



**MONASH**  
University

# DESTINATION MONASH

Handbook for  
international students



## EMERGENCY CONTACTS

Police, Ambulance, Fire Brigade** .....	000
Monash University Security (Campus Emergency 24/7) .....	9905 3333
Monash University Security (All Campus Inquiries 24/7) .....	9902 7777
After hours emergency counselling service .....	1300 788 336
<i>During business hours contact the University counselling services</i>	
Monash University counselling service .....	9905 3020
Lifeline (Personal/Crisis/Counselling) .....	13 11 14
Sexual Assault Crisis Line (SACL).....	1800 806 292
Gambler's Help .....	1800 858 858
Poisons Information Line .....	131 126

## USEFUL NUMBERS DURING BUSINESS HOURS

Monash switchboard .....	9902 6000
Safer Community .....	9905 1599
<i>(Safer Community is a non-emergency service, providing support to those feeling threatened, unsafe or who are worried about the welfare of someone else)</i>	
Department of Home Affairs .....	131 881 <i>(For matters relating to visas)</i>

## PLEASE NOTE:

### \*\* The Triple Zero (000) Service

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

## POLICE

In Australia, police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

In a non-emergency situation you can contact your local police station.



## WHO IS THIS BOOKLET FOR?

This booklet is designed specifically for international students enrolling at Monash University in Australia. Students commencing at Monash College or the English Language Centre will receive additional information about enrolment dates and orientation. Staff at Monash College and the English Language Centre are available to assist you with any matters concerning your commencement of study and ongoing welfare.

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# EMMA

## Law exchange graduate student, Sweden

'I recommend to not pack too much as you are going to find a lot of nice things that you want to bring back home. However, don't forget that winter in Melbourne is quite cold and rainy, so bring warm clothes. Also, bring photos of the people that mean a lot to you. And don't forget adapters for your electronic devices.'



## BEFORE YOU ARRIVE

Make sure you visit our website for new international students: [monash.edu/students/international](https://monash.edu/students/international)

- Watch all the videos and hear how current students have adjusted to life at Monash. They share all of their tips for success with you!
- Listen to the podcasts, written and produced by senior international students at Monash.
- Explore the range of services and support at Monash.
- Register for an upcoming event.
- Complete Monash Essentials, your online guide to orientation at Monash.

# CHAPTER 1 – BEFORE LEAVING HOME

## PRE-ARRIVAL CHECKLIST

### Have you:

- applied for your Australian student visa?
- had your medical, optical, and dental checkups?
- booked your flight to arrive in time for orientation (at least two weeks before classes start)?
- organised airport pick-up and received confirmation of your booking?
- organised your short-term accommodation?
- lodged your application for on-campus accommodation or homestay (if required)?
- purchased some Australian currency?
- considered the cost of living in Australia and written a budget?
- attended a pre-arrival briefing or participated in a webinar?
- organised child care or school for your children (if applicable)?
- prepared an important documents file?
- obtained an international driver's licence or an English translation of your driver's licence (if you have one)?
- organised your belongings for packing?
- familiarised yourself with the Australian Customs and Quarantine information?
- completed your enrolment requirements?
- made an appointment with your supervisor if you are a Research student?
- completed Monash Essentials?
- contacted Monash Residential Services (MRS) if looking for accommodation?
- organised Overseas Student Health Cover (OSHC)?
- familiarised yourself with the current vaccination and travel compliance requirements for entry into Australia?

# VISAS

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



## Australian Embassies and Consulates

### Applying for a student visa – Simplified Student Visa Framework (SSVF)

The SSVF is the framework by which the student visa program is managed. All students who apply for a student visa in Australia are subject to this framework. It assesses you against a range of criteria and determines the level of English and financial capacity required. You will also be expected to meet other requirements, such as good character, health, and whether you are a Genuine Temporary Entrant (GTE).



## Applying for a Student Visa at Monash



## Application Requirements



## Pre-Arrival for Australia Awards Students

### Student visa conditions

If you're a student visa holder, it's your responsibility to understand and comply with the conditions of your visa as set by the Department of Home Affairs.

Student visa conditions state that you must:

- notify Monash of your residential address in Australia within 7 days of arrival and any change in your residential address within 7 days of the change
- commence your course in Australia before you start working
- maintain Overseas Student Health Cover (OSHC) for the duration of your student visa
- maintain satisfactory course progress
- remain enrolled in a registered course at the same level or higher level than the registered course for which you were granted a visa
- maintain full-time enrolment in your course of study.  
Please note: This may also apply to Australia Awards or Defence students.

- if you haven't turned 18, you must maintain adequate arrangements for your accommodation, support, and general welfare until you turn 18
- maintain adequate schooling arrangements for your school-age dependents who join you in Australia on a student dependent visa for more than three months.



## Student Visa Conditions

### Permission to work on a student visa

Although you'll have received permission to work automatically with your student visa, it's important to note that:

- you cannot begin working until you have started your course at Monash
- during the semester, you must not exceed the number of hours of work allowed by Home Affairs
- during the vacation, there's no limit on the number of hours you're permitted to work, unless you're enrolled during this period (e.g. studying a summer or winter unit).

Visa labels are no longer issued by Home Affairs and your visa information is held electronically by Home Affairs. You can confirm your visa conditions including work rights by accessing the Visa Entitlement Verification Online (VEVO) system.



## Visa Online Verification (VEVO)

### Visas for family members

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

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

If your family members are travelling with you on your student visa, they'll receive permission to work when the visa is granted. Your family members won't be allowed to work until you have commenced your course. Conditions of their working rights vary depending on the type of course you will be studying. Spouses of students undertaking Masters by Research or doctorates have unrestricted work permissions.

All other spouses will only be allowed to work a maximum of 40 hours per fortnight throughout the year.



## Visas for Family Members

### Visas for students under 18 years of age

If you're under 18 years of age, you'll need permission from your parents or your legal custodian to apply for a student visa.

You won't be allowed to study in Australia while you're under 18 years of age unless:

- you're accompanied by a parent or legal custodian, or you stay with an eligible relative, or
- Monash University provides a written statement saying that your accommodation, support, and general welfare arrangements are appropriate.

Parents can apply for a student guardian visa to accompany you. If you're not staying with a parent or nominated relative, you must comply with the accommodation and welfare arrangements as approved by Monash.

Make sure you allow sufficient time to make appropriate arrangements. You must complete and return all of the required documentation relating to your accommodation and welfare arrangements that you received in your offer pack. When this has been completed, Monash can issue your Confirmation of Enrolment (CoE) and (if this is required) your Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.



## Government Welfare Requirements



## Accommodation and Welfare Guidelines

## EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) ACT 2000

The Australian Government wants international students in Australia to have a safe, enjoyable, and rewarding study experience. Australia's laws promote quality education and consumer protection for international students. These laws are known as the ESOS Framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

### Your rights

The ESOS framework protects your rights, including:

- your right to receive current and accurate information about the courses, fees, modes of study and other information before enrolling
- your right to enter into a written agreement with your provider (your Monash 'International Student Course Agreement'), setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement with Monash
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

### Your responsibilities

As an overseas student on a student visa you must:

- comply with your student visa conditions (see [page 5](#))
- comply with the terms of your written agreement with Monash
- obtain a 'Release Letter' from Monash if you wish to transfer to another education institution before you have completed six months of your principal course of study.

The University is obliged to inform the Australian Government if your enrolment status changes (e.g. if you complete your course early, transfer courses, intermit your studies, or discontinue your course) and report you if you breach your visa conditions relating to academic progress. As your education provider, Monash University may disclose personal information about you to relevant government bodies in accordance with the ESOS Act and National Code.



## Monash ESOS Information



## ESOS Framework



## HEALTH CHECK AND MEDICINE

Student visa holders are advised to have medical, optical, and dental checkups before leaving home as Overseas Student Health Cover (OSHC) does not include dental and optical insurance, unless you purchase additional insurance. Without the additional coverage, dental or optical costs can be quite high in Australia. You may want to bring spare glasses or contact lenses with you.

If you won't be on a student visa, you should consider getting health insurance since medical costs can be expensive.

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

You'll need to declare all drugs and medicines, including prescription medications, alternative, herbal and traditional medicines, vitamins, and other mineral preparation formulas to Customs when you enter Australia. It's important that you keep all medicines in their original packaging.

See [Chapter 2 – Health Insurance – Overseas Student Health Cover](#) for further information.

## TRAVEL ARRANGEMENTS

### International Student Identity Card

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



[International Student Identity Card](#)

### Booking your flight

Due to the high demand, we recommend booking your flight early as it can be difficult to find a flight to Australia at the start of semester. You should plan to arrive in Australia at least two weeks prior to the commencement of your classes.

### Arriving in time

You're expected to attend Orientation Week. Plan your week with the Orientation Planner.

It's extremely important that you're on campus by your specified arrival date. If you're unable to arrive by the set date, you must apply for permission to arrive late via: [latereg@monash.edu](mailto:latereg@monash.edu).

Without written permission, you cannot start your course.

This means that you may need to defer your course to the following semester. Permission for late arrival is subject to approval and isn't guaranteed.

## Australian Government sponsored students

If you're sponsored by the Australian Government through Australia Awards scholarships, you must arrive on time to attend the compulsory Introductory Academic Program (IAP) in accordance with your Australia Awards scholarship contract.



[Orientation Planner](#)



[Enrolment Days for Monash College](#)

### Booking airport pick-up

Monash University provides a free airport pick-up service to new international students commencing study at Monash in Australia. A Monash representative can meet you at the International Terminal of Tullamarine Airport and take you to your accommodation. Accompanying family members are welcome to use this service free of charge. To use this service, you must submit an online request at least 4 working days before your arrival. Airport pickup baggage is limited to 3 per student plus 1 additional per passenger.

You'll receive an email confirming your booking together with information about meeting the driver. You must inform Monash as soon as possible if you change your flight details or no longer require the service.



[Book Your Airport Reception](#)

## Australian Government sponsored students

The Australia Awards post in your home country will arrange your flights to Australia. If you require airport pick-up and/or temporary accommodation, please submit your request to Monash University.



[Book Your Airport Reception](#)



[Pre-Arrival for Australia Awards Students](#)

## Consider your long-term accommodation options

There are a number of long-term accommodation options for you to investigate prior to arrival in Australia, such as:

- on-campus
- homestay
- off-campus (private rental, share housing, etc).

