Emergency Contacts

Emergency Police, Fire, Ambulance 000
1800 RESPECT (Sexual Assault) 1800 737 732
Department of Home Affairs 13 18 81
                              +61 2 6196 0196
Translating and Interpreting Service 13 14 50
Lifeline (Counselling) 13 11 14
Poisons Information 13 11 26

Campus Contacts

Adelaide  Wakefield Street +61 8 8113 7888
Brisbane  Fortitude Valley 1300 575 803
Torren University Language Centre (TULC) 1300 575 803
Melbourne  Fitzroy +61 3 9415 3333
           Flinders Street 1300 571 803
           Torrens University Language Centre (TULC) 1300 571 803
Sydney  Kent Street +61 2 9492 3200
        Pyrmont 1300 575 803
        The Rocks +61 2 9492 3200
        Ultimo +61 2 9251 0029
        Town Hall +61 2 9307 4600
        Torrens University Language Centre (TULC) +61 2 9492 3200
Blue Mountains  Leura +61 2 9307 4633

Quick Reference Guide

Your Student Portal Use the Student Portal to view your timetable, check your results and change personal details. www.student.torrens.edu.au

Your Learning Portal Use Blackboard to view your subjects and assessments. www.laureate-au.blackboard.com
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>4</td>
</tr>
<tr>
<td>Before Leaving Home</td>
<td>6</td>
</tr>
<tr>
<td>Arriving In Australia</td>
<td>9</td>
</tr>
<tr>
<td>University Life</td>
<td>12</td>
</tr>
<tr>
<td>Living In Australia</td>
<td>20</td>
</tr>
<tr>
<td>International Student Visas</td>
<td>42</td>
</tr>
<tr>
<td>Returning Home</td>
<td>50</td>
</tr>
<tr>
<td>Useful Links</td>
<td>52</td>
</tr>
<tr>
<td>Appendix</td>
<td>53</td>
</tr>
<tr>
<td>Before Leaving Home Checklist</td>
<td>56</td>
</tr>
<tr>
<td>Getting Started Checklist</td>
<td>58</td>
</tr>
<tr>
<td>Study Planner</td>
<td>60</td>
</tr>
</tbody>
</table>
This Guide is intended to ensure you are:

• Settled into your campus, classroom and study routine

• Connected to your peers, teachers and the broader Torrens University Australia community

• Equipped to access support, systems, policies and processes

• Motivated to succeed through hard work, dedication and passion

Laureate Australia and New Zealand congratulate you on your decision to continue your education.

We wish you the very best as you embark on this exciting journey – and we’re with you all the way.
Welcome

Dear Students

It is with great pleasure that I welcome you to Australia.

We are honoured that you have chosen to study at Torrens University Australia. Our staff are committed to your success – both now and into the future. We are an institution that cares about you, and we fundamentally believe that education should be “here for good”, to make the world a better place.

As a Scottish expat, now living in Australia, I understand the challenges that come with studying abroad and living away from home. I know that you’ve made the right choice by coming to Australia. To live in another culture is exciting and to be immersed in the life of another country is essential to your future employability. Your experience in Australia will be transformative and life-changing.

Being away from your friends and family is always difficult. We know that you are a long way from home. We are committed to doing our part to help you have the best experience possible. Hopefully, by the end of your studies, you will have new friends and family, thanks to Torrens University Australia.

This handbook has been designed to give you the information you need to arrive safely in Australia, to prepare you for study, and to begin your new adventure away from home. Please keep it with you as a guide to personal safety, student support and government requirements, and remember we are here for you. If you have questions, don’t be afraid to ask.

Torrens University Australia is a part of the Laureate International Universities network. You now become part of a network of over 800,000 students across the globe, all studying at different institutions, and all working towards a brighter and better future. In that sense, every one of our students is an international student. Please seize the opportunity and enjoy this exciting journey.

Best of luck,

Linda Brown
CEO Laureate Australia and New Zealand, President, Torrens University Australia
Before Leaving Home

Accommodation
You should book some initial short-term accommodation before committing to more long-term arrangements. You may choose to stay in a hotel or a backpacker hostel when you arrive. Make sure you have the address of where you will be staying as well as its phone number, and booking and payment confirmation, if you have already paid for your accommodation.

Arrival Date and Flight Information
There are some important things to consider before booking your flights:

1. It is compulsory to attend Torrens’ Orientation Day on your campus. You will receive essential information about your studies, student visa and life in Australia. Make sure you confirm the date of Orientation Day before you book your ticket.

2. We recommend you arrive 2 weeks before your course starts.

3. You should arrive in time to settle in to life in your new city, look for long-term accommodation, identify and try out the public transport routes, and get to know your neighbourhood.

4. Your Overseas Health Care (OSHC) must match the date of your arrival. Consider this when booking your flights.

Australian Currency
Currency exchange kiosks can be found at airports and in busy tourist areas, such as the city centre. Many international cards are accepted at Australian ATMs. However, it is recommended that you buy some Australian currency before you arrive.

Check Your Email Regularly
Torrens staff will contact you through your personal email address until you receive your student email account. It is very important to check your emails regularly, so you do not miss essential information.

Contacts List
Put together a contacts list to carry with you and leave a copy with your family. Keep a copy in your email, laptop or smartphone. Include the following addresses and phone numbers:

- Education agent
- Torrens campus
- Short-term accommodation
- Long-term accommodation
- Friends or family in Australia
**Customs**

You will be given an ‘Incoming Passenger Card’ when you arrive in Australia. This is a legal document. If you are carrying certain food, plant material or animal products, you must mark YES on your card to declare risk items. You can take these declared items with you to the clearance point in the airport arrivals area where they will be assessed by a Customs officer. On arrival, your baggage may be assessed by x-ray, detector dog or inspected by a Customs officer. Make sure you declare or dispose of any risk items.

If not:

- You could be fined $340 on-the-spot
- You could be prosecuted, fined more than $66,000 and risk 10 years jail and a criminal record

You will not be penalised if ALL items are declared, even if they are not allowed into Australia.

For more information see: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

**Documents File**

Carry your documents in your hand luggage. Keep an electronic scanned copy too.

You need these documents:

- Passport
- Visa copy
- Certified copy of your birth certificate (English translation)
- Certified copies of qualifications and certificates (English translation)
- Contacts list
- Copy of IELTS or other language test
- Electronic Confirmation of Enrolment (eCoE)
- Home country identification
- International Driver’s License (if applicable)
- Medical records (vaccination record)
- Offer letter from Torrens University or your college showing tuition fees and OSHC fee and the receipts for these
- Overseas health cover (OSHC)
- Travel insurance

Make sure you leave copies of these documents with your family in your home country.
Before Leaving Home

**Electronics**
Check that your laptop and other electronic devices can be used in Australia. Electrical sockets (outlets) in Australia usually supply electricity at between 220 and 240 volts AC. You may need an adaptor.

Check the voltage in your country: [www.worldstandards.eu/electricity/plug-voltage-by-country](http://www.worldstandards.eu/electricity/plug-voltage-by-country)

**Finances**
Plan your budget before you arrive. Depending on your visa conditions, you may be allowed to work in Australia. Finding a part-time job can be difficult and it is important that you do not solely rely on a part-time income.

**Health Check**
We recommend you see your doctor for a health check before you leave your home country. You should also have a check-up with your dentist and optician.

**Overseas Student Health Cover (OSHC)**
This is a requirement for entry to Australia for Student Visa holders, so make sure you have your health cover policy arranged before you leave home. Bring your OSHC document with you to Australia, as well as your offer letter as it shows the fee you paid for OSHC.

**Passport**
Check that your passport is valid for at least 6 months prior to your arrival in Australia. You should make copies in case you lose your passport; leave one copy with your family and keep another copy in your luggage.

**Visa**
Make a photocopy or scan of your visa.

**Travel Insurance**
You should consider buying travel insurance, which covers things your OSHC may not, such as cancelled flights, lost documents, dental or optical care.

**Are you ready?**
Complete the Before Leaving Home Checklist on page 56
Arriving in Australia

Transport from the Airport
If you are taking public transport or a taxi have all the details with you, including the address of your accommodation, phone number and route. Maps will be available at the airport or you can print a copy before you leave.

