Australia Awards student pre-departure guide
Welcome to Swinburne

Swinburne University of Technology is one of Australia’s leading teaching and research universities. Named in the top 400 universities worldwide and top three in Melbourne, Australia by the 2013 Academic Ranking of World Universities, Swinburne welcomes international students from more than 100 countries.

Swinburne is a progressive university – a leader in science, technology and innovation – with campuses in the inner and eastern suburbs of Melbourne. Our campuses offer supportive, secure and peaceful environments with state-of-the-art multimedia lecture theatres, many new and refurbished buildings, well-stocked libraries, computer labs and wi-fi connectivity. Accommodation is also available at the Hawthorn campus.

With a reputation for quality education and focused research, Swinburne attracts highly qualified academics and educational leaders. The educational experience at Swinburne is consistently one of the highest rated in Melbourne by The Good Universities Guide in the categories overall satisfaction, research intensivity, teaching quality, staff qualification and staff-student ratio.

At Swinburne, our focus is on preparing students for a successful career. We regularly consult with industry to develop and review our courses, and we employ a range of delivery and assessment models.
Before you leave home

**Pre-departure checklist**

Before you depart for Australia, make sure you have:
- obtained your passport and visa
- checked your Australia Awards contract to confirm the details of your course and commencement
- compiled documents such as certificate(s) from previous study, a certified transcript from your previous place of study and detailed syllabus, if exemptions are included in your offer
- returned Swinburne’s Arrival Services form
- returned Swinburne’s Bank Account Authorisation form (if required)
- confirmed your travel arrangements with the Australia Awards office in your home country.

**Packing**

You will need to check the baggage allowance for your airline. Generally, the allowance is between 20 kilograms and 30 kilograms. If your luggage weighs more than the allowance, you will be charged a fee by the airline.

You can bring your mobile phone and other electronic equipment, but you will need to buy power adaptors suitable for use in Australia so you can charge your equipment. See page 11 for more information.

**Food**

Australia has strict quarantine laws that prohibit the importation of a variety of fresh, dried and pre-packaged food, along with other items. Most food that is brought into the country by visitors has to be disposed of in quarantine bins at the airport.


**Medication**

There are also restrictions on which prescribed medicines you can bring into Australia. See page 11 for information on how to bring in required medication from home.

You can also find more information on the Australian Therapeutic Goods Administration website. Visit [www.tga.gov.au](http://www.tga.gov.au)

**Money**

You should only bring enough Australian currency in cash for your first few days. Do not carry large amounts of cash on you.

If you are carrying more than A$10,000 (or equivalent currency), you must declare it to customs officials when you enter Australia. See page 9 for more information about finances.
Arriving in Melbourne

Airport transfer
Prior to your departure, you can arrange to be picked up from the airport and transported to your accommodation. Visit www.international.swinburne.edu.au/arrival/arriving-in-melbourne to book this service. The airport transfer service is free for all Swinburne international students.

On your arrival, you will be met at the airport and transported to your accommodation by Harlan Transport, our service provider. The driver will meet you after you have cleared customs, and will be holding a sign that looks like this:

Harlan welcomes Swinburne University Students

Harlan airport pick-up drivers often collect a number of students for one transfer. Students can arrive from various countries at different times, so you may have to wait for other students to arrive before leaving the airport.

If any family members or relatives are accompanying you to Melbourne, you will need to inform the Australia Awards office in your country. You will be required to pay the transfer cost for all family members directly to Harlan’s driver on arrival at Melbourne airport. The cost for this service will be advised at the time of booking.

If you have arranged for a friend or relative to meet you at the airport and/or wish to cancel your airport transfer, please inform the Student Contact Officer at least 48 hours prior to your departure so your pick-up arrangements can be cancelled.

Arriving at Melbourne airport

Arriving at the international terminal
When you have collected your luggage and passed through customs you will exit into the Arrivals Hall. Turn right when you enter the Arrivals Hall and look for the red and white sign that says ‘Meeting Point’. The Harlan driver will be standing near the meeting point holding the welcome sign.

