

G'day Guide



LEARN FOR LIFE!

**Vocational Education and Training with
College Australia**

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Version 23.0

GOLD COAST CAMPUS

Shop 4G, 126 Scarborough St
Southport, QLD 4215

POSTAL ADDRESS

PO Box 311
Aspley, QLD 4034

P: 07 3255 0506

E: info@collegeaustralia.edu.au

Visit us at www.ca.edu.au





HELPFUL CONTACTS

STUDENT SERVICES - 07 3255 0506

Call us for assistance with your studies

EMERGENCY SERVICES - 000

Dial 000 for Police, Fire or Ambulance

POLICELINK - 131 444

For non-emergency assistance

STUDENT SUPPORT - 07 3255 0506

Call us for assistance with your studies

IMMIGRATION - 131 881

Department of Home Affairs - Questions about visas and immigration

ATO - 132 861

Australian Taxation Office - Queries about work and taxes in Australia

TRANSLATION - 1300 655 010

Translating and Interpreting Service (TIS) - Free service useful for medical and legal translations.

ARRIVAL CHECKLIST

Congratulations, you're here!

Use this checklist to check off what you need to do.

THINGS TO DO

- ❖ Contact your family to let them know you have arrived safely
- ❖ Settle into your accommodation
- ❖ Set up your phone
- ❖ Organise your transport (Go Card)
- ❖ Open a bank account
- ❖ Attend Orientation
- ❖ Get your Student ID card
- ❖ Create your USI
- ❖ Familiarise yourself with the local area
- ❖ Update CA with your new address and phone number within seven days of arriving
- ❖ Get your OSHC membership card
- ❖ Enrolment in and completion of Compulsory Induction Course
- ❖ Emergency procedures (Occupational Health and Safety)
- ❖ Start classes
- ❖ Apply for Tax File Number (TFN) if you are planning to work while in Australia



WELCOME



A MESSAGE FROM OUR MANAGING DIRECTOR

Being a student is a wonderful and exciting time in your life and one where you choose to activate your future career path.

Studying in Australia will be a major part of your life, one where you will meet new friends, establish business networks, and discover life in another culture.

Becoming a College Australia student brings a sense of belonging, as our CA team are here to support and encourage you on this part of your life journey. Not only is there a sense of belonging, but there is also a sense of achievement as you progress through your program with the assistance of business professionals teaching and mentoring you.

This G'day guide is your handbook to study in Australia. It has information that will assist you with your studies, living on the Gold Coast and where to get the right support when you need it. So, I would suggest you keep it handy.

Thank you for allowing College Australia to assist you in activating your future. I wish you every success with your studies.

Kynan Hansen,

Managing Director

OUR TEAM

WHO WE ARE

Established in June 2005, College Australia was founded on a vision and passion to provide high-quality training for students undertaking studies in vocational education. College Australia offers a wide range of courses and training programs that are recognised under the Australian Qualifications Framework (AQF).

Our qualifications range from entry-level Certificate II to management level Graduate Diplomas in the fields of:

- Business & Management
- Health Support & Community
- Hospitality & Tourism
- Retail

ACTIVATE YOUR FUTURE

College Australia gives students the opportunity to:

- Gain the skills they need to enter the workforce for the first time
- Re-enter the workforce
- Upgrade their skills for an existing job
- Re-train for a new job, or
- Gain additional qualifications

OUR COMMITMENT

College Australia is committed to providing an engaging, flexible and supportive learning experience that allows students to balance their career, personal life and training without the need to sacrifice.

OUR STANDARDS

Our high standards ensure that we remain a leader within the vocational training industry.

OUR UNIQUENESS

Our uniqueness ensures that our courses are not just courses but an evolutionary experience for students.

SUPPORTIVE LEARNING

Every client is valued, which is why we try to supply you with all the support you need. We will:

- Provide you with all the information and resources to get started;
- Provide you with ongoing support offered via email and telephone communications;
- Issue the nationally recognised qualification or statement of attainment upon completion



HEALTH & WELLBEING

HEALTH INSURANCE

Australia has a health insurance system for international students called Overseas Student Health Cover (OSHC). International students studying in Australia must have health and medical insurance for the length of their student visa.

This insurance covers you for general medical treatment or hospital care in Australia. A number of additional services, including dental, physiotherapy, optometry and private hospital services, may require you to purchase extra cover.

EMERGENCY CARE - 000

Emergency medical treatment is available 24/7 at both public and private hospital emergency departments; emergency care is also available at some medical centres.