It's important to note that on-campus and homestay are very popular options and places are limited. To ensure these options are available to you, you'll need to apply with the appropriate service before leaving home.

See [Chapter 2 – Getting Settled – Finalising long-term accommodation](#) for relevant contact details and further information about housing alternatives.

## Australian currency

You'll need to arrange for some Australian currency to cover costs on arrival. We suggest approximately AUD\$500 – AUD\$1000 in cash to cover immediate expenses. It's also possible to convert cash at the airport when you arrive.

## AFFORDING AUSTRALIA

You should give careful consideration to the cost of living in Australia. In addition to your tuition and study expenses you'll also need to pay for accommodation, utilities (e.g. electricity and gas), transportation, clothing, food and other grocery items, and entertainment.

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



[Australia's Education and Living Costs](#)

## Accommodation and living expenses

Accommodation costs can vary depending on the location, size and quality of the dwelling. The following table provides an indication of the range of costs you may encounter (if you choose to live off-campus) in the suburbs surrounding the campuses.

*Note: Accommodation prices can fluctuate significantly.*

*These 2021 estimated figures are to be used as a guide only. The prices are weekly rental costs in Australian dollars (AUD\$).*

Rental comparisons 2021	Shared accommodation	Studio/1 bedroom apartments	2 bedroom apartments
Caulfield	\$170 - 250	\$200 - 320	\$325 - 430
Clayton	\$150 - 220	\$200 - 320	\$300 - 400
Central Business District	\$180 - 290	\$295 - 350	\$350 - 450
Gippsland	\$150 - 185	\$150 - 200	\$220 - 300
Parkville	\$180 - 300	\$250 - 330	\$350 - 450
Peninsula	\$160 - 240	\$250 - 320	\$300 - 400

For on-campus accommodation information and further details about off-campus accommodation options, refer to '[Finalising your long-term accommodation](#)' on page 18.

## Other expenses

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

## Residential bond

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

## Utilities

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

Gas and electricity – Consumption costs: \$35 – \$140 per week

## General establishment costs

Bedding, kitchen utensils, furniture: \$2000 – \$2500

## Food and entertainment

Lunch on campus: \$7 – \$10 per day

Coffee: \$3 – \$4.50 depending on size

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

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

Movies (cheaper with student ID card, discounted tickets also available at the Monash bookshop): \$9 – \$20 per person

## Haircuts

Men: \$15 – \$40

Women: \$30 – \$70

## Clothes

Men's T-shirt: \$20+

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

Women's top: \$25+

Women's pants: \$60+

Woollen sweater: \$50+

Winter coat: \$80+

Shoes: \$50+

To get an idea of the cost of goods, visit the online catalogues from major department stores:



Target



Big W



Kmart

Also see [Chapter 2 – Shopping for food and other items](#) for more information.

Overall, a single international student requires approximately \$28,000 – \$30,000 for living expenses per year. This does not include tuition fees, text books or additional expenses associated with running a car or social activities like parties or tours. Some students can live well within the estimated cost whilst some may need more depending on location, lifestyle, and preferences.



Live in Victoria

## TRAVELLING WITH FAMILY

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

If you have children who will be attending a school in Australia, fees may be incurred. Therefore, it's important to know these costs before you arrive.

In the Government (public) school system, if you're an international student enrolled in a doctoral (PhD) or a Masters by Research degree, your dependents may be exempt from school fees at a Victorian Government School. Australia Awards scholarship students with children are also exempt from payment of the fees. Other international students will need to pay tuition fees for their children at public schools.

If your child will be enrolled at a private school, fees will be charged.



Victorian Government School Fees

## Child care

The cost of child care can be expensive and long waiting lists are common. Carefully consider the child care options and the associated costs. If you know where you'll be living and the type of care that will best suit your needs, it's advisable to have your child's name on the waiting list as soon as possible.

See [Chapter 2 – Students with Children](#) for more details.

All children enrolling in long day care, occasional care or family day care are required to be immunised. The list of required vaccinations can be found on the Australian Immunisation Register.



[Australian Immunisation Register](#)

## Monash-affiliated child care centres

There are child care centres available at Clayton, Caulfield, and Peninsula which are often in high demand. If you'd like to enrol your child (or children) at the Clayton or Caulfield Centres, you'll need to submit an online waiting list form accessed through the Waiting List Application Tab on the Child Care website.

### Clayton campus:

- Monash Children's Centre
- Monash Community Family Cooperative

### Caulfield campus:

- Monash Caulfield Child Care Centre

### Peninsula campus:

- Windermere Early Learning Centre



[Monash Childcare](#)

## Off-campus child care options

Various types of child care are available. To determine which type is best for your family, you'll need to consider a range of factors including the age of your child, the frequency and hours of care needed, and the carer-to-child ratio.



[Child Care Option Descriptions](#)

The types of child care include long day care, family day care, in-home care, out of school hours care (for school age students), and occasional care.

The Australian Government's Child Care Service Finder also allows you to find the child care services in the local area to where you plan to live or study.



[Child Care Finder](#)

## School Holiday Program

A school holiday program for students with children runs on the Clayton campus during the four school holiday periods each year.



[Monash Childcare](#)

## Primary and secondary school

If your child is going to attend a public primary or secondary school in Australia, you'll need to contact the Department of Education and Training and complete the Dependant International Student Application online form. Familiarise yourself with the process before arriving in Australia.



[Application Process](#)



[Victorian Government School Fees](#)

In the public school system, if you're an international student enrolled in a doctoral (PhD) or a Masters by Research degree, your dependents may be exempt from school fees at a Victorian Government School. Australia Awards scholarship students with children are also exempt from payment of the fees. Other international students will need to pay tuition fees for dependent children to the Victorian Department of Education and Early Childhood Development.

See [Chapter 2 – Students with Children – Childcare](#) for more details.



[Victorian Government Schools](#)

## PACKING

### Important documents

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

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

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

### Clothing

Because Victoria's climate is very changeable and has four distinct seasons, you'll need a range of clothes. Shirts, t-shirts, shorts, skirts/dresses and light-weight trousers are suitable for summer. Warmer clothes for winter, including jeans, jumpers/sweaters, and a winter coat are recommended. You may also want to bring a suit or dress for formal occasions.

Melbourne enjoys a temperate climate with warm-hot summers, balmy and mild springs and autumns, and cool winters. While Melbourne is seldom unbearably cold or unbearably hot, temperature extremes can see the temperature rise to 45 degrees Celsius in summer and drop as low as 6 degrees Celsius in winter.



Australia's Bureau of Meteorology

## Other items

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

We don't recommend students carry a desktop computer with them to Australia. Instead, we recommend bringing a laptop or buying one in Australia.



Bring Your Own Device

## What you cannot bring into Australia

Australia has strict quarantine laws about what items can be brought into the country. This is to protect Australia's agriculture and tourism industries and unique environment from serious pests and diseases.

All food, plant, and animal products must be presented for inspection upon arrival in Australia.

See [Chapter 2 – At the airport – Customs and quarantine](#).



Items You Cannot Bring into Australia

## LIVING INDEPENDENTLY

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

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

For some people, such changes may be quite challenging and may involve a loss of self-confidence, withdrawal from the new environment, and feelings of loneliness. It's important to keep in mind that these types of emotions and feelings are normal and usually temporary. These reactions often disappear after the initial adjustment period.

If you experience any of these feelings, don't panic – you're not alone. If you'd like to discuss any of these issues or seek advice, you're welcome to use support services provided by the University. Staff are available to provide free support and advice to all students about family, housing, financial, religious/spiritual, emotional, physical and psychological matters.

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



[Current Student Life and Support](#)

## ATTENDING PRE-ARRIVAL BRIEFING

Each semester, pre-arrival briefings and webinars are offered in several countries.

The briefings provide information on enrolment, IT requirements, what to bring to Australia, customs and quarantine, airport pick-up service, visa matters, accommodation, cost of living, banking, transport, getting connected on campus, cultural differences, adjustment and support services, and programs for international students.

The briefings and webinars also provide an opportunity to ask students and University staff questions.



[Upcoming Pre-Arrival Briefings](#)

## ENROLMENT REQUIREMENTS

Prior to leaving home, you should gain access to Monash's online facilities. When you've accepted your offer and received your Confirmation of Enrolment (CoE), you can start this process.

You'll find the steps on [Get Started](#):



[Get Started](#)

### Step 1: Create your Monash account

Activating your computer account will enable you to access your Monash email, enrolment system, my.monash, and your timetable. Your Monash email is the only email the University will use to communicate with you. You're required to provide your Monash ID number to set up your account.

### Step 2: Plan your course

Use the resources on the [Get Started](#) website to learn about your course's structure and requirements and how to get help if needed in planning your course. You'll then be able to select your units for the entire year.

### Step 3: Enrol in units

Using your Monash account, you can login to register your details in the enrolment system. Make sure you enrol in your units by the specified date. Missing this date means you won't be able to start this semester.

### Step 4: Order your ID card (M-Pass)

You don't need to order an ID card until you've arrived in Australia and have an Australian address. If you're overseas and studying online, you can skip this step.

If you were previously studying at Monash College, you'll need to order your M-Pass from Monash Connect.



[Get Started](#)

### Step 5: Orientation – Start your student journey

Orientation is your head start into University, giving you the chance to make the special connections you need to transition smoothly into your course.

You can make the most of Orientation Week whether you're on-campus or online.



[Orientation Planner](#)

### Graduate research students

Before leaving home, you must set up an appointment to meet with your supervisor soon after you arrive. You cannot enrol until your supervisor and/or graduate coordinator have completed the Intellectual Property and Ethics forms, in addition to providing all documents outlined on the Enrolment page.



[Graduate Research Enrolment](#)

## MONASH ESSENTIALS MOODLE UNIT

To help you settle in to Monash and life in Melbourne, we've created 'Monash Essentials' to make your transition to Monash as smooth as possible, and to best prepare you for your orientation experience. We'll introduce you to services available and how to access them when needed.

Once you're enrolled, you will receive access in Moodle to complete 'Monash Essentials'. The unit should take about 30 minutes in total to complete, and you can start and stop as you need. You should complete this unit prior to orientation.