Arriving at the domestic terminal
Go to the appropriate baggage carousel to collect your luggage. You will then need to go to the Arrivals Hall in the international terminal. Speak to airport staff if you need directions to the Arrivals Hall.

When you enter the Arrivals Hall look for the red and white sign that says ‘Meeting Point’. The Harlan driver will be standing near the meeting point holding the welcome sign.

Delayed flights
If your flight is delayed, if you change to another flight, or if you cannot find the driver at the airport, you must contact Harlan Transport on either of the following numbers:

- +61 3 9354 5025
- +61 412 073 749.
‘I am researching the technique of elaborating cell signalling pathways and learning from the best in this field. The student services offered by Swinburne have helped me to adjust to study and life in Australia. Melbourne is a multicultural city with many cultural festivities and a friendly environment for international students.’

Zubaidah
Doctor of Philosophy (Science)
Accommodation

From the Residential College to student apartments, to off-campus rooms and houses, there is a range of housing options available.

Note: The housing information provided here should be treated as a guide only. Except for the Swinburne Residential College and Apartments, the accommodation referred to in this publication is not owned or operated by Swinburne University of Technology, nor do they have any affiliation with the university. All prices are correct at the time of printing, but are subject to change.

Temporary accommodation

When the Student Contact Officer (SCO) at Swinburne is notified of your travel dates, temporary accommodation will be arranged for you for the first two weeks of your stay in Melbourne. If you would like the booking to be made for only one week, please advise the SCO on the Arrival Services form.

A range of temporary accommodation is available for international students. The booking will be made on your behalf by the SCO, but you will need to provide your accommodation preference. You will need to consider location, accessibility to public transport and amenities, and the cost and time required to travel on public transport. Temporary accommodation fees must be paid directly to the provider.

We recommend the following temporary accommodation based on their price and convenience.

Visit www.swinburne.edu.au/international/accommodation

<table>
<thead>
<tr>
<th>Temporary Options</th>
<th>UNILODGE @ SWINBURNE PLACE</th>
<th>SWINBURNE RESIDENTIAL COLLEGE</th>
<th>HOMESTAY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong></td>
<td>Hawthorn campus</td>
<td>Hawthorn campus</td>
<td>Off campus</td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
<td>+61 3 9914 2900</td>
<td>+61 3 9214 5555</td>
<td>+61 3 9435 6621</td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>+61 3 9914 2901</td>
<td>+61 3 9214 5556</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:swinburne.place@unilodge.com.au">swinburne.place@unilodge.com.au</a></td>
<td><a href="mailto:residences@swinburne.edu.au">residences@swinburne.edu.au</a></td>
<td><a href="mailto:info@homestaynet.org">info@homestaynet.org</a></td>
</tr>
</tbody>
</table>
Long-term accommodation

It is the responsibility of students to make contact with providers, arrange inspections and satisfy themselves of the suitability of the long-term accommodation. Swinburne will not be responsible or held liable in any way to tenancy or any other agreements or negotiations between the provider and the student.

We recommend you allow at least two weeks to find long-term accommodation. The international accommodation adviser can help you to secure long-term accommodation.

Long-term options

<table>
<thead>
<tr>
<th>Description</th>
<th>PRIVATE RENTAL ACCOMMODATION</th>
<th>SHARE ACCOMMODATION</th>
<th>HOMESTAY</th>
<th>ON-CAMPUS ACCOMMODATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Renting your own unfurnished apartment or house</td>
<td>Sharing a rental house or apartment with other students</td>
<td>Living in a furnished bedroom as a guest in a local family’s home</td>
<td>Living in a single furnished room in an apartment or college, usually sharing the apartment with other students</td>
</tr>
</tbody>
</table>

Cost:

<table>
<thead>
<tr>
<th>Location</th>
<th>Hawthorn and inner-city suburbs</th>
<th>Outer suburbs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A$200–A$350 per week (1BR)</td>
<td>A$180–A$250 per week (1BR)</td>
</tr>
<tr>
<td></td>
<td>A$300–A$450 per week (2BR)</td>
<td>A$200–A$350 per week (2BR)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Swinburne Residential College</th>
<th>Swinburne Student Apartments</th>
<th>UniLodge @ Swinburne Place</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A$288–A$303 per week</td>
<td>A$288–A$303 per week</td>
<td>A$226–A$378 per week per person</td>
</tr>
</tbody>
</table>

Cost (cont.):

<table>
<thead>
<tr>
<th>Location</th>
<th>Hawthorn and inner-city suburbs</th>
<th>Outer suburbs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A$30–A$170 per week plus bills</td>
<td>A$100–A$150 per week plus bills</td>
</tr>
</tbody>
</table>

Contract:

<table>
<thead>
<tr>
<th>Description</th>
<th>PRIVATE RENTAL ACCOMMODATION</th>
<th>SHARE ACCOMMODATION</th>
<th>HOMESTAY</th>
<th>ON-CAMPUS ACCOMMODATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Minimum 12 months</td>
<td>Varies</td>
<td>Minimum four weeks</td>
<td>Varies</td>
</tr>
</tbody>
</table>

Advantages:

<table>
<thead>
<tr>
<th>Description</th>
<th>PRIVATE RENTAL ACCOMMODATION</th>
<th>SHARE ACCOMMODATION</th>
<th>HOMESTAY</th>
<th>ON-CAMPUS ACCOMMODATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Independent</td>
<td>Cheaper than other options</td>
<td>Learn about the Australian lifestyle</td>
<td>Close to university facilities</td>
</tr>
<tr>
<td></td>
<td>Can choose what you want</td>
<td>Independent</td>
<td>Family orientated environment</td>
<td>Meet friends</td>
</tr>
<tr>
<td></td>
<td>Must buy furniture</td>
<td>Living with people who you don’t know and may have a different lifestyle from you</td>
<td>Limited privacy</td>
<td>More expensive than other options</td>
</tr>
<tr>
<td></td>
<td>May have to find share mate(s)</td>
<td></td>
<td>Have to fit in with the family’s lifestyle</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Very difficult to break the lease</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Disadvantages:

<table>
<thead>
<tr>
<th>Description</th>
<th>PRIVATE RENTAL ACCOMMODATION</th>
<th>SHARE ACCOMMODATION</th>
<th>HOMESTAY</th>
<th>ON-CAMPUS ACCOMMODATION</th>
</tr>
</thead>
</table>
| Procedure:
1. Locate property
2. Inspect property
3. Lodge application
4. Sign the lease contract
5. Connect utilities
6. Move in | 1. Locate property
2. Inspect property
3. Sign the lease contract
4. Move in | 1. Apply online
2. Inspect property
3. Pay fees
4. Move in | 1. Apply directly to the provider
2. Receive an offer
3. Move in |

Contact:

<table>
<thead>
<tr>
<th>Website</th>
<th>PRIVATE RENTAL ACCOMMODATION</th>
<th>SHARE ACCOMMODATION</th>
<th>HOMESTAY</th>
<th>ON-CAMPUS ACCOMMODATION</th>
</tr>
</thead>
</table>

*Prices listed are current for 2013.
Financial matters

Establishment allowance

A one-off establishment allowance is provided by your Australia Awards scholarship to assist you with expenses related to your initial arrival. In 2013, the allowance is A$5000.

Initial expenses may include:
- public transport
- food
- temporary accommodation
- bond for long-term accommodation (usually equivalent to one month’s rent)
- first month’s rent for long-term accommodation
- textbooks and stationery
- furniture.