Check the fare from the airport to your accommodation using the Taxi Fare Calculator: www.taxifare.com.au

Brisbane Transport
- Brisbane Airport
  www.bne.com.au
- Brisbane Airport Transport – Airtrain
  www.airtrain.com.au
- Brisbane Public Transport
  www.translink.com.au
- Brisbane Taxis

Melbourne Transport
- Melbourne Airport
  www.melbourneairport.com.au
- Melbourne Airport Transport – SkyBus
  www.skybus.com.au
- Melbourne Public Transport
  www.ptv.vic.gov.au
- Melbourne Taxis
  www.taxi.vic.gov.au

Adelaide Transport
- Adelaide Airport
  www.adelaideairport.com.au
- Adelaide Airport Transport
- Adelaide Public Transport
  www.adelaidemetro.com.au
- Adelaide Taxis
  www.aitaxis.com.au

Sydney Transport
- Sydney Airport
  www.sydneyairport.com.au
- Sydney Airport Transport – Airport Link
  www.airportlink.com.au
- Sydney Public Transport
  www.transportnsw.info
- Sydney Taxis

Ride sharing services, such as Uber, are available in Sydney, Melbourne and Brisbane.
Arriving in Australia
Contact Your Family
Let your family know you arrived safely. You can access free Wi-Fi at the airport, or you may have access to Wi-Fi at your accommodation.

Change Money
If you have not already exchanged money, we recommend you do this before leaving the airport so that you have some Australian currency with you.

Notify Your Embassy
See the following link for a list of embassies in Australia: www.protocol.dfat.gov.au/Public/MissionsInAustralia

Call Your Health Insurance Company
Contact your OSHC company to tell them your address and order your card.

Take care of yourself!
You’ve probably had a long flight and you are settling into a different climate and culture.

Rest, drink lots of water and eat well.
University Life

Finding Help on Campus

Moving to a new city or country can be overwhelming. At Torrens University Australia we offer a range of facilities and programs to help you settle into your new life as a university student in Australia.

Student Services Team

The Student Services team is the first point of contact for all students. The team will assist you with academic and personal issues, and will help you get the most from the campus facilities.

Learning Services Team

Learning Services staff are located on all of our campuses and provide services to assist you acclimatise to your new academic environment. We will help you build your learning and academic skills, such as critical thinking, understanding assessment briefs, writing, time management, academic integrity and referencing. We provide technology services to show you how to use your Learning Management System and provide assistance with uploading assessments.

The learning centre on your campus provides an excellent collection of learning resources to assist you with your studies, and the learning and library staff will guide you as you find the information you need and learn how to use it most effectively throughout your studies.

Student Counsellor

Each campus has a Student Counsellor to support you through your studies. All conversations are confidential and can be held face-to-face or over the phone. The Student Counsellor can support you with:

- Academic problems, concerns with assignments, exams and workload
- Understanding Australian culture
- Dealing with family or relationship issues
- Coping with change, ‘culture shock’ and living in a new country
- Missing your friends or family
- Stress, depression and other emotional issues that may affect your ability to study
- Balancing commitments
- Coping with challenging situations
- Motivation, goal setting and confidence
- Unexpected illness affecting your studies
- Advice on disability support

Flinders St campus, Melbourne
## University Life

### Beginning Your Studies

<table>
<thead>
<tr>
<th>Accept Offer</th>
<th>Pay Deposit</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Return signed offer letter</td>
</tr>
<tr>
<td></td>
<td>Return signed application form</td>
</tr>
<tr>
<td>Register</td>
<td>Use deposit. This must be paid 2 weeks before course start date</td>
</tr>
<tr>
<td></td>
<td>Submit all documents to enrol</td>
</tr>
<tr>
<td></td>
<td>Copy of visa</td>
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<td></td>
<td>Copy of passport</td>
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<td></td>
<td>Copy of OSHC</td>
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<td></td>
<td>Copy of English Language Proficiency</td>
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<tr>
<td></td>
<td>Course Entry documents</td>
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<tr>
<td></td>
<td>Under 18s Accommodation Welfare Plan</td>
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<tr>
<td>Enrol</td>
<td>Once registered you will be sent an email to enrol</td>
</tr>
<tr>
<td></td>
<td>When you enrol you will be sent a confirmation of enrolment email</td>
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### Your Documents

To register to enrol you must submit all your enrolment documents and the entry criteria documents, and pay your fees.

It is important to submit your enrolment documents as early as possible. If you do not submit them all you cannot register and enrol in subjects.

Please remember to bring any outstanding documentation to Orientation Day.

### Login to the Student Hub

Once you have enrolled in your subjects, you will receive an email giving you the access details to the Student Hub.

The Student Portal is where you will view details of your enrolment; the Learning Portal is where you will access your subjects and study.

You can access both portals through the student hub, or through the links below. To login, enter your student ID number and set a password.

www.studenthub.torrens.edu.au/hub

Your Student Email

You will receive an activation message to your personal email account asking you to create your Office 365 Account using this link: www.portal.office.com

Follow the simple steps as outlined and be sure to always check for messages and use your Student Email for any official communications.

Your Student Portal

Use the Student Portal to view your timetable, check your results and change personal details.
www.student.torrens.edu.au

Your Learning Portal

Use Blackboard to view your subjects and assessments.
www.laureate-au.blackboard.com

Timetable

You can view your timetable table on the Student Hub

Access your Subjects

Your subjects can be found on the Learning Portal. Here you will find subject outlines, details about the required textbooks, materials for your subject and assessment submission information.
University Life

Orientation

The Rocks campus, Sydney
You must attend Orientation Day.

VET and HE courses: Orientation will take place in the week before your course begins.

ELICOS courses: Orientation will take place on day one of your course.

You will receive more information about your Orientation Day closer to the date.

On Orientation Day we will give you information that will help you with your studies and life in Australia. That is why it is essential that you attend.

Be sure to plan your arrival to the campus so you are there in time for Orientation Day.

What will you do at Orientation?

- Register
- Attend an international student information session
- Attend an information session about your course
- Meet the staff and other students
- Tour the campus
- Confirm details of your student email
- Get your student ID card
- Apply for a student concession card for transport (where applicable)
- Attend the Library and IT workshops

Orientation is compulsory. If you are a late arrival, you will need to attend a late orientation provided by Student Services.

What to bring to Orientation?

If you have not registered, you will need to bring your documents to register:

- Copy of English Language Proficiency
- Copy of Overseas Health Cover
- Copy of Passport
- Copy of Visa
- Course Entry Criteria documents
- Signed Application form
- Signed Offer letter
- Under-18s Accommodation Welfare Plan
- Under-18s Guardian Provider Confirmation
- Under-18s Homestay Provider Confirmation
- eCoE – Confirmation of Enrolment
- Release Letter – if you are transferring from another institution
The Library and Learning Services team

Work with Learning Services to gain the vital skills required for achieving academic success. They can help with:

1. **Information skills**
   - How to find and use the best information for your assessments

2. **Academic skills**
   - Improving your writing, planning and study skills

3. **Technology skills**
   - Showing you how to use learning technology efficiently

You will need your student card to borrow items. Most loans are for one week and you can borrow up to 5 items at a time.

Regular workshops are held to help you learn everything you need to know about the library. A workshop schedule is listed on the library website.

Workshops cover topics such as:

- Uncovering relevant sources for your assessments
- Searching databases effectively and efficiently
- Locating resources
- Evaluating and managing information
- Applying and acknowledging your sources

You can access the digital library resources from home via the library website: [www.library.torrens.edu.au/home](http://www.library.torrens.edu.au/home)
Living In Australia

Flinders St Station, Melbourne
Living in Australia

Accommodation

There are many different types of accommodation available in Australia, so you should be able to find something that suits your needs. The costs of accommodation will depend on your chosen state, city, suburb and the type of accommodation.

Before signing a lease and moving in, you should confirm the total cost and any other expenses, such as bond, electricity, internet or water rates. Also, check what public transport is available nearby, and the cost of travel from the accommodation to your campus.

