best to go directly to the Emergency Department of a public hospital or call for emergency ambulance transport by dialing 000.

General Practitioner (GPs)
A General Practitioner or GP is a qualified Medical Doctor who works in a Clinic or Surgery that is not part of a hospital. GPs are skilled in treating all manner of medical problems and you should see one if you feel unwell and want medical treatment.

A GP will charge a consultation fee that might be higher than the Schedule Fee, in which case you will have to pay the difference. To avoid paying any additional fee, you can choose to visit doctors who ‘bulk-bill’. A list of bulk-billing doctors will be provided at enrolment.
MONEY AND FINANCE

Money
It is a good idea to have a few hundred Australian dollars (plus AU$500 for one week at the hotel) with you as cash when you arrive to cover expenses for the first few days. Transferring money from home into your Australian account could take three to four business days. Immigration rules state AU$20,290 is required in your account as a base, however students may require more. It is advisable that students have some money in cash or traveller’s cheques (approximately AU$1,000) for the initial expenses upon arrival.

Do not carry large amounts of cash. It is preferable to carry most of your funds as traveller’s cheques or a bank draft.

You should not depend on part-time work to cover expenses, as jobs are difficult to find in Australia and you are permitted to work for only 40 hours per fortnight during the term and unlimited hours when your course in not in session.

Currency
Currency exchange is available at Melbourne Airport.

All banks will change money during banking hours. Currency exchange is also available at American Express and Travelex offices throughout the city.

Australia uses a decimal system with 100 cents in the dollar.

- Bank notes in use are $5, $10, $20, $50 and $100.
- Gold coins are $1 and $2
- Silver coins are 5, 10, 20 and 50 cents.

Use an online currency converter www.xe.com to work out the exchange rate with your currency.

Banking
To open an account you must satisfy government requirements for identification. A total of 100 points is required. Your student identification card is 40 points and your passport is 60 points. You need to bring both of these forms of identification with you when you open the account. You can use your confirmation of enrolment from Melbourne Polytechnic as identification before you get your student card. You also need an address so information can be sent to you.

There are four major banks in Australia:
- ANZ bank.
- Commonwealth Bank.
- National Australia Bank.
- Westpac.

Each has branches around Melbourne and each has its own automatic teller machines (ATMs). You can access your account from any ATM regardless of which bank you use but charges might apply for using one that is not operated by the your bank. ATMs have 24-hour access. Supermarkets and service stations also have ATMs or you can ask for cash after you buy something with your ATM/credit/debit card.
Taxation
For tax purposes only, international students are considered residents of Australia if you are enrolled in a course of six months duration or more. This means you will pay the same rate of tax as an Australian citizen. If you earn any income during the year you must complete a tax return by the end of the financial year (June 30).

Tax File Number (TFN)
A Tax File Number ensures you are taxed the correct amount. To apply for a Tax File Number you will need to complete an application form available from the International Office, any post office or via the Australian Tax Office website www.ato.com.au

Living Costs
There are many costs to consider when living in another city: the type of accommodation, food, health care, transport, clothing, entertainment and books are just a few. The chart at the end of this section shows estimated living costs for one year (excluding tuition fees and Melbourne Polytechnic fees).

Establishment Costs
Students need to budget for an initial establishment cost of approximately AU$1,000 to cover rent and rental bonds for accommodation, furniture and cooking items (see next page).

Shopping
Street shops, shopping centres and most other stores in the city and suburbs open from 9am–5pm, Monday to Saturday. Late-night shopping is on Thursday and Friday till 9pm at shopping centres.

Markets around the city have low-priced fruit, vegetables, meat and seafood. Queen Victoria Market is open Tuesdays and Thursdays 6am–2pm, Saturdays 6am–3pm and on Sundays 9am–4pm. Preston market is open Wednesdays and Saturdays 8am–3pm, Thursday 8am–6pm and Friday 8am–8pm.

Food shopping can vary in prices depending on where you shop. Common supermarkets are Coles, Woolworths, IGA and Aldi.
Cuisine

Melbourne’s restaurants, offer a variety of international cuisines. Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture while many inner-Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food. Students can find many places to eat which are cheap.

Halal and Kosher Foods

There are also many grocery outlets in Melbourne that cater to specific cuisines, including Halal and Kosher foods. For restaurant listings, search directories such as www.urbanspoon.com. For grocery outlets, search the Yellow Pages telephone directory www.yellowpages.com.au
Where is Melbourne Polytechnic?
Victoria, Australia
Melbourne, Victoria
www.melbournepolytechnic.edu.au/campuses

Preston campus
77 - 91 St Georges Road
Preston VIC 3072
Melway ref: 18 E12

Getting there by public transport:
Bus: 513 Glenroy - Eltham
Train: Bell Station
(zone 1 South Morang line
Preston station
(zones 1 + 2) South Morang line
Tram: 11 City - West Preston

Collingwood campus
20 Otter Street
Collingwood VIC 3066
Melway ref: 44 C4, 2C E8

Getting there by public transport:
Bus: 546 Heidelberg - Melbourne University
  200, 201, 207 Market Street
  City - Doncaster
Train: Victoria Park Station
(zone 1) South Morang line
Tram: 86 City - RMIT Bundoora
  87 City - La Trobe University