Contribution to Living Expenses

The Australia Awards Scholarship Contribution to Living Expenses (CLE) is a fortnightly contribution to basic living expenses. The CLE is not expected to cover living costs in their entirety and students may need to supplement this with other funding.

The CLE is paid at a fixed rate, as determined by the Australia Awards Office and commences on the day you arrive in Australia. Visit http://aid.dfat.gov.au/australia-awards/Pages/default.aspx for more information.

The CLE is paid directly into your bank account and may assist with ongoing costs relating to:
- rent and associated expenses (e.g. electricity and telephone bills)
- food
- public transport
- savings for a trip home during university holidays.

Bank account

To assist with your immediate arrival expenses, the Student Contact Officer can help to open a bank account (and order ATM cards) on your behalf with one of the major Australian banks. Your establishment allowance will be paid into this account.

You will have access to this account on the first business day (Monday to Friday) following your arrival in Melbourne. If you would like a pre-opened bank account, you will need to complete Swinburne’s Bank Account Authorisation form.

We recommend that you bring at least A$500 in cash to pay for any incidentals when you first arrive in Melbourne, to cover any period that you do not have access to your Australian bank account.

Transferring funds

If you need money from home, funds can be transferred to Australia by bank drafts or cheques, and telegraphic transfer. Bank drafts and cheques from overseas will take a few days to arrive and can take five to 10 working days to clear through an Australian bank. Telegraphic transfers usually take less time, but cost more.

Working

International student visa holders are permitted to work up to 40 hours a fortnight during study periods. However, Australia Awards strongly recommends that students do not rely on this for their income and advises that working is not a legitimate cause for poor academic performance.

Australian tax file number

Your Australia Awards scholarship requires you to apply to the Australian Taxation Office for a tax file number (TFN). Your TFN is a unique number the Australian Government gives you to help manage tax and other government services. You should keep your TFN secure at all times and advise the taxation office if you change your name or address so they can update your details.

If you do decide to work, you must also give your TFN to your employer. If you do not, the employer will be obliged to tax you at the highest rate.


Living costs

Living costs vary depending on your lifestyle and the type of accommodation you choose. Melbourne has lots of markets, including farmers markets, where you can buy cheap, fresh food. There are also many free events for students, as well as festivals that offer free activities.

We recommend you budget A$1700* for each month you intend to study in Melbourne; this includes the cost of accommodation. Here is a sample of Melbourne prices*:
- overseas phone card: A$10.00 (for 1200 minutes)
- loaf of bread: A$3.00–A$6.00
- espresso coffee: A$3.00–A$4.00
- can of Coca-Cola: A$2.00
- Big Mac: A$4.55
- take-out main meal: A$8.00–A$15.00
- daily newspaper: A$1.50
- student movie ticket: A$15.50.

* All prices are provided as a guide only.

Your accommodation costs will be your biggest financial burden. Usually accommodation near campus is more expensive than in outer suburbs, but you also need to consider transportation costs and amount of time spent travelling.

You will also need to budget for textbooks and learning materials; food; and electricity, gas and phone bills.

Public transport

Melbourne has an extensive public transport network consisting of train, tram and bus services. It is divided into two zones: Zone 1 (yellow) includes inner Melbourne, while Zone 2 (blue) includes suburban and outer Melbourne.

On your arrival in Melbourne you will need to purchase a myki card to travel on the city’s public transport. myki is a reusable plastic smart card that stores value to pay your public transport fare. Visit www.myki.com.au to find out where you can buy a myki card.

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

During the Introductory Academic Program you will have the opportunity to familiarise yourself with the Melbourne public transport system with the help of Swinburne staff and students.

Health matters

Overseas student health cover

Australia Awards students are entitled to Essentials Overseas Student Health Cover (OSHC) through Allianz.

OSHC covers:
- out-of-hospital medical services
- in-hospital medical services
- prescription medicines
- surgically implanted prostheses
- ambulance services.