## AMIGO

As a new student, we want you to feel part of the Monash community immediately. aMigo is a brand new social network just for new Monash students that will help you connect with students from all over the world who share the same interests as you. You can chat, get advice from senior students, and see events being organised in your groups and on your campus. You can even see where other new students starting at Monash are located from around the world, to the nearest 1 km.



[Sign Up to aMigo](#)

## A PODCAST BY STUDENTS FOR STUDENTS

The 'Your Journey to Monash' Podcast is dedicated to sharing the real life experiences of senior international students studying at Monash University. Hear from a diverse mix of students and staff as they discuss important issues involving pre-arrival, arrival, visas, homesickness, food, making friends, academic expectations, improving your English and more.

Your Journey to Monash is about gaining an understanding of what studying abroad might be like and to help you be as prepared as possible. It's available on iTunes, Soundcloud, Stitcher or Google Podcasts.



[Your Journey to Monash Podcast](#)



# MONASH ESSENTIALS

## What students are saying about Monash Essentials:

- 'I don't know how Monash did this orientation before but it is a good idea to make it online because it is accessible all the time and students can easily find it due to its great interface.'
- 'It was very helpful for me as a international student. I recommend this to upcoming students.'
- 'Through this online course I get to know a lot of services I didn't know I was going to find in Monash, so thank you so much!!!'
- 'I think Monash Essentials is helpful to my study and life not only on campus but also in Melbourne.'

9/10 students would recommend new students complete Monash Essentials.

\*Feedback collected March 2018 from 1079 students, in response to the following questions:

1. Would you recommend completing Monash Essentials to new students?
2. Do you wish to leave a comment in regards to Monash Essentials?



# CHAPTER 2 – GETTING SETTLED

## CHECKLIST ON ARRIVAL

### Have you:

- contacted your family to let them know that you have arrived safely?
- finalised your long-term accommodation?
- opened a bank account?
- obtained a Tax File Number (TFN)?
- downloaded the OSHC app or ordered your OSHC membership card? Downloaded the Sonder App?
- explored public transport options in your area?
- found your local supermarket, medical centre, chemist, and shopping centre?
- organised furniture and whitegoods for your home (if required)?
- made arrangements for your children (if required)?
- confirmed if your children have the required vaccinations for childcare or pre-school and obtained an Immunisation History Statement (if required)?
- made arrangements for your children's childcare/kindergraten/schooling (if required)?

## AT THE AIRPORT

### Customs and quarantine

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

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

Additionally, amounts of AUD\$10,000 or more in Australian currency or foreign equivalent must be declared.

Your baggage may be x-rayed, inspected, or checked by a detector dog team. If you fail to declare or dispose of any quarantine items, or make a false declaration, severe penalties can apply.

On arrival you'll need to have the following documents ready:

- passport and valid visa
- incoming passenger card

A comprehensive list of items that you may/may not be able to bring into the country can be found at:



[Bringing Items into Australia](#)



[Incoming Passenger Card](#)

### Duty-free allowance

Duty-free concessions are available to travellers, provided that they don't exceed the specified amounts.

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

For more information, contact your local Australian diplomatic mission (i.e. the Australian High Commission, Consulate, or Embassy) or the Department of Home Affairs.



[Duty Free Concessions](#)



[Embassies and Consulates](#)

### Unaccompanied goods

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

For more information, refer to the Unaccompanied Personal Effects Statement (B534 Form) available at the Australian diplomatic mission in your home country or the Department of Home Affairs website.



[Sending Unaccompanied Goods](#)

## DEPARTING THE AIRPORT

It's recommended that you travel directly to your accommodation. Melbourne Airport is located approximately 25km north-west of Melbourne's Central Business District (CBD) via the Tullamarine Freeway and CityLink tollway. It takes approximately 20 minutes to travel from the airport to the CBD by car.

### Travel times to campuses

Approximate journey times by car from the Melbourne Airport to campuses:

**Caulfield:** 1 hour

**Clayton:** 1 hour

**Parkville:** ½ hour

**Peninsula:** 1½ hours

## Airport pick-up

If you've requested airport pick-up from Monash prior to your arrival, go through the sliding doors after clearing Customs, find the Vodafone shop, and wait.

If you have confirmation of your airport pick-up booking and the Monash University representative hasn't met you within 30 minutes of clearing Customs, please call Aero Cars on 1800 350 850 (free call within Australia).

If you're undertaking a course at Monash College before commencing at Monash University, please follow the instructions on your airport reception confirmation email.

*Don't leave the airport with anybody unless they are a nominated Monash University representative with suitable identification.*



### Airport Pick-Up

## Other transport options

### SkyBus shuttle (Melbourne Airport – City)

The SkyBus runs between Melbourne Airport and the Melbourne CBD between 4.30am and midnight, seven days a week, including public holidays. The buses run every 20-30 minutes and take approximately 20 minutes to get from the airport to the city. The SkyBus stops at Melbourne Airport right outside Arrivals at Terminal T1 and Terminal T3, and at Southern Cross Train Station in the city. The City Loop train and all connections to suburban trains travel through Southern Cross Station. SkyBus has minibuses running between Southern Cross Station and 120 hotels in central Melbourne for no extra charge. SkyBus tickets are available at ticket kiosks in the airport terminals or online.

The cost of the service is approximately AUD\$20 for one way.



### SkyBus

## Taxis

At Melbourne Airport, taxis are available at the ground floor level outside the International Terminal and both domestic terminals. You should expect a taxi fare of approximately AUD\$55 for a trip between the airport and the CBD.

## CONTACTING YOUR FAMILY

Your family and friends will be happy to know that you've arrived safely in Australia. After your arrival, we recommend that you let them know that you've arrived safely.

## Telephones

### Mobile/cellular/hand phones

If you've brought your locally-connected mobile phone with you to Australia, please check that you have global roaming which can be used in Australia. Alternatively, if you've brought your mobile phone to be connected in Australia, please make sure your handset is compatible and your phone isn't locked to an overseas carrier.

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

Phone cards come in \$5, \$10 and \$20 amounts and can be purchased from most shops at the airport and suburban newsagents and supermarkets.

### Public telephones

There are relatively few public phones, but they can be found at the airport, railway stations, and other public centres. Local calls cost 50 cents, but long-distance and international calls are timed and charged by the minute.

### Making international calls

Simply dial the following:

- the international access code 0011
- your country code
- the area code for your city
- your family's telephone number

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



### List of Country Codes

## FINALISING LONG-TERM ACCOMMODATION

There are many accommodation options available to you, which fall under two main housing categories:

1. On-campus accommodation, in University-managed facilities
2. Off-campus accommodation, in the private rental market.

The best accommodation option will largely depend on the availability of your preferred accommodation type and your particular needs (e.g. access to public transport, privacy, and cost). Some students might prefer to arrange accommodation before they leave home, in which case homestay and on-campus are feasible options.

On-campus and homestay accommodation are very popular and always in high demand. The only homestay program we recommend is the one operated by Monash College that's for Monash University and Monash College students. Don't book long-term accommodation outside of these two options from overseas or without inspection. Check with the MRS Off-Campus Accommodation Services for guidance on short- and long-term options in the private rental market.

You may also have to consider renting private student apartments, hostels, rooming house accommodation, or share housing. We can provide advice to help you understand the differences between the accommodation types as listed below.

### On-campus accommodation

Monash Residential Services (MRS) offers an opportunity to join a community that will provide you with a vibrant, diverse, and high-quality student accommodation experience.

Our on-campus accommodation provides secure living and focuses on your academic and personal wellbeing, allowing you to concentrate on your studies in a supportive environment.

The rental price of all MRS accommodation is inclusive of utilities (such as water and electricity) and internet and is fully furnished. MRS offers more than just a room; Monash will become your home away from home.

The MRS Residential Support Team is available 24/7 to provide support, engagement and development within each residence and to engage you in academic, cultural, personal, social, and recreational activities.



[Monash Residential Services \(Video\)](#)

## Caulfield

The Clayton Campus provides accommodation for Caulfield students. Significant numbers of Caulfield students live at Clayton and take advantage of the Monash free campus shuttle bus.

## Clayton

### Halls of Residence

Clayton campus has five Halls of Residence and Normanby House providing collegiate-style accommodation. These form part of the Residential Village at Clayton campus. They provide single-room accommodation with shared kitchens and bathrooms, communal dining areas, and social rooms.

The Halls and Normanby House offer recreational facilities, cultural diversity, and social opportunities.

### Shared Apartments

Also part of Clayton's Residential Village are the South East Flats, which consist of 30 furnished apartments accommodating 112 students. The apartments vary in size from two to five bedrooms and are located on the south-east corner of the campus – just minutes from the main campus buildings and lecture theatres.

The Flats are ideal for higher-year residents who are seeking something with a little more privacy and independence.

### Studio Apartments

Clayton's Urban Community consists of six Halls offering self-contained studio apartments. Each studio apartment is around 20sqm in size and includes a kitchenette and ensuite. Large communal spaces for recreation and group study, as well as communal kitchens and laundry facilities, are available in each hall.

The Urban Community is situated right in the heart of the Clayton campus. You'll have access to a diverse range of food outlets, public entertainment and sporting spaces, retail areas, and plenty of green space to relax and connect.

## Peninsula

Peninsula Residential offers secure, furnished, and self-contained residences, located within walking distance of all campus facilities. Residents at Peninsula have access to 24/7 live-in residential support along with pastoral, sporting, and academic assistance programs.

### Shared Units/Houses

The unit/house style residences comprise one, two, three, four, six, and eight bedroom designs. The residences have private lockable bedrooms (one student per bedroom) and shared common facilities such as lounge room, kitchen, bathroom, toilet and laundry.

### Studio Apartments

The Peninsula Studio Apartments are Australia's first student accommodation built to passive house standards. Each studio apartment is fully furnished and includes a kitchenette and ensuite. Generous communal facilities including common rooms, games room, and floor lounges ensure this Hall is the focus of residential communal life at the campus.

## Parkville

Monash University Parkville doesn't offer on-campus accommodation. As such you may wish to consider the off-campus options outlined below.