Epping campus
Cnr Cooper St and Dalton Rd,
Epping VIC 3076
Melway ref: 182 C12

Getting there by public transport:
Bus: 555 and 556
  Northland - Epping
  564 Epping - RMIT Bundoora
Train: Epping station
(zone 2) South Morang line

Fairfield campus
Yarra Bend Road,
Fairfield VIC 3078
Melway ref: 44 H1, 2D F1

Getting there by public transport:
Bus: 546 City - Heidelberg
Train: Clifton Hill station (zone 1)
  South Morang/Hurstbridge line
Tram: 86 City - RMIT Bundoora

Heidelberg campus
CnrWaterdale Rd and Bell St,
Heidelberg West VIC 3081
Melway ref: 31, F2

Getting there by public transport:
Bus: 513 Glenroy - Eltham
  547 Kew - Mont Park
  548 Kew - La Trobe University
  350 City (Flinders St) - La Trobe University
Train: Heidelberg station
(zone 1 or 2) Hurstbridge line

Prahran campus
144 High Street,
Prahran VIC 3181
Melway ref: 912.9451 MEL

Getting there by public transport:
Train: Prahran or Windsor stations (zone 1)
  Sandringham line
Tram: 6 Glen Iris from Swanston Street to High Street
  78 North Richmond to Prahn along Chapel Street
**Epping Campus**
Epping train station located next to campus.

**Preston Campus**
300m walk from Preston train station.

**Heidelberg Campus**
1.5km walk from Heidelberg train station. Easily accessible via bus on routes 513, 548, 350 and 903.

**Fairfield Campus**
1.2km walk from Dennis train station. 800m walk from Victoria Park train station. 150m walk from route 86 tram stop.

**Collingwood Campus**
Inner-city campus within walking distance of the CBD. 800m walk from Victoria Park train station. 150m walk from route 86 tram stop.

**Prahran Campus**
400m walk from Prahran train station.
Melbourne Polytechnic International Office
77 St Georges Road
Building A, Room PA117
Preston, Victoria 3072 AUSTRALIA
p: +61 3 9269 1666
f: +61 3 9269 1669
e: international@melbournepolytechnic.edu.au
w: www.melbournepolytechnic.edu.au/international-students
CRICOS Provider Number:
Melbourne Polytechnic 00724G

Campuses
Preston
77-91 St Georges Road
Preston VIC 3072
Collingwood
20 Otter Street
Collingwood VIC 3066
Epping
Cnr Cooper St and Dalton Rd
Epping VIC 3076
Fairfield
Yarra Bend Road
Fairfield VIC 3078
Prahran
144 High Street
Prahran VIC 3181
Heidelberg
Cnr Waterdale Road and Bell Street
Heidelberg West VIC 3081

Training Centres
Ararat
Grano Street
Ararat VIC 3377
Northern Lodge - Eden Park
Glen Robin Court
Eden Park VIC 3757
Northern Lodge - Yan Yean
2005 Plenty Road
Yan Yean VIC 3755
Northern AMEP Centre
Cnr Belfast and Blair Streets
Broadmeadows VIC 3047
CONTACT DETAILS
IMPORTANT CONTACTS

EMERGENCY

Triple Zero – 000
Police, Fire Brigade or Ambulance
(Freecall, 24hr service) – but call only in an Emergency

State Emergency Service
24hr response service
p: 13 25 00

MELBOURNE POLYTECHNIC

International Office
p: 9269 1666
After Hours Emergency Contact
p: 1800 462 090
Study Skills Support
p: 9269 1372
Student Administration
p: 9269 1314

OTHER USEFUL CONTACTS

Accommodation and housing
Student Accommodation Services
p: 9495 0007
www.student-accommodation.com.au

Counselling
Alcohol & Drug Direct Line 24hrs
p: 1800 888 236
Lifeline
24hrs Counselling Service
p: 131 114
Suicide Helpline 24hrs
p: 1300 651 251

Directories
Yellow Pages
www.yellowpages.com.au
White pages
www.whitepages.com.au
Whereis
www.whereis.com

Employment and Jobs
indeed
au.indeed.com
Seek
www.seek.com.au

Government
Australian Taxation Office
p: 13 28 61 or 13 28 69
www.ato.gov.au
Department of Education and Training
p: 13 33 97
www.education.gov.au
Department of Foreign Affairs & Trade (DFAT)
p: 9221 5555
www.dfat.gov.au
Department of Home Affairs
p: 13 18 81
www.immi.homeaffairs.gov.au
CONTACT DETAILS
IMPORTANT CONTACTS

International Student Organisations
IELTS English Language Testing
www.ielts.org
Study Melbourne
www.studymelbourne.vic.gov.au
That’s Melbourne – City of Melbourne
www.thatsmelbourne.com.au

Health and Medical
Allianz Global Assistance OSHC
p: 13 67 42 (within Australia)
p: +61 7 3305 8841 (outside Australia)
Poisons Information Centre
24 hr information service
p: 13 11 26

Legal
Victoria Legal Aid
p: 9269 0234

Translating
Translating & Interpreting Service
p: 13 14 50

Transport
Public Transport Victoria (PVT)
p: 1800 800 007

Taxis
Silver Top Taxis
p: 13 10 08
Yellow Cabs
p: 13 22 27

VicRoads
Customer Service
p: 13 11 71