

amber

AVIATION ACADEMY

AMBER
AVIATION
ACADEMY

PRE AUSTRALIA HANDBOOK



1/1/2018

Emergency contacts

Police, Ambulance, Fire Brigade**	000
Security.	
After hours emergency counselling service.	1800 350 359
During business hours contact Amber Aviation Academy: Reception:	1800747380
Lifeline (Personal/Crisis/Counselling)	13 11 14
Sexual Assault Crisis Line (SACL).	1800 806 292
Gambler's Help	1800 858 858
Emergency translation (AMEP) - For translation service in an emergency situation	
1300 062314	
Poisons Information Line	131 126

Useful numbers during business hours

Amber Aviation Academy Reception	0386691338
Safer Community	9905 1599

(Safer Community is a non-emergency service, providing support to those feeling threatened, unsafe or who are worried about the welfare of someone else)

Department of Immigration and Border Protection (DIBP) 131 881

(For matters relating to visas)

Please note:

** The Triple Zero (000) Service

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

Police

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

www.police.vic.gov.au

Who is this booklet for?

This booklet is designed specifically for international students enrolling in courses at Amber Aviation Academy in Australia. Students commencing at Amber Aviation Academy will receive additional information about enrolment dates and orientation. Staffs are available to assist you during business hours Monday to Friday with any matters concerning your commencement of study and ongoing welfare.

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Pre-departure Checklist:

- ✓ Applied for your Australian student visa?
- ✓ Had your medical, optical and dental check-ups?
- ✓ Booked your flight to arrive in time for enrolment and orientation (at least one week before scheduled classes start)?
- ✓ Organised airport pick-up and received confirmation of your booking?
- ✓ Organised your short-term accommodation?
- ✓ Secured accommodation or made homestay arrangements?
- ✓ Purchased some Australian currency?
- ✓ Considered the cost of living in Australia and prepared a budget?
- ✓ Attended a pre-departure briefing (if one is being conducted in your home country)?
- ✓ Organised child care or school for your children?
- ✓ Prepared an important documents file?
- ✓ Obtained an international driver's license or an English translation of your driver's licence?
- ✓ Organised your belongings for packing?
- ✓ Familiarised yourself with the Australian Customs and Quarantine information?
- ✓ completed the pre-enrolment requirements?

Checklist on arrival:

- ✓ Contacted your family to let them know that you have arrived safely?
- ✓ Finalised your long-term accommodation?
- ✓ Contacted Amber Aviation Academy if needing assistance with locating accommodation?
- ✓ Organised insurance?
- ✓ Opened a bank account?
- ✓ Obtained a tax file number?
- ✓ Ordered your OSHC membership card?
- ✓ Explored public transport options in your area?
- ✓ Found your local supermarket, doctor's surgery, chemist and shopping centre?
- ✓ Organised furniture and white goods for your home (if required)?
- ✓ Made arrangements for your children?

Getting started on your course checklist

- ✓ Attended Orientation
- ✓ Completed your enrolment?
- ✓ Undertaken the Language Literacy and Numeracy Test?
- ✓ Obtained a login and password to Amber Aviation Academy Network?
- ✓ Provided Student Administration with your updated residential address and phone number?
- ✓ Explored and familiarised yourself with your campus?
- ✓ Found a place to worship?
- ✓ Familiarised yourself with emergency numbers?

Visas

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

Diplomatic missions: www.dfat.gov.au/missions

Applying for a student visa

Application requirements: www.immi.gov.au/students/index.htm

Student visa conditions

As the holder of a student visa it is your responsibility to understand and comply with the conditions of your visa as set by the Department of Immigration and Border Protection (DIBP).

Student visa conditions state that you must:

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

Student visa conditions: www.immi.gov.au/students/visa-conditions.htm

Working whilst on a student visa

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

- you cannot begin working until you have commenced your course at Amber Aviation Academy
- during the semester, you must not exceed the number of hours of work allowed by DIBP
- during the vacation there is no limit on the number of hours you are permitted to work, unless you are enrolled during this period (e.g. studying a summer or winter unit).

You do not need a visa label to be placed in your passport as evidence of your work rights. Your visa information is held electronically and you can access it at any time using the Visa Entitlement Verification Online (VEVO) system.

Work entitlements for student visa holders: www.immi.gov.au/students/students/working_while_studying

Visa online verification: www.immi.gov.au/e_visa/vevo.htm

Permission to work

You must have permission to work in Australia and hold a valid work visa. Your student visa should include permission to work in Australia. It is important you understand the rules of your work visa before starting a job. You must not start any paid work until you have commenced your course of study. It is essential that you do not exceed the number of hours of work you can undertake,

especially during the semester.

Department of Immigration and Border Protection (DIBP): www.immi.gov.au/students/students/working_while_studying

Work rights

Your minimum rights and work conditions may be set by some form of legal document, award or agreement. If an agreement or an award does not apply, laws in Australia will provide basic minimum pay and conditions. If you are asked to sign any type of document agreeing to work conditions, make sure you read it very carefully and understand it before signing. Do not be afraid of asking questions and clarify any doubts with your employer. Employers are legally required to give you a copy of your signed employment contract for record purposes.

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

You can also contact advisers at the Fair Work Ombudsman Office, an Australian government body, if you are unsure about your employment arrangements.

Telephone: 13 13 94 www.fairwork.gov.au

Job watch is an employment rights legal centre which provides assistance to workers in Victoria about their rights at work. They provide a free and confidential telephone information and referral service. Information about job hunting traps, such as unpaid trial work and scams can be found on their website: www.jobwatch.org.au

Finding work

The employment market in Australia can be highly competitive and you may find it difficult to find work. We suggest that you should not rely on income from employment when budgeting to pay for living expenses. There are many different ways to find a job in Australia. Visit the following websites for assistance: www.seek.com.au, www.careerone.com.au, www.mycareer.com.au, www.jobsearch.com.au. Start by searching under part time or casual categories, and in specific industries that you are interested in.

Visas for family members

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

You must declare all family members on your application, even if they do not plan to travel with you to Australia. This will allow them to apply to join you after you have started your course.

If your family members are travelling with you on your student visa, they will receive permission to work when the visa is granted. Your family members will not be allowed to work until you have commenced your course. For courses offered by Amber Aviation Academy, spouses will only be allowed to work a maximum of 40 hours per fortnight throughout the year.

Visas for family members: www.immi.gov.au/students/students/bringing_family

Health

Checks and Medicine

Student visa holders are advised to have medical, optical and dental check-ups before leaving home as Overseas Student Health Cover does not include dental and optical insurance, unless you purchase additional cover.