Beware of Fraud

• Don’t rely on photos on a website. Make sure you visit the accommodation
• Avoid paying a deposit on a place you have not seen
• Never give out personal details to someone you’ve never met in exchange for more information about a property
• Be aware of your rights and get advice from the proper channels.

Your Rights and Responsibilities

When you rent, board or share a house you are known as a ‘tenant’. You have certain responsibilities to meet, such as paying accommodation expenses on time, and keeping the place clean and well maintained.

You also have the right by law to feel secure in your property. If there are any problems, talk to your real estate agent or landlord if you’re renting, or the service where you found your homestay. We recommend that you research tenancy information before moving in.

• Melbourne: Tenants Union Victoria www.tuv.org.au
• Sydney: Tenants New South Wales www.tenants.org.au
Living in Australia

Accommodation

Boarding House/Rooming Accommodation

A boarding house provides a bed and shared bathroom, kitchen and communal areas. It has 4 (Qld/Vic), 5 (NSW) or more people paying to live in the same house. Boarding houses may have rules for you to follow.

Adelaide
For more information see:

Brisbane
For more information see:

Melbourne
For more information see: www.tuv.org.au/advice/housing/rooming-houses

Sydney
When choosing a room in a boarding house, you should check if the property is listed on the NSW Department of Fair Trading accommodation register

A listed property is more likely to meet basic fire safety and health standards. For more information on boarding see:

Homestay

Homestay is a cultural exchange between a local individual or family, the “Homestay Host”. A visiting International student who comes to live in their home whilst studying in Australia is their guest, and pays a small weekly fee. In return, the host provides the student with all their basic needs, including their own room, food (if applicable), and a space to study.

For more information see:
www.homestaynetwork.org

Short-term Accommodation

Short-term accommodation options include hostels and discounted rates on hotels. See the Accommodation List in the Appendix for more details.

Private Rentals/Share House

You can rent a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property, you will need to pay a security deposit or bond, which is usually 4 weeks’ rent, as well as rent in advance (also usually 4 weeks). The bond is held to repair any damage that you, your housemates or houseguests cause to the property. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.
You must

- Inspect the accommodation before you pay
- Read the contract before you sign it
- Know your rights and responsibilities
- Pay the rent on time and get receipts
- Keep the property clean and leave it in the same condition it was in when you moved in (fair wear and tear excepted)
- Follow the terms of the tenancy agreement
- Respect your neighbours’ right to peace and quiet
- Have your bond refunded into your Australian bank account

The lessor/agent must

- Ensure the property is vacant, clean and in good repair at the start of the tenancy
- Respect your privacy and comply with entry requirements
- Carry out repairs and maintenance
- Meet all health and safety laws
- Lodge your bond with the Rental Tenants Authority

Student Accommodation

There are many types of student accommodation, from single-room studio apartments to shared apartments or houses. Student accommodation often includes electricity, water, Internet and furniture in their rate. You may share a bathroom, kitchen and communal areas, or have access to your own bathroom and kitchen. Some include security and social events. You will need to check these details with the provider.
Living in Australia

Accommodation

Accommodation for Under-18 International Student Visa Holders

If you are under 18 years of age and intend to travel to Australia on a student visa, you will need to have formal accommodation and welfare arrangements in place before the Department of Home Affairs will process your visa.

There are two ways to do this:

1. Accompanied: living with parents or family

If you plan to live with parents or relatives in Australia, you must apply to the Department of Home Affairs for approval.

Torrens University Australia is not required to issue a Confirmation of Appropriate Accommodation (CAAW) letter with your electronic Confirmation of Enrolment (eCoE) and will not accept responsibility for your welfare conditions.

For more information visit the Department of Home Affairs website:


2. Unaccompanied: Torrens University accepts responsibility for welfare and accommodation

You will be required to use Torrens University’s approved service provider companies for your accommodation and welfare arrangements. All approved providers are expected to meet high standards of service. Torrens will not approve arrangements with any other service providers or arrangements with family members.

Please note the period of our care will extend up to your 18th birthday only, as this is the minimum requirement of your student visa. You may choose to remain in this welfare agreement and accommodation option with providers beyond the date of your 18th birthday.

Torrens University will not enrol international students who are under 16 years of age at their commencement date of their course under any circumstances.

For details about how to apply for your CAAW letter, and for a full list of Torrens University Australia approved providers visit:

www.torrens.edu.au/studying-with-us/international-students
Melbourne's famous street art
Living In Australia

Public Transport

You need to pay the correct fare and carry any concession entitlement card to travel on public transport anywhere in Australia. If you don’t have a valid ticket, or don’t show your ticket on request, you may have committed an offence under the Transport (Compliance and Miscellaneous) Act 1983 or its regulations. You could be heavily fined or have to go to court if you have not paid for, or you’re not able to provide a valid ticket when travelling on public transport.

Adelaide

International Students are eligible for a student travel concession. Torrens University Australia will provide you with a full-time student ID card and you can purchase your tickets on buses, trams and train stations and from Adelaide Metro for a student concession price.

Your university student ID is valid for the duration of your course, and it will allow you to travel on student fare during that time.

We recommend you purchase a Metro Card. This is an electronic ticket that allows you to travel on Metro buses, trains and trams. It’s cheaper than buying individual tickets; is easily topped up; offers great travel benefits; and you can register your card online to protect your travel balance if it is lost or stolen.

For more information see:
www.adelaidemetro.com.au/Tickets/Metrocard

Brisbane

International Students are eligible for a student concession card. This card will allow you to travel on a student fare for the duration of your course. If you are enrolling in a package of courses, you will not be covered for travel during the holiday period. You are only covered for the period between your course start and end dates. You will need to apply for a student concession card for each course you study.

We recommend you purchase a Go Card. This is an electronic ticket that allows you to travel on TransLink’s network of buses, trains, ferry and tram services. It’s cheaper than buying individual tickets; is easily topped up; offers great travel benefits; and you can register your card to protect your travel balance if it is lost or stolen.

For more information see:

Download the App:
Melbourne

International students cannot get a student concession card. If you are an overseas full-fee paying student, you will be required to pay a full price fare.

You must purchase a Mykicard. Myki is your ticket to travel on Melbourne’s trains, trams and buses, V-Line commuter train services, and buses in Seymour, Ballarat, Bendigo, Geelong, the Latrobe Valley and Warragul. This reusable smart card is easy to use. Ensure you have credit on your card before your journey. You need to ‘touch on’ and ‘touch off’ at a Myki reader as you travel to ensure you pay the correct fare. You do not need to touch off on trams.

There is also a Free Tram Zone in Melbourne’s central business district.

For more information see: www.ptv.vic.gov.au

Sydney

The electronic ticketing system, Opal, is an easy, convenient and fast way of paying for travel on all transport modes – trains, buses, ferries and light rail – on the public transport network in Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands. The Opal card provides many benefits including cheaper fares, avoiding queues to buy a ticket, and being able to use just the one card on any transport mode.

For more information see: www.transportnsw.info/tickets-opal/opal#/login

You can download an International Student Guide for the city you will be living in. It is filled with useful information about living in Australia.

Visit: www.insiderguides.com.au
Living In Australia

Useful Information

Banking
The 4 major banks in Australia are ANZ, Commonwealth Bank, National Australia Bank and Westpac. There are other local and international banks. When deciding which bank is right for you, consider factors such as fees (some banks do not charge students fees), ATM locations, services offered, and whether the bank has any affiliations with your home banking institution.

To open an account you will need to have your Electronic Confirmation of Enrolment (eCoE), passport, Letter of Offer and other forms of identification. You may also need an Australian Tax File Number (TFN). You can find information about getting a TFN at the Australian Tax Office website: www.ato.gov.au

Cost of Living
Please see the Study in Australia website for up to date information on living costs: www.studyinaustralia.gov.au/global/live-in-australia/living-costs

Childcare and Schooling for Dependents
If you have children under 6 years of age who need childcare, we recommend that you organise childcare as soon as possible. Waiting times for a place in childcare can be as long as 12 months. You will need to plan for this expense as childcare in Australia is costly.