## Contact details for on campus accommodation

Telephone: +61 3 9905 6266  
[mrs.applications@monash.edu](mailto:mrs.applications@monash.edu)



Monash Residential Services

## Off-campus accommodation

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

Telephone: (Australia) 1800 666 274  
Telephone: (International) +61 3 9902 6011  
[mrs.offcampus@monash.edu](mailto:mrs.offcampus@monash.edu)



Off-Campus Accommodation Services



Off-campus Accommodation Advice (Video)

## Types of off-campus accommodation

### 1. Rooming houses

These are privately-owned premises offering a room for rent with shared common facilities (bathroom, washing, and cooking). The other residents of the house may or may not be students. Rooming houses are generally for four or more residents. Basic furniture (bed, desk) is often provided but this should be clarified with the owner.

### 2. Student purpose-built accommodation

These are privately-owned accommodation advertised for students only. They aren't located on campus, don't usually have pastoral support, and aren't affiliated with Monash University.

### 3. Homestay accommodation

This is where a family offers their home and family lifestyle to an international student. It's different from full-board and part-board because extra care is provided. Some homestay providers screen and interview the families and monitor the arrangement to check you receive good service. We suggest that you choose an agency that's approved by Monash University. Homestay can give you security, emotional support, a chance to practise your English skills, and an opportunity to learn about the Australian way of life and culture. Homestay is a popular choice for new students who are under 18 years old as it can provide a secure period of adjustment and be a useful stepping stone towards their independent living. It can also be a convenient choice for short- or long-term accommodation, as most homestay contracts start with an initial five-week stay which can be extended for a period to suit you.

If you're under 18 and wanting to live in homestay, you can only use Monash Homestay Accommodation Services (HAS) as it's the only provider recommended by the University. HAS is responsible for the management and provision of homestay to Monash students across all metropolitan campuses. Each homestay household is subject to regular inspections and conditions. All HAS host families have been carefully selected, screened and undergone a Monash-approved check before they are permitted to host.

### Monash Homestay Accommodation Service

Telephone: +61 3 9902 0318  
[has@mcpl.edu.au](mailto:has@mcpl.edu.au)



Homestay

## 4. Shared houses

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

### Housemates

When setting up a share house with friends or moving into an existing share house, be aware that people often move out and you may have to find a replacement tenant in order to cover the cost of rent. Choose your housemates carefully and make rules to avoid disputes. This may include how much notice to be given when someone wants to move out, who is responsible for finding a replacement housemate, bond transfers (bond is discussed further in the section below), cleaning rosters, and rules about friends staying over. Those named on the lease are considered co-tenants and as tenancy law may not cover co-tenancy disputes, house rules are very important. Sometimes you may be considered a sub-tenant, and in this case, you'll be protected by tenancy law. If in doubt, consult MRS Off-Campus Accommodation Services for advice.



## Off-Campus Accommodation Services

## 5. Renting on your own

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

Cost of private rental can be high because you'll be solely responsible for paying rent, cleaning, cooking, garden upkeep (if applicable), and bills. Most off-campus rental properties are unfurnished.

A rental bond (also known as a security deposit) is usually set at one month's rent but can be more in certain circumstance and is required prior to moving in. The deposit is sent to the Residential Tenancies Bond Authority (a government body) and acts as a guarantee that the renter will take care of the property. At the end of the tenancy, if the tenant has damaged or not cleaned the property, the landlord can claim to take some or all of the bond. Otherwise, the landlord must return the bond promptly to the tenant. Household maintenance, such as leaking taps, is the landlord's responsibility. Contact MRS Off-campus Accommodation Services for guidance on such matters.

Refer to [Chapter 1 – Affording Australia – Accommodation and living expenses](#).



## Tenant's Rights and Responsibilities

## 6. Full-board or part-board

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

## MRS Off-Campus Accommodation Services

MRS Off-Campus Accommodation Services provides guidance, information, resources, and advocacy to students in accommodation-related matters. Our website will guide you through the process of finding accommodation and lists preferred accommodation providers, including student-friendly real estate agents and shared accommodation providers.



## Off-Campus Accommodation Options

Also, learn about housing options and renting:



## Renting in Victoria

Initially, make contact with Monash Connect who will guide you through the process and provide information on all general housing-related matters. Monash Connect will also refer you to MRS Off-Campus Accommodation Services for more specific advice or for legal matters regarding your accommodation.

Our service can provide guidance, but it's your responsibility to ensure that your chosen accommodation suits your needs. All arrangements are strictly between you and the accommodation provider. We strongly advise against signing legally-binding contracts for accommodation before you arrive in Australia. You should inspect the property first. We encourage you to keep in contact with our service through Ask.Monash on a regular basis whilst you're searching for accommodation and before you make any payments or sign any contracts. We can guide you every step of the way.



## Ask A Question



## Accommodation Enquiries

## Further accommodation tips

### Legal considerations

Your legal rights and responsibilities will be determined by the type of accommodation you choose to live in. They differ according to whether you're living on campus, in a share house, a rooming house, a student hostel, or if you're renting on your own. A renting contract is a legally binding document and breaking such a contract can be very expensive. You shouldn't sign on for longer than you intend to stay. If you're unsure about your legal renting rights, you should contact MRS Off-Campus Accommodation Services and check their website months before coming to Monash University. The 'Renting in Victoria' video on their website includes information about your legal rights.

### Top tips for renting

- Never hand over any money without getting a detailed receipt.
- Find more information about your renting rights.
- Never sign a tenancy agreement that you do not understand.
- Make sure that all communication with your landlord is in writing (ensure that you get their email, address and phone number).
- Become 'Rent Smart' by contacting MRS Off-Campus Accommodation Services before you arrive and during your time at Monash University.



[Monash Rent Smart](#)

### Other support services and housing resources



[Consumer Affairs Victoria](#)



[Tenants Victoria](#)



[Dispute Resolution Centre](#)



[Victorian Civil and Administrative Tribunal](#)

## Insurance

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

You should do some research and compare policies offered by different insurance companies. Each company will have different charges and will insure items for different amounts. The premium you pay will depend on the:

- amount your belongings are insured for
- type of coverage you choose to have (i.e. new for old replacement)
- amount of excess attached to the policy.

The Consumer Choice website offers a number of tips on choosing your insurance.



[Consumer Choice](#)

## ORGANISING YOUR FINANCES

### Banks

You can open a bank online while you're overseas, otherwise you should do so immediately after arriving. Australia Awards scholarship students won't need to do this as a bank account will be opened on your behalf. There may be banks on or near your campus. The larger retail banks are:



[Commonwealth Bank](#)



[National Australia Bank](#)



[ANZ Bank](#)



[Westpac Bank](#)

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

The common opening hours of most banks are:

Monday to Thursday: 9.30am – 4pm

Friday: 9.30am – 5pm

Some banks are open for a few hours on Saturday mornings. Most banks are closed on weekends and on public holidays. Please note that banks place a daily limit on withdrawals for

ATM/EFTPOS transactions (the amount you can withdraw or spend electronically). To increase this limit you must speak directly with your bank.

## Opening a bank account

Find out what type of account is most suited to your needs. You'll require several items of personal identification to open an account.

You'll also be required to provide your passport and one other form of identification, such as:

- an overseas driver licence
- credit card
- your Monash Student ID card

Most banks will accept your passport only up to six weeks after your arrival in Australia.

## Bank fees

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

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

## Budgeting

Make a practical budget so that you have enough money to concentrate on your studies and enjoy Melbourne. Living on a student income can be a challenge, especially if it's the first time you've lived away from home. Budget calculators are useful, but make sure the data you enter is accurate.

There are some good examples online or you can create your own spreadsheet.



[Money Smart Budget Calculators](#)



[Commonwealth Bank Budget Calculator](#)

## Getting a Tax File Number (TFN)

A TFN is a unique number issued by the Australian Taxation Office (ATO). Only one TFN is issued to you for your lifetime. If you've never had an Australian TFN, you can apply for your TFN online.



[Tax File Number Application](#)

## Paying taxes in Australia

If you're enrolled to study in Australia in a course that lasts for six months or more, you're generally regarded as an Australian resident for tax purposes. You'll be required to pay tax on earnings from work or interest earned from banks. If you're here for longer than six months and you intend to work, ensure that you give your employer a Tax File Number Declaration Form from the ATO. By completing this form you become a resident of Australia for tax purposes.

The form can be obtained:

- via telephone 1300 720 092
- from the web:



[TFN Declaration Form](#)

At the end of the financial year, which is 30 June, you'll receive a Payment Summary (PAYG) from your employer. You'll need this to complete your tax return.

The Monash Student Association (MSA) offers a free and confidential tax help service for Monash students.



[Australian Taxation Office](#)



[MSA Tax Help](#)



## HEALTH INSURANCE

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

### Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is compulsory for international students on a student visa and their dependants in Australia. It's insurance to assist you to meet the possible costs of medical and hospital care while you're here. Exceptions include Norwegian students covered by the Norwegian National Insurance Scheme, Belgian students covered under the Reciprocal Health Care Agreement with Australia, and Swedish students covered by the National Student Board of Student Aid.

Your health cover starts on the commencement date shown on your certificate of insurance. Unless otherwise instructed, you should arrange cover for the duration of your visa. This ensures that you maintain adequate healthcare arrangements and comply with your student visa conditions. If you're required to extend your student visa, you'll need to extend your OSHC cover by contacting your OSHC provider.



[OSHC Allianz](#)

### OSHC

Use the website or policy document and members guide (which you receive with your membership card) to familiarise yourself with the OSHC policy and the medical and pharmaceutical expenses you may have to pay. Doctors and medical service providers are able to charge fees greater than the relevant benefit specified in the 'Medicare Benefits Schedule' (MBS). This charge is an out-of-pocket cost to you and is not covered by Allianz Care OSHC. OSHC does not include any benefits for extra services, such as dental, optical, or physiotherapy. If you require additional health cover, you should consider purchasing OSHC Extras through Allianz Care OSHC.



[OSHC Extras](#)

### Allianz Care Australia

Allianz staff are available at Clayton and Caulfield 9am–5pm every Monday, Tuesday, and Thursday at Monash Connect. The representatives can assist you to make a claim, help you to understand your policy, inform you about direct billing health clinics, and extend your policy.



[Availability](#)

Allianz Care Australia offers a 24-hour helpline. Medical, legal and interpreting services are available.

Emergency helpline Telephone: 1800 814 781



[Allianz Care Australia Video](#)

### Sonder

International students on the Monash Allianz Care Essential cover have free access to Sonder, a mobile app that provides a multilingual safety and support service. Features of the service include a remote 24/7 support centre to help with any issues you may be experiencing and a rapid response service providing remote and in-person safety and welfare support in Australia. You'll receive an email from Monash with Sonder registration information.