Without insurance coverage, dental or optical costs can be quite high in Australia. You might like to bring spare glasses or contact lenses with you.

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

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

You will need to declare all drugs and medicines including prescription medications, alternative, herbal and traditional medicines, vitamin and mineral preparation formulas to Customs when you enter Australia. It is important that you keep all medicines in their original prescription bottles.

Health insurance

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

Overseas student health cover (OSHC) is compulsory for international students on a student visa and their dependents in Australia.

It is insurance to assist you meet the possible costs of medical and hospital care while in Australia.

Exceptions include Norwegian students covered by the Norwegian National Insurance Scheme and Swedish students covered by the National Student Board of Student Aid.

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

The following on line site helps you to compare a range of OSHC insurance providers to meet you and your family needs.

<https://oshcaustralia.com.au/en?c=oshc&gclid=CKv5qJLOhMYCFZYJvAodAjoATA>

Insurance providers that participate in this service include:

- ✓ AHM OSHC
- ✓ Nib oshc
- ✓ Medibank
- ✓ Bupa
- ✓ Allianz Global Assistance OSHC

In 2017 a 6 month covers for 1 adult cost: \$204 - \$300.

In 2017 a 12 month covers for 1 adult cost: \$408 - \$500.

Travel Arrangements

International Student Identity Card

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

Booking your flight

We recommend you book your flight early. Due to high demand, it can be difficult to book a flight to Australia at the start of semester. Plan to arrive in Australia at least two weeks prior to the commencement of the semester.

Arriving in time for enrolment

It is extremely important that you attend enrolment and orientation. ORIENTATION IS COMPULSORY. See Orientation for more details.

If you do not attend the nominated enrolment date you may not be accepted into your course. Furthermore, by arriving late, you may miss essential classes, class preparations and preliminary reading. This could have a significant impact on your studies and your results.

If you are unable to arrive by the enrolment date, you **MUST** contact Amber Aviation Academy for arrangements to be made for a late start and/or late enrolment. Amber Aviation Academy reserves the right to refuse late enrolment or commencement of a course. This means that you may need to defer your course to the following mid-term intake.

Find out the enrolment day for your course by contacting the Administration Manager.

At the airport

Customs and quarantine

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

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

Additionally, amounts of AUD\$10,000 or more in Australian currency or foreign equivalent must be declared. Your baggage may be x-rayed, inspected or checked by a detector dog team. If you fail to declare or dispose of any quarantine items, or make a false declaration, severe penalties can apply.

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

- ✓ passport and valid visa
- ✓ incoming passenger card

A comprehensive list of items that you may/may not be able to bring into the country can be found at: www.customs.gov.au/knowbeforeyougo

Australian Quarantine and Inspection Service www.daff.gov.au/biosecurity/travel/cant-bring-form

Duty free allowance

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

Most personal items such as clothing, footwear and articles for personal hygiene may also be brought into Australia, in accompanied baggage, free from duty and/or tax.

For more information contact your local Australian diplomatic mission (i.e. the Australian High Commission, Consulate, or Embassy) or the Australian Customs Service in Australia.

Telephone: +61 2 6275 6666

www.customs.gov.au

www.dfat.gov.au/missions

Unaccompanied goods

Unaccompanied baggage does not receive the same duty/tax concessions as goods that you bring with you. These goods may be subject to duty/tax unless you have both owned and used them for 12 months or more. This also applies to articles posted to Australia.

For more information, refer to the Unaccompanied Effects Factsheet and Unaccompanied Effects statement available at the Australian diplomatic mission in your home country or the Customs website.

www.customs.gov.au/site/page4354.asp

Student Welcome Desk

Look out for the Student Welcome Desk at Melbourne Airport if you are arriving in February or at midyear. You will be given a free Welcome Kit containing information about Melbourne. There are also staff that can answer any questions that you may have on arrival.

Departing the airport

It is recommended that you initially travel directly to your accommodation.

Melbourne Airport is located approximately 25 kms north-west of Melbourne's CBD via the Tullamarine Freeway and CityLink tollway. It takes approximately 20 minutes from the airport to the city.

Transport options

SkyBus shuttle (Melbourne Airport – City)

The SkyBus runs between Melbourne airport and the Melbourne CBD 24 hours a day, seven days a week, including public holidays. The service runs every 10 minutes and takes approximately 20 minutes to get from the airport to the city. The SkyBus stops at Melbourne Airport right outside Arrivals at Terminal T1 and Terminal T3, and at Southern Cross train station in the city. The city loop train and all connections to suburban trains travel through Southern Cross station. SkyBus has minibuses running between Southern Cross station and 120 hotels in central Melbourne for no extra charge. SkyBus tickets are available at ticket kiosks in the airport terminals or online.

The cost of the service is approximately \$18 for one way.

www.skybus.com.au

You can obtain more information about bus schedules or destinations from the Travellers' Information Desk at the airport.

Avalon Airport Transfers (Avalon Airport)

Most flights into Melbourne arrive at Tullamarine airport. However, if you are arriving at Avalon airport you may choose to use the Sita Coaches service, running between Avalon Airport and the Melbourne CBD. The bus stops at Southern Cross Station.

Firefly Coaches

The cost of this service is \$22 for one way to the city.

Telephone: +61 3 9689 7999 or www.sitacoaches.com.au/avalon

Taxis

Taxis are available from the ground floor level of Melbourne Airport, outside the international terminal and both domestic terminals. You should expect a taxi fare of approximately \$55 for a trip between the Melbourne Airport and the city centre.

Accommodation

Arranging for Preliminary Accommodation

We can book short-term accommodation (at a cost to you) for when you arrive in Melbourne.

If you need this service to be arranged for you, please contact student administration.

Considering Your Long-Term Accommodation Options

Rooming houses

These are privately-owned premises offering a room for rent with shared common facilities (bathroom, washing and cooking). The other residents of the house may or may not be students.

Rooming houses are generally for four or more residents. Basic furniture (bed, desk) is often provided but this should be clarified with the owner.

Student hostel accommodation

These are generally similar to on-campus accommodation except they are privately owned, not located on campus, do not usually have pastoral support and are not affiliated with Amber Aviation Academy.

Homestay accommodation

This is where an Australian family offers their home and family lifestyle to an international student.

It is different from full-board and part-board because extra care is provided. Some homestay agencies monitor the arrangement to check you receive good service.

Homestay can give you security, emotional support, a chance to practice your English skills and an opportunity to learn about the Australian way of life and culture. It can also be a convenient choice for short-term accommodation as most homestay contracts start with an initial five-week stay which can be extended for a period to suit you.

