

# Resource Guide

■ For international students

[swinburne.edu.au/international](http://swinburne.edu.au/international)





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# Starting your studies

## International student welcome

The International Student Welcome is an important starting point for your life at Swinburne. Whether it is your first time at Swinburne, or you are moving into a new course – a new level of study needs a new level of information. Each step in the welcome, enrolment and orientation program will provide you with what you need to know to have a positive and successful experience.

### Enrolment and Orientation

At the Enrolment and Orientation programs you will meet other new students, as well as current Swinburne students. The programs are comprised of a series of workshops and briefings.

### Enrolment Online (EOL)

Many courses at Swinburne will have moved to the new Enrolment Online (EOL) system by the end of 2011. Your acceptance letter will have instructed you to complete EOL if it applies to your course. If you arrive at the Orientation Welcome session and have not completed EOL, computers will be made available for students to complete it. O'Host student volunteers will be available at the welcome sessions to escort students to those computers and staff will be available to advise and assist if required.



All students enrolling online are still required to attend the Orientation Welcome Session for further important information. Face-to-face enrolment sessions will be available for those whose courses are not yet available via EOL.

To access enrolment go to [swinburne.edu.au/enrolonline](http://swinburne.edu.au/enrolonline)

At your course briefing, you will meet with your course coordinators and have the opportunity to mingle and get to know other students in your course.

### What to bring to your enrolment session

Failure to produce any of these documents will result in a delay in commencing your course:

- Your offer letter from Swinburne
- If you have applied for RPL/exemptions, you must bring your original/certified copies of all academic transcripts and detailed syllabus of studies undertaken for verification at the enrolment session. The full amount of credit will only be granted upon provision of such information. If you have not requested RPL/exemptions at the time of submission of your application you must request it within two weeks of your course commencement date.
- Your passport
- Copies of both your visa and photo pages from your passport.

## The academic environment

The academic environment at Swinburne may be very different to what you are used to. Teaching methods can include lectures, tutorials, classes, laboratory sessions, web-based sessions and other methods.

You will be expected to actively participate in this learning process. You will be encouraged to express, analyse and develop your own ideas and opinions, effectively helping you improve your communications skills.

### Lectures

Lectures are designed to help you better understand the topic you are studying. Your lecturer summarises the main points of the topic and introduces other related areas. You are expected to attend all lectures, and you are encouraged to take notes during the lectures. Lecture notes prepared by the lecturer may also be available in your campus library on Counter Reserve. Some lectures are video-taped.

### Tutorials and classes

These usually run in conjunction with the lectures. They are conducted in much smaller groups and enable you to address any questions that you may have after attending the lectures. Group work is very common in tutorials and classes, where everybody in the team is expected to contribute equally as marks are equally distributed to the group members.

## Textbooks

Second-hand textbooks can be purchased from the campus bookshop. You will need to ensure that the author, title and edition of the book you are buying is the same as that on your reading list. The edition of the book is especially important as lecturers often refer to specific page numbers that can vary from one edition to the next. Your lecturer will recommend specific textbook/s for the subject, but you are expected to consult a number of different texts, including periodicals, current newspapers and magazines. The library also holds copies of the recommended texts for many subjects.

## Library facilities

The libraries located on each campus provide extensive facilities for all students. Facilities include computer and internet access; equipment loans, including laptops; access to online journals and databases; late-night computer lab and group study rooms.

For more information visit [swinburne.edu.au/lib](http://swinburne.edu.au/lib)

Ask your lecturer if you can audio tape the lecture sessions. This will help you to summarise and prepare your own notes if you have missed any important points.

# Meeting new friends

There are many ways of meeting people and making new friends in Melbourne. The best place to begin is to get involved with the activities at Swinburne and to join one of the many clubs on campus.

## Course orientation programs

The Orientation program is your start to study life at Swinburne, where you will participate in a range of activities. Current Swinburne students volunteer as Orientation Hosts to show you around campus and help you adjust to the university environment. It is the first opportunity for you to meet your course mates, fellow new students, teachers and representatives from your faculty or school.

## Trips and activities

Students are encouraged to take advantage of the low-cost trips and activities organised for all students by the Swinburne Student Amenities Association (SSAA).

For information and updates on upcoming trips, visit our website at: [www.myssaa.com.au/activities/about-activities](http://www.myssaa.com.au/activities/about-activities)

Swinburne International Student Life also plan events especially to include international students in the Melbourne and Swinburne lifestyle. From 2012, subscribe to [freetime@swin.edu.au](mailto:freetime@swin.edu.au) to receive the social news from Student Life and the communities where you live

All students receive the Swinburne Student News newsletter regularly via your Swinburne email account.

## Swinburne Student Amenities Association (SSAA)

The SSAA provides all Swinburne students with free services such as:

- clubs and societies
- orientation activities and events
- independent academic advice and advocacy
- student diary and publications
- Student Leadership and Volunteer Program (incorporating the Vice-Chancellor's Leadership Program)
- training, workshops and opportunities to discuss any study issues
- legal advice

SSAA also incorporates an International Student Advisory Group (ISAG), which offers students opportunities to develop strong, supportive social networks and actively engage in campus life.

For more information on SSAA, visit: [myssaa.com.au](http://myssaa.com.au)

## Swinburne sport and recreation (Swinergy)

All Swinburne students are eligible for membership of Swinergy.

Membership entitles you to access sports facilities (including a gymnasium) as well as services and programs at subsidised rates. If you do not wish to be a member, you can still access the sports services at non-member rates. There is a range of sports, martial arts and recreational activities available.

For more information, contact your campus' Sport and Recreation Desk or visit: [swinburnesport.com.au](http://swinburnesport.com.au)



# Banking

If you intend to receive money from overseas via telegraphic transfer, check if the bank in your home country has an agreement with a bank in Melbourne. This may mean lower fees and faster processing times for you.

## Opening a bank account

Australia has many banks, building societies and credit unions. The larger banks include ANZ, Commonwealth, National Australia Bank and Westpac. You can choose which bank to use for your banking.