If you're concerned, confused, lost or stranded, ill, or injured, the Sonder app can immediately connect you with a professionally-trained specialist, who will assist you over live chat, on the phone, or in-person.



[Sonder](#)

International students who don't have Monash Allianz Care Essential Cover can still access Sonder by purchasing membership independently.



[Sonder Membership](#)

# TRANSPORTATION

## Monash shuttle buses

Regular, free shuttle buses (with free wi-fi) link our Clayton campus with our Caulfield and Peninsula campuses, and our Peninsula campus to Frankston Railway Station. Just show your valid Monash student or staff card to use the service, which also accepts children aged under four. Buses run Monday to Friday during semester, but an extended Clayton-Caulfield service operates on a modified timetable outside this period.



[Details and Departure Timetables](#)

## Public transport: trains, trams and buses

Many Monash University students use public transport to commute around Melbourne.

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

Check the timetables carefully. It's only on weekends that public transport operates all night.



[Public Transport Guide](#)

## Concession fares and discounts

Annual full fare public transport passes are discounted by 50% for international students studying a Diploma, Bachelor (including Honours) or Associate degree at Monash University. To receive this discount, eligible students must apply to Monash for an 'iUSEpass' code through the travel concession links in the Web Enrolment System (WES). Once accepted, you'll be sent an email containing your unique code to receive your discounted myki ticket online.



[iUSEpass](#)

## Monash Abroad Study Abroad and Exchange students

Monash Abroad: Study Abroad and Exchange students are eligible to get the discount, but as the iUSEpass is only valid for one year, it only benefits students completing two semesters. Students who have the word EXCHANGE UNDERGRADUATE in their course title are eligible for a domestic student travel concession card.

If you're not eligible for the iUSEpass, the Monash Commuter Club offers a 10 per cent discount on a yearly myki pass.



[Eligibility for Discount Passes](#)

## Myki

Myki is a reusable smart card that you will be able to use to pay for travel on public transport in Victoria. When your myki money balance gets low or when your pass runs out, you just top up your card to keep travelling. Two kinds of products are stored on cards – myki money (a dollar amount), and/or a myki pass (travel days).

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

If you're using myki money, you always need to 'touch on' and 'touch off' the myki reader with the card to get the lowest myki fare. If you don't touch off, you'll be charged a default fare that may be more than you should've paid for your trip. Authorised Officers travel on the trains, trams and buses often check if commuters have valid tickets. Failure to travel with a valid ticket could lead to a fine.

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



[Myki User Guide](#)

## Zones

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

Zone 1: Inner-city suburbs of Melbourne

Zone 2: Outer suburbs of Melbourne

Campus	Zone	Closest train station/s
Caulfield	1	Caulfield, 0.1 km
Clayton	2	Clayton, 3.5 km
	On the border of 1 and 2	Huntingdale, 3.5 km
Parkville	1	Royal Park, 1.0 km
		Melbourne Central, 3.0 km
Peninsula	2	Frankston, 3.0 km

If travelling by train from the city to Clayton campus via Huntingdale station, this will be Zone 1. If travelling by train from Pakenham/Cranbourne side to Clayton campus via Huntingdale station, this will be Zone 2.

When travelling between Clayton campus and the city, it's cheaper to take the train from Huntingdale rather than Clayton, as Clayton is designated as Zone 2. The 601, 630 and 900 bus services between Clayton campus and Huntingdale station are all Zone 1. The 601 bus is an express service that runs very frequently on weekdays.

## Free Tram Zone

Trams around Melbourne's inner city CBD are free of charge, so you don't have to touch on or touch off your myki. If the tram you're travelling on exits the free zone, you'll be required to pay for your journey.



## Safety and Behaviour

When travelling on public transport, there are laws that promote the safe and comfortable use of the system for all public transport users. These laws generally relate to personal or property damage, illegal behaviour, and ticketing issues. Authorised Officers of the Transit Safety Division ride the system (dressed in uniform or plain clothes) to maintain and monitor the behaviour of commuters. For a guide to safe public transport travel, turn to [Chapter 4 – Personal Safety Advice – Public Transport Safety](#).

## Taxis

Melbourne taxis are easy to identify. They display a lamp on the cab roof and most are painted yellow, silver, or white. Drivers are uniformed and must display an identity card at all times.

## Fares and surcharges

In general, taxi meters are clearly visible so you can keep check of your fare. Melbourne taxis may attract additional charges; for example, midnight to 5am late-night surcharge, a phone booking fee, use of the CityLink tollway, or a waiting fee at airport ranks. All taxis must charge the standard fare. Fares must be pre-paid for trips taken between 10pm and 5am.

## Hailing a cab

There are various ways to get a taxi in Victoria. Hail from the side of the road or a designated taxi rank, phone one of the major taxi companies, or use one of the apps that allow you to book, track, and pay your taxi driver directly.

## Melbourne's major taxi companies

13 CABS 13 22 27  
Silver Top Taxis 13 10 08

## Outer suburban

Dandenong Taxis 1300 698 294  
See our safety section for tips on traveling safely.

## Driving in Victoria

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

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

You must have your permit/licence with you when you're driving.

International students who have an international driver licence will now be required to get a Victorian driver licence within 6 months of arrival.

The minimum driving age in Victoria is 18. If you're 18 years of age or older, and have a current overseas licence, you can apply for a Victorian licence by undergoing an eyesight test, a road law knowledge test, hazard perception test, and a practical driving test. Check if you're from one of the countries that are exempted from taking these tests. Driver licences and vehicle registrations are administered by VicRoads.

If you're going to drive in Australia, even if you're an experienced driver and have an international driver licence, you must know the road rules before you attempt to drive.

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

If you possess an international licence, as well as a Victorian licence or learner permit, the Victorian licence takes priority. It's a crime to not obey the conditions of your Victorian licence, or, if asked to show your licence to a police officer, to show your international licence rather than your Victorian licence.

Obtain a copy of the Road to Driving Solo booklet and study the road rules and signs carefully. The Road to Driving Solo booklet can be purchased online, from newsagents, or from any VicRoads office.



## Key road rules

- Your vehicle must be registered to be on Australian roads. An unregistered car parked on the street will incur a fine.
- Obey the speed limit.
- Driving under the influence of alcohol (drink driving) is a serious offence. Full licence holders are permitted a maximum blood alcohol reading of 0.05; probationary licence holders or learner drivers must have a 0.0 blood alcohol reading. Random driver breath testing for blood alcohol levels and drugs is common.
- It's against the law to use your mobile phone when driving unless it's 'hands free' and you're on a full licence.
- Seat belts must be worn by drivers and all passengers. Children must sit in Government approved safety seats (also known as child restraints) at all times.

## Bike riding

When cycling, wearing a helmet and having a light if riding at night is compulsory. All cyclists must follow the road rules. You can take your bike on Melbourne's trains (not trams), but you cannot board the first door or the first carriage, and you must keep passageways and doorways clear. Only folding bikes that meet the specific size criteria can be carried on trams and buses.



### Cycling Safety and Rules

## SHOPPING FOR FOOD AND OTHER ITEMS

### Shopping near campus

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

Campus	Closest shopping centre
Caulfield	Chadstone Shopping Centre, Koornang Road, Carnegie, Glenferrie Road, Malvern
Clayton	Clayton Road Shops, Chadstone Shopping Centre, M-City Monash Shopping Centre, Brandon Park Shopping Centre, The Glen Shopping Centre
Parkville	City Centre, Barkley Square, Sydney Road and Lygon Street
Peninsula	Frankston Town Centre Shopping Mall, Karingal Hub Shopping Centre, Southland Shopping Centre

Muslim students can refer to 'Salaam Monash' for a comprehensive guide to shopping in Melbourne.



### Salaam Monash

## Shopping in general

### Business hours

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

- Monday to Wednesday: 9am – 5pm
- Thursday to Friday: 9am – 9pm
- Saturday: 9am – 6pm
- Sunday: 10am – 5pm

Large supermarkets are usually open until midnight. There are also 24-hour convenience stores connected with petrol stations and stores, such as 7-Eleven. You'll generally find the cost of items in these stores is higher than at the supermarket.

## Supermarkets

Self-service supermarkets are located in all major suburban shopping centres. Supermarkets are cheaper than smaller specialty shops, although prices can vary from one supermarket to another. Asian supermarkets are also available in some suburbs and provide a wide range of specialty Asian foods.

## Markets

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



Coles Supermarket



Woolworths Supermarket



IGA Supermarket



Aldi Supermarket



Melbourne Markets

## Food shopping advice

Prices are often competitive; however, you'll need to shop around to find the best buys. Supermarkets offer a wide variety of food and other items at competitive prices, but this doesn't mean they're always the cheapest.

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

You can ask senior students during the orientation program about the best places to shop near your campus.

## Chemists and health care

Chemists, also known as pharmacies, provide both prescription and over-the-counter medication. Some Monash campuses have health services onsite for you to access; however, you aren't limited to these services. For more information about health care in Victoria turn to [Chapter 4 – Social and Cultural Australia – Health Care in Australia](#) or, to find a health care professional and pharmacy in your area, visit the Better Health website.



Better Health

## Discount variety and department stores

There are a number of discount variety and department stores located throughout the city and suburbs. These carry a large range of household items, toiletries, clothes, and hardware. Some of the major discount variety stores are Kmart, Target and Big W. Myer and David Jones are two of the more expensive department stores.

## Second-hand goods

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

Second-hand items are also available on online sites dedicated to the buying and selling of goods at very reasonable prices. You'll need a car and trailer or a van to pick up the goods if the seller is unable to help with delivery. You can also look for second-hand furniture and domestic goods on:



eBay



Gumtree

## Returning goods

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

However, be cautious when you're buying goods from private sellers. Don't provide an up front payment to a stranger via money order or electronic transfer. Use secure payment options, such as PayPal or credit card. Be especially wary of online sellers offering goods and well-known brands at extremely low prices. If it sounds too good to be true, it probably is.

## Other shops

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

## Furniture

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

## Laundry

If there aren't any washing or drying facilities where you live, you can take your clothes to a laundrette, where you'll find coin-operated washing machines and dryers.