Shared houses

This is renting a privately-owned house or apartment jointly with others. You generally each have a room but share facilities and furnishings. Share houses all operate differently. Some require you to make regular contributions to food and bills, whilst others split the bills and each person does their own shopping and cooking.

Housemates

When setting up a share house with friends or moving into an existing share house, be aware that people often move out and a replacement may have to be found to cover the cost of rent.

Choose your housemates carefully and make rules to avoid disputes. This may include how much notice should be given when someone wants to move out, who is responsible for finding a replacement housemate, bond transfers, cleaning rosters and rules about friends staying over. Those named on the lease are considered co-tenants and as tenancy law may not cover co-tenancy disputes house rules are very important. Sometimes you may be considered a sub-tenant, and in this case, you will be protected by tenancy law.

Renting on your own

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

Cost of private rental can be high, both financially and personally. You will be solely responsible for paying rent, cleaning, cooking, garden upkeep (if applicable) and bills. Most off-campus rental accommodation does not come furnished.

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

Tenant's rights and responsibilities www.tuv.org.au/publications/fact+sheets

Full-board or part-board

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

To assist you with your search please visit:

<http://www.realestate.com.au/rent/in-melbourne,+vic/list-1>

Local newspaper advertisements

Finalising long-term accommodation

The best accommodation option in the private rental market will largely depend upon availability and your particular needs (e.g. access to public transport, privacy, cost).

Some students might prefer to arrange for fully- catered accommodation before they leave home, in which case you need to seek a homestay arrangement. You may also have to consider renting private student apartments, hostels, rooming house accommodation or share housing.

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

Important: It is your responsibility to assess the accommodation facilities as being suitable for your needs. Amber Aviation Academy can provide additional contacts for you to follow up, however all arrangements made are strictly between you and the accommodation provider.

Amber Aviation Academy advises students against signing 'legally binding' leases for any rental accommodation prior to arrival and recommends that facilities are inspected first. We encourage you to keep in touch with us on a regular basis whilst you are searching for accommodation and before you make any payments or sign any contracts. We can guide you every step of the way.

Further accommodation tips

Legal considerations

Your legal rights and responsibilities will be determined by the type of accommodation that you choose to live in. They will differ according to whether you are in a share house, a rooming house, a student hostel or if you are renting on your own. A renting contract is a legally binding document and breaking such a contract can be very expensive. You shouldn't sign on for longer than you intend to stay. If you're unsure about your legal renting rights, you should consult a local solicitor.

The 'Renting in Victoria' DVD has information about your legal rights. Visit

<http://trove.nla.gov.au/work/31926627?selectedversion=NBD42261941>

Warning tips for renting

- ✘ never hand over any money without getting a detailed receipt

- ✘ never sign a tenancy agreement that you do not understand – get help
- ✓ make it your responsibility to find out about your renting rights.
- ✓ Make sure that all communication with your landlord is in writing, you should have their email and address as well as a phone number.

Other useful support services and housing resources

Consumer Affairs Victoria www.consumer.vic.gov.au

The Tenants Union of Victoria www.tuv.org.au

Dispute Resolution Centre www.justice.vic.gov.au

Insurance

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

You should do some research and compare policies offered by different insurance companies. Each company will differ on the amount they'll insure personal items for and the premium amount charged. The premium you pay will depend on:

- ✓ the amount your belongings are insured for
- ✓ the type of coverage you choose to have (e.g. new for old replacement)
- ✓ whether there is an excess attached to the policy.

The Consumer Choice website offers a number of tips. From the home page, go to Reviews and Tests. www.choice.com.au

Australian currency

You will need to arrange for some Australian currency to cover costs on arrival. We suggest approximately AUD\$500 – AUD\$1000 in cash.

It is possible to convert cash at the airport when you arrive. On arrival, keep your cash in a safe place and do not carry large amounts of money unless needed.

Travelling with family

Before making the decision to bring your family to Australia, you need to consider various issues such as child care, school fees, additional living expenses and the responsibility for caring for children while you are studying.

Child care

There are a range of child care facilities available in Melbourne CBD. If you would like to enrol your child (or children) while you're on campus, you will need to complete a waiting list application form and send it to the relevant child care center before you arrive in Australia.

<http://www.citykids.com.au/>

<http://www.echildcare.com.au/>

<http://www.ku.com.au/ku.littlestars>

<http://sentia.net.au/>



<https://www.melbourne.vic.gov.au/communityservices/formyfamily/childcareoptions/Pages/Childcareoptions.aspx>

The demand for child care is often greater than the number of places available. If your name is on a waiting list, make sure you call the relevant centre for availability.

Child Care Benefit (CCB)

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

Child Care Benefit and application forms: Telephone: 136 150 www.humanservices.gov.au
www.mychild.gov.au/pages/ccbenefit.aspx

Kindergarten

In Australia, three and four-year-old children can attend kindergarten, otherwise known as pre-school. The Victorian Government funds kindergarten programs for children in the year before they go to school. These programs are offered by a range of organisations and in a variety of settings (including many child care services).

The funding contributes to the cost of providing a kindergarten program but most kindergarten services charge fees in addition to the Government's contribution. The fees can vary greatly from service to service. Many kindergarten programs are sessional; children attend either in the morning or

afternoon a couple of days per week.

Local kindergartens or child care centers with integrated kindergarten programs:

www.mychild.gov.au www.acecqa.gov.au www.education.vic.gov.au

Playgroups

Playgroup is an informal session where babies, toddlers, preschoolers, parents and carers can meet together in a relaxed environment. Children who go to playgroup can make new friends, have new experiences, gain self-confidence and develop physically, socially, emotionally and intellectually.

Parents and carers can meet new people, practice English language skills and share cultural exchange in an Australian early childhood setting.

Playgroups in your local area: www.playgroup.org.au

Primary and secondary schools

All children living in Victoria and fifteen must attend school. If your children are five years old by 30 April, they can enroll in a school, and sign an admission form, your children's date of birth and child's disease prevention program or immunisation.



between the age of six your children are five-attend school. When you must complete provide evidence of details about your

If your children are going to attend primary or secondary school in Australia, you will need to contact the Department of Education and Early Childhood Development and complete the Dependent International Student Application form.

International students will need to pay tuition fees for dependent children to the Victorian Department of Education and Early Childhood Development.

[http://www.study.vic.gov.au/See Chapter 2 – Getting Settled – Students with Children for more details](http://www.study.vic.gov.au/See%20Chapter%20-%20Getting%20Settled%20-%20Students%20with%20Children%20for%20more%20details)

School fees

In Australia, there are both government and private schools. Private schools charge all students fees regardless of their citizenship status. Although government schools are free to Australian citizens, fees are charged for children of international students.