Schooling is compulsory in Australia for children between 6 and 17 years of age. Children can study at a government or non-government school. Parents who are enrolled in an undergraduate or Masters by Coursework degree pay full fees for their children’s education.

For more information access the Government website for your state.

South Australia
www.internationalstudents.sa.edu.au

New South Wales
https://education.nsw.gov.au

Victoria
www.education.vic.gov.au

Queensland
www.eqi.com.au
**Climate**

The Bureau of Meteorology is Australia’s national weather, climate and water agency. Its expertise and services assist Australians in dealing with the harsh realities of our natural environment, including drought, floods, fires, storms, and tropical cyclones.

See the Bureau of Meteorology website for more information: [www.bom.gov.au](http://www.bom.gov.au)

**Driving in Australia**

In Australia we drive on the left-hand side of the road. Some states require you to carry an international drivers licence with your current foreign licence. Other states request you to carry your current foreign driver’s licence together with a formal translation of your licence into English.


**Jaywalking**

In Australia, crossing a road when the pedestrian light is red, or failing to use a nearby designated pedestrian crossing, constitutes a criminal offence. Jaywalking sounds like some made-up crime that exists only in movies about New York, but around Australia people are being fined up to $80 on the spot for this offence. Be safe and use the crossings and obey the traffic-light signals.
Living In Australia

Know your rights

Work Rights

You might get a part-time or casual job to help pay your living expenses while you study in Australia. If you do, it’s important that you know your rights in the workplace. Everyone working in Australia has basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australian workplace laws. If you work, you have the right to fair pay and safe conditions.

For more information see this Fair Work Australia Fact Sheet:

For more information on workplace rights go to Fair Work Australia:
www.fairwork.gov.au
Call during office hours: 13 13 94

Useful Links

• Department of Home Affairs
  www.homeaffairs.gov.au
• Tax file number
  www.ato.gov.au
• Tax for individuals coming to Australia
• Tax for individuals studying in Australia
• Superannuation

If you are on a Student Visa:

• You cannot work more than 40 hours per fortnight when your course is in session (other than work that has been registered as a part of the course)
• No work limits apply during recognised periods of vacation offered by the University
• You cannot undertake work until you have commenced your course in Australia

Working in Australia

• You will need a Tax File Number and you will pay taxes
• Your employer will make legally required superannuation payments into a super fund on your behalf
• You will need to complete a Tax Return. The Australian financial year runs from 1 July to 30 June. You must lodge a tax return if your taxable income is over the tax-free threshold. If your income was below the tax-free threshold and you paid tax, you will need to lodge a return in order to receive a refund.
Consumer Rights

When purchasing products and services you have rights as a consumer to quality service and a fair contract. Before signing a contract make sure you understand the conditions that you are agreeing to. When buying a product read the warranty information and ask about their refund policy. For more information see: www.accc.gov.au/consumers

Equal Opportunity

Discrimination is not acceptable in the workplace or when applying for housing. It is not acceptable anywhere. This means you cannot be refused work, your job can’t be terminated, you can’t be mistreated or bullied because of your race, gender, sexual preference, marital status or opinion. If you have questions about this contact the Human Rights Commission: www.humanrights.gov.au

The Overseas Students Ombudsman

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. For more information see: www.oso.gov.au

Tuition Protection Service

This is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information see: www.tps.gov.au

Unacceptable Practices

- Unpaid work trials for any period beyond what is reasonably required for you to demonstrate the skills necessary for the job
- You should be paid for meetings or training and the time you spend opening and closing the business
- Not being given a pay advice – you should receive a pay advice within one day of being paid
- Being sent home from work early – you should start and finish your shift at the designated time no matter how busy or quiet it is, unless you and your employer agree otherwise
- Receiving goods or services instead of pay
- Being pressured, forced or threatened to sign a workplace agreement
- Being sacked because you were sick or injured
- Not being hired, or being sacked, because of your race, colour, gender, sexual preference, marital status, pregnancy or religion
Living In Australia

Know your rights

Smoking laws in Australia
Every state and territory bans smoking in enclosed public places. Indoor environments such as public transport, office buildings, shopping malls, schools and cinemas are smoke free across the country. It is against the law for anyone to sell cigarettes to you if you are under 18. This includes herbs and other things that are smoked, even if they do not contain tobacco. Anyone who sells cigarettes to someone under 18 can be heavily fined. It is also against the law for someone else to buy cigarettes for you. Anyone who does can be fined.

Buying alcohol
In Australia, it is against the law to buy alcohol if you are under 18 years old, even if you are buying it for an adult. If you ask adult friends to buy it for you, they can get fined for giving you alcohol.

Proof of age
If bar staff think that you look young, they will ask for proof that you are old enough to be there. You can be fined if you give a false name and address, or if you refuse to give proof of age when you are asked. You can get a proof-of-age card to show that you are over 18 years old if you do not have a driver licence. Forms are available from your local post office.

Drink or drug driving
In Australia there are severe penalties if you Drink Drive or if you drive under the influence of illegal (illicit) drugs.

If you are caught driving with a Blood Alcohol Content (BAC) equal to or above 0.05 and less than 0.08, you may either be fined (infringed) or required to appear in court. In some states this is a criminal offence.

Driving in Australia
In Australia, laws and driving regulations differ from state to state. Some states require you to carry an International Licence with your current foreign licence. Other states require you to carry your current foreign driver’s licence and a formal translation of your licence into English.

In most Australian states and territories (the exception is the Northern Territory), you are able to drive on an overseas licence as long as it is current. You can only drive vehicles that your overseas licence authorises you to drive and you must drive according to any conditions on your overseas licence.

You can be heavily fined if you are found driving a vehicle in Australia without a current licence, caught speeding, going through red lights, stop signs, pedestrian crossings, or not obeying the road rules.
Living In Australia

Keeping Safe and Healthy

Torrens University Australia is committed to the health and safety of all people who work, study, visit our campuses and other workplaces or have the potential to be affected by our activities.

Our Responsibility

- Promoting good personal safety and security practices
- Ensure the security & safety of persons acting lawfully on campus
- Protection of campus property and facilities
- Responding to incidents and emergencies
- Providing after-hours emergency assistance and first aid
- Managing building access and building security

In an Emergency

- Dial triple zero (000)
  - If your life is being threatened
  - If someone is seriously ill or injured
  - If you just witnessed a serious incident
  - dial triple zero (000) for emergency services (fire/ambulance/police).
- Alert Campus Staff
  - Warn anyone in immediate danger
  - Contain or manage the situation, if safe to do so
  - Raise the alarm by activating a ‘Break Glass’ alarm
  - Call emergency services on triple zero (000) and Campus Security
  - Follow emergency evacuation procedures

Campus General Safety

Your safety is our highest priority. To ensure you stay safe and know what to do please read through the information below;

To ensure you stay safe on and on campus we recommend you take the following precautions:

1. After hours emergency, call 000.
2. Wear your student ID card at all times
3. Never leave your belongings unattended
4. Do not bring unnecessary valuables to campus
5. Report suspicious behaviour or anything you feel may be unsafe
6. Report all injuries and incidents to Student Services and complete an incident report form

Student Responsibility

- Practice personal safety & situational awareness
- Report incidents, accidents, or safety concerns
- Follow reasonable instruction related to safety & security
- Look out for others, and be part of our safe community
- If in doubt, please find out.
If you need assistance or to report any medical conditions, please see Student Services (Eg. insulin, asthma inhaler, medication)

**Healthcare in Australia**

If you need to see a medical doctor, you will visit a GP (General Practitioner). A GP is located at a clinic or private practice. In Australia we only go to the hospital in an emergency, for surgery or a planned visit for a health condition.

Dentists also operate out of a clinic or private practice.

Check what is covered with your Overseas Health Care provider and find a doctor that offers direct billing, which will be cheaper for you. Also check to see if your cover includes Ambulance.

You will need Overseas Health Cover for the entire time you are living in Australia.