It is advisable to open an account within six weeks of arrival as you will usually need your passport and proof of your enrolment to verify your identity. After this time you may require further proof of identity.

Many banks offer low-cost accounts for students – make sure you ask!

## Banking hours

These are general opening hours – they may vary from bank to bank.

### Branches:

10am–5pm Monday to Friday. Some branches open on Saturday mornings.

### Telephone enquiries:

8am–8pm, Monday to Friday.

### Telephone and internet banking:

24 hours, 7 days.

## Receiving money from overseas

The following information is provided as a guide. Please check clearance times and fees with your own bank.

### Telegraphic Transfer (TT)

Money sent by TT can take around three working days to be deposited into your Melbourne bank account. Your Melbourne bank may charge you a fee (around \$10), which will be paid out of the transferred funds. You may also be charged a currency conversion fee.

### Bank draft or bank cheque

When you deposit an overseas bank draft into your account, it can take up to 30 days to clear (become available for withdrawal). You may also be charged a currency conversion fee.

### Other ways to transfer money

There are organisations other than banks where you can send or receive money. For example, many Australia Post branches are agents for Western Union Money Transfer Services.

For how to pay your tuition fees, visit: [international.swinburne.edu.au/currentstudents/payment](http://international.swinburne.edu.au/currentstudents/payment)

# Keeping in touch

## Post

Australia Post manages postal services for Australia.

### Examples of postage prices:

Small letter within Australia .....	\$0.60*
Airmail letter up to 50g Asia/Pacific Zone .....	\$1.65*
Rest of World Zone .....	\$2.65*

\* Prices correct at time of printing

There are different stamps for use on domestic and international mail. Make sure you ask for the correct type at the post office.

[www.auspost.com.au](http://www.auspost.com.au)

## Telephones

Australia's country code is +61 and the area code for Victoria (and Melbourne) is 03.

Australia has many mobile phone and home phone service providers. They usually offer a range of phone plans with different fees depending on the kind of phone calls you make. Some companies offer discounts if you have both a home and mobile phone or broadband internet account with them. Shop around to get the best deal.

All costs in this section are approximate. They will vary depending on the telephone company and the contract you choose.

## Home phones

If you decide to have a telephone line in your home, you will normally pay a one-off connection fee and a monthly line rental fee (\$20-\$30).

Local calls from residential telephones cost around 15-30 cents per call. Calls to mobile phones vary.

For long-distance calls within Australia, charges vary.

For international calls you will normally pay a connection fee and a rate per minute.

## Phone cards

It may be cheaper to use a pre-paid phone card to call mobiles, long distance, and/or overseas from your home phone.

There are many different phone cards available, offering different rates for different countries. You might like to ask other students which phone cards they use.

You can buy phone cards at convenience stores, some supermarkets at cafés, and online.

## Mobile phones

There are many mobile phone service providers in Australia, offering pre-paid accounts and/or periodical bills. You will normally pay a connection fee plus a rate per minute for phone calls and a flat rate for SMS. Websites such as: [www.mobiles.com.au/mobile-phone-plans](http://www.mobiles.com.au/mobile-phone-plans) provide comparisons of the plans available.

## Payphones

Local calls from most payphones cost 50 cents. It may be cheaper to use a phone card for long-distance and international calls.

## Telephone directories

Melbourne has two main telephone directories: the Yellow Pages and the White Pages. Use the Yellow Pages if you are searching for a business by category (e.g. bookshops). If you know the name of a business or are looking for a residential address or phone number, use the White Pages.

Visit: [www.yellowpages.com.au](http://www.yellowpages.com.au)  
[www.whitepages.com.au](http://www.whitepages.com.au)

## Directory assistance

These numbers are for directory assistance from your home phone or from a payphone. You may need to dial a different number from your mobile. Check with your provider.

Local and National: **1223**  
International: **1225**

## Computers and internet

There are open access computer laboratories and a wireless laptop borrowing facility at Croydon, Hawthorn, Lilydale, Prahran and Wantirna campus libraries.

Wireless internet access is also available across all campuses.

Internet cafés are easy to find in Melbourne, Fitzroy, St Kilda, Prahran and Windsor. The cost is around \$5 per hour.

You will find wireless internet available in some cafés, restaurants and shopping centres.

## Email

When you enrol, you will automatically receive an official Swinburne student email address.

Your address will be [user@student.swin.edu.au](mailto:user@student.swin.edu.au) where 'user' is your 7 digit student ID number.

Access your email through the portal:  
<https://student.swin.edu.au>

It is **very important** that you check your Swinburne email regularly as the university sends important messages and official notifications to this address. It is advisable to connect your Swinburne student email to your personal email address if you are concerned you may miss official notices.

**Note:** Please use your student email account when emailing International Student Advisors or other staff. Staff can then identify you quickly and accurately to reply. Due to privacy laws in Australia, staff have no ability to confirm a person's identity from a private email account.

## Translating and Interpreting Service (TIS)

Tel: **13 1450**  
[www.immi.gov.au/tis](http://www.immi.gov.au/tis)

TIS offers a range of services including telephone interpreting. TIS is available 24 hours a day. Some services have to be arranged in advance. Refer to the TIS website for a list of services and costs.

Wireless internet is available on campus

# Accommodation

The main accommodation options available to international students are:

- **On-campus:** residential colleges and student apartments
- **Off-campus student housing:** student apartments and hostels
- **Share housing:** sharing a house or apartment with other students
- **Rental housing:** renting a vacant house or apartment
- **Homestay:** living with a local family

Many students initially choose on-campus or homestay accommodation, and move to off-campus share or rental accommodation once they are settled.

[international.swinburne.edu.au/arrival/accommodation/temporary](http://international.swinburne.edu.au/arrival/accommodation/temporary)

## Temporary accommodation

The three main short-term accommodation options used by international students are:

- On-campus: available at Hawthorn campus
- Backpacker Hostels: low-budget dormitory style
- 3 Star Hotels: hotel-style with shared bathroom

These options are suitable for your initial stay while you are arranging long-term accommodation. Normally, it takes up to two weeks to arrange off-campus accommodation.

Students should book their short-term accommodation as early as possible by using the online booking forms at: [international.swinburne.edu.au/arrival/accommodation/temporary](http://international.swinburne.edu.au/arrival/accommodation/temporary)

## On-campus accommodation

### UniLodge @ Swinburne Place (Hawthorn campus)

Located in the heart of the Hawthorn campus, these apartments are fully furnished and equipped with modern appliances. Apartments are available as studio, two, three or four-bedroom layouts. Each apartment has separate bathroom and kitchen facilities and includes TV, telephone, broadband internet connection, a fully equipped kitchen and individual locks. The building has a security entrance, communal lounge, study and indoor and outdoor recreation areas. Students need only bring their clothes, personal items and computer! Easy access and no travel costs to Hawthorn campus for classes, library, computer labs, sports facilities etc. The apartments are also suitable for students studying at the Prahran campus.

For more information and online application form visit: [swinburne.edu.au/swinburneplace](http://swinburne.edu.au/swinburneplace)

### Residential College (Hawthorn campus)

The Residential College provides fully furnished single study bedrooms. Each room has a single bed with bedding, a built-in desk with bookshelf, a sink and vanity cupboard, electric kettle, desk lamp, telephone, broadband internet connection, ergonomic study chair and visitor's chair. There is central heating in each bedroom and bed linen is provided.

For more information and online application visit: [swinburne.edu.au/stuserv/residential](http://swinburne.edu.au/stuserv/residential)

### Swinburne Student Apartments (Hawthorn campus)

The apartments offer independent living with security entrances and separately keyed bedrooms. The apartments are partly furnished with a single bed in each bedroom; desk and ergonomic chair; telephone and broadband internet connection; kitchen with stove, oven, fridge and electric kettle; gas heating; dining table and chairs; lounge with chairs and coffee table; laundry unit with washing machine and dryer.

For more information and online application visit: [swinburne.edu.au/stuserv/residential](http://swinburne.edu.au/stuserv/residential)

### Lilydale Student Village (Lilydale campus)

The Lilydale Student Village is suitable for students enrolling at Lilydale campus only. It is situated on the Lilydale campus, overlooking scenic Lillydale Lake. The Village is a short walk from the academic buildings, leisure facilities and public transport connections. Each apartment contains four or five separately keyed bedrooms, with either ensuite or twin-share bathrooms, a kitchen and a lounge room. A number of ensuite apartments have wheelchair access.

For more information and application form visit: [ld.swin.edu.au/village](http://ld.swin.edu.au/village)

## Off-campus accommodation

### Homestay accommodation

Homestay is managed by Australian Homestay Network (AHN). Homestay means living with a local family or resident. It is a cultural exchange between a local individual or family (called a Host) and a visiting international student. The student lives as a guest in the Host's home and the program is a great way for students to learn English and experience the Australian lifestyle.

### What is included in homestay?

- Supportive, secure family home environment
- Three meals a day, a furnished bedroom, electricity, gas and water
- 24/7 professional phone support line
- contents insurance for students and hosts

### Homestay conditions

- Homestay bookings should be made at least ten days prior to arrival
- Homestay fee per week is AUD\$270\* (over 18) and AUD\$290\* (17 years of age)
- Telephone calls and Internet charge not included
- The student will need to give both the Host and AHN Homestay two week's notice when vacating
- Placement fee AUD\$230\* and minimum 28 days / 4 weeks homestay – paid in advance prior to placement

Homestay accommodation can be booked online at: [international.swinburne.edu.au/arrival/accommodation/homestay](http://international.swinburne.edu.au/arrival/accommodation/homestay)

\* Prices correct at time of printing

### Rental accommodation

This means renting an apartment or house. The majority of rental properties are unfurnished. Rental prices are dependent on location, condition and type of property.

Application for a rental property must be made in person. The Housing Officers located on the Hawthorn, Prahran, Croydon, Wantirna and Lilydale campuses can provide information, advice and assistance to find affordable and secure accommodation. The best place to find rental accommodation is at one of the following websites:

[domain.com.au](http://domain.com.au)  
[realestateview.com.au](http://realestateview.com.au)  
[realestate.com.au](http://realestate.com.au)

### Share accommodation

This is a popular option for students. It involves sharing a rented apartment or house with other students. Most rental properties include separate bedrooms with shared bathroom, kitchen and lounge. Housemates normally share the rent and bills between them. Before deciding on this type of accommodation, you should inspect the property thoroughly. Check that everything in your own room works, (e.g. heater and electricity). Also be clear about the terms of the agreement, such as weekly rent, bond, bills, facilities, etc. Meet all your potential flatmates and discuss your lifestyle with them to make sure that you are going to be able to live together happily. It is recommended that you have your name put on the lease (talk to the Housing Officer or real estate agent about this). You will also need to find out how many weeks'

notice is required if you decide to move out. The Housing Officers have an excellent knowledge of the Tenancy laws and can help protect you against problems that may arise in share accommodation.

The easiest way to find share accommodation is to use the Swinburne Student Housing Database located at: [swinburne.studystays.com.au/](http://swinburne.studystays.com.au/)

If you wish to access this database prior to your enrolment please contact the Housing Officer at your campus. The Housing Officers will be able to assist you with all matters relating to rental and your rights and responsibilities when renting a property.

### Accommodation help desk

The accommodation help desk is available year round.

During January/February, June/July and Sept/Oct, Swinburne International also offers accommodation sessions to advise you on accommodation options and how to arrange them.

For more details visit: [international.swinburne.edu.au/arrival/accommodation/help-desk](http://international.swinburne.edu.au/arrival/accommodation/help-desk)

**Housing Scam Alert:** Be aware of fake ads and fake landlords or internet classifieds. We advise all students not to hand over money or sign any kind of rental contract before physically sighting the property. Email [accommodation@swin.edu.au](mailto:accommodation@swin.edu.au) if you are unsure.

# Support services

## International student advisers

Swinburne International has International Student Advisers (ISAs) to assist you. The names and contact details of the ISAs are available from Swinburne International, or on our website: [international.swinburne.edu.au/contact/current-student-contacts](http://international.swinburne.edu.au/contact/current-student-contacts)

ISAs provide advice and support services, to aid a successful adjustment to life and study in Australia. They also help students resolve any problems which could impede the successful completion of their studies.

## Language and Academic Skills Unit (LAS)

The LAS team provides advice and instruction about academic progression to international students. The team is made up of teachers who can help you with reading, writing, listening and speaking skills (as well as many others) – both in and out of the classroom. You can make individual appointments with LAS advisers (including maths and computing teachers) to review assignments and prepare for examinations. LAS also run workshops at Hawthorn, Lilydale, Prahran and Wantirna campuses to assist you in developing the necessary skills and techniques to achieve your academic goals. If you wish to practise your listening and speaking skills, and meet some new friends, there is a conversation group.

[international.swinburne.edu.au/las](http://international.swinburne.edu.au/las)

## Careers and employment

Swinburne's Careers and Employment unit offers a broad range of services to help you develop your career and improve your employability. These include:

- SwinEmploy – on line job database for graduate, part time, casual and voluntary work
- International student careers and employment seminars
- International student job search handouts
- Going Global – international job and career database
- Comprehensive website with a range of career information
- Daily resume checking service and interview practice
- Weekly workshops on writing an Australian job application
- Detailed course careers and employment outcome information in 'What Can I Do with My Degree' and 'Where Can My TAFE Course Take Me'

For more information:

[www.swinburne.edu.au/careers](http://www.swinburne.edu.au/careers)

## Counselling

Swinburne has a confidential 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 issues
- Study and academic progress problems
- Studying and learning more effectively

- Exam anxiety, motivation and using time more efficiently
- Stress, grief and loss
- Adjusting to Australian culture and university life.

For contact and location information, see: [swinburne.edu.au/stuserv/counseling](http://swinburne.edu.au/stuserv/counseling)

## Complaints and appeals

All students have the right to use the complaints and appeals processes if they feel that they have been treated unfairly. Swinburne has policies regarding the handling of complaints and appeals which can be accessed on the Swinburne policies and procedures database at: <http://policies.swinburne.edu.au/pponline>

These policies include the General Grievance Procedures for Students Policy.

Swinburne International ISAs are available to advise international students on complaints or appeals processes.

## Legal services

Should you require assistance with legal issues you can contact Victoria Legal Aid (VLA). They can provide legal information and advice. They also offer advice in a number of different languages.

Phone: **9269 0120** or **1800 677 402**, or visit: [legalaid.vic.gov.au](http://legalaid.vic.gov.au)

Or the International Student Legal Advice Clinic (ISLAC)  
Phone: **03 9391 2244**

Alternatively, you can contact the Law Institute of Victoria.  
Phone: **9607 9311**, or visit: [liv.asn.au](http://liv.asn.au)

# Health

## Swinburne Health Service

Assistance is available from Campus Nurses on all campuses and from General Practitioners at Hawthorn by appointment. Staff are friendly, experienced and offer a professional service, respecting the confidentiality of patients regarding their medical, social and financial needs.

There is no gap fee for students with OSHC membership.

For more information: [swinburne.edu.au/stuserv/health/about.html](http://swinburne.edu.au/stuserv/health/about.html)

Alternatively, you can find doctors in the Yellow Pages telephone directory or at the Victorian Government Better Health Channel website: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

If you need emergency medical treatment outside of normal business hours, go to the emergency department at a public hospital.

In Australia, a pharmacy is often called a 'chemist'.

Pharmacies in Victoria cannot fill prescriptions written by doctors overseas. If you have a prescription written overseas, consider asking your doctor for a letter explaining what the medication is and what it is used for. This can be useful when you see an Australian doctor for a new prescription.

## Overseas Student Health Cover (OSHC)

All international students are required to maintain OSHC for the duration of their student visa. OSHC contributes to the cost of your medical expenses in Australia. OSHC Worldcare is Swinburne's preferred OSHC provider. If you have arranged your OSHC through Swinburne, you are covered by OSHC Worldcare. The OSHC Worldcare website provides lots of helpful information. It also provides information in languages other than English.

Use the OSHC Worldcare website to:

- Find a doctor that will charge OSHC Worldcare directly (direct bill)
- Read more about your OSHC cover
- Find out where you can meet OSHC Worldcare representatives
- Order your membership card to be delivered to your Australian address

[www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

## Ordering your membership card online

1. Visit [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
2. Click 'Students' on the menu
3. Enter your policy number as your student number followed by 'SUT', e.g. 1234567SUT
4. Enter your current Australian address, phone number and email address. Then press 'Continue'
5. Click on 'Order a membership card'
6. Confirm your details
7. Click on the 'Order a New Membership Card' button
8. Read the confirmation message

Your card will be posted to your Australian address within five working days.

## Emergency

If you require emergency help in Australia, dial 000 for Police, Fire or Ambulance.

Swinburne international students can also call the [free after-hours assistance line 1800 022 168](tel:1800022168).

Looking for a doctor who speaks a language other than English? Visit the Health Translations directory at: [healthtranslations.vic.gov.au](http://healthtranslations.vic.gov.au)

# Getting to uni

Getting to uni is easy with public transport.

All campuses are accessible by public transport. Car parking is also available at all campuses for a fee. For timetables and route maps, see the Metlink website: [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)



## Hawthorn campus

(Melway 45 E10)  
John Street, Hawthorn  
next to Glenferrie Train Station

### Train

- Glenferrie Station is on the Belgrave, Lilydale and Alamein Lines.

It takes about 10 minutes to travel from Flinders Street Station in the city to Glenferrie. It is a one-minute walk to campus.

### Tram

- No. 16 Melbourne University to Kew via City and St Kilda.

The nearest tram stop is on Glenferrie Road, a five-minute walk from campus.

### Bus

- No. 624 Kew – Chadstone Shopping Centre – Holmesglen TAFE – Oakleigh.

Travels along Auburn Road. From the bus stop it takes about 10 minutes to walk to campus.

## Prahran campus

(Melway 58 D6)  
High Street, Prahran

### Train

Prahran Station is on the Sandringham Line. It takes about 10 minutes to travel from Flinders Street Station in the city to Prahran. It is a short five-minute walk to campus.

### Tram

The nearest tram stop is on the corner of High and Chapel Streets. It is a short walk to campus.

- No. 6 Glen Iris – Melbourne University (via High Street)
- No. 78 North Richmond (Victoria Street/Church Street) – Prahran (Brighton Road/ Chapel Street)
- No. 79 North Richmond (Victoria Street/Church Street) – St Kilda Beach (Carlisle Street/ The Esplanade)



## Lilydale campus

(Melway 38 D7)

Melba Avenue, Lilydale

### Train and bus

Lilydale train Station is on the Lilydale line. It takes 50–60 minutes to travel from Flinders Street Station in the city to Lilydale. It is a 15–20 minute walk or a five-minute bus ride (Bus No. 680) to Lilydale campus.

### Bus

- No. 680 Lilydale – Mooroolbark/Lilydale. Travels from Lilydale station to campus.

The following buses stop at Lilydale Station:

- No. 663 Belgrave – Monbulk – Silvan – Lilydale
- No. 670 Ringwood – Lilydale (via Croydon and Chirnside)
- No. 673 Lilydale – Lilydale Lake
- No. 676 Lilydale – Lilydale (via Magnans Road and Lilydale East)
- No. 677 Lilydale Station – Chirnside Park (via Switchback Road)
- No. 679 Chirnside Park – Lilydale – Ringwood
- No. 683 Chirnside Park – Lilydale – Warburton (East Warburton extension)
- No. 684 Melbourne – Marysville – Alexandra – Eildon
- No. 685 Lilydale – Healesville via Yarra Glen

## Croydon campus

(Melway 50 K5)

12–15 Norton Road, Croydon

### Train

Croydon Station is on the Lilydale Line. It takes 40–50 minutes to travel from Flinders Street Station in the city to Croydon. It is a 10–15 minute walk from the station to campus.

### Bus

The following buses stop at Croydon Station:

- No. 366 Ringwood – Croydon (via Croydon Hills)
- No. 367 Ringwood – Croydon (via East Ringwood and Maroondah)
- No. 664 Chirnside Park – Knox City (via Croydon and Bayswater)
- No. 670 Ringwood – Lilydale (via Croydon and Chirnside Park)
- No. 671 Croydon – Chirnside Park Shopping Centre (via Warrein Road and Patrick Street)
- No. 672 Croydon – Wonga Park – Chirnside Park and Croydon Hills
- No. 688 Croydon – Olinda
- No. 689 Croydon – Montrose
- No. 690 Croydon – Boronia
- No. 737 Croydon – Monash University

## Wantirna campus

(Melway 63 J12)

369 Stud Road, Wantirna

### Train and bus

Boronia Station is on the Belgrave Line. It takes 50 minutes to travel from Flinders Street Station in the city to Boronia. Bus Nos 737 and 745 run from Boronia Station to Knox City, which is a short walk from Wantirna campus.

### Bus

Wantirna campus is serviced by many buses which terminate at Knox City Shopping Centre. From Knox City it is a short walk up Stud Road to Wantirna campus.

- No. 664 Chirnside Park – Knox City
- No. 732 Box Hill to Upper Ferntree Gully
- No. 737 Croydon to Monash University
- No. 738 Mitcham to Knox City
- No. 745A Bayswater – Knox City – Wantirna Primary School
- No. 755 Bayswater – Knox City via Basin, Boronia, Ferntree Gully
- No. 757 Scoresby to Knox City
- No. 758 Scoresby to Knox City (via Wallace Road)



# Getting around



If you are lost or need help in Melbourne, try asking one of the locals for assistance or, in the centre of the city, look for the Melbourne City Ambassadors dressed in red. People in Melbourne are generally friendly and should be happy to help you.

To get to know the city and surrounds, take a ride on one of the free tourist trams or buses. These services usually operate daily (check the websites for public holidays).

For more information, see:  
City Circle Tram  
[metlinkmelbourne.com.au/route/view/1112](http://metlinkmelbourne.com.au/route/view/1112)

Melbourne City Tourist Shuttle  
[thatsmelbourne.com.au](http://thatsmelbourne.com.au)

## Street directories

There are a number of printed street directories available, but many Melburnians use the Melway. You'll often see a Melway page and grid reference in real estate and other advertisements.

The Melway is a great source of information about Melbourne. It is updated every year and is available for purchase from bookshops, service stations or newsagents for about \$53\*. It provides you with street maps, public transport networks and campus maps of universities in Victoria. The Melway also includes locations of various places such as tourist spots, public facilities, markets and places of worship.

There are also online street directories. Try:

[street-directory.com.au](http://street-directory.com.au)  
[whereis.com](http://whereis.com)  
[google.com/maps](http://google.com/maps)

\* Price correct at time of printing

## Public transport

Melbourne has an extensive public transport network known as Metlink, made up of three modes of transport – train, tram and bus. One ticket provides access to all modes of transport.

The network spans metropolitan Melbourne into Zones 1 and 2, with Zone 1 being inner city, and Zone 2 the suburbs.

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

Timetables and Travel Guides are available at any train station or at the MetShop in the Melbourne Town Hall, Swanston Street, city.

The Metlink website also provides timetable and fare information. Check out the Timetable Search function where you can easily find out the right mode of transport for your trip. [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

## For wheelchair-accessible taxis, telephone Yellow Cabs 13 227; Silver Top 13 1008

### Taxis

All Melbourne taxis (cabs) are yellow. Taxi drivers must wear their company uniform and display their photo identification at all times.

Taxis are often found at designated ranks that are clearly signposted at central locations.

Taxi fares can be quite expensive, depending on your journey. Late night taxi trips from 10pm to 5am must be paid for in advance.

There are additional charges like a late-night surcharge from midnight to 5am, a fee for telephone bookings, using toll roads, or a taxi from the airport rank.

### Melbourne's major taxi companies include:

- Arrow 13 2211
- Embassy Taxis 13 1755
- Silver Top 13 1008
- Yellow Cabs 13 2227

### Cycling

Keep fit, have fun, and cut your transport costs: Melbourne is great for cycling. Check the following websites for maps of the on-road bike lanes and off-road paths. You can ride a bike from the city to Hawthorn campus almost entirely on off-road paths.

Cyclists must obey the road rules. This includes wearing an approved helmet, having a warning device (e.g. a bell) on the bike, and having reflectors and lights if you are riding at night or when visibility is low.

For details, see the VicRoads website: [vicroads.vic.gov.au](http://vicroads.vic.gov.au)

Click on the Bicycles and Pedestrians icon for road rules, cycling network maps and information about cycling safely.

Bicycle Victoria is also a great source of information about cycling in Victoria: [bv.com.au](http://bv.com.au)

### Driving

VicRoads is the state government body for vehicle registrations and licences. It provides information services on roads, traffic and road safety. The following are some of the important road rules to keep in mind:

### Driver licence

If you are in Victoria on a temporary student visa you can drive on your current, valid overseas driver's licence. It must be in English, or accompanied by an English translation, and you must also carry some form of photo identification.

Contact VicRoads if you wish to apply for a Victorian Driver Licence.

In Australia, we drive on the left side of the road. The driver and all passengers must wear seatbelts. In Victoria, speed is limited to 50km/h in built-up areas and 100km/h on freeways, unless signs show a different speed limit. Speed limits can be lower in some areas or at certain times (e.g. outside a school, the speed limit may be lower at all times, or it may change at certain times on school days).

It is **essential** that you learn Victoria's road rules if you plan to drive in Melbourne.

Please drive carefully.

For road rules, VicRoads locations and other information, visit [vicroads.vic.gov.au](http://vicroads.vic.gov.au)

Don't think of it as the "other side of the road" – think that the driver's side is the middle of the road

# Leisure activities



## Looking for something to do?

Check the Swinburne International Student Life website for the latest information about what's on in Melbourne: [www.international.swinburne.edu.au/student-life](http://www.international.swinburne.edu.au/student-life)

As well as on-campus events advertised in the student newsletter, you can subscribe to "Freetime" the social event newsletter for international students: [freetime@swin.edu.au](mailto:freetime@swin.edu.au)

And check out these websites for what to do in the city and around the state: [thatsmelbourne.com.au](http://thatsmelbourne.com.au) [visitvictoria.com.au](http://visitvictoria.com.au)

## Melbourne Visitor Centre

Federation Square  
Cnr Swanston and Flinders Streets  
(just opposite Flinders Street Station)

Open daily: 9am to 6pm  
Closed Good Friday and Christmas Day



## Cinemas

Melbourne has a huge range of cinemas: from small art-house theatres to large complexes showing the latest blockbusters.

With your Swinburne ID card, you are eligible to buy student concession tickets at many cinemas. These cost around \$13.

Cheap tickets are also available at some cinemas on Mondays, Tuesdays or Thursdays. The cheap days vary from cinema to cinema. Check a newspaper for details.

## The Couch

The Couch – International Student Centre aims to provide a safe and free space at night time for international students studying in Melbourne to socialise, relax, rest, study, and seek information and assistance. The Couch will be open on Sundays, Mondays, Tuesdays, Wednesdays and Thursdays from 5pm–9pm.

## The Red Room

The Red Room at 382 Burwood Road Hawthorn is a great hang out spot for students with free wifi, a good vibe and sweet tunes. They have a microwave, free coffee and they say it's just a great place to hang out or get some study done. Open from 10.30am–5.00pm, Monday to Friday.

You can buy discounted movie tickets at the campus bookshops

# Religion and places of worship

Australia is predominantly a Christian country, but you can also find Buddhist temples, Islamic mosques, Sikh temples, and many other places of worship.

All Swinburne campuses have access to a chaplain who is available for the whole campus community to help with any issues of life or meaning.

The chaplain can put you in touch with people of your own religious faith or give you information on where to go for worship. [swinburne.edu.au/chap](http://swinburne.edu.au/chap)

The new Multi Faith facility at the Hawthorn campus acknowledges Swinburne's commitment to religious tolerance and symbolises the centrality of the spiritual dimension to university life. The facility is provided for use by students and staff for reasons associated with faith, meditation or to spend time in quiet reflection. It is accommodating of all religious affiliations and denominations.

This dedicated space provides access to:

- Chaplains
- A meditative/quiet reflection room
- Rooms available for booking your faith based activity



**The Melway street directory provides a listing of places of worship in Melbourne. The following is a short list of web sites of major religions**

## **Buddhist**

[www.buddhanet.net](http://www.buddhanet.net)

## **Christian**

### **Anglican**

[melbourne.anglican.com.au](http://melbourne.anglican.com.au)

### **Catholic**

[melbourne.catholic.org.au](http://melbourne.catholic.org.au)

### **Presbyterian**

[pcvic.org.au](http://pcvic.org.au)

### **Seventh-day Adventist**

[adventist.org.au](http://adventist.org.au)

### **Uniting**

[vic.uca.org.au](http://vic.uca.org.au)

## **Hindu**

[hinducouncil.com.au](http://hinducouncil.com.au)

## **Islamic**

[icv.org.au](http://icv.org.au)

## **Jewish**

[jewishaustralia.com.au](http://jewishaustralia.com.au)

## **Sikh**

[gurudwara.net](http://gurudwara.net)

# Shopping

Shopping is a favourite pastime of Melburnians: from bargain shopping at street markets and factory outlets to the style and sophistication of various shopping precincts.

## Supermarkets

Supermarkets are a good place to buy your basic necessities and are generally easy to find. Most supermarkets will have produce catering to different dietary needs. Common supermarket chains are Coles, Woolworths (Safeway) and IGA.

Many supermarkets are open from 6am to midnight, every day except major public holidays.

## Markets

The various markets around Melbourne are a fantastic source of fresh produce, generally at better quality and lower prices than the supermarkets. Many of the markets also sell bargain clothing, arts and crafts, souvenirs and second-hand goods.

Visiting the markets is a great way to experience multicultural Melbourne, with produce, sights and sounds from all over the world.

### Try one of the following:

#### Queen Victoria Market

Cnr Elizabeth and Victoria Streets, Melbourne  
[qvm.com.au](http://qvm.com.au)

#### Prahran Market

Commercial Road, Prahran  
[prahranmarket.com.au](http://prahranmarket.com.au)

#### South Melbourne Market

Cnr Cecil and Coventry Streets,  
South Melbourne  
[portphillip.vic.gov.au/south\\_melbourne\\_market.htm](http://portphillip.vic.gov.au/south_melbourne_market.htm)

#### Camberwell Market

Station Street, Camberwell  
<http://www.whitehat.com.au/victoria/markets/Sundays.asp>

#### Footscray Market

Cnr Hopkins and Leeds Streets, Footscray  
[onlymelbourne.com.au/melbourne](http://onlymelbourne.com.au/melbourne)

#### CERES Organic Food and Craft Market

Cnr Stewart and Roberts Streets,  
East Brunswick  
[ceres.org.au/market](http://ceres.org.au/market)

#### Centro Box Hill

Whitehorse Road, Box Hill  
[centroboxhill.com.au](http://centroboxhill.com.au)

## Factory outlets

Factory outlets sell sample, damaged and old stock and can be a great place to pick up a bargain. Try Bridge Road in Richmond or Smith Street in Collingwood for factory outlets in amongst great cafés and other interesting shops. Or you can head out to the Brand Smart Factory Mall in Nunawading or the Direct Factory Outlet (DFO) in Moorabbin, Essendon or South Wharf for warehouses full of outlet stores.

## Department stores

Melbourne has plenty of huge discount department stores such as Kmart, Big W and Target, which are sensible places to buy good value household goods and appliances, basic clothing and underwear. Myer and David Jones are also large department stores which stock more designer labels and famous brands.

## Boutique shopping

Visit Melbourne's various shopping precincts for locally designed originals and the best of international brands. Try the following areas:

### Melbourne CBD

Browse through the Melbourne Central, QV or GPO shopping malls, or simply wander down some of our small laneways and arcades like Centre Place or Cathedral Arcade, where some of the most unique and eclectic fashion can be found.

### Brunswick Street, Fitzroy

The bohemian heart of Melbourne, where you can find groovy and alternative shops alongside great cafés and bars.

### Greville Street, Prahran

A cosmopolitan and quirky part of Melbourne where you can find retro clothing and streetwear near lounge bars and nightclubs.

### Eastland Shopping Centre, Ringwood

A shopping complex with over 230 stores and views to the Dandenong Ranges.

### Chadstone Shopping Centre, Chadstone

A huge shopping and entertainment complex about 15 km from the city, boasting over 400 stores.

There are plenty more interesting shopping strips in Melbourne like the multicultural Sydney Road in Brunswick or the up-market Chapel Street in South Yarra.



To search for a market near you, visit [www.visitmelbourne.com.au](http://www.visitmelbourne.com.au)  
Check out the [visitvictoria.com.au](http://visitvictoria.com.au) website or your local yellow pages for shopping in your area. Or just go for a wander – you never know what you might find!

# Eating out

Our list is just the tip of the iceberg! The Age *Cheap Eats Guide* is a great source of recommendations for cafes and restaurants in Melbourne. It can be found at bookshops and newsagents for about \$30.



Melbourne is often called the culinary capital of Australia as it is very convenient to find delicious and exotic food, whether you are looking for great value or silver service.

There are many restaurants and bars all around Melbourne and in the surrounding suburbs. Try the following areas:

## **Chinatown, Little Bourke Street, CBD**

This colourful, busy and historic precinct offers Chinese and other Asian cuisines to suit various budgets.

## **Sydney Road, Brunswick**

Offers a variety of Middle Eastern restaurants and bakeries and Italian groceries. Many restaurants and food stores on Sydney Road serve or sell Halal food.

## **Lygon Street, Carlton**

Also called 'Little Italy', you can find tasty and authentic pasta and pizza at relaxed good-value cafés or up-market restaurants.

## **Victoria Street, Richmond**

The heart of Melbourne's Vietnamese community, with authentic Asian food at reasonable prices.

## **Southbank and Federation Square, CBD**

Try the newest part of Melbourne, where you can find restaurants and bars with great views over the Yarra. Located nearby are laneways where you can discover little cafés and eateries.

## **Fitzroy and Acland Streets, St Kilda**

One of Melbourne's great beachside precincts, where you can find various open eateries with tables spilling out onto the footpath.

Tipping is not mandatory in Melbourne, but you might like to leave a tip if you have received exceptionally good service at a cafe or restaurant. There is no set amount, however it is suggested to use the 10% guide i.e. tip 10% of your total bill.

# Your student visa

## Government requirements

The Australian Government grants your student visa based on specified conditions. It is your responsibility to ensure that you are aware of these conditions.

Please refer to the Department of Immigration and Citizenship (DIAC) website for details: [immi.gov.au](http://immi.gov.au)

The following is some important information about your student visa.

## Electronic Confirmation of Enrolment (eCoE)

An eCoE is a document issued by Swinburne International which advises Australian government agencies of the program you are studying, its duration and fees. You must have an eCoE to obtain or renew your student visa.

You must ensure that you always have an eCoE for your current program and that it shows the correct fees and duration. For example, you must obtain a new eCoE and advise DIAC if you have to extend your program or transfer to another program.

## Overseas Student Health Cover (OSHC)

It is your responsibility to ensure that you have valid OSHC throughout your stay in Australia, otherwise it will be a breach of your student visa conditions.

## Valid enrolment

As an international student, you **must** maintain a valid enrolment status. You will normally be expected to maintain a full-time study load.

## Change of address

It is a condition of your student visa that you must notify Swinburne of any change in your contact details, that is, your Australian residential address and telephone number. It is important that you provide an accurate address and update it regularly so that you receive important information that may be sent by Swinburne and government agencies.

You should also ensure that you update your home country contact details with Swinburne if they change. Swinburne recommends that if you do return to your home country at any time during your studies, for example, during university holidays, you should change your postal address to your home country address. This will help to ensure that you receive important correspondence that may be sent to you.

To change your address:

**Online:** SwinLink Student Administration

[www.swinburne.edu.au/swinlink](http://www.swinburne.edu.au/swinlink)

**In person:** Complete and submit the Amendment to Personal Details form to your school administrative office.

## Change of institution

It is a condition of your student visa that you remain with Swinburne for the first six months of your principal course. If you have been granted a visa to undertake two or more courses, the principal course will be the final course in that package.

## Permission to work

You are permitted to work a maximum of 20 hours per week during standard teaching periods. If you choose to study subjects during an optional summer or winter teaching period, you will also be limited to 20 hours per week.

Working hours are not limited by your visa during university holidays. However, workplace law in Australia helps to prevent an employer exploiting work hours and conditions.

You can confirm your workplace rights at: [www.fairwork.gov.au/employment/international-students](http://www.fairwork.gov.au/employment/international-students)

# Your student visa (continued)

## Student visa conditions relating to course progress and/or attendance

International students are required to comply with the conditions of their visas in relation to making satisfactory academic progress and attending classes.

### Academic progress

Swinburne has academic progress requirements. Swinburne's academic standards of progress are contained in its Assessment and Appeals – Higher Education, and Assessment and Appeals – TAFE policies. These policies can be accessed on Swinburne's policies and procedures database on the web at: [swinburne.edu.au/corporate/registrar/ppd/](http://swinburne.edu.au/corporate/registrar/ppd/)

Students who are not progressing satisfactorily must make themselves available for interviews after the relevant teaching period.

Swinburne is obliged to report students who breach visa conditions relating to satisfactory academic performance to DIAC.

### Attendance

Certain courses have attendance requirements. Students will be made aware of these requirements. Swinburne is obliged to report students who breach visa conditions relating to attendance to DIAC.

## University requirements

### Payment of tuition fees

You are required to pay your tuition fees by the due date shown on liability statements. If you do not pay your fees by the due date, a late fee will be applied to your debt, you may be withdrawn from your program and reported to DIAC. Students with outstanding debts are also unable to sit examinations, graduate, or access results.

For further information on the payment of fees and refunds please refer to Swinburne's International Student Enrolment and Tuition Fee Policy. This policy was made available to you prior to you accepting your offer at Swinburne. You can also access it from Swinburne's policies and procedures database on the web at: [international.swinburne.edu.au/feepolicy](http://international.swinburne.edu.au/feepolicy)

If you require an official receipt for your first semester's tuition fee payment, Swinburne International can issue you a copy after the start of your first semester.

**Note:** Students are expected to allow sufficient time for the transfer of funds from overseas to meet the payment due date. If a delay in the transfer of money from overseas causes your payment to be overdue, a late fee may still be applied to your debt.

## Renewing your visa

Your student visa is usually valid for the expected duration required to complete your course. If for some reason your visa will expire before the expected completion date of your course, you must apply for a new eCoE at Swinburne International.

You can apply online at: [international.swinburne.edu.au/arrival/visa/renewals](http://international.swinburne.edu.au/arrival/visa/renewals)

Use the Checklist provided on this website to ensure that your application materials are complete before lodging.

The granting of a new eCoE where a student has to extend their course duration is not automatic. Restrictions apply as to whether international students can extend their course duration.

Information about how to apply for a new student visa is available on our website: [international.swinburne.edu.au/arrival/visa/renewals](http://international.swinburne.edu.au/arrival/visa/renewals)



There are students from more than 100 countries at Swinburne. We can't wait to meet you!



# Important contacts and fees

## Swinburne International

Swinburne Place West  
Ground Floor  
20 Wakefield Street  
Hawthorn, VIC 3122  
[swinburne.edu.au/international](http://swinburne.edu.au/international)

Tel: **9214 6741**  
Email: [isa@swin.edu.au](mailto:isa@swin.edu.au)

### Opening hours

Monday to Friday: 9am–5pm  
Closed Saturday, Sunday  
and Public Holidays

## Emergencies

### Police, Ambulance or Fire Brigade

Tel: **000**

### Swinburne After-Hours Emergency Hotline

Tel: **1800 022 168**

### Swinburne Security

Tel: **9214 3333**

### OSHC Worldcare 24-hour emergency helpline

Tel: **1800 814 781**

## Department of Immigration & Citizenship (DIAC)

[www.immi.gov.au](http://www.immi.gov.au)  
Tel: **13 1881**  
Monday to Friday: 9am–4pm

**Melbourne CBD**  
Ground Floor  
Casselden Place  
2 Lonsdale Street  
Melbourne, VIC 3000

**Dandenong**  
51 Princes Highway  
Dandenong, VIC 3175

## Paying your fees

REMINDER: It is important that you read the Enrolment Confirmation and Tax Invoice every time you receive one. You must pay by the expected Due Date. Paying this amount also confirms that the units listed on the form are correct for the current enrolment period. If you disagree with any of these details you must speak to your Academic Unit BEFORE the due date to clarify the details. Changes to your enrolment will generate a new invoice.

A direct deposit form will be attached to this invoice.

## How to pay (for continuing/re-enrolling students)

Swinburne accepts the following payment methods:

- BPAY
- Credit card payments
- Swinlink
- EFTPOS
- Telegraphic transfers
- Overseas bank drafts and Australian bank cheques

## Please note

Swinburne does not accept cash payments.

A \$200 late penalty will be applied if payment is made after the due date.

All prices quoted in this guide are Australian dollars (AUD) and were correct at the time of printing (January 2012).

Swinburne University of Technology (Swinburne) has taken all reasonable endeavour to ensure that the information contained in this publication was correct and current at the time of printing, however Swinburne accepts no responsibility for any error or omission or defect herein. Any information contained in this publication is subject to change from time to time without notice. You are advised to reconcile the accuracy and currency of the information provided with the relevant faculty, school or department within Swinburne, or relevant external organisation, before acting upon or in consideration of the information.



# ■ ANY QUESTIONS?

1300 368 777

or visit Ask George at

[swinburne.edu.au/askgeorge](http://swinburne.edu.au/askgeorge)