If you have a sponsorship or scholarship from the Australian Government (e.g Australia Award or Endeavour scholarship or fellowship) you will not have to pay school fees for your children at government schools.

Fee information: www.study.vic.gov.au/deecd/schools-in-victoria/apply/en/school-fees.cfm

Enrolling your children

Before your children start school in Victoria, you must complete a Full Fee-Paying International Student Application form. This form can be downloaded from: www.study.vic.gov.au or requested from a Department of Education and Early Childhood Development registered agent.

List of registered agents in various countries: www.study.vic.gov.au/deecd/schools-in-victoria/apply/en/education-agent.cfm

School terms

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

www.education.vic.gov.au/about/department/Pages/datesterm.aspx

Child care before and after school, or during school holidays

You may find that you need to attend Amber Aviation Academy outside school hours and that school holidays may not coincide with Amber Aviation Academy breaks. Some primary schools offer before and after school care as well as school holiday programs to care for children whose parents are either working or studying full time.

Find a school near your campus: www.education.vic.gov.au/findaservice

Affording Australia

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

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

Accommodation and living expenses

Accommodation costs can vary depending on the location, size and quality of the dwelling. The following table provides an indication of the range of costs you may encounter in the suburbs surrounding Melbourne

CBD.Note: Accommodation prices can fluctuate significantly. These 2015 estimated figures are to be used as a guide only. Prices are in Australian dollars (AUD).

For further details about off-campus accommodation options, refer to 'Finalising your long-term accommodation'.

Campus	Shared accommodation	1 bedroom apartments	2 bedroom apartments
Berwick (Berwick, Narre Warren, Beaconsfield)	\$140 – \$230	\$175 – \$220	\$280 – \$320
Caulfield (Caulfield, Carnegie, Malvern, Murrumbeena)	\$160 – \$250	\$200 – \$300	\$300 – \$450
Clayton (Clayton, Notting Hill, Oakleigh, Huntingdale)	\$150 – \$265	\$210 – \$260	\$300 – \$380
Parkville (Parkville, Melbourne, Flemington)	\$200 – \$330	\$270 – \$385	\$400 – \$500
Peninsula (Frankston, Karingal, Langwarrin, Carrum)	\$150 – \$265	\$190 – \$260	\$260 – \$330
Central Business District	\$200 – \$300	\$270 – \$410	\$400 – \$550

Other expenses

Prices quoted are in Australian dollars (AUD\$).

Residential bond

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

Utilities

Gas, electricity, telephone – Initial connection fees: \$300 – \$450

Gas, electricity, water – Consumption costs: \$180 – \$300 per month

General establishment costs

Bedding, kitchen utensils, furniture: \$3000 - \$3500

Food and entertainment

Lunch: \$10 – \$15 per day Coffee/Tea: \$4 – \$5.00 depending on size

Take away food (Asian, pizza, fish and chips): \$8 – \$15 per serve

Fast food (McDonalds, KFC, Hungry Jacks): \$6 – \$10 per meal

Movies (cheaper with student ID card): \$9 – \$20 per person

Haircuts

Men: \$15 – \$40 Women: \$30 – \$70

Clothes

Men's T-shirt: \$20+

Men's jeans (generic brand): \$50+ Women's top: \$25+

Women's pants: \$60+ Wool sweater: \$50+ Winter coat: \$80+ Shoes: \$50+

To get an idea of the cost of goods, a number of the major department stores put their catalogues online:

Target www.target.com.au Big W www.bigw.com.au

Kmart www.kmart.com.au

Also see – Tips for Living in Australia – Shopping for food and other items for more information.

Overall, a single international student requires approximately \$25,000 – \$30,000 for living expenses per year. This does not include tuition fees, text books or additional expenses associated with running a car or social activities like parties or tours.

Some students can live well within the estimated cost whilst some may need more depending on location, lifestyle and preferences.

Cost of living calculator: www.gomatilda.com/calculator

Live in Victoria – Living costs: www.liveinvictoria.vic.gov.au/living-in-victoria

In Victorian public schools, fees are charged for children of international students, unless they have sponsorship or a scholarship from the Australian Government (such as Australia Awards).

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

Packing

Important documents

Start a file of important documents; you will need to take these with you to Australia. These may include:

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

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

Clothing

Because Victoria's climate is very changeable and has four distinct seasons, you will need a range of smart casual clothing when attending Amber Aviation Academy. Shirts, t-shirts, shorts, skirts/dresses and light-weight trousers are suitable for summer. Warmer clothes for winter, including dress jeans, jumpers/ sweaters and a winter coat are recommended.

You may also like to bring a suit or dress for formal occasions.

Melbourne and the surrounding regional areas enjoy a temperate climate with warm-hot summers, spring and autumn are balmy and mild, and the winters cool. Melbourne is seldom unbearably cold or unbearably hot, however when temperature extremes do occur the temperature can rise to 45 degrees Celsius in summer and drop to as low as 4 degrees Celsius in winter.

Other items

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

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

What you cannot bring into Australia

Australia has strict laws about what items can be brought into the country. This is to protect Australia's agriculture and tourism industries and unique environment from serious pests and diseases. All food, plant and animal products must be presented for inspection upon arrival in Australia. See - On Arrival – Customs and Quarantine.

Items you cannot take into Australia: www.customs.gov.au/knowbeforeyougo

Living independently

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

Emotional preparation is just as important.

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

For some people such changes may be quite challenging and may involve a loss of self-confidence, withdrawal from the new environment and feelings of loneliness. It's important to keep in mind that feelings such as these, even if they follow a very happy period of initial adjustment, are a normal and temporary reaction to a change in culture.

If you experience any of these feelings don't panic, you're not alone. If you'd like to discuss any of these issues or seek advice, you're welcome to use support services provided by Amber Aviation Academy.

Staffs are available to provide support and advice to all students about family, housing, financial, religious/spiritual, emotional, physical and psychological matters.

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

Contacting your family

Your family and friends will be happy to know that you have arrived safely in Australia. We suggest calling them on arrival.

Telephones

Mobile/cellular/hand phones

If you have brought your locally connected mobile phone with you to Australia, please check that you have global roaming which can be used in Australia. Alternatively, if you have brought your mobile phone to be connected in Australia, please make sure your handset is compatible. The bandwidth in Australia is 900 or 1800 GSM.

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

Public telephones

Public telephones are located at the airport, suburban shopping centres, railway stations, other public centres and road sides. The cost of a local call is 50 cents and is un-timed. Long distance calls and calls to mobile phones are timed and charged by the minute. Most public phones accept coins and pre-paid phone cards, and some accept credit cards. Phone cards come in \$5, \$10, \$20 and \$50 amounts and can be purchased from most shops at the airport and suburban newsagents and supermarkets. Reverse-charge (collect) and third-party-charge calls can also be made from the public phones.

Making international calls

International calls can be made directly from all telephones in Australia including public phones.

Simply dial the following:

1. the international access code 0011
2. your country code (e.g. 86 for China - if you are unsure of your home country's code, telephone 1225 for information)
3. the area code for your city
4. your family's telephone number

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

Organising your finances

Banks

You should open a bank account immediately after arriving (Australia Award students will not need to do this as a bank account will be opened on your behalf). There may be banks on or near your campus. The larger retail banks are:

- ✓ Commonwealth Bank www.commbank.com.au
- ✓ National Australia Bank www.nab.com.au
- ✓ ANZ Bank www.anz.com.au
- ✓ Westpac Bank www.westpac.com.au

Banks are one of the safest places to keep your money. Other financial institutions including credit unions, building societies, finance companies, life insurance companies and merchant banks are popular and provide similar services to the larger banks.

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

Some banks are open for a few hours on Saturday mornings. Most banks are closed on weekends and on public holidays. Please note that banks place a daily limit on withdrawals for ATM/EFTPOS transactions (the amount you can withdraw or spend electronically). To increase this limit you must speak directly with your bank. Find out what type of account is most suited to your needs. You will require several items of personal identification to open an account.

Bank fees

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

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

Paying taxes in Australia

If you are enrolled to study in Australia in a course that lasts for six months or more, you are generally regarded as an Australian resident for tax purposes. You will be required to pay tax on any earnings from work or interest earned from banks. If you are in Australia for longer than six months and you are intending to work, please ensure that you give your employer a Withholding Declaration Form from the Australian Taxation Office.

By completing this form you become a resident of Australia for tax purposes.

Getting a Tax File Number(TFN)

A TFN is a unique number issued by the Australian Taxation Office (ATO). Only one TFN is issued to you for your lifetime. If you have never had an Australian TFN, you can apply for your TFN online at www.iar.ato.gov.au. Alternatively, you can complete a Tax File Number Application/Enquiry for Individuals Form (NAT 1432). Forms are available from some newsagents and Australia Post outlets, or you can order one by:

- ✓ calling the ATO on 1300720 092.
- ✓ visiting your nearest newsagent

✓ visiting the web at: www.ato.gov.au/Forms/Withholding-declaration

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

Transportation

Public transport: trains, trams and buses

Most of AAA students use public transport to commute around Melbourne.

Melbourne has a privatised public transport system comprising trains, trams and buses. Trams are the main form of transport throughout the CBD and run along most main streets; trains are the main mode of transport throughout the greater Melbourne metropolitan area; and buses mainly service the suburban locations.

In Victoria international students are not eligible for travel concession (with the exception of undergraduate Exchange students and students with an Australia Awards Scholarship), so you must buy a full fare ticket. Failure to travel with a valid ticket could lead to a hefty fine.

Train and tram services normally operate between 5am and midnight, Monday to Saturday, and 7.30am to 11pm Sundays, depending on the area you are travelling in.

Public transport guide: www.ptv.vic.gov.au

Myki

Myki is a reusable smart card that you will be able to use to pay for travel on public transport.

When your myki money balance gets low or when your pass runs out, you just top up your card to keep travelling. Two kinds of products are stored on cards – myki money (a dollar amount) and/or a myki pass (travel days).

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

If you are using myki money, you always need to 'touch on' and 'touch off' the myki reader with the card to get the lowest myki fare. If you do not touch off, you will be charged a default fare that may be more than you should have paid for your trip.

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

Myki fares and user guide: www.ptv.vic.gov.au

Zones

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

Zone 1 (Yellow): inner city suburbs of Melbourne
Zone 2 (Blue): outer suburbs of Melbourne

Fares and surcharges

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

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

Taxi service in Victoria

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

Hailing a cab

There are three ways to get a taxi in Victoria:

- ✓ hail from the side of the road or street
- ✓ hail from a designated taxi rank
- ✓ telephone one of the major taxi companies.

Melbourne's major taxi companies

- ✓ 13 CABS 13 22 27
- ✓ Arrow Taxis 13 22 11
- ✓ Silver Top Taxis 13 10 08
- ✓ Frankston Cabs 9786 3322
- ✓ Dandenong Taxis 1300 698 294

Driving in Victoria

If you hold a valid student visa you may drive in Victoria provided you possess either a current:

- ✓ international driving permit, or
- ✓ An overseas license that is in English or accompanied by an English translation.

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

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

The minimum licensing age in Victoria is 18. If you are 18 years of age or older and have a current overseas license, you can apply for a

Victorian licence by undergoing an eyesight test, a road law knowledge test, hazard perception test and a practical driving test. Check if you are from one of the countries exempted from taking these tests. Driving licences and vehicle registrations are administered by VicRoads.

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

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

Obtain a copy of the Road to Driving Solo booklet and study the road rules and signs carefully.

The Road to Driving Solo booklet can be purchased online, from newsagents or from any VicRoads office. www.vicroads.vic.gov.au Telephone: 13 11 71

General Road Rules

- ✓ Your vehicle must be registered to be on Australian roads. An unregistered car parked on the street will incur a fine.
- ✓ Obey the speed limit.

- ✓ Driving under the influence of alcohol (drink driving) is a serious offence. Full license holders are permitted a maximum blood alcohol reading of 0.05; probationary license holders or learner drivers must have a 0.0 blood alcohol reading. Random driver breath testing for blood alcohol levels and drugs is common.
- ✓ It is against the law to use your mobile phone when driving unless it is "hands free".
- ✓ Seat belts must be worn by drivers and all passengers. Children must sit in Government approved safety seats (also known as child restraints) at all times.

Bike riding

When cycling, wearing a helmet is compulsory.

All cyclists must follow the road rules. You can take your bike on Melbourne's trains (not trams), but you cannot board the first door or the first carriage, and you must keep passageways and doorways clear. Only folding bikes that meet the below size criteria can be carried free on trams and buses.

Bicycle safety and rules: www.vicroads.vic.gov.au/home/Moreinfoandservices/Bicycles

Finding your way around Melbourne

Whether you are relying on public transport or driving your own car, you may find it useful to obtain a copy of a Victorian road directory. Two road directories are the Melway and UBD. You can also look up a map of locations and get directions online: www.whereis.com and www.maps.google.com.au.