If you need to visit the hospital, remember to bring your health insurance card and any medicines you are currently taking. In an emergency, you should call 000 to request an ambulance and first aid advice.

If it's not an emergency, visit a medical centre to see a doctor. You can search online for a general practitioner (GP) near you or call 13 HEALTH to find one.

Australia also has a home doctor service for evening and weekend service. To request a home doctor visit, call 13 SICK (13 74 25). You will need to check with your OSHC to see if your insurance covers you for this.

13 HEALTH

13 HEALTH (or 13 43 25 84) is a confidential phone service where you can phone and talk to a registered nurse 24 hours a day.

It provides qualified health advice; however, it should not replace medical consultation. In an emergency, always dial 000.

POISONS - 13 11 26

The Poisons Information Centre provides prompt, up-to-date information, and advice in the event of suspected poisonings. This includes bites and stings (like spiders and snakes) and covers ingesting plants, mushrooms, or household poisons.





LIFELINE

Lifeline is a free service offering emotional support and mental health advice from trained volunteer telephone counsellors. You can call Lifeline 24/7 on 13 11 14.

MENTAL WELLBEING

Living in a new culture can be challenging. If you feel lonely or stressed, talk to friends, family or our staff.

You can also contact the Queensland Transcultural Mental Health Centre by calling 1800 188 189 or 07 3167 8333.



PRESCRIPTION MEDICINE

If you take prescription medicines in your home country, should get a letter in English from your doctor. The letter should include details about your condition and the medication you are taking in case you need to get more medication in Australia.

STAYING HEALTHY

A big part of staying healthy involves eating healthy foods and getting enough exercise. Nutrition Australia provides information about healthy eating, exercise and lifestyle on its website nutritionaustralia.org.au

Queensland has many community-run activities you can engage in. Parkrun at Main Beach is a free 5km run and a great way to meet people. Southport SLSC gets you involved at the beach, swimming, surfing and understanding the ocean.

SEXUAL HEALTH

If you have any questions or concerns about your sexual health, you can make an appointment with a doctor.

For general information, please visit the Queensland Health website: www.qld.gov.au/health/staying-healthy/sexual-health/. Alternatively, to make an appointment with Gold Coast Health - call 07 5687 9200.

TRANSPORT

PUBLIC TRANSPORT

A Go Card is the cheapest and easiest way to use public transport. You can purchase one at a post office, railway station, newsagent or 7-Eleven store.

Full-time students are eligible to purchase and travel on a concession Go Card. To receive 50% off fares on approved public transport in Queensland, simply purchase an adult Go Card and register it online at gocard.translink.com.au/webtix

DRIVING IN QUEENSLAND

To drive in Australia, you must carry an English translated international driver's license or a valid Australian drivers license at all times. To check if you are able to drive - visit TMR at tmr.qld.gov.au

Australians drive on the left-hand side of the road, similar to England, and this is important to remember when you are driving or trying to cross the road. Drivers and passengers, including those in back seats, must wear seat belts at all times. Children up to the age of seven must also have the correct "booster-seat" for their size and age.

WALKING & CYCLING

There are many great walking tracks in Queensland. You can read about them online at walkingthegoldcoast.com

Cycling is also a healthy, convenient and inexpensive way to get around. Queensland has many beautiful tracks and bicycle lanes on main roads. Before cycling, review the road and bicycle safety laws. For example, it's illegal to cycle in Australia without a helmet. There are plenty of public bike racks, but don't forget to lock your bicycle to avoid theft. Review the Australian cycling laws at qld.gov.au/transport

The Gold Coast also has a bike-sharing service called Mobike, which can be very handy if you don't want to purchase your own bicycle. Find out more at mobike.com



FINANCES

BANKING

To open a bank account, you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card (for a student bank account, with little or no fees)
- money to deposit into the account (this can be as little as \$10).

FINANCES

ATMs are available 24 hours a day. Keep your personal safety in mind while using the ATM. Cover the keypad when entering your PIN, don't withdraw large amounts of money, and use an ATM in a well-lit public area when withdrawing money at night.

Note: For safety reasons, your bank will set a daily withdrawal limit on your account. Please contact your bank for more information.

CARRYING MONEY SAFELY

Use common sense when accessing and using your money.