## Electrical goods

The electrical current in Australia is 240-250 volts at 50Hz. Electrical plugs have a three-prong design unique to the Oceania region. To use your electrical goods from home in Australia, you'll require an electrical plug adapter. If your country's electrics operate on a different voltage, you must ensure that you're equipped with the appropriate transformer. Alternatively, there are many discount electrical stores where you can buy various items (hairdryer, iron, etc.) at reasonable prices.

## Paying for goods

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

In Australia, there's a variety of methods to pay for goods and services:

- cash
- EFTPOS (Electronic Funds Transfer at Point of Sale) is an electronic processing system for credit and debit cards. It also allows you to withdraw cash at the time of purchasing a product
- lay-by
- paywave or paypass for purchases made under \$100. Just tap your credit or debit card against a device to make the payment.

You can enquire about the availability of these services when paying for goods and services and if there are any additional associated costs. When paying on credit, make sure you have the means to pay it back.

The displayed cost of products in Australia includes government taxes and is generally fixed. Bartering or haggling for a lower price is generally not common practice in Australia, however is perfectly acceptable in places such as garage sales, community markets, or when buying a second-hand car.

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

## Students with children

All children enrolling in kindergarten, long day care, occasional care, or family day care are required to be immunised. To check whether your child is fully immunised, visit the Australian Immunisation Register (AIR). Child care services will require an immunisation history statement for your child's enrolment.

If you've had immunisations in another country, you'll need to have them added to the Australian Immunisation register (AIR). To do this, you'll need documents in English that show what immunisations you've had. If your documents aren't in English, you can get them translated using the Department of Home Affairs Free Translating Service.



### Home Affairs Free Translating Service

Once you have your documentation in English, you can make an appointment with a recognised vaccination provider in Australia. A local GP or your local council immunisation service can help you. You can ask them to:

- check if the immunisations you've had match the requirements of the Australian National Immunisation Program
- help you to catch up if you're missing any immunisations
- add your overseas immunisation records to the Australian Immunisation Register (AIR).

If your child's vaccinations are not up-to-date, then you should consult a GP or your local council immunisation service about doing so. Children who were vaccinated overseas must have their vaccine records assessed by a GP or an immunisation nurse and be offered vaccination as required. Once your child's records have been reviewed and updated by your doctor, you can request an Immunisation History Statement from the AIR. This can take a few weeks, so it's important to start the process as soon as possible. Your child won't be able to commence kindergarten or childcare until the Immunisation History Statement from the AIR has been provided.



### No Jab No Play law



### Australian Immunisation Register

## Child care

As discussed earlier ([Chapter 1 – Travelling with family – Child care](#)), the demand for child care at Monash is often greater than the number of places available. If your name is on a waiting list, make sure you call with the relevant centre for availability. Remember, there are several child care options available on and off Monash campuses.

Turn to [Page 10 for the contact details of Monash affiliated child care centres](#) and visit the following websites to understand your child care options:



### Monash University Child Care



### Child Care Finder in Your Local Area



### How to Choose the Best Child Care

## Child Care Subsidy

International students sponsored directly by the Australian Federal Government (e.g. Australia Awards Fellowship, Endeavour Award Scholarship) can apply for financial assistance for approved child care from the Australian Government. This can help families with their child care costs for dependent children. It helps cover a percentage of the cost of day-long care, family day care, occasional care, and out-of-school hours care for school aged children.



### Services Australia



### Childcare Subsidy Information

## Kindergarten

In Australia, children aged between three and four years can attend kindergarten, otherwise known as pre-school. The Victorian Government funds kindergarten programs for children in the year before they go to school. These programs are offered by a range of organisations and in a variety of settings (including many child care services). The funding contributes to the cost of providing a kindergarten program, but most kindergarten services charge fees in addition to the Government's contribution. The fees can vary greatly from service to service. Many kindergarten programs are sessional; children attend either in the morning or afternoon a couple of days per week.

Local kindergartens or child care centres with integrated kindergarten programs:



### Find a Preschool or Kindergarten



### Victorian Education

## Playgroups

Playgroup is an informal session where babies, toddlers, preschoolers, parents, and carers can meet together in a relaxed environment. Children who go to playgroup can make new friends, have new experiences, gain self-confidence and develop physically, socially, emotionally, and intellectually. Parents and carers can meet new people, practice English language skills, and share cultural exchange in an Australian early childhood setting.



### Playgroups in Your Local Area

## Schools

All children living in Victoria between the age of 6 and 15 must attend school. If your children are 5 years old by 30 April, they can attend school. Visit the local school and any others you're considering before you enrol your child. Staff can provide tours, classroom visits and information about their school. Most schools welcome enquiries and will organise a time for you and your child to visit.



### Department of Education and Training - Choosing a School

If your child is going to attend a public primary or secondary school in Australia, you'll need to complete the Dependant Application online form on the Department of Education and Training website (click Application Process below).

Children of parents who are studying at a Victorian university for research purposes can apply directly to individual schools. When your child enrolls in a school, you must complete and sign an admission form, provide evidence of your children's date of birth, and details about your child's disease prevention program or immunisation.



### Application Process

## Enrolling your children

Before your children start school in Victoria, you must complete a Full Fee-Paying International Student Application form. This form can be downloaded online.



### Studying in Victoria

## School terms

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



### School and Kindergarten Term Dates

## Child care before and after school, or during school holidays

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

A school holiday program is available at the Clayton campus for primary school aged children.



### Find Before- and After-School Care

For further information about before- and after-school care, contact the school that your child or children will be attending.



# WORKING IN AUSTRALIA

## Permission to work

In order to work in Australia, you must have permission to work and your student visa will include your work conditions. You must not start any work until you've commenced your course of study. It's essential that you don't exceed the number of hours of work you can undertake, especially during the semester.

You cannot work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course). No work limits apply during recognised periods of vacation.

If you're a Masters by Research or Doctorate student holding a subclass 500 visa, you don't have work limits once you've commenced your course in Australia. Research students, notably those with scholarships, also have work restrictions imposed by the University. These restrictions may differ from the student visa conditions. Your supervisor will be able to provide you with advice.

 [Student Visa Conditions](#)

## Work rights

Workplace laws in Australia require minimum pay and conditions for employees. If you're asked to sign any type of document agreeing to work conditions, make sure you read it very carefully and understand it before signing. Ask questions and clarify any doubts with your employer. Employers are legally required to give you a copy of your signed employment contract so you can keep a copy as a record.

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

When you start work, use a diary or the 'Record My Hours' app to record when you work so you can check you're being paid correctly. Remember, you should receive a pay slip within one working day of every pay day.

 [Record My Hours app](#)

 [Minimum Wage](#)

If there's a problem with your pay or other issues at your work, contact the Fair Work Ombudsman for advice.

 [Fair Work Ombudsman](#)

The Study Melbourne Student Centre has a free and confidential legal service to international students, including for work-related matters. Lawyers are available every Monday, Tuesday, and Wednesday. Contact the Study Melbourne Student Centre below for more information.

 [Study Melbourne Student Centre](#)

## Finding work

The employment market in Australia can be highly competitive. There are many different ways to find a job in Australia, and Career Connect is here to help. Visit the Career Connect website for information about career seminars, events, workshops, and on writing and receiving feedback on your job applications.

 [Career Connect](#)

As a Monash student, you have access to the Career Gateway jobs portal which provides you with access to employment opportunities, employability events, career development programs, and online career resources.

 [Career Gateway](#)

Start by searching under part time or casual categories, and in specific industries that you're interested in. Other online sources include:

 [Seek](#)

 [Careerone](#)

 [Jobsearch](#)

## Work and your career

Australian employers look for graduates who have a diverse range of experiences during the period of their studies and can demonstrate relevant employment skills. The development of your employment skills continues throughout your time at Monash. Skills you develop through work as a student can help you to market yourself when you graduate. Work that helps build your communication, teamwork, and problem-solving skills are particularly valuable. Later in your studies, you may be able to obtain work that connects more directly to your course and industry you might like to work in when you graduate. Career Connect delivers a series of seminars and workshops throughout each semester for you to learn how to use the employment skills you've developed to obtain work that connects more directly to your course and the industry you might like to work in when you graduate. It also delivers a companion series of seminars throughout each semester for you to learn how to use these skills, such as the Working in Australia program.

## Volunteering

Volunteering is a powerful way of giving back to communities while gaining valuable employment skills. By exploring volunteer options and opportunities during your time at Monash, you'll not only enhance your employment potential but also have the chance to make new friends, serve others, and create a positive impact. This is a valuable way to contribute your enthusiasm and time to many exciting and worthwhile projects.



[Volunteering at Monash](#)

# TARA

## Master of Professional Accounting, China

'The most effective way to settle into your new study environment is to get involved. Try to get involved in all kinds of activities, it does not matter if it is an academic program or a social event organised by a Monash association or club.

I would also recommend the program called 'Let's Chat'. It not only helps you to improve your English language skills, it helps you to understand multicultural differences and respect them.'



# CHAPTER 3 – STARTING UNI

## GETTING STARTED CHECKLIST

Have you:

- completed your enrolment?
- attended Orientation?
- updated your residential address and phone number in WES?
- explored and familiarised yourself with your campus?
- familiarised yourself with emergency numbers?

# STARTING AT MONASH

## Registering your Arrival

You need to register your arrival by collecting your Student ID Card (M-PASS) at Monash Connect.

It is best to do this early as there are deadlines.



## Enrolment

Please note that enrolment can differ slightly for some student cohorts (research, Exchange and Study Abroad, and Monash College students). Carefully check all the information that has been sent to you.

Make sure you know the date of your enrolment. For those that can enrol online, you must enrol before the cut off date.

## Research students

It's important that you read your offer letter and any additional enrolment documents that have been provided to you. Make sure you have all the relevant paperwork required for enrolment.

Students who have been awarded stipends and/or tuition fee-paying scholarships by the Monash Graduate Research Office should follow the enrolment instructions outlined in their offer letters. All other students should complete the following steps:

1. Meet with your supervisor. You may need to make an appointment before leaving home
2. Complete the enrolment forms: 'Intellectual Property' and 'Ethical Research Practices' with your supervisor
3. Enrol in your degree. Your offer letter will give you the exact location of the office you need to attend to complete your enrolment. To enrol you must bring with you:
  - your Australian residential home address (even if it is a temporary address)
  - passport and visa
  - all completed and signed enrolment documentation
  - any additional documentation that needs to be submitted prior to enrolment (check your offer letter for any additional conditions of your candidature).
4. Activate your Monash computer account then click on 'Create your account' to set up your student email account and access to the University's online facilities.