Shopping

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

The Visit Melbourne website has a useful list of smart phone apps to help you find Melbourne's restaurants, events, shopping and transport. www.visitvictoria.com

Shopping in general

Business hours

Department stores and most other shops are open during the following hours:

Monday to Thursday: 9am – 5pm Friday: 9am – 9pm

Saturday: 9am – 5pm Sunday: 10am – 4pm

Large supermarkets are usually open until midnight. There are also 24-hour convenience stores connected with petrol stations and stores such as

7Eleven. you'll generally find the cost of items in these stores higher than at the supermarket.

Supermarkets

Self-service supermarkets are located in all major suburban shopping centres. You simply choose your purchases from the display and pay for the goods at the check-out counter before leaving the supermarket. Supermarkets are cheaper than smaller specialty shops, although prices can vary from one supermarket to another. Asian supermarkets are also available in some suburbs and provide a wide range of specialty Asian foods.

Markets

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

www.you.com.au/market-melbourne.html

Food shopping advice

Prices are often competitive; however, you will need to shop around to find the 'best buys'.

Supermarkets offer a wide variety of food and other items at competitive prices, but not necessarily the cheapest.

- ✓ Fruit and vegetables will be a lot cheaper when in season.
- ✓ It is often cheaper to purchase goods in larger quantities.
- ✓ Many supermarkets stock their own generic or 'home' brands – they are generally cheaper.
- ✓ Markets are a good place to buy fruit, vegetables and meat at cheaper prices.

Chemists and health care

Chemists, also known as pharmacies, provide both prescription and over-the-counter medication.

To find a health care professional and pharmacy in your area, visit the below government website: www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/services_and_support

Discount variety and department stores

There are a number of discount variety and department stores located throughout the city and suburbs. These carry a large range of household items, toiletries, clothes and hardware. Some of the

major discount variety stores are Kmart, Target and Big W. Myer and David Jones are two of the more expensive department stores.

Second-hand goods

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

Second-hand items are also available through the Trading Post an online site devoted to the buying and selling of goods at very reasonable prices www.tradingpost.com.au. You will need a car and trailer, or van to pick up the goods if the seller is unable to help with delivery. You can also look for second-hand furniture and domestic goods on: www.ebay.com.au and gumtree.com.au

Other shops

Milk bars are small shops located in all suburbs. They sell a range of goods from cold drinks and newspapers to canned food, breakfast cereal and milk. You will pay more for goods purchased from a milk bar. Their hours of trade are usually longer, so they can be useful in an emergency.

Furniture

When moving into your new accommodation, you must remember that Australian properties are rented or sold without furniture (unless stated) and you will need to arrange your own bedding, seating, utensils, etc. Some larger trading stores (e.g. IKEA, Harvey Norman, Forty Winks and Fantastic Furniture) have cheap new furniture and they provide a delivery service.

Laundry

If there is no washing machine or drying facilities where you live, you can take your clothes to a laundrette, where you will find coin-operated washing machines and dryers. You should be able to locate the one nearest you by looking in the telephone directory or searching on the internet.

Electrical goods

The electrical current in Australia is 240-250 volts at 50Hz. Electrical plugs have a three prong design. If you come from a country that operates on a different voltage, you must ensure that you are equipped with the appropriate transformer/adaptor. Alternatively, there are many discount electrical stores where you can buy various items (hairdryer, iron, etc) at reasonable prices.

Paying for goods

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

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

- ✓ cash
- ✓ cheque
- ✓ credit card
- ✓ store credit card
- ✓ EFTPOS (Electronic Funds Transfer at Point of Sale)
- ✓ Lay-by.

Enquire about the availability of these services when paying for goods and services and check if any extra costs are involved. When paying on credit, make sure you have the means to pay it back.

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

Returning goods

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

Commencing your course of study

Orientation

Amber Aviation Academy holds orientation, before the start of each semester. It is compulsory for you to attend orientation because it:

- ✓ helps you get settled, connected and equipped for your Amber Aviation Academy experience
- ✓ provides course and study information critical to your academic success
- ✓ introduces you to Amber Aviation Academy staff
- ✓ gives you the opportunity to meet your new classmates and senior students just before starting your course
- ✓ introduces you to your campus and the range of services and facilities on offer.

Further information is located within the Student Handbook.

Getting adjusted

Amber Aviation Academy life will probably feel different for a range of reasons, particularly if you have just arrived in Australia. During the first few months it is important to remember that all new students are trying to settle in, just like you.

Don't try to do everything at once. While you may feel overloaded with information and things to do, there are plenty of people and services on campus to help you every step of the way.

Use below as a guide to each stage of a successful transition. Following these steps will help you achieve a great start.

Make connections

It's not just your degree that will last forever – friendships made at Amber Aviation Academy can last a lifetime.

It's never too early to start meeting people. Here are our suggestions for making early connections.

- ✓ Get online and join fellow students in discussion groups – try websites like Google+ or Facebook.
- ✓ Make an effort to talk to other people who look lost. It's much more fun discovering a new campus or trying out lunch venues with another student.
- ✓ Attend orientation.
- ✓ Get involved and become a member of a local social, sporting, academic and cultural group or program.
- ✓ Understand what you need to begin your course. Consider what units you will be studying and check out the books and other resources you may need.
- ✓ Get into study mode and plan your study time well. If you need assistance with study or language skills, visit the Learning Skills advisers in the Library.
- ✓ Be sure you go to all of your introductory lectures, labs, workshops and tutorials as this will set you up for success in your first year. The teaching staff is there to guide you also.
- ✓ Read your student Handbook thoroughly and keep it with you for easy reference.

Your studies

Studying at Amber Aviation Academy will provide you with many interesting challenges. One of the more challenging times is likely to be in the first study period when you will have to simultaneously

get used to living in a new country and culture, and learning in a new academic culture.

The Australian education system may be different to the system in your home country. All classes will be conducted in English, therefore, you will be expected to organise and communicate your knowledge in both written and oral English.

As a college student, you need to develop and demonstrate a high level of analytical and critical thinking and the ability to understand and apply principles and key concepts for problem-solving. You also need to be self-motivated and independent.

Australians have their own particular accent and culture, and it can be hard to understand them at first. English conversation classes are available around Melbourne to improve your conversational English and knowledge of Australian culture. They are often offered free of charge by community centres and public libraries and provide an informal and friendly environment. Refer to the Student Handbook for further details.

Below are some suggestions to help you understand the Australian educational culture:

- ✓ Practice listening to the Australian accent by listening to Radio Australia. They also offer structured English language courses to help you learn Australian English for real life situations.
- ✓ Visit www.radioaustralia.net.au/international/learn-english
- ✓ Keep up-to-date with Australian news and current affairs by reading Australian newspapers and magazines www.theage.com.au or www.heraldsun.com.au

For further details about student life at Amber Aviation Academy and your chosen course of study please refer to the Student handbook.

Arts and culture

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

The international student Culture Card is a good way to experience local culture, discover some of Victoria's cultural attractions and meet other students. Collect a Culture Card from www.culturecardvictoria.com.au

Arts and cultural events: www.thatsmelbourne.com.au

Sports in Victoria

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

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

Eating out

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

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

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

Personal safety advice

Amber Aviation Academy campus is located in a large city and, as in many parts of the world; larger communities can sometimes present risks to safety. Making sure you are aware of potential risks, and following some common sense advice is important and will help you stay safe.

Home security

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

Some general security tips:

- ✓ Keep your front door locked when you are at the back of the house.
- ✓ Avoid having parcels left on the door step.
- ✓ When out, leave a radio or television on or a light in the evening to give the impression you are

home.

- ✓ Keep cash and valuables out of sight.
- ✓ Make sure that your house number is clearly visible from the street, so you can be easily located in an emergency.

Personal safety

- ✓ Stay alert.
- ✓ Do not carry large quantities of cash at any time. (Please note, payment of course fees by cash is not permitted at Amber Aviation Academy).
- ✓ Avoid walking through parks, or poorly lit streets. Use the main roads as much as possible.
- ✓ If you are out and about and feel threatened, go to the nearest shop or house and ask the occupants there to call the police.
- ✓ Keep away from trouble – if you see any trouble or suspect that it might be about to start, move away and alert the police.
- ✓ Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette, the time or change – they could have other motives.
- ✓ When out in public, don't flash your mobile phones, laptops and iPads around or leave them unattended.
- ✓ Keep handbags, purses or wallets on or close to you.
- ✓ When socializing in a public place, never leave your drink unattended.
- ✓ Ensure that any valuable possessions (such as mobile phones, computers, jewelry, electrical goods, car, etc.) are kept securely and consider purchasing personal property insurance to cover these possessions against damage or theft.

Public transport safety

There are many security measures available to help ensure the safety of travellers using public transport, including: transport security officers, police, guards, help points, good lighting and security cameras.

Most drivers also have two-way radios and can call for assistance.

- ✓ For late night travel on the train, you can sit in the first carriage to be near the driver.
- ✓ Plan your trip and tell someone where you are going and when you expect to return home.
- ✓ Stand or sit in areas that are well lit.
- ✓ Place bags, shopping and computers on your lap if you are seated or at your feet when standing. Keep the items in your sight.
- ✓ Check public transport timetables in advance. If you do have a long wait stay in well-lit areas or near open shops.

Car safety

- ✓ Always lock your car.
- ✓ Check inside the car before getting in.
- ✓ Change the place you park on a regular basis.
- ✓ Always have your car key in your hand before entering the car park.
- ✓ Do not leave any valuables in your vehicle and especially not in sight (this includes coins).

Road safety

- ✓ Cross the road at pedestrian (zebra) crossings or traffic lights where possible.
 - ✓ At railway level crossings, wait for the bells and lights to stop and the boom barriers to be raised before you cross. Many accidents occur because pedestrians cross immediately after a train, not realising a second train is coming.
 - ✓ Never assume that an approaching vehicle will stop for you.
 - ✓ If no footpath is available, walk facing oncoming traffic and keep as far to the right or left side as possible.
 - ✓ Keep to the left side on shared bicycle/ pedestrian paths.
 - ✓ Wear bright coloured clothing at night or in reduced visibility conditions.
- See Victoria Police – Community Safety: www.police.vic.gov.au

Fire safety

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

- ✓ Test your smoke alarm on a regular basis.
- ✓ Take note of the vehicle Taxi Identification number (registration number).
- ✓ The driver should have photo ID on display inside the taxi.
- ✓ You can tell the driver the route you want to take to reach your destination.
- ✓ You have the right to choose a taxi and driver of your preference.
- ✓ If catching a taxi from the city on the weekend at night, go to one of the "Safe City" taxi ranks at either 8 King Street, Flinders Street Station, 20 Bourke Street, or 200 Queen St.
- ✓ Do not overload power boards and double adapters.
- ✓ Computers, monitors and TVs can overheat, so they should be turned off after use.
- ✓ Clothes and curtains should be kept at least one metre from heaters.
- ✓ Turn off heaters before you go to bed or leave the house.
- ✓ Stay in the kitchen when cooking especially when cooking with oil. Never try to put out an oil fire with water.
- ✓ Ensure that the external doors of your home are not deadlocked when you are in the house so you can escape quickly if needed.

See Melbourne Metropolitan Fire Brigade: www.mfb.vic.gov.au

Water safety

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

www.watersafety.vic.gov.au

If you are not confident in water, join a swimming class at the Doug Ellis Swimming Pool on the Clayton campus or at your local public pool.

Emergency services in Australia – '000'

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

Health care in Australia

Public system

The major provider of healthcare services in Australia is the public health system (Medicare).

Medicare provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. One of the problems with such a system is that waiting times in public hospitals can be long.

Private system

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners.

Attending an Australian hospital

Few private hospitals have emergency departments and therefore, in an emergency, most Australians rely on the public hospital system. If you go to an Emergency Department in a hospital you will be met immediately by a triage nurse for information about you, your insurance cover and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in the emergency room, and it is likely that you will remain at the emergency room for several hours.

Private hospitals are very expensive for treatment and hospitalisation. Overseas student health cover (OSHC) will cover some of the cost of some private hospitals but you will have to pay the difference.

OSHC covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

General Practitioners (GPs)

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

If you are unwell phone a GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, we recommend you phone the doctor's surgery early in the morning (8–8.30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day. You may have to wait one or two days before you can see a doctor. Find a doctor in your area: www.betterhealth.vic.gov.au. Details are also available in the handbook.

If you have had, or need to take time off studies, you will need to get a medical certificate from the doctor to provide to your Trainer. If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests, e.g. blood tests or x-rays, or to see a specialist doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the doctor you see, you have the right to obtain an opinion from another doctor.

Counselling and Intervention

If due to illness or other circumstances you are unable to attend scheduled classrooms the Administration Manager is available to negotiate an individual training plan to assist you in getting your studies back on track once you have returned to full time study. For further information please refer to the student handbook.

Public hospital waiting times

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

Chemists (Pharmacies)

You need to take a prescription given to you by the doctor to a chemist or pharmacy to obtain the medication. You will have to provide the chemist with your OSHC card and your full name and address. You often only have to wait a short while for your prescription medicine to be prepared.

Find a pharmacy in your area: www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/services_and_support

Prescription medication

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

The pharmacist or chemist will go through the instructions with you. You will need to pay for your medicine and claim later. The medicine must be listed on the Pharmaceutical Benefits Schedule (PBS) for a benefit/refund to be available. You are required to pay the first \$36.90 (PBS contribution rate - current at the time of publication). You can then lodge a claim with your OSHC provider. Allianz Global Assistance for the cost above this amount up to a maximum of \$50 per prescribed item.

Over-the-counter medication

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

Dental and optical

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

Find a dentist or optometrist in your area: www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/services_and_support

Interpreter services

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

an appointment.

Legal services

The laws in Australia may be different to those in your home country. You can get legal assistance by hiring a lawyer directly or by seeking assistance from a number of organisations, such as Victoria Legal Aid, Community Legal Centres, or the Law Institute of Victoria.

You can get information about how to choose a lawyer and find details of lawyers through the Law Institute of Victoria in the 'Find a Lawyer' section of their website.

Law Institute of Victoria www.liv.asn.au

International Student Care Service 1800 056 449

Federation of Community Legal Services www.communitylaw.org.au

Australian social culture

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

It is also important to have confidence in your own cultural values.

Conversation topics

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

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

Equal opportunity

Australians believe in equal opportunity. Women are entitled to the same rights, status and opportunities as men. People who work in non-professional jobs, such as cleaners and truck drivers are entitled to the same respect as those who work in professional jobs. In Australia we have laws that protect people from discrimination based on:

- ✓ race, colour, national or ethnic origin, nationality
- ✓ sex or gender, lawful sexual activity, marital status, pregnancy or potential pregnancy, breastfeeding, status as a parent or carer
- ✓ religious or political belief or activity, industrial activity
- ✓ age, physical features, disability (past, present or imputed), medical record
- ✓ personal association with someone identified by reference to any of the above.

Social customs

Informality

People often use first (given) names even with respected elders. However, if you are meeting

someone who is older than you for the first time, use a title before their family name, for example: Mr Jones, Mrs Jones, Dr Jones or Professor James, until you are invited by that person to use their first name. "Ms" (pronounced 'mizz') is now a common and useful title for women if you are unaware what they prefer to be called, e.g.

Ms Jones.

Courtesy

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

Queues

People form queues to buy goods in shops, to wait for service in banks and when waiting for public transport. Pushing in front of someone in a queue is considered very impolite and will not be tolerated. Australians also value their personal space and privacy. Thus, it is appropriate for you to give more space when queuing, while waiting for your turn at a bank ATM or standing or talking in close proximity to other people.

Appointments

It is a usual practice for you to make an appointment to see someone at Amber Aviation Academy or before dropping in socially at someone's home.

Invitations

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

Punctuality

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

Dress code

People tend to dress casually but smartly at Amber Aviation Academy and during summer clothing is often kept to a minimum. Please note that it is acceptable for women in Australia to wear shorts and singlets without being considered provocative or immoral.

Social gatherings

Social functions such as barbeques, dinners or parties are common and can be held in private homes, parks, restaurants, or function centres. Sometimes it can be 'BYO' which means 'bring your own' drinks or meat for a barbeque.

Alternatively, it can be a 'bring a plate' gathering where each guest brings a plate of food to be shared by everyone. If the function is in a restaurant, most of the time the cost of the meals are shared equally.

Physical contact

Handshakes are commonly used to greet each other or say goodbye, especially among men. Women

display greater physical contact by hugging and greeting each other with a kiss on the cheek. You will also see displays of affection such as hugging, kissing and holding hands between couples in public.

Opening of gifts

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

Smoking

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

Smoking is currently restricted to designated smoking points on campus. You are prohibited from smoking in the campus building.

Bribery

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

Tipping

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

Independence

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

Useful tips and additional information

Telephone directories

In Australia there are two kinds of telephone directories – the White Pages and the Yellow Pages. The White Pages provides an alphabetical listing of private telephone numbers and lists area codes, telephone rates and postcodes for all towns and cities in Australia. It also lists all Federal and State Government departments.

www.whitepages.com.au

The Yellow Pages lists business telephone numbers according to the type of service provided.

www.yellowpages.com.au

Internet

There are a range of internet providers in Australia offering a variety of services at varying rates.

We suggest you shop around for the best deal. www.whirlpool.net.au

Once you have access to the internet you can contact family and friends overseas via email or online chat sites for free.

Australia Post

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

The minimum postage cost for a standard letter within Australia is 70 cents. You can also buy stamps from most newsagents, convenience stores and milk bars.

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

www.auspost.com.au

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

www.daff.gov.au/biosecurity/mail/cant-mail

Daylight saving

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

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

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

Drinking water

Melbourne's drinking water is very clean so you can safely drink it without having to boil it first. It also contains fluoride which helps prevent tooth decay.

Protecting our environment

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

Energy

By changing the way you use energy you can save money and help reduce the environmental impact of energy production in Australia.

- ✓ switch off electrical appliances if you are not using them
- ✓ turn off lights when you are the last person to leave a room or lecture theatre
- ✓ switch off your computer monitor
- ✓ switch idle appliances off at the wall.

Remember, the more electricity used, the more it will cost.

Recycling and rubbish

When you put out your rubbish, separate the items that can be recycled from those that can't. Local councils provide every home with a normal rubbish bin and a bin for recyclable items. The bin itself, or the lid are of different colours to help you dispose of your rubbish correctly. Visit your local council web site to view your rubbish collection schedule.

Things that can be recycled are:

- ✓ glass (all glass bottles and jars – clear, amber and green with caps and lids removed)
- ✓ aluminium (cans and foil)
- ✓ newspaper, cardboard, office paper
- ✓ plastic soft drink bottles ('PET' stamped on the bottom)
- ✓ all plastic milk and juice bottles
- ✓ steel (all clean steel cans and tins)
- ✓ cartons (milk and fruit juice cartons).

Other tips

- ✓ reuse plastic and glass containers for food and other storage
- ✓ use scrap paper for rough notes during lectures
- ✓ whenever possible use both sides of the paper when photocopying (and do double-sided printing)
- ✓ avoid taking home extra plastic shopping bags when you do your grocery shopping. Cheap reusable shopping bags are available for sale in supermarkets.
- ✓ put all rubbish in the appropriate bin.

Hard rubbish

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

Water

Water is a precious resource. Its supply is under pressure due to drought so there are restrictions on water usage in Victoria. Residents in Melbourne have to pay for the water they use. If you leave a tap running, it not only wastes water, but gives you an expensive water bill to pay.

www.melbournewater.com.au