Some general safety tips include:

- don't carry large amounts of cash,
- don't write down your pin or passwords
- keep a small amount of emergency cash at home in case you lose your wallet
- if you're in a crowd, ensure your wallet
- is in a safe place and can't be easily taken from your pocket or bag

BUDGETING

When you live and study away from home, it can be easy to spend your savings quickly. A budget is a handy way to help you manage your expenses. The Department of Home Affairs estimates you will need a minimum



of \$20,290 per year for your stay in Australia, but this may vary depending on the price of your accommodation.

You will have to allow for additional living expenses if bringing your family with you. The department estimates you should budget an additional \$7,100 per year for a spouse and \$3,040 per year for each child.

These costs do not include the expenses associated with school tuition or additional spendings such as a car or vacations.

WEEKLY BUDGET (SAMPLE)

Living Costs per week	Price (AUD)
Electricity/Gas	\$30
Mobile Phone	\$10
Rent (Shared or studio)	\$200
Food	\$80
Transport	\$25
Internet	\$15
Entertainment	\$30
Total	\$390

Keep in mind your study duration before you sign on to a long contract for any utilities. Many providers will charge a fee if you cancel your contract before it finishes.

ACCOMMODATION

The CA Team can provide information, advice, and guidance on the types of accommodation services available to students before arrival in the case of a need to change arrangements whilst in Australia.

When choosing your accommodation, some things to consider are:

- If you want to live alone or with others?
- How far is it from your campus?
- Is it close to public transport such as buses, trams, or trains?
- What facilities are close, like shopping centres or hospitals?
- How much can you afford to pay each week for accommodation?

SHORT TERM

When you first arrive in Australia, you may want to organise short term

accommodation in a hotel or motel until you find permanent accommodation.

Homestay providers can also provide short term homestay packages to help you settle in and familiarise yourself with your local area. Hostels provide budget accommodation where guests can rent a bed (sometimes a bunk bed in a dormitory) and share a bathroom, lounge and sometimes a kitchen. Rooms can be mixed or single sex, although private rooms may also be available.

HOMESTAY

Homestay gives you the opportunity to live with an Australian family in their home. Some homestay options include meals, and others are self-catered. Families offering homestay accommodation are thoroughly screened to ensure they can provide a suitable living environment for students.



ACCOMMODATION



RENTING

When renting a property, you need to sign a lease either alone or with friends.

This can be done privately or through a real estate agent. You will need to pay rent on time and clean the property.

When renting a property, you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (usually two to four weeks). The bond is held to repair any damage caused to the property while renting, and this amount may be refunded to you once your tenancy agreement has ended.

STUDENT SHARED

There is a range of shared student accommodation options ranging from studios with shared facilities to shared four, five and six-bedroom apartments. Some student accommodations may have in-house

Residential Coordinators organising social, cultural, and sporting activities.

You can find advertisements for student accommodation through:

- Student noticeboard at campus
- Real Estate Agent
- Online search engines
- Student Wellbeing Outreach

HELPFUL CONTACTS

Residential Tenancies Authority (RTA)

rta.qld.gov.au

1300 366 311

Tenants Queensland (TQ)

tenantsqld.org.au

1300 744 263

Domain Rentals

domain.com.au

Realestate.com Rentals

realestate.com.au

GET CONNECTED



If you brought your mobile phone to Australia and it isn't locked to a network, it will work here.

CONTRACT PHONES

If you need to, you can buy your mobile phone in Australia. Many post-paid phone plans come with a phone that you will pay off over your contract; however, you are usually locked into a one- or two-year contract that you will have to pay out even if you return home or lose or break your phone. You can purchase insurance to cover breakages or theft.

Make sure you carefully consider the plan, responsibilities, and visa length before signing any contract.

OVERSEAS NETWORKS

Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia, such as AT&T and SoftBank. Here our main carriers are Optus and Telstra.

PRE-PAID PLANS

Most Australian networks have pre-paid plans available. They involve purchasing credit as needed; however, you get a bundle of calls, texts, and data for your money. Some include international calls and texts.

GET CONNECTED



INTERNATIONAL PLANS

International carriers offer plans tailored to overseas callers. Some common companies are Lycamobile and Lebara. Remember to check which countries calls are included.

OUTRIGHT MOBILE

If you don't already have a phone, you can purchase one outright from:

- telco stores (e.g. Optus and Telstra)
- electronics stores (e.g. JB HI-FI)
- official companies (e.g. Apple)

Buying a phone outright means you won't be locked into any contract. You will also need to set up either a prepaid or contract plan to use your phone and can still purchase insurance to cover breakages or theft.

INTERNET

College Australia campus offers free Wi-Fi, but if you are off campus, you should be able to gain access to Wi-Fi at cafes and libraries in most major cities. In addition to this, you can set up access to the internet at your accommodation.

Some of Australia has access to NBN, a high-speed internet network. You can ask whether your accommodation has NBN as you look at places to stay. If you don't have access to the NBN, you will likely be on ADSL2+, which has similarly priced plans but a much lower speed.

DATA PACKAGES

In most Australian mobile services, data is included. Be sure to check up on your usage, so you don't get bill shock or run out of data. Most mobile carriers allow users to purchase more data but at a significant cost. See your mobile carrier's website for more information.

NATIONAL CALLS

To make national phone calls:

Dial the area code + the phone number.

Landline: 07 0000 0000

Landline: +61 7 0000 0000

Mobile: 04 00 000 000

Mobile: +614 00 000 000

INTERNATIONAL CALLS

To make international phone calls dial the international access code (0011) + the country code + the area code (if required) + the phone number.

UK Landline: 0011 44 65 000 0000

US Mobile: 0011 1 415 000 000

Note: when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled.

WORK WHILE STUDYING

WORK ON STUDENT VISA

Look at your Visa Grant Notice Letter. If it states Work Limitation, this means you have permission to work in Australia!

You must have a work permit before you start working, and you cannot start working before your course of study starts.

You can only work up to 40 hours per fortnight during the semester. During semester holidays, you may work as many hours as you like. CA can provide a letter to confirm your semester break duration to support additional work hours.

LOOKING FOR A JOB

When looking for work, you will be asked to submit a resume or CV. Resumes should include your name, contact details, previous study, and any jobs you've had, including work experience.

You will also need to have at least two referees. If you haven't worked before, you can list volunteer agencies or ask a teacher if they can be your referee. There are many resume samples online if you're unsure where to start. Job vacancies are advertised on job search websites such as SEEK at seek.com.au.

CONDITION OF WORK

If you work in Australia, you are entitled to certain rights, including minimum wages, allowances, overtime, penalty rates, working hours and days off for holidays/ vacations, long service, or sickness. You should be paid for all hours you work, including trial shifts and probation. If you believe you're not receiving your rights at work, contact the Fair Work Ombudsman for free information and advice.

Call 13 13 94 or visit fairwork.gov.au



WORK WHILE STUDYING



GET RECOGNISED

If you have specialist qualifications from your home country (for example, engineering, construction, or catering), these may be recognised in Australia. Having your qualifications recognised will allow you to work in these areas. To find out how to have your skills recognised, contact Trades Recognition Australia.

Visit tradesrecognitionaustralia.gov.au

TFN

You will need to get a Tax File Number (TFN) to work in Australia. Your employer will ask you to complete a TFN declaration form when you start work, and you will be taxed at the highest income tax rate if you don't.

You can apply for a TFN for free on the Australian Taxation Office (ATO) website, but you will need your passport and visa.

TAX RETURNS

The Australian financial year runs from 1 July to 30 June. Under Australian law, anyone who works must lodge an annual tax return by 31 October of each year. For more information, contact the ATO.

Call 13 28 61 or visit ato.gov.au

SUPERANNUATION

Superannuation or 'super' refers to your employer's compulsory payments towards your pension. Under superannuation law, your employer must pay a minimum of 9.5% of your earnings into your super. You can also choose to make additional payments to your super fund. In most cases, you can access your super when you leave Australia permanently. Contact the Superannuation Information Line for more information.

Call 13 10 20 or visit ato.gov.au/super

AUSSIE CULTURE



You're Here! – It's not home, but we want you to feel welcome. Remember, it takes time to get used to changes.

CULTURE SHOCK

Your home countries customs and beliefs may vary from those here and adapting to the Australian way of life may take some time.

You may experience culture shock - feeling out of place in an unfamiliar environment, and it's completely normal! The excitement of moving to a new country can ease off when you're faced with new expectations and challenges. Dealing with these challenges can result in frustration and a longing for home, but we are here to help, and home is just a call away!

G'DAY - SAYING HELLO

When meeting for the first time, most Aussies shake hands. This means shaking their right hand with your right hand.

People who don't know each other generally don't kiss or hug when meeting, but friends may hug.

We usually use first names when referring to each other. Some people prefer to use a nickname, but they usually tell you.

Many Australians look at the eyes of the people they're talking with as a sign of respect and showing they're listening.

AUSSIE CULTURE



HOW WE DRESS

In Australia, people are free to wear what they want, and it varies between the hot summer and cool winter months. However, most workplaces and schools have dress standards. Clubs and other venues often have dress codes that require customers to be in neat, clean clothes and appropriate footwear, like enclosed shoes. People are also free to wear religious clothing, including burqas, hijabs, and turbans.

BEING POLITE

Australians say 'please' and 'thanks' a lot. When asked if you would like something, like a cup of tea, it's polite to say, 'yes please' or 'no, thanks.'

Australians will often say, 'excuse me' or 'scuse me' to get a person's attention and say 'sorry' if we bump into them. We also say, 'excuse me', 'scuse me' or 'pardon me' if we burp in public.

You should always try to be on time for meetings and other visits. If you're going to be late, contact the person to let them know. This is very important for visits to professionals as you may be charged for being late or missing the appointment.

Australians blow their nose into a tissue, not onto the footpath. Although this phrase has no religious intent, many people will also say, 'bless you if you sneeze.'

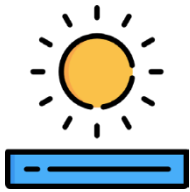
Spitting on the ground is illegal in most cities and can result in a fine. Spitting on someone is considered assault and can result in jail time, and your visa revoked.

AUSSIE FOOD

In Australia people eat a variety of food, some that you may come across include:

- Vegemite - A common breakfast item, it is usually spread thinly on toast
- Lamingtons - Squares of sponge cake dipped in chocolate and coconut
- Pavlova - A meringue-based cake topped with fruit.
- Meat Pie - A savoury pie filled with gravy and meat, commonly beef.
- Sausage Sizzle - Sausages (or snags) BBQ'd and served on a piece of bread
- Roo - Kangaroo is readily available in supermarkets. You can often find it as a steak, mince or sausage
- Prawns - We call them prawns despite the "Shrimp on the barbie" saying.
- Tim-Tams - Chocolate biscuits
- ANZAC Biscuits - Crunchy oat cookies
- Fish and Chips - Fried seafood

AUSSIE SLANG



ARVO

In the afternoon



BBQ/BARBIE

Barbecue is cooking outdoors on a grill. It's polite for a guest, when invited to a BBQ, to ask if they should bring anything.



BYO

Stands for 'bring your own' and usually refers to alcohol. It's also fine to bring juice or soda. Some restaurants are BYO (usually wine)



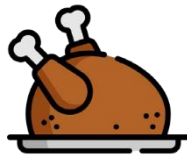
BLOKE

A male



CRACKA

A fun time or thing



CHOOK

A chicken. A 'BBQ chook' or barbecued chicken is often sold at supermarkets and served on fresh bread rolls at a barbecue.



CROOK

When you are feeling sick



CUPPA

A cup of tea or coffee



ESKY

A cooler for drinks or food



FLAT OUT

1. To be working very hard or be very busy "I'm flat out today"

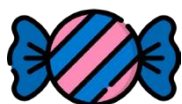
2. Completely "He flat out lied"



GOON

Cheap boxed wine.

Common at parties and at BBQs.



LOLLIES

Candy or gummies



LOO

The toilet. Also called "the dunny"



MACCAS

McDonalds

AUSSIE SLANG



MATE – MANY MEANINGS

Mate can be used to reference friends. “Hey Mate!” or “Me and my mates”. To express emotion. “Maaaate, that’s so exciting!” or “Maaaate, that sucks!”. If you don’t know someones name. “Do you have the time mate?”



OLD MATE

A replacement term for a person’s name within a sentence. The person isn’t necessarily old, or a friend. “Go see old mate over there for help.”



PETROL

Gasoline



SERVO

A gas station



SHONKY/DODGY

1. Something bad quality or unreliable “My shonky car just broke down again.”
2. A dishonest person “He is dodgy!”



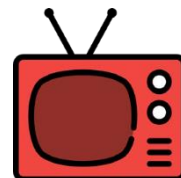
SHOUT

To buy for someone else.



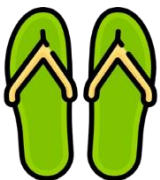
SNAGS

Sausages



TELLY

A television



THONGS

Sandals



TUCKER

Food



UEY

A U-turn while driving



WHEELIE BIN

An outdoor bin. Aussies say rubbish, bin and garbage instead of trash.



WOOP WOOP

The middle of nowhere. A very far away place.

BEACH SAFETY

SAFETY AT THE BEACH

We love our beaches. However, they can be dangerous if you're not a strong swimmer or are unfamiliar with beach conditions.

Remember the FLAGS.

F. FIND the flags and swim between them – red and yellow flags mark the safe spots to swim at the beach.

L. LOOK for safety signs – they help you identify potential dangers and daily conditions at the beach.

A. ASK for help - talk to a surf lifesaver for advice on where it is safe to swim.

G. GET a friend – don't swim alone and get assistance if you need it.

S. STICK your hand up for help – if you get into trouble in the water, stay calm and raise your arm to signal for help.

RIP CURRENTS

If you ever get stuck in a rip, stay calm and remember to:

- Raise your hand for help and float
- Swim parallel to the beach
- Don't try and swim against the current



DANGEROUS ANIMALS

Australia is home to many dangerous and deadly marine creatures. Found in the ocean, rivers, and creeks, these include:

- Sharks
- Sea snakes
- Jellyfish (Box jellyfish)
- Octopuses (Blue Ring Octopus)
- Fish (Lionfish & Stonefish)
- Stingrays
- Shells (Cone Snail)
- Crocodiles

You can stay safe around our marine creatures, though. Don't pick them up and don't feed them. Follow the safety signs and warnings. Avoid swimming in dangerous or closed areas.

If you or someone you see is ever attacked or stung, call 000.

ANIMAL ENCOUNTERS

To see these majestic animals in a safe environment, visit a zoo or aquarium or go on a cruise or tour. Check out SeaWorld on the Gold Coast, Australia Zoo in Beerwah, or Sea Life on the Sunshine Coast to see all these creatures and more!

SUNSMART

SUN SAFETY

The sun on the Gold Coast is very strong, and you may find that your skin burns easily if you spend a lot of time outdoors. Australia has the highest rate of skin cancer in the world. Skin cancer and skin damage are caused by exposure to the sun's harmful ultraviolet radiation (UVR).

To avoid getting burnt and risk developing skin cancer, you can protect your skin from the sun by:

- Minimising your time in the sun during the middle of the day
- Seeking shade where possible
- Wearing clothing that provides good sun protection like a hat and sunglasses
- Applying SFP 30+ sunscreen every few hours when in the sun

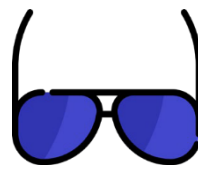
DID YOU KNOW

You can still get burnt if it is cloudy
UV radiation can penetrate clouds and be even stronger because of the reflection. You should always wear sunscreen during the day to protect your skin

All skin types are at risk. Even if you have a darker skin colour and are less likely to burn, UV exposure can still lead to skin cancer.

You can get burnt through a car window.
Untinted glass reduces UV radiation, but some still get through. Wear sunscreen on long drives to avoid a nasty burn.

SLIP SLOP SLAP SEEK SLIDE



SECURITY & TRAVEL

IDENTITY SAFE

Never give your personal details such as full name, date of birth, address, telephone number, or passport number to anyone except an official authority such as the Department of Home Affairs. Please ask for identification from the person requesting your details. People who ask for this information may be trying to commit identity fraud or scam you out of money. Remember, your bank will never ask you to verify your banking details by email or text message.

STATE OF EMERGENCY

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. For emergency assistance in a flood or storm, call 13 25 00.

FIRE

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts, call 000 no matter how small or large the fire maybe.

TRAVEL WISE

Queensland has many beautiful places to explore. Below are some tips to consider when going into a national park or other remote areas:

- travel with other people
- make sure someone knows where you are at all times
- stay on the road or walking track
- never dive into a river or lake; instead, enter the water slowly
- don't touch or feed wild animals; even 'cute' animals may have claws
- watch out for crocodile signs



CAMPUS SAFETY

Australia is generally a very safe country, with a low crime rate. However, you should still use common sense to ensure safety.

GENERAL TIPS

Here are some general safety tips to keep in mind:

- at night, stay in well-lit areas and avoid walking alone
- lock your house and car, and don't leave your valuables unattended
- be aware of your surroundings, especially when using headphones or talking on your phone
- change your computer passwords regularly and don't share them
- if shopping online, use a secure payment method
- carry a mobile phone so that you can make a call in the event of an emergency
- never hitchhike or pick up a hitchhiker
- never drink and drive
- avoid drinking to excess and look out for your friends, don't leave your drink unattended or accept a drink from a stranger.

For further information, refer to the Queensland Police Service Safer Living website police.qld.gov.au or call Police Link on 13 14 14 for general non-urgent enquires.

CAMPUS EMERGENCIES

Students must follow all College Australia directions given by staff to ensure their own and other individuals' safety. Students have an obligation to ensure that their activities do not place anyone at risk.

LOCKDOWN

When the lockdown alarm sounds:

- turn off the lights and lock the doors
- stay quiet and get under your desk or hide in the room you are in



EVACUATION

When the evacuation alarm sounds in a teaching session:

- everyone must evacuate the area
- move quickly, but do not run, to the designated assembly area (check campus map)
- at the assembly point, your teacher will check that all students are accounted for, don't leave until the all-clear has been given.

When the evacuation alarm sounds in a non-teaching situation:

- move directly to the designated assembly point
- don't re-enter the building
- don't take refuge in toilets, storerooms, or student common rooms
- don't leave the assembly area until the all-clear has been given.

AUSTRALIA LAWS

EQUALITY

In Australia, ALL people are equal and should be treated equally under federal law. No one should be treated differently because of their gender, race, marital status, pregnancy, political and religious beliefs, disability, or sexual preference.

SEXUAL HARASSMENT

Sexual discrimination and harassment are illegal. They include feeling frightened, offended, angry or humiliated by another's behaviour of a sexual nature - such as:

- intrusive questions, asking for sex or repeated unwanted requests for dates
- displaying images of a sexual nature
- dirty jokes, touches, or brushes against a person on purpose
- sending sexually explicit emails or texts
- trying to force a person to have sex
- touching or grabbing without consent

A student who believes they're experiencing sexual harassment should contact Student Services immediately.

THE ENVIRONMENT

Native plants and wildlife in Australia are protected by law. Collecting or capturing native wildlife or plants can result in fines or imprisonment. Australia also has a high risk of bush and forest fires, especially during summer and/or drought conditions. Because of this, lighting fires in outdoor areas is banned at certain times of the year.

LITTERING

It's illegal to litter and pollute the environment. Make sure you dispose of your rubbish in a bin and place any recyclable items in a recycling bin.

Littering in Australia can cost you up to \$2000, so be conscious of how you dispose of your trash.



AUSTRALIA LAWS



TOBACCO & ALCOHOL

Smoking is banned in many places in Australia, including airports, government offices, health clinics, and schools within five metres of a building entrance. Smokers must also dispose of their cigarettes properly – not on the ground. The legal drinking and smoking age in Australia is 18, and it is illegal to supply people under 18 with alcohol or tobacco.

DRUGS

Certain drugs are illegal in Australia. Some of these are recreational and prescription, so check with your GP before you travel. Illegal drugs may have a different name in Australia, but they are still dangerous, so never take any substance that someone offers you.

For more information, visit campaigns.
[health.gov.au/drughelp/types-drugs](https://www.health.gov.au/drughelp/types-drugs)

PETS

We love our animals here! It is illegal to keep native Australian animals as pets, and there are local laws on what domestic animals can be kept at home. In Queensland, rabbits are illegal, and dogs need to be registered with the city council.

Australia has laws to protect animals from cruelty or neglect, including suffering, injury, and distress. RSPCA inspectors have the power to enter the premises of a person who mistreats their animals, confiscate animals, and lay charges, which could result in fines and/or imprisonment.

Before you adopt a pet, consider the duration of your stay. Abandoning a pet is extremely stressful for the animal and expensive for the owner. If you wish to care for a pet for a short duration, you can always foster a cat or dog or volunteer at your local shelter or RSPCA. To find out more, visit [rspcaqld.org.au](https://www.rspcaqld.org.au)

VISA & ENTRY CONDITIONS



All students need to understand the conditions of their visa and their obligations as a student.

VISA CONDITIONS

Some important things that you need to understand include:

- Maintain enrolment in a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered course and maintain satisfactory course progress and attendance.
- Continue to satisfy the requirements of your student visa by ensuring your main course of study matches your visa type and that you still have the financial capacity.
- Notify College Australia within seven days of any change to your contact details, including home address, mobile number, and email address.

- Must not work more than 40 hours per fortnight during course semester, and not start paid work until you commence study for the semester
- Maintain health insurance cover for the entirety of your stay in Australia.
- If dependent children accompany you to Australia, the children must be enrolled in school, and international tuition fees will apply.

Please refer to the Education Queensland International website for study details. Visit www.eqi.com.au

For a full list of visa, conditions see the Department of Home Affairs. Visit homeaffairs.gov.au/trav/stud

VISA & ENTRY CONDITIONS



All enquiries should be made directly to the Department of Immigration and Border Protection (DIBP). You can download a Student Visa application form plus other health check forms from the DIBP website or apply online. College Australia staff are not permitted to provide specific visa advice to students.

PATHWAY PROGRAMS

If you wish to continue your studies in Australia, either with College Australia or at another institution, you will need to:

- Lodge an application for a new Student Visa from the Department of Home Affairs before your current visa expires
- Ensure you have enough funds to continue paying for your studies and living expenses
- Extend your Overseas Student Health Cover (OSHC)
- Apply for your chosen course by the deadline.

ARRANGING A NEW VISA

If you need to apply for a new visa, allow two to three months for the entire visa process. Make sure your current visa does not expire by applying for any visa changes well before the expiry date.

You can only extend your stay in Australia if you do not have a 'No Further Stay condition (8534 or 8535) on your current visa or this restriction has been waived.



SUPPORT SERVICES



All students need to understand the conditions of their visa and what their obligations are as a student

College Australia gives personalised tuition and support. We pride ourselves on our customer service and love interacting with our students.

We will:

- Provide you with all the information and resources to get started;
- Tailor the course and training options to suit you;
- Assist you with ongoing support;
- Supply you with a Student Portal account to access your course materials.
- Issue a Nationally Recognised Qualification upon completion.

YOUR TRAINER

Here at College Australia, we are committed to giving you a great study experience, and part of that is being supported every step of

the way. Your trainer is always here to help you with your studies and any questions you may have.

You can always call or email us here in the office. If your trainer is busy, you can leave a message with one of our friendly student advisors, and your trainer will endeavour to respond to you within 24 hours.

STUDENT SERVICES

Our student services advisors are there to answer questions about your course or studying with us and can be contacted by email or phone. They are your main point of contact during your studies and are available to help you if things don't go to plan. If you need an extension, change of study mode or course, or withdrawal, they'll advise you on the options available.

SUPPORT SERVICES



PERSONAL SUPPORT

We understand that there may be times when personal issues may affect your ability to undertake your training. We encourage students to advise us if there are personal issues that will impact their attendance or progression through the course. CA staff will ensure options are available to minimise the impact on your course progress and provide alternatives, depending on the circumstances, e.g. deferring course for a period of time.

LEARNING SUPPORT

Should a student identify or be identified with a disability or learning support requirements which are considered to be sufficient, in that the student is unlikely to achieve the competency standards without significant customised delivery or assessment strategies, CA will liaise with the student and relevant support agencies/workers to assess the viability of the student to complete the course. If, however, providers are unable to accommodate the student's needs, CA will endeavour to refer students to a RTO (public or private) who will be better able to support the student.

In the event that you need to access an interpreter to assist with your learning or assessment, you may need to contact the TIS National on 131 450 (24 hours, 7 days a week). Any cost incurred will be the responsibility of the student.

SOCIAL SUPPORT

Where social or personal circumstances may affect a participant's learning experience, College Australia will support the participant where possible, including referral to:

ORGANISATION	CONTACT
Centrelink	13 10 21
National Training Hotline	13 38 73
Department of Immigration	131 881
Mission Australia Helpline	1300 886 999
Salvation Army Care Line	(07) 3831 9016
Lifeline	13 11 14
Beyond Blue	1300224636
Men's Line Australia	1300 789 978
Alcoholics Anonymous	(07) 3255 9162
Alcohol and Drug Information Service	(07) 3236 2414
Drug and Alcohol Helpline	1800 888236
Pregnancy Helpline	1300 139 313
Drug Arm	1300 656 800
Translation & Interpreter Service	13 14 50
Sexual Assault Helpline	1800 010 120
Gambling Helpline	1800 222 050
Youth Mental Health	1800 551800
Disability Services Queensland	1800 177 120
Legal Aid Queensland	1300 651 188
Adult Learning Australia	www.ala.asn.au

A night sky with a crescent moon in the upper center. The sky transitions from a deep purple at the top to a bright orange and red near the horizon. In the lower third, the dark silhouette of a large building is visible against the sunset. In the foreground, a road with several glowing yellow lights is visible, suggesting a highway or a well-lit road at night.

GOLDCOAST CAMPUS

Shop 4G, 126 Scarborough St
Southport, QLD 4215

POSTAL ADDRESS

PO Box 311
Aspley, QLD 4034

P: 07 3255 0506

E: info@collegeaustralia.edu.au

Visit us at www.ca.edu.au

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