The cost of these services can be claimed back from OSHC or directly paid by OSHC to a medical provider as per the Medicare Benefits Schedule Fee (MBS). The MBS is set by the federal government and is the same for everyone in Australia. The medical provider can choose to charge the MBS or more than the MBS. If the medical provider charges more than the MBS, you will need to pay the difference.

The Essentials package does not cover ancillary health-related expenses such as dental, optical, physiotherapy and chiropractic services. Make sure you have sufficient funds to pay for any expenses not covered by OSHC. Additional insurance can be taken out at your own expense to give you extra coverage.

Medical and dental fees are very expensive in Australia, so it may be cheaper for you to seek necessary treatment in your home country before you travel to Australia.

If you intend to bring your family to Melbourne, you should read the relevant sections of the Australian Awards Scholarships Policy Handbook for information on OSHC requirements for your family.

Visit www.oshcallianzassistance.com.au for further information on OSHC.

Doctors

General practitioners, known as GPs, are the doctors you need to contact when you are unwell. GPs treat any medical conditions that are not life-threatening. (If you have a life-threatening illness or injury, you will need to go to a hospital emergency room or phone 000 for emergency assistance.) You will need to make an appointment to see a GP.

If you need to see a GP, you will find a list of the doctors in your suburb on the OSHC Allianz website or in the Yellow Pages telephone directory. Visit www.yellowpages.com.au

Prescription medication

You can purchase medicine for pain relief and fever from pharmacies and supermarkets.

If your GP decides that medication will help your condition, they will give you a prescription. This lists your details, your GP’s details, and the name and quantity of the medication you should receive. You must take the prescription to a pharmacy to purchase the medication.

If you need to visit a hospital for treatment, your GP will provide you with a referral letter.

Bringing medication into Australia

If you need to bring medication from home into Australia, you will also need to bring your medical records and medical prescriptions with a letter (certified translation) from your doctor. If you know you will need to buy more of the same medication when you are in Australia, you should bring English translations of your prescription to give to your Australian GP.
Studying in Australia

At Swinburne, there is a focus on practical learning that encourages creative, independent thought and debate. Teachers aim to provide students with a thorough understanding of topics rather than just teaching the right words to remember for exams. You will be expected to develop your own opinions and share them with your fellow students during classes.

**Introductory Academic Program**

As a condition of your Australia Awards scholarship, you must complete the Introductory Academic Program (IAP) prior to commencing your course at Swinburne. The IAP is an intensive orientation and academic preparation program.

The program is run over four to six weeks in January and February for students commencing their main course in Semester 1, and June and July for students commencing their main course in Semester 2. It is designed to assist you with the transition to study at Swinburne and help you successfully settle into the Melbourne environment and lifestyle.

The IAP is only offered at the Hawthorn campus. This makes the on-campus housing at Hawthorn an ideal choice for your temporary accommodation.

**Lectures and tutorials**

Classes at university are a mixture of lectures and tutorials. Lectures provide an overview of the week’s materials and might be attended by up to 200 students from different courses.

Tutorials are an opportunity for students to discuss the lecture material and are much smaller, with only about 20 to 30 students in one class. It is important that you attend all of your lectures in order to understand and contribute to your tutorial discussions. In tutorials teachers will also explain assignments in more detail and answer any questions you may have.

**Assessment methods**

At Swinburne, assessment takes various forms. You could be assessed through a combination of assignments, reports, examinations, practicals, class presentations, journal keeping, class participation and group projects.

Depending on your course, you may be assessed throughout the semester rather than in just the last few weeks or on the final exam. The advantage of this method is that your entire grade does not rely on one single assessment or exam. If you do not perform well in an exam, you will have the opportunity to lift your grade through other assessments.

**Academic progress**

As per Australia Awards scholarship conditions, you must complete your study within your original scholarship contract dates.

Your final results will be reported to Australia Awards at the end of each teaching period. Students who fail any units must provide justification to Australia Awards via the Student Contact Office for approval to continue their studies.

**Plagiarism**

Plagiarism is the action or practice of taking and submitting or presenting the thoughts, writings or other work of someone else as though it is your own work.

Acts of plagiarism are serious breaches of university discipline. You should make yourself familiar with the concept of plagiarism and avoid any breaches, as alleged breaches will be thoroughly investigated. This will be explained in more detail during the IAP.

Plagiarism includes any of the following, without full and appropriate acknowledgment to the original source(s):

- the use of the whole or part of a computer program written by another person
- the use, in essays or other assessable work, of the whole or part of a written work from any source, including but not limited to a book, journal, newspaper article, set of lecture notes, current or past student’s work, any other person’s work, a website or database
- the paraphrasing of another’s work
- the use of musical composition, audio, visual, graphic and photographic models
- the use of realia, that is objects, artefacts, costumes, models and the like.

Plagiarism also includes the preparation or production and submission or presentation of assignments or other work in conjunction with another person or other people ‘when that work should be your own independent work’. This remains plagiarism whether or not it is with the knowledge or consent of the other person or people.


**Computers and electronics**

We recommend, where possible, that you bring your own computer with you to Australia.

If you intend to purchase a new computer, we recommend a current model laptop with LAN and wireless internet capabilities, 4GB (minimum 2GB) RAM, 300GB hard drive capable of running at least Windows 7. A new computer with these specifications will cost approximately A$1000–A$2500.

Once you commence your studies at Swinburne, you will be eligible to receive discounts when purchasing hardware or software through the Information Technology Services website. Visit [www.its.swinburne.edu.au/students](http://www.its.swinburne.edu.au/students)

All Swinburne students are provided with:

- a university email address
- free wireless access on campus
- access to the computer labs at the library for extended hours.

**Electrical plugs**

The standard voltage for electrical items in Australia is 240V. Electric plugs have three pins as shown below. Adaptors can be purchased in Australia.

The dot on the right switch indicates that the switch is on and power is flowing through that socket.
Students with families

We strongly recommend you do not bring your family to Melbourne until you have completed the Introductory Academic Program or first semester of study. This will allow you sufficient time to adjust to your new living environment, and find suitable accommodation and child care and/or schooling for your family.

Costs
If you intend to bring your family to Melbourne, you must ensure you have sufficient funds to support them for the duration of their stay. Australia Awards does not provide an additional Contribution to Living Expenses payment or other financial assistance for families and dependants.

Costs you will need to consider include:
- airfares for your family to and from Australia
- OSHC for family members
- higher rent for a larger home
- living expenses for dependants (e.g. extra costs for food, clothing and other necessities)
- additional transport costs in Melbourne (e.g. public transport fares)
- child care and schooling.

Adjustment issues
You should carefully consider the wellbeing of all dependants; in particular, if your children will be able to adjust to schooling in Australia and re-adjust on their return home. Also consider the impact on your own studies if your family is unable to adjust to life in Melbourne. It is important to note that family members who do not speak English may have additional challenges adjusting and making social connections in Melbourne.

Child care
Arrangements for child care must be made for children under the age of five if your spouse is unable to care for them. These arrangements must be made prior to any child arriving in Australia. There are long waiting lists at certain centres and placements are not guaranteed.

Swinburne has a limited number of childcare facilities available at each campus. Visit www.swinburne.edu.au/childcare

You can also search for local childcare centres on the following websites:
- www.mychild.gov.au
- www.yellowpages.com.au

The local city council in the municipality that you live in may also be able to assist with childcare options:

Teachers who attend the Hawthorn campus should contact the City of Booroondara.
Visit www.boroondara.vic.gov.au

Teachers who attend the Wantirna campus should contact Knox City Council.
Visit www.knox.vic.gov.au

When inspecting a centre, make sure that it is a government-approved facility.

As an Australia Awards student, you may be eligible to receive childcare benefits from the Australian Government. To qualify, you must pass an income test and the childcare centre must be a government-approved facility. Visit www.fahcsia.gov.au for further details.

You will need to make these arrangements after you arrive in Australia.

Visit www.centrelink.gov.au for more information about the benefits available.

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

You will also need to obtain Confirmation of Enrolment (CoE) for primary or secondary school-aged dependants (six to 17 years of age). CoEs may be required by the Department of Immigration and Border Protection when applying for dependant visas.

The Victorian Department of Education and Early Childhood Development (DEECD) administers all applications for dependants of international students to study at Victorian government schools.

You will need to provide copies of the following documents with your application:
- birth certificate or passport (showing photograph and date of birth)
- school reports for the past two years
- middle school graduate certificate (Assessment level 4 countries only)
- grading key (a grading key is used by schools to explain the grading or scoring system used in school reports)
- English language competency test results (if applicable)
- reference letter from the current school principal
- application fee (non-refundable)
- recent passport photograph (optional).


Fees
If you enrol your child in a government school, you may be exempt from paying full tuition fees. However, you will be required to pay other costs that may include school levies, uniforms, textbooks, stationary, excursions and any extracurricular activities and subjects. Visit www.study.vic.gov.au/deecd for more information.

For non-government schools and tertiary institutions you will be charged full tuition fees, in addition to other related study costs.
Searching for a suitable school
There are online maps that show the location of the childcare centre or school you are interested in. Visit [www.whereis.com.au](http://www.whereis.com.au)

Primary schools
The following table shows the government primary schools in Hawthorn and surrounding suburbs.

<table>
<thead>
<tr>
<th>NAME OF SCHOOL</th>
<th>STREET ADDRESS</th>
<th>TELEPHONE</th>
<th>FAX</th>
<th>WEBSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auburn Primary School</td>
<td>Rathmines Road, Hawthorn East, VIC 3123</td>
<td>+61 3 9882 7035</td>
<td>+61 3 9882 9296</td>
<td><a href="http://www.auburnps.vic.edu.au">www.auburnps.vic.edu.au</a></td>
</tr>
<tr>
<td>Auburn South Primary School</td>
<td>419 Tooronga Road, Hawthorn East, VIC 3123</td>
<td>+61 3 9882 2140</td>
<td>+61 3 9813 1517</td>
<td><a href="http://www.auburnsthps.vic.edu.au">www.auburnsthps.vic.edu.au</a></td>
</tr>
<tr>
<td>Camberwell Primary School</td>
<td>290 Camberwell Road, Camberwell, VIC 3124</td>
<td>+61 3 9882 4663</td>
<td>+61 3 9882 7408</td>
<td><a href="http://www.camberwellps.vic.edu.au">www.camberwellps.vic.edu.au</a></td>
</tr>
<tr>
<td>Glenferrie Primary School</td>
<td>Manningtree Road, Hawthorn, VIC 3122</td>
<td>+61 3 9818 4338</td>
<td>+61 3 9818 8952</td>
<td><a href="http://www.glenferrieps.vic.edu.au">www.glenferrieps.vic.edu.au</a></td>
</tr>
<tr>
<td>Hawthorn West Primary School</td>
<td>Corner Wood Street and Burwood Road, Hawthorn, VIC 3122</td>
<td>+61 3 9818 2233</td>
<td>+61 3 9818 6308</td>
<td><a href="http://www.hawthornwestps.vic.edu.au">www.hawthornwestps.vic.edu.au</a></td>
</tr>
</tbody>
</table>

Secondary schools
The following table shows the government secondary schools in Hawthorn and surrounding suburbs.

<table>
<thead>
<tr>
<th>NAME OF SCHOOL</th>
<th>STREET ADDRESS</th>
<th>TELEPHONE</th>
<th>FAX</th>
<th>WEBSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hawthorn Secondary College</td>
<td>Burgess Street, Hawthorn East, VIC 3123</td>
<td>+61 3 9882 3247</td>
<td>+61 3 9822 6837</td>
<td><a href="http://www.hawthornsc.vic.edu.au">www.hawthornsc.vic.edu.au</a></td>
</tr>
<tr>
<td>Camberwell High School</td>
<td>Prospect Hill Road, Canterbury, VIC 3126</td>
<td>+61 3 9836 0555</td>
<td>+61 3 9836 0194</td>
<td><a href="http://www.camhigh.vic.edu.au">www.camhigh.vic.edu.au</a></td>
</tr>
<tr>
<td>Kew High School</td>
<td>1393 Burke Road, Kew East, VIC 3102</td>
<td>+61 3 9859 8652</td>
<td>+61 3 3819 7880</td>
<td><a href="http://www.kew.vic.edu.au">www.kew.vic.edu.au</a></td>
</tr>
</tbody>
</table>
Student support services

Language and Academic Skills

The Language and Academic Skills (LAS) team can assist you in developing the necessary skills and techniques to achieve your academic goals. LAS runs workshops for groups, but you can also make individual appointments with LAS advisers to review assignments and prepare for examinations. If you wish to practise your English language skills, and meet some new friends, there is also a conversation group.

Visit www.swinburne.edu.au/international/las

Careers and Employment

The Careers and Employment office runs seminars and workshops throughout the year to help Swinburne students develop career opportunities and improve their employability. Experienced careers counsellors offer a range of free career services for current students and graduates such as interview practice sessions, résumé checking, and work placement and volunteer work opportunities.

Visit www.swinburne.edu.au/corporate/careers

Counselling

Swinburne has a free counselling service for students who may be experiencing personal or academic difficulties. Counsellors provide support for a range of issues, including personal, relationship and family, study and academic progress, stress, grief and loss, and adjusting to Australian culture and university life. All counselling sessions are private and confidential.

Visit www.swinburne.edu.au/counselling

Complaints and appeals

All students have the right to make complaints if they feel that they have been treated unfairly. Swinburne has policies regarding the handling of such complaints. Visit www.swinburne.edu.au/corporate/registrar/ppd

Swinburne’s International Student Advisers are available to provide advice on the complaints or appeals processes. The Swinburne Student and Amenities Association also has an Academic Advocate who can assist with these processes.

OSHC Allianz representatives

As Swinburne’s recommended overseas student health cover company, Allianz, has an on-campus representative at the Hawthorn campus three days a week to answer any health cover questions you may have.

Visit www.oshcallianzassistance.com.au for further information on OSHC.

Swinburne Student and Amenities Association

The Swinburne Student and Amenities Association provides a range of services to current students, including:

- student academic advice and advocacy
- free legal service
- social and cultural activities
- recreational trips
- clubs and societies
- student leadership programs
- volunteer programs
- night bus service
- free student diary and events calendars.

Visit www.myssaa.com.au
Useful contacts

The Australia Awards program at Swinburne is coordinated by the International Student Life team.

The Australia Awards Student Contact Officer is based at the Hawthorn campus with a rotation to all other campuses during semester. International Student Advisers are also available at all Swinburne campuses.

**Australia Awards Student Contact Officer**
Telephone: +61 3 9214 5925
Email: ausawards@swinburne.edu.au

**International Accommodation Adviser**
Telephone: +61 3 9214 5551
Email: accommodation@swinburne.edu.au

**Student Life Team**
Telephone: +61 3 9214 6741 (general enquiries)
Email: isa@swinburne.edu.au

**Harlan Transport**
Telephone: 0412 073 749 (within Australia)
Or +61 3 9354 5025 (worldwide)

**Emergency numbers**
- Emergency services: 000
- Swinburne after-hours emergency hotline: 1800 022 168

**Other websites**
- Australia Customs Services: [www.customs.gov.au](http://www.customs.gov.au)
- Department of Immigration and Border Protection: [www.immi.gov.au](http://www.immi.gov.au)

Hawthorn campus map