For more information about what your health cover includes for you and your family while living in Australia visit: [www.privatehealth.gov.au/healthinsurance/overseas/oshc.html](http://www.privatehealth.gov.au/healthinsurance/overseas/oshc.html)

To apply for OSCH cover and to find out more about health insurance here is a list of some private health insurance providers

- Australian Health Management
- BUPA Australia
- Medibank Private Limited
- Nib OSHC
- Allianz Global Assistance
- ahm Health Insurance
  (a subsidiary of Medibank)

**After Hours Medical Help**

There are many afterhours medical services, such as the two listed below. Always check fees with each provider.


**Hospital Emergency Departments**

To locate a doctor or hospital Emergency Department in the city where you are studying, visit: [www.healthengine.com.au](http://www.healthengine.com.au)

For a serious emergency call 000 (zero, zero, zero).
Counselling for personal issues is free and confidential. Contact student services at your campus to arrange an appointment with a counsellor.
Living In Australia

Personal and Travel Safety Tips

To ensure you stay safe on and off campus we recommend you take the following precautions:

1. Avoid being on campus or travelling alone at night
2. Be alert and aware of your surroundings
3. Avoid dark, vacant and deserted areas

If an incident does occur please let a member of staff know so we can support you and work alongside local police to minimise risk and promote safety.

Safe Travel Tips!

• In an emergency, call 000 or use the nearest available help point or emergency button – know where these are!
• Never hesitate to ask your driver, for help or assistance if you need it.
• Always be aware of your surroundings and what is happening around you. Don’t spend too much time only looking at your phone or listening to your music at the expense of what is going on around you!
• Plan your journey before you start to minimise the amount of time you wait at stations or stops. Make sure family and friends know your route and where you are.
• At train stations, stay in well-lit areas in view of security cameras.
• On buses, it is usually better to sit at the front, closer to the driver. At night, ask the driver if you can be dropped closer to your destination. Some transport services offer this assistance in evening hours.
• At night stay in well-lit areas, and in carriages where there are lots of people.

Tips for travel on Sydney’s transport systems:

• www.transportnsw.info/travel-info/safety-security/safety-when-travelling-by-train
• www.transportnsw.info/travel-info/safety-security/safety-when-travelling-by-ferry
• www.transportnsw.info/travel-info/safety-security/safety-when-travelling-by-bus

Traveling safely in Melbourne:

Tips for travel on Brisbane’s transport systems:

Safety and security on Adelaide’s public transport:
Living In Australia

Personal Safety and Support

Lifeline – 13 11 14

Lifeline is an organisation that provides crisis support, suicide prevention and mental health support services across Australia. It is a free and confidential service available to everyone, at any time. Calling Lifeline and talking to a trained staff member can help if you are stressed from work, have family issues, or you’re feeling lonely or anxious. Lifeline offers support services by phone or through their online chat available on their website: www.lifeline.org.au

Sexual Assault Counselling Service

We at Torrens University are committed to creating a healthy, safe, respectful culture. If you or someone you know has been affected by an incident of sexual assault or harassment, help is available. Visit our Respect. Now. Always. site to learn more. www.studenthub.torrens.edu.au/Hub/respect

If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the sexual assault counselling services. They provide a free 24-hour, 7-day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

- Crisis Care: 1800 199 008
  - 1800Respect: 1800 737 732
- NSW Rape Crisis Centre: 1800 424 017
- QLD Sexual Assault Helpline: 1800 010 120
- VIC Centre Against Sexual Assault: 1800 806 292
- For more information see: www.healthdirect.gov.au/sexual-assault-and-abuse-helplines
Sun Safety

The Australian sun can be very hot and may be stronger than what you are used to in your home country. There are some steps you can take to protect your skin:

- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside
- Wear a hat and UV protective sunglasses
- Avoid spending long periods of time in the sun between 10 am and 3 pm, as this is when the sun is strongest
- Make sure you follow these tips even when it isn’t sunny – you can still get burnt on cloudy or overcast days

Water Safety

Australia has many beautiful beaches and waterways, but it is important to take care when swimming. Here are some tips for staying safe in the water:

- Never dive into water if you are not sure how deep it is
- Only swim at patrolled beaches (a beach where there are lifeguards on duty – look for the signs) and always swim between the red and yellow flags where lifeguards can see you
- Many Australian beaches have ‘rips’. These are strong underwater currents that can be hard to spot but they can draw you away from the shore quickly
- If you swim between the flags you should not have any problem with rips
- If you do find yourself in a rip, try not to panic or swim against it. Stay with your surfboard or other floating device, if you have one. Swim gently parallel to the beach out of the rip zone, or wave and call for assistance from lifeguards or other swimmers and surfers

For more information about beach safety, visit: www.sls.com.au

Taxis

Some tips when using taxis in Australia:

- Always ensure you know the address of your destination before getting into the taxi
- Tell the driver the route you would like to take to your destination, and don’t be afraid to speak up if the driver takes you a different route, particularly one you are unfamiliar with
- If you don’t want the driver to know exactly where you live, get them to drop you off a short distance away

For more information about beach safety, visit: www.sls.com.au
Living In Australia

Support Services

Department of Home Affairs
13 18 81

Emergency: Police, Fire, Ambulance
000 (zero, zero, zero)
(or 112 on mobile phones)

Police (Non-Urgent)
13 14 44
(except Victoria: 03 9247 6666)

1800 RESPECT (Sexual Assault)
1800 737 732

Translating and Interpreting Service
13 14 50

Lifeline (Counselling)
13 11 14

Fair Work Ombudsman
13 13 94

Overseas Student Ombudsman
1300 362 072

Calls from mobile phones at mobile phone rates
www.ombudsman.gov.au/about/contact-us

Overseas Health Cover

The following private health insurers provide OSHC products and policies for overseas students:

- Peoplecare Health Limited (Allianz Global Assistance offers OSHC products and policies under an arrangement with Peoplecare)
- BUPA Australia
- Medibank Private Limited
- nib Health Funds Limited
- ahm Health Insurance (a subsidiary of Medibank)

Also visit: www.privatehealth.gov.au/healthinsurance/overseas/oshc.html

Scamwatch

Run by the Australian Competition and Consumer Commission (ACCC). Scamwatch provides information to consumers and small businesses about how to recognise, avoid and report scams.

www.scamwatch.gov.au

Australian Tax Office

Information on lodging a tax return:
www.ato.gov.au
International Student Visas

Change of Visa Status
If you change your visa from a student visa to another visa, such as permanent or temporary residence, you need to notify Torrens University within 7 days. Torrens is required to update your record and complete reporting to the Government.

Confirmation of Enrolment (CoE) Information
- Only international students who intend to study onshore in Australia on a student visa require a CoE
- An international student who is on a student visa must have a valid CoE at all times, even if your visa is still valid
- If you complete your course before the end date on your CoE and you do not intend to study another course, you cannot remain in Australia on a student visa. Your student visa is valid only as long as you continue studying
Allowable (COE) extensions of course duration

As your educational provider, we cannot extend the duration of your overseas enrolment (CoE) unless:

- You have documentation to support compassionate or compelling circumstances (these are incidents, illnesses, or trauma that are out of your control) that may prevent you from completing your course by the end date listed on your CoE. Documents to support may include, but not limited to: health and medical professional reports, death certificates and police reports.
- A staff member of the university has implemented, or is in the process of implementing, an intervention strategy because you are at risk of not meeting course progress requirements, or an approved reduction of study load has been put in place.
- An approved deferral or suspension of your enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student’s enrolment).

If you have been approved for a CoE extension or any changes have been made to your enrolment, we strongly advise that you contact the Department of Home Affairs to seek advice on any potential impact could have on your visa, including the need to obtain a new visa.

Deferral/Leave of Absence

You must first seek advice from the Department of Home Affairs to understand the impact deferring from your studies or taking leave of absence may have on your visa. You will then need to apply for a deferral/leave of absence. Please do not buy tickets back to your home country before submitting your application and receiving an approval from Student Services. International students can only defer during a course in certain limited circumstances, including:

- Serious illness or injury, where a medical certificate states that the student is unable to attend classes
- Instances where the university or college is unable to offer a pre-requisite or co-requisite subject
- An intervention strategy for students at risk of not meeting satisfactory course progress
- Bereavement of close family members, such as parents or grandparents
- Major political upheaval or natural disaster in the home country that require emergency travel and this has impacted on the student’s studies
- A traumatic experience, which could include: involvement in, or witnessing a serious accident, or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologist’s report)
- Inability to begin due to a delay in receiving a student visa
International Student Visas

ESOS Framework for Overseas Students

The Education Services for Overseas Students (ESOS) Framework is a set of legal regulations related to international students studying in Australia on student visas. It sets guidelines and minimum standards to protect you as a student as well as protecting Australia’s reputation for providing quality education and support services. It also provides tuition and financial assurance. You should review this information before beginning your studies. As an international student on a student visa, you are responsible for:

• Complying with your student visa conditions
• Ensuring you have, and continue to maintain, your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
• Telling your provider if you change your address or other contact details
• Meeting the terms of the written agreement with your education provider
• Meeting the restriction on transfer between registered providers
• Maintaining satisfactory course progress
• Maintaining satisfactory attendance where applicable
• Enrolling into a full-time course
• Completing your course in the duration of your CoE end date
• Must follow the course structure, enrolling in at least 1 face-to-face subject each trimester and not exceed the maximum amount of 33% to be studied online subjects (total of your course)
• Telling your provider within 7 days if you change your address or other contact details
• Not work more than 40 hours per fortnight (20 hours per week)

For more information see this factsheet for students: www.internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf

What is a full-time study load?

International students on a student visa must be enrolled in a full-time study load.

A full-time study load is determined by EFTSL (Equivalent Full Time Student Load) and not hours per week. You must be studying a minimum of 1 EFTSL per academic year. For example; if you have 24 subjects to complete over 3 years, you will be required to enrol in 8 subjects per academic year x 3 = 24. Another example is studying a Health Science qualification, where there are 48 subjects to complete over 4 years, you would be required to study 12 subjects for the academic year x 4yrs = 48. Please remember your 3 trimesters are compulsory study periods.
As an international student studying full time, it is also a requirement that you must achieve satisfactory course progress. If you are enrolled in ELICOS you will be required to achieve satisfactory progress along with meeting a minimum 80% attendance requirement per study period. It is important you follow your course structure in any qualification offered, to avoid underloading your subjects for the academic year or being at risk of not completing your course within your expected end date on your CoE. To give you the best possible chance of success, we do strongly advise to maintain at least an 80% attendance in your classes.

**Can an international student accelerate their study to finish sooner?**

Yes, but only if approved by their program director. Many courses provide students with a FastTrack option to finish more quickly than the standard course duration would indicate. Students must be aware that this will affect their student visa end date. We encourage you to seek advice from the Department of Home Affairs before you make a decision.

**Online Study**

As an international students on a student visa, you must not enrol in any more than a third or 33% online subjects over your course, and you must study at least one subject that is face-to-face in each trimester. You cannot study only online subjects in a trimester unless it is your last subject to complete your qualification in your final trimester. We strongly advise to not take any more than one online subject in any one trimester.

Please seek advice from Student Services if you need assistance.

**Overseas Student Health Cover**

If you are a student visa holder you must have health insurance while in Australia. You can obtain Overseas Student Health Cover (OSHC), which provides medical and hospital insurance. If you extend your visa you must also extend your OSHC.

If you arrange OSHC yourself, you must include your policy number in your visa application.

Your education provider or agent might arrange OSHC for you. If they do, they must declare this on your confirmation of enrolment (CoE) in: [www.prisms.education.gov.au/Logon/Logon.aspx](http://www.prisms.education.gov.au/Logon/Logon.aspx)
Your education provider or agent must make sure you are aware:

- That you can choose to arrange your own OSHC if you want to
- The name of the health insurance provider
- The dates your policy begins and ends. This must be the same as the length of your visa or your expected arrival and departure dates
- The policy’s terms and conditions. The provider should send you a copy of the product disclosure statement or a link to the insurance provider’s website You need this information:
  - for us to grant you a student visa
  - if you need to make a claim before you start your course
- Your visa application will be refused if you don’t supply this information when you apply
- If you have been granted a visa and want to travel to Australia before your course begins, the OSHC start date must be the same as the date you arrive, not the date your course starts. Depending on your circumstances, you can buy OSHC that starts up to a month before your course begins

You must:

- Ensure you don’t enter Australia before your OSHC begins, and maintain your OSHC until you leave Australia
- Make sure there is no gap in your coverage if you are studying with more than one education provider and both providers arrange OSHC for you. The second policy must begin as soon as the first expires

If you have a single OSHC policy and you have family members, including children born in Australia after your arrival, consider getting a family policy. Every member of your family must have health insurance.

For more information about what your health cover includes for you and your family while living in Australia visit: [www.privatehealth.gov.au/health_insurance/overseas/index.htm](http://www.privatehealth.gov.au/health_insurance/overseas/index.htm)

How to get Overseas Student Health Cover visit:
Transfer/Release

If you wish to transfer to another education provider, you may do so after completing 6 months in your principal course. Your principal course is the course at the highest level of study that your student visa has been issued for. For example, if you are completing an English course, followed by a Bachelor degree, you will need to complete 6 months in the Bachelor degree before you can transfer elsewhere. In some cases, you can transfer prior to completing the first 6 months under special circumstances. In this case you will be required to seek approval for a release to transfer under 6 months, along with documented evidence of a current letter of offer from another provider.

We encourage overseas students to consider whether a change in enrolment breaches a visa condition. Please refer to the Department of Home Affairs website: https://immi.homeaffairs.gov.au

Streamlined Visa Processing

If your student visa was granted under Streamlined Visa Processing (SVP), you are required to remain enrolled in a course that is eligible for SVP (or a course that leads to an eligible SVP course as part of a packaged offer). If you do change to a course that is not eligible for SVP, you must apply for a new student visa under the standard student visa assessment levels. Failure to enrol in an SVP-eligible course or to apply for a new student visa is a breach of your student visa conditions and your student visa may be cancelled by the Australian Government.

ELICOS Courses

ELICOS students must attend 80% or above of scheduled contact hours within the study period. If attendance drops below 80% you will receive a notice of intention to report to the Department of Home Affairs and risk cancellation of enrolment.

Student Visa Conditions

- You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia
- You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment
- You must achieve satisfactory course progress and attendance
- You must pay your fees on time
- You must remain enrolled in a full-time course and complete within your expected end date on your CoE
- You must maintain adequate arrangements for health insurance during your stay in Australia (OSHC)
- You must continue to satisfy the requirements for your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia
- You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia on a student-dependent visa for more than 3 months
- If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia and inform us of your homestay environment
- You cannot change providers in the first 6 months of your principal course (unless you have been approved under compelling circumstances)
- You cannot defer or take a leave of absence, unless you have been approved under compelling or compassionate circumstances
- You cannot work until you have started your course.
- You cannot work more than 40 hours per fortnight (20 hours per week) while your course is in session, but you can work unlimited hours during scheduled course breaks

Failure to meet any of these conditions of your student visa may result in you being reported to Department of Home Affairs.

For more information see:
 Returning Home

Start Planning Early

• Academic record
  Contact Student Services for details of when your academic record will be released and how you will get it

• Flights
  Book your flight home and confirm travel arrangements

• Graduation
  If your visa expires before your graduation ceremony in Australia, apply for a visitor’s visa. For more information see: www.immi.homeaffairs.gov.au/visas/visa-about-to-expire/stay-longer

• Packing
  Allow 6 weeks to sort through and pack your belongings

• Passport
  Ensure your passport and visa are both valid. Have the right visas if stopping over in other countries

• Renting
  Notify your landlord or real estate agent in writing at least 4 weeks before you plan to move out of your house or flat

• Bond
  If you paid a bond when you move out, the full amount or part of it will be refunded to you. Check how to get your bond back:

• Superannuation: If you have been working and paid superannuation contributions, you can apply to access your superannuation benefits when you permanently leave Australia. For more information see: www.ato.gov.au/Forms/Applying-for-a-Departing-Australia-super-payment

• Tax
  If you have earned an income and paid tax, lodge a tax return: www.ato.gov.au/individuals/international-tax-for-individuals/going-overseas/lodging-your-tax-return/lodging-your-tax-return-early/

One Month Before Leaving

• Customs
  Check customs and quarantine rules to see what you can take home

• Freight and Shipping
  Check freight costs and arrange to send your things home

• Health Cover
  Submit any outstanding Overseas Student Health Cover (OSHC) claims or apply for a refund

• Phone and Internet
  Check how to disconnect your phone and internet service

• Mail
  Arrange for the post office to forward your mail to your home
**Last 2 Weeks**

- **Renting**
  Arrange to have the phone, gas, water, internet and electricity disconnected and pay all outstanding bills. Clean your rental property and arrange for an inspection. Return the keys and request the return of your bond.

- **Bank accounts**
  Close your bank accounts.

- **Borrowed items**
  Return borrowed items (library books, videos or household items).

- **Contact details**
  Update the student portal with your overseas address.

William Blue Dining, Sydney
Useful Links

**Brisbane**
- Study Brisbane  

**Melbourne**
- MELD Magazine  
- Study Melbourne  

**Sydney**
- City of Sydney, International Students  

**Other**
- ASIC Budget Planner  
- Australian Federation of International Students (AFIS)  
  [www.afis.org.au](http://www.afis.org.au)
- Australian Multicultural Foundation  
  [www.amf.net.au](http://www.amf.net.au)
- Council of International Students Australia (CISA)  
  [www.cisa.edu.au](http://www.cisa.edu.au)
- Department of Home Affairs  
- English Language Courses at Torrens University Language Centre  
- Torrens University Australia International  
- Fair Work Ombudsman  
- My Future - Australia’s career information and exploration service  
  [www.myfuture.edu.au](http://www.myfuture.edu.au)
- Study in Australia  
- Superannuation  
- Tax file number  
- Tax for individuals coming to Australia  
- Tax for individuals studying in Australia  
- Think Education International  
  [www.Think.edu.au/studying-at-Think/international-students](http://www.Think.edu.au/studying-at-Think/international-students)
# Appendix

## Accommodation List

Please check with accommodation providers directly for current rates and availabilities.

<table>
<thead>
<tr>
<th>Location</th>
<th>Accommodation</th>
<th>Website Address</th>
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<tbody>
<tr>
<td>Adelaide</td>
<td>Study Adelaide Student accommodation</td>
<td><a href="http://www.studyadelaide.com/live/accommodation">www.studyadelaide.com/live/accommodation</a></td>
</tr>
<tr>
<td>Brisbane</td>
<td>Altitude Apartments Student accommodation</td>
<td><a href="http://www.altitudeapartments.com.au">www.altitudeapartments.com.au</a></td>
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<td></td>
<td>Brisbane Students Student accommodation</td>
<td><a href="http://www.brisbanestudents.com.au">www.brisbanestudents.com.au</a></td>
</tr>
<tr>
<td></td>
<td>Casa Student Student accommodation</td>
<td><a href="http://www.casastudent.com/brisbane">www.casastudent.com/brisbane</a></td>
</tr>
<tr>
<td></td>
<td>Iglu Student accommodation</td>
<td><a href="http://www.iglu.com.au/brisbane">www.iglu.com.au/brisbane</a></td>
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<tr>
<td></td>
<td>Southbank Campus Student accommodation</td>
<td><a href="http://www.southbankcampus.com.au">www.southbankcampus.com.au</a></td>
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<tr>
<td></td>
<td>The Pad Student accommodation</td>
<td><a href="http://www.thepad.com.au">www.thepad.com.au</a></td>
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<tr>
<td></td>
<td>Uni Resort Student accommodation</td>
<td><a href="http://www.uniresort.com.au">www.uniresort.com.au</a></td>
</tr>
<tr>
<td>Sydney</td>
<td>Casa Student Student accommodation</td>
<td><a href="http://www.casastudent.com/sydney">www.casastudent.com/sydney</a></td>
</tr>
<tr>
<td></td>
<td>Cass’s Accommodation Network</td>
<td><a href="http://www.canaustralia.com.au">www.canaustralia.com.au</a></td>
</tr>
<tr>
<td></td>
<td>Falcon Lodge – Guest House</td>
<td><a href="http://www.falconlodge.com.au">www.falconlodge.com.au</a></td>
</tr>
<tr>
<td></td>
<td>Glen Ferrie Lodge – Guest House</td>
<td><a href="http://www.glenferrielodge.com">www.glenferrielodge.com</a></td>
</tr>
<tr>
<td></td>
<td>Iglu Student accommodation</td>
<td><a href="http://www.iglu.com.au/sydney">www.iglu.com.au/sydney</a></td>
</tr>
<tr>
<td></td>
<td>Greenwich Village Accommodation Sydney</td>
<td><a href="http://www.gvasydney.com">www.gvasydney.com</a></td>
</tr>
<tr>
<td></td>
<td>Sydney Student Living Student accommodation</td>
<td><a href="http://www.sydneystudentliving.com.au">www.sydneystudentliving.com.au</a></td>
</tr>
<tr>
<td></td>
<td>Wake Up - Backpackers Short stay</td>
<td><a href="http://www.wakeup.com.au">www.wakeup.com.au</a></td>
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# Appendix

## Accommodation List

<table>
<thead>
<tr>
<th>Melbourne</th>
<th>Australia Wide</th>
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<tbody>
<tr>
<td>Iglu</td>
<td>Student accommodation</td>
</tr>
<tr>
<td>LE Student 8</td>
<td>Student accommodation</td>
</tr>
<tr>
<td><a href="http://www.lestudent8.com">www.lestudent8.com</a></td>
<td></td>
</tr>
<tr>
<td>Metro Student</td>
<td>Student accommodation</td>
</tr>
<tr>
<td>O’Connell Residence</td>
<td>Student accommodation</td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Australian Homestay Network</strong></td>
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<tr>
<td></td>
<td>Homestay</td>
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<tr>
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<td><a href="http://www.homestaynetwork.org">www.homestaynetwork.org</a></td>
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<tr>
<td>Cheaper Than Hotels</td>
<td>Short stay</td>
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<td><a href="http://www.cheaperthanhotels.com.au">www.cheaperthanhotels.com.au</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Long term, short stay, share house</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.domain.com.au">www.domain.com.au</a></td>
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<tr>
<td></td>
<td>Share accommodation</td>
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<tr>
<td><a href="http://www.au.easyroommate.com/Student-Share-Accommodation">www.au.easyroommate.com/Student-Share-Accommodation</a></td>
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<tr>
<td>Flatmate Finders</td>
<td>Share accommodation</td>
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<td><a href="http://www.flatmatefinders.com.au">www.flatmatefinders.com.au</a></td>
<td></td>
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<tr>
<td>Flatmates</td>
<td>Share accommodation</td>
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<tr>
<td><a href="http://www.flatmates.com.au">www.flatmates.com.au</a></td>
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<tr>
<td>Gum Tree</td>
<td>Long term, short stay, share house</td>
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<tr>
<td><a href="http://www.gumtree.com.au">www.gumtree.com.au</a></td>
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<tr>
<td>Hostels.com</td>
<td>Short stay</td>
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<tr>
<td><a href="http://www.hostels.com">www.hostels.com</a></td>
<td></td>
</tr>
<tr>
<td>Iglu</td>
<td>Student accommodation</td>
</tr>
<tr>
<td><a href="http://www.iglu.com.au">www.iglu.com.au</a></td>
<td></td>
</tr>
<tr>
<td>Last Minute</td>
<td>Short stay</td>
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<tr>
<td><a href="http://www.lastminute.com.au">www.lastminute.com.au</a></td>
<td></td>
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<tr>
<td>Need it Now</td>
<td>Short stay</td>
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<tr>
<td><a href="http://www.needitnow.com.au">www.needitnow.com.au</a></td>
<td></td>
</tr>
<tr>
<td>Quick Beds</td>
<td>Short stay</td>
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<tr>
<td><a href="http://www.quickbeds.com">www.quickbeds.com</a></td>
<td></td>
</tr>
<tr>
<td>Real Estate.com</td>
<td>Long term, short stay, share house</td>
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<tr>
<td><a href="http://www.realestate.com.au">www.realestate.com.au</a></td>
<td></td>
</tr>
<tr>
<td>Semester in Australia</td>
<td>Student accommodation</td>
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<tr>
<td><a href="http://www.semesterinaustralia.com/city/sydney/#VTb13SHzqUk">www.semesterinaustralia.com/city/sydney/#VTb13SHzqUk</a></td>
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<tr>
<td>Stayz</td>
<td>Short stay</td>
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<tr>
<td><a href="http://www.stayz.com.au">www.stayz.com.au</a></td>
<td></td>
</tr>
<tr>
<td><strong>Australia</strong></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Student Accommodation YMCA</strong></td>
<td>Student accommodation</td>
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<tr>
<td>Wotif</td>
<td>Short stay</td>
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<table>
<thead>
<tr>
<th><strong>Foreign Language Websites For Accommodation</strong></th>
<th></th>
<th></th>
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<tbody>
<tr>
<td>Jams</td>
<td>Japanese</td>
<td><a href="http://www.jams.tv">www.jams.tv</a></td>
</tr>
<tr>
<td>Nichigo</td>
<td>Japanese</td>
<td><a href="http://www.nichigopress.jp">www.nichigopress.jp</a></td>
</tr>
<tr>
<td>Oz YoYo</td>
<td>Chinese</td>
<td><a href="http://www.ozyoyo.com">www.ozyoyo.com</a></td>
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<tr>
<td>Item</td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------</td>
<td></td>
</tr>
<tr>
<td><strong>Accommodation</strong></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td><strong>Airfares</strong></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td><strong>Australian currency</strong></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td><strong>College Communication</strong></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td><strong>Contacts list</strong></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td><strong>Customs</strong></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td><strong>Documents file</strong></td>
<td>✔️</td>
<td></td>
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<tr>
<td><strong>Electronics</strong></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td><strong>Enrolling</strong></td>
<td>✔️</td>
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<tr>
<td><strong>Finances</strong></td>
<td>✔️</td>
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<tr>
<td><strong>Health check</strong></td>
<td>✔️</td>
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<tr>
<td><strong>Overseas Student Health Cover</strong></td>
<td>✔️</td>
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### Item Completed

<table>
<thead>
<tr>
<th>Item</th>
<th>Completed</th>
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</thead>
<tbody>
<tr>
<td><strong>Passport</strong></td>
<td></td>
</tr>
<tr>
<td>Check that your passport is valid for at least 6 months.</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Planning your studies</strong></td>
<td></td>
</tr>
<tr>
<td>Check the academic calendar and use the International Student Study Planner to plan your studies. Know when your studies start and end and when holiday breaks are.</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Transport from the airport</strong></td>
<td></td>
</tr>
<tr>
<td>Plan how you will get from the airport to your accommodation.</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Travel insurance</strong></td>
<td></td>
</tr>
<tr>
<td>Take out travel insurance.</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Visa</strong></td>
<td></td>
</tr>
<tr>
<td>Make a copy of your visa.</td>
<td>☐</td>
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</table>
## Getting Started Checklist

<table>
<thead>
<tr>
<th>Item</th>
<th>Completed</th>
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</thead>
<tbody>
<tr>
<td><strong>Accommodation</strong></td>
<td></td>
</tr>
<tr>
<td>• I have organised accommodation</td>
<td>✓</td>
</tr>
<tr>
<td>• I know my rights and responsibilities when renting or boarding</td>
<td></td>
</tr>
<tr>
<td><strong>Banking</strong></td>
<td></td>
</tr>
<tr>
<td>• I have set up a banking account</td>
<td>✓</td>
</tr>
<tr>
<td><strong>City Guide</strong></td>
<td></td>
</tr>
<tr>
<td>• Download a city guide</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Complaints</strong></td>
<td></td>
</tr>
<tr>
<td>• I know where to go to lodge a complaint:</td>
<td>✓</td>
</tr>
<tr>
<td>- My first step is to talk with student services to discuss the issue, help resolve it and provide me with further information</td>
<td></td>
</tr>
<tr>
<td><strong>Emergencies</strong></td>
<td></td>
</tr>
<tr>
<td>• I know who to call in an emergency</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Help</strong></td>
<td></td>
</tr>
<tr>
<td>I know where to go to get help with:</td>
<td>✓</td>
</tr>
<tr>
<td>• Academic skills</td>
<td></td>
</tr>
<tr>
<td>• Library</td>
<td></td>
</tr>
<tr>
<td>• My enrolment</td>
<td></td>
</tr>
<tr>
<td>• Personal issues</td>
<td></td>
</tr>
<tr>
<td>• Stress</td>
<td></td>
</tr>
<tr>
<td>• Studies</td>
<td></td>
</tr>
<tr>
<td><strong>Orientation Day</strong></td>
<td></td>
</tr>
<tr>
<td>I am attending orientation day:</td>
<td>✓</td>
</tr>
<tr>
<td>• Know the date and time</td>
<td></td>
</tr>
<tr>
<td>• Bring your important documents to register</td>
<td></td>
</tr>
<tr>
<td>• Know how to get to the campus</td>
<td></td>
</tr>
<tr>
<td><strong>OSHC</strong></td>
<td></td>
</tr>
<tr>
<td>• I have ordered my OSHC card</td>
<td>✓</td>
</tr>
<tr>
<td>• I know where my local doctor is</td>
<td></td>
</tr>
<tr>
<td>• I know where my local hospital is</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Completed</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td><strong>Registration</strong></td>
<td></td>
</tr>
<tr>
<td>• I have registered to enrol</td>
<td></td>
</tr>
<tr>
<td>- I’m not sure if I’m registered yet?</td>
<td></td>
</tr>
<tr>
<td>I have contacted my student services team</td>
<td>X</td>
</tr>
<tr>
<td><strong>Social Media</strong></td>
<td></td>
</tr>
<tr>
<td>I have connected with my college on Facebook, Twitter and Instagram</td>
<td>X</td>
</tr>
<tr>
<td><strong>Student Email</strong></td>
<td></td>
</tr>
<tr>
<td>I know how to access my student email</td>
<td>X</td>
</tr>
<tr>
<td><strong>College Policy and Procedure</strong></td>
<td></td>
</tr>
<tr>
<td>I know where to find my college policy and procedure and have read relevant policies: <a href="http://www.torrens.edu.au/about/policies">www.torrens.edu.au/about/policies</a></td>
<td>X</td>
</tr>
<tr>
<td><strong>Transport to College</strong></td>
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</tr>
<tr>
<td>I have organised a transport card</td>
<td>X</td>
</tr>
<tr>
<td><strong>Visa</strong></td>
<td></td>
</tr>
<tr>
<td>I know my visa conditions</td>
<td>X</td>
</tr>
<tr>
<td><strong>Working</strong></td>
<td></td>
</tr>
<tr>
<td>• I know how many hours a week I can work on a student visa</td>
<td>X</td>
</tr>
<tr>
<td>• I know my work rights</td>
<td>X</td>
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</table>
# International Student Study Planner

<table>
<thead>
<tr>
<th>Student Name</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Student ID Number</td>
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</tr>
<tr>
<td>Visa Start Date</td>
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</tr>
<tr>
<td>Visa Expiry Date</td>
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</tr>
<tr>
<td>OSHC Start</td>
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<td>OSHC Expiry</td>
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<table>
<thead>
<tr>
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<th>Course End Date</th>
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<tbody>
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<td>Study Period</td>
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</tr>
<tr>
<td>Year 1</td>
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</tr>
<tr>
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<td>SP 2</td>
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</tr>
<tr>
<td></td>
<td>SP 3</td>
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<tr>
<td>Year 2</td>
<td>SP 1</td>
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</tr>
<tr>
<td></td>
<td>SP 2</td>
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</tr>
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<td></td>
<td>SP 3</td>
<td></td>
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<tr>
<td>Year 3</td>
<td>SP 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SP 2</td>
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</tr>
<tr>
<td></td>
<td>SP 3</td>
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<tr>
<td>Year 4</td>
<td>SP 1</td>
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<td></td>
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<tr>
<td></td>
<td>SP 3</td>
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</table>

Please Note: Enrolment into subjects is dependent on subjects on offer, availability and student course progression
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