5. Log on to WES to complete the enrolment questionnaire. You will not be officially enrolled unless this is completed.



6. Link (if necessary) your student email to either your personal email or staff email account. This can be done in the Settings area of your student Gmail account.
7. Once you've enrolled, visit Monash Connect to obtain your Student ID Card (M-Pass).

## Australian Government sponsored students (Australia Awards)

On arrival, report to Monash Connect at the Clayton campus to register. You must bring along your passport as a form of identification. You will be given your arrival pack which includes information on your establishment allowance payment, IAP program schedule, your OSHC, and other relevant information.

The Monash Australia Awards team can be contacted via email at: [australia.awards@monash.edu](mailto:australia.awards@monash.edu).

## Other foreign sponsored students

If you're sponsored by an overseas government department, ministry, agency, employer, or other private body, please ensure that you've provided the University with a copy of your letter of financial guarantee or financial affidavit with your acceptance document. The Student Finance team will send your sponsor an invoice for tuition fees payment. As part of your sponsorship requirement, your sponsor may request us to provide them with your academic progress periodically. Your authorised consent to disclose this information is collected as part of your enrolment via the Web Enrolment System (WES).

## ORIENTATION

The University holds orientation before the start of each semester, across all campuses. It's highly recommended for you to attend orientation because it:

- helps you get settled and connected to the Monash Community
- provides course and study information that will help you succeed in your studies
- introduces you to your faculty staff
- gives you the opportunity to meet your new classmates and senior students before starting your course
- introduces you to your campus, student association and the range of services and facilities on offer.

Visit the orientation website and check the Orientation Planner for details of information sessions, campus tours, welcome and social events plus many more opportunities that will prepare yourself for your time at Monash. You can use the Orientation Planner to design your personalised orientation schedule. Make sure you attend the information session specifically for international students.

Your acceptance pack will contain information about your orientation.

 [Monash University Orientation Program](#)

 [Monash College Orientation Program](#)

### Graduate Research students

If arriving at the start of the University semester, join in the orientation activities on offer for coursework students.

Activities include campus tours, the international student orientation sessions, social events and sessions run by the Monash Graduate Association (MGA).

Monash Graduate Education and your Faculty or Department will also run orientation sessions at various times throughout the year specifically for graduate research students. Make sure you attend an International Student Orientation for Graduate Research Students. They are run each month. It will provide information about settling in and making cultural adjustments to life in Australia, visa matters and overseas student health cover.

Alternatively, an International Student Engagement Officer can meet with you.

 [Orientation for International Research Students](#)

## Adjusting to uni life

It may take time to adjust to university life for a range of reasons, particularly if you've just arrived in Australia. During the first few months it's important to remember that you're not alone. All new students are trying to settle in, just like you.

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

Your most important resource will be the my.monash portal. Once you set up your account, you'll be able to access your student email, Google calendar, important dates, notices, your timetable, and more.

 [my.monash](#)

In the meantime, here are some tips for a successful transition.

### 1. Make connections

It's not just your degree that will last forever. Friendships made at university can last a lifetime.

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

- Get online and join Monash students in discussion groups – search and join 'New to Monash Uni 2022' on Facebook and start a conversation. Sign up for aMigo, a web-based app specifically for new Monash students that can help you start making friends even before classes start. Make an effort to talk to other people who look lost. It's much more fun discovering a new campus or trying out lunch venues with a new friend.
- Head to Monash Sport and sign up for a gym membership, team sports, or volunteer to help out.
- Join your Student Association, or a student club or society. It's a great way to meet people with similar interests outside your course and year level, broaden your interests, and enjoy time out from study. Visit the clubs and societies' stalls during orientation. Some charge a small joining fee.

 [aMigo](#)

 [Monash Sport](#)

 [Clubs and Societies](#)

- Attend orientation.
- Join a Non-Residential College (NRC) at the Caulfield, Clayton, Parkville, and Peninsula campus. The Colleges are available for students who do not live on campus. They provide social, sporting, academic, and cultural programs across campuses, as well as leadership opportunities, mentoring and support.



### Non Residential Colleges (NRC)

- Visit the international student association office or lounge on your campus. These associations provide international students with many social events and information sessions throughout the year. Most of these are free or very cheap.



### Monash University International Student Associations

## 2. Get online

Check out the University's Information Technology (IT) services, especially the my.monash portal, the Web Enrolment System (WES), the suite of Google apps and other online services. The University will communicate with you through your Monash email account, so it's important that you check this as least twice a week.

## 3. Discover the library

Sign up for library tours, library classes, research skills classes and check out the range of online library services designed to support your university studies.



### Monash Library

## 4. Find out about your faculty

Visit your faculty website, and connect with the staff in person or online. Get to know your academics, find out what kind of research projects your department is involved in, what career outcomes you can expect from your course, and about the many services available for students at the University.

## 5. Understand what you need to begin your course

Consider what units you'll be studying and check out the books and other resources you may need. Get into study mode and plan your study time well. Be sure you go to all of your Week 1 introductory lectures, labs, workshops and tutorials as this will set you up for success in your first year. The teaching staff are also there to guide you.

Learning and Language Advisers from the Student Academic Success team can help you get on track with your learning and boost your grades. Learning and Language Advisers offer

individual support to ensure your academic success. They have specialist skills to support you to learn more about academic writing, managing your time for study, and preparing for your assessments.

## YOUR STUDIES

Studying at Monash will provide you with many interesting challenges as you work through your degree. Your first semester might be a challenging time as you get used to living in a new country whilst also studying in a new academic setting.

The Australian education system may be different to the system in your home country. All classes, lectures, tutorials, or meetings with your research supervisor will be conducted in English. Therefore, you'll be expected to organise and communicate your knowledge in both written and oral English. As a tertiary student, you need to develop and demonstrate a high level of analytical and critical thinking and the ability to understand and apply principles and key concepts for problem-solving. You also need to be self-motivated and independent. For graduate research students, your ability to handle theory and concepts at an advanced level and your research skills and techniques are very important. If you're studying in Australia for the first time, it's important to give yourself a positive start.

Learn more about the expectations at Monash by watching some fun short Academic expectations videos.



### Monash Videos

## English language support

Australians have their own particular accent and culture, and it can be hard to understand them at first. Monash offers English language programs throughout the semester.

### 1. English Connect

English Connect offers a range of programs focusing on conversational English, intercultural skills, and professional communication. These classes are free of charge and involve no books, assessments, or exams. They are also a great way to meet new people, make friends, and develop important skills for your future.



### English Connect

### 2. Student Academic Success

Student Academic Success (SAS) offers a range of programs focusing on academic English, grammar, academic writing, presentation skills, group work, and professional language. SAS also offers Academic English Consultations, which are one-on-one sessions with trained tutors to help you improve your assignments and academic writing.



### Student Academic Success

Here are some suggestions to help you understand the Australian educational culture.

- Practise listening to the Australian accent by listening to ABC Education Learn English. They also offer structured English language courses to help you learn Australian English for real life situations.

### Radio Australia

- Keep up-to-date with Australian news and current affairs by reading Australian newspapers and magazines such as:

### Herald Sun

### The Age

### ABC News

## Research

If you are a higher degree by research (non-coursework) student, you'll need to establish good research habits and set goals for yourself to ensure your research project remains on track. Get connected with the academic department in which you'll be working by attending research seminars, workshops, and even morning teas with your supervisor and staff wherever possible.

The Monash Graduate Research Office is there to support you in your research. Once you're enrolled, familiarise yourself with their website where you'll find lots of useful information about your entitlements, events, news, seminars, and graduate researcher development programs.

### Graduate Research

The Monash Graduate Association (MGA) also offers a range of workshops and activities to help you settle in and commence your study.

### Monash Graduate Association (MGA)

The Code of Practice for the supervision of doctoral and research Masters students is outlined in their relevant handbooks.

### Handbook for Research Masters Degree

### Handbook for Doctoral Degrees

### Learning Support for Research Students

## Plagiarism

In the Australian culture, there's a strong emphasis on the ownership of ideas. Plagiarism occurs when you present the written words or ideas of another person as your own and usually occurs in two ways:

1. using the words or ideas from a source and not indicating the source
2. using the exact words from a source, indicating the source, but failing to use quotation marks to punctuate direct speech.

Plagiarism is often described as 'stealing' the intellectual property of other writers and this isn't allowed at University. This means that it's important not only to acknowledge the source of the information you use by providing a reference, but you also need to ensure that you're not using wording that's too close to the original source. The words and the structure of your assignment should be your own. You should only cite the views expressed in books and articles as a direct quote when it's not possible to rephrase the idea without altering an author's intended meaning, or when the idea has been expressed succinctly in subject-specific terminology. In this case, the words should be enclosed in quotation marks. Often plagiarism occurs when students feel that they can't write the idea as well as the original author wrote it and so the exact words are copied. However, you must remember that the person marking your work wants to know whether you understand the material and you can show this by expressing the ideas in your own words.

### Referencing and Academic Integrity

## Getting academic assistance

It's important to seek advice early if you're experiencing any difficulty or confusion in your academic study or any other matters that affect your ability to study. Your lecturers will also be an important source of help – be sure to find out early where their offices are located and the times they're available to see students.

Student Academic Success offers free resources and programs to students wishing to improve the quality of their academic English and their approaches to study. A range of Student Academic Success classes are also available in the Orientation and early weeks of each semester to set



you up for study success. The Library offers research skills classes and resources on topics such as search, citing, and referencing. Learning tools are available on all library PCs to assist with listening to lectures and presentation skills.

## Research and Learning Skills

### Internet

Monash University uses your student email account as its primary means of communicating with you. Additionally, you'll find much of your study material on the online learning systems, such as Moodle. Hence, you'll need access to the internet.

Free internet access is available on all campuses at the library and in computer labs:

## Locate a Computer Lab

A secure wireless network is available across all Australian campuses:

## Wireless and Network

More IT tips to get you started:

## Students New to Monash

### Where to get information

Monash Connect is a single point of contact for student enquiries, providing consistent and tailored responses and access to information 24/7.

Monash Connect manages enquiries through:

- visiting our service point on any campus
- calling the Monash Connect Contact Centre on +61 3 9902 6011
- searching for answers or ask a question:

## Monash Connect

## Ask.Monash

Monash Connect provides an extensive range of services, including:

- administrative services, such as ID cards, fees, enrolments, graduations, exams, scholarships, parking, official letters and transcripts
- international student support advice on visas, Confirmation of Enrolment (CoE), Overseas Student Health Cover (OSHC), residency, and intermission
- financial assistance with loans and grants

- off-campus accommodation information and guidance
- general course enquiries and referral point for course specific enquiries.

Ask.Monash is a self-service option available to students. You'll be able to find accurate, up-to-date answers to frequently asked questions on a range of topics, including student administration, parking, transport, library and IT. If you cannot find an answer to your question, you can submit an enquiry and it will be answered by a Monash Connect adviser.

You can also visit the Monash website for international students studying at Monash to access a wide range of advice as well as a helpful service finder.

## Monash International Students

### For Study abroad and exchange students

Monash Abroad provides support and services for international exchange, study abroad, and intercampus exchange students who come to Monash for just one or two semesters.

You can contact Monash Abroad at any time during your stay at Monash for advice and assistance.

Telephone: +61 3 9905 1551  
[monash.abroad@monash.edu](mailto:monash.abroad@monash.edu)

## Study Abroad

### For sponsored students

The Student Finance team manages the administration of scholarship and sponsor requirements for external sponsorships, including those from the Australian Government, overseas government departments, ministries, agencies, employees, or other private bodies.

## Monash University Fees

### For students receiving foreign financial aid

Monash University participates in the United States Federal Loan program (Direct and PLUS loans), and is an approved institution for students to receive the education benefit entitlements from the United States Department of Veteran Affairs. Monash is also an approved institution for students accessing government student loans and financial aid from countries like Canada, Germany, Norway, and others. If you have any queries about your student financial aid or loan, you can visit our website or contact our financial aid administrators via email at: [foreign.finaid@monash.edu](mailto:foreign.finaid@monash.edu).

## Foreign Financial Aid

## For students with disabilities

If you have a disability, mental health condition, or a long-term medical condition that may impact your studies, please contact Disability Support Services before you accept your offer to study at Monash. We'll determine which services you may be eligible to receive to enable you to participate as independently as possible in educational activities. Services can include note-takers, library assistance, provision of material in alternative formats, and alternative arrangements for assessment.

Telephone: +61 3 9905 5704

[disabilitysupportservices@monash.edu](mailto:disabilitysupportservices@monash.edu)



## RELIGIOUS SERVICES

There are a variety of worship services and programs that occur during the year, including regular opportunities for worship and meditation, mentoring and friendly support, confidential pastoral counselling for spiritual, religious and personal issues, lectures/workshops, and study groups on scripture, faith and personal growth. These are held by student groups or campus-based chaplains. Some chaplains are also available to witness statutory declarations.

Our multi-faith chaplains work with students and staff across three campuses and regularly liaise with various student spiritual/religious clubs and groups on campus.

The chaplains can help support your own spirituality and, if you wish, put you in touch with other community based faith groups and organisations.



## Places of worship

Each campus has spaces for prayer, meditation and reflection:

Campus	Room
Caulfield	<b>Spiritual room</b> Building B, Level 1, Room B1.66 (accessed by booking with a chaplain first) <b>Muslim prayer rooms</b> Women – Building B, Level 1, Room B1.16 Men – Building T, Level 1, Room T1.36
Clayton	<b>Religious Centre</b> 38 Exhibition Walk
Parkville	<b>Prayer room</b> Sissons Building, Level 2 (separate areas for women and men)
Peninsula	<b>Quiet room</b> Building AP, Room 101

## Muslim students

We recognise that Muslim students often have specific social, religious and cultural needs when adjusting to University life. To assist you, we've published a handbook called Salaam Monash which offers:

- information on Islamic services and facilities in the Melbourne region
- a register of local Halal food/groceries outlets
- contact details of Islamic societies/organisations.



## COMPLAINTS, GRIEVANCE, AND APPEALS PROCEDURES

Monash University has grievance policies and procedures and a University Student Ombudsman. If you believe that you've been treated unfairly, or if you have a complaint about academic or administrative decisions or the provision of University services, your complaint can be dealt with under the Student Complaints and Grievances Policy. In addition, the University has appeals provisions relating to unsatisfactory academic progress, discipline, health and equity opportunity, and for student visa holders (e.g. when an application for a release letter is declined).

In the first instance, you should try to resolve your complaint with the person concerned. If such a discussion isn't appropriate or you feel uncomfortable, you may choose to discuss your complaint with the relevant head of department or administrative unit (e.g. the faculty manager, registrar, or the dean), or one of the University's counsellors. You can also seek advice from a Student Rights Officer.

If this doesn't resolve the complaint, you have the right to lodge a formal complaint with your faculty's grievance officer. If the issue isn't resolved through this process, you may lodge a complaint with the University Student Ombudsman. The University Student Ombudsman investigates complaints in an impartial and independent manner; they don't advocate for students or the University.

Your Student Association offers a student rights service. Student Rights Officers can work with you and advocate for you in any disciplinary, grievance or other procedure.

 [Complaints and Grievances Policy](#)

 [University Ombudsman](#)

 [Student Rights Officers](#)

 [Complaints and Appeals](#)

## Safety and security on campus

Security and personal safety is an important issue for everyone, and relies on all of us working together to help make sure our Monash community stays safe. If you're concerned about your own or someone else's safety, see something suspicious, or would just like some security advice, Monash University Security is available 24/7 to assist.

Apart from the uniformed patrol officers you see around campus, Monash University Security provides the University community with a range of services, including security safety escorts on campus, security buses, crime prevention tips, personal safety plans, property protection advice, travel safety advice, and information sessions.

To report an emergency on campus, call 9905 3333 using your own phone, or dial extension 333 from any internal campus phone.

For Police, Fire, and Ambulance dial 000 on your own phone, or dial 0 (to dial out) and then 000 when using an internal Monash phone. For general security advice and assistance, call 9902 7777 (or dial 2777 from a Monash phone) and select the campus and service option you require.

You can also download the Monash bSafe app, which provides 24/7 access to Monash Security information, support, and resources.

 [Campus Security Services](#)

 [Monash bSafe App](#)

## Safer Community Unit

Safer Community aims to provide a safe environment in which you can study, complete research, work, and socialise. The Safer Community Unit assists Monash students on all campuses in situations where you:

- feel threatened or unsafe
- have concerns about someone else's behaviour or wellbeing
- have received unwanted attention
- are worried about someone harming themselves or someone else
- need advice on managing a difficult situation both on and off campus situation.

The experienced staff will assist you with referrals, information, and advice about a range of matters.

Telephone: +61 3 9905 1599

[safercommunity@monash.edu](mailto:safercommunity@monash.edu)

 [Report an incident or concern](#)

The Safer Community Line is not for emergency response. In an emergency or for immediate response while on campus, use the Monash University Security number +61 3 9905 3333 or extension 333 from internal phones.

[Turn to the emergency contacts page for emergency contacts and numbers.](#)

## Bullying and harassment (including sexual harassment)

The University is committed to providing students, staff and visitors with a healthy and safe environment for work and study.

Behaviour which may be acceptable in other countries could be against the law in Australia and behaviour which Australians find acceptable might offend students from other countries.

No form of bullying or harassment is tolerated at the University. Bullying is considered an abuse of power and involves repeated unreasonable behaviour, such as: verbal abuse; humiliation through sarcasm, criticism or insults; excluding or isolating a person; psychological/emotional harassment; intimidation; assigning unreasonable tasks; or deliberately withholding information or inconveniencing someone.

Harassment involves similar behaviour and includes sexual harassment which is against the law in Australia. Sexual harassment is unwanted, unwelcome, or uninvited behaviour of a sexual nature in circumstances in which it's reasonable to expect that the other person would feel humiliated, intimidated, or offended.

If you're upset by the behaviour of someone at Monash, you're encouraged to seek help. Threats to harm someone, acts of violence, assault (including sexual assault), and stalking are criminal matters and can be reported immediately to the Safer Community Unit.

As an international student you may be frightened or more reluctant to come forward and report a sexual assault or sexual harassment to the University. Your visa won't be affected if you choose to report the sexual assault or sexual harassment to the Safer Community Unit, Victoria Police, or another support service. You're entitled to the same advice and support as domestic students.

The Safer Community Unit will discuss your privacy requirements with you. There are some exceptional circumstances in which the Safer Community Unit may be obligated to report the incident to the Victoria Police. This may occur if a minor is involved or where there may be a serial perpetrator. If you have concerns about privacy, ask the person or service about their obligations to disclose the information you share.

The South Eastern Centre Against Sexual Assault (SECASA) has service brochures in languages other than English, which can be accessed at their website. Victoria Police also has information on reporting a sexual assault in languages other than English accessible on their website.

 [Centre Against Sexual Assault](#)

 [Victoria Police: Report an Incident](#)

 [Safer Community Unit](#)

 [Stalking, Threats and Sexual Harassment](#)

## KEEP CONNECTED WITH THE UNIVERSITY

Although your Monash email account is the primary method we'll use to contact you, it's still very important to keep your Australian residential address and telephone number up to date in case we need to contact you via mail or phone. This is one of your student visa conditions.

You can update your address in the Web Enrolment System (WES):

 [WES](#)

Students under the age of 18 must contact their International Student Engagement Officer or go to Monash Connect to have their address updated.

# STEFAN

## Law exchange student, Denmark

'Adjusting to Monash and to Melbourne as an exchange student has been very easy. This is because of the easy-going and welcoming Australians, including people on streets, hostels and volunteers and staff at Monash. There are so many opportunities to get involved in a great assortment of clubs and social life at university. Through attending social events, sporting activities and tourist tours, it has been easy to make friends and to feel at ease.'



# CHAPTER 4 – SOCIAL AND CULTURAL AUSTRALIA

## INTRODUCING MELBOURNE AND VICTORIA

Located on the south eastern corner of mainland Australia, Victoria is Australia's second-smallest state, covering 227,600 square kilometres. Victoria has a population of over six million. Many of Victoria's unique and varied landscapes are easily accessible as day trips from Melbourne.

Melbourne is the capital of the state of Victoria. With a population of approximately five million, it is Australia's second largest city. It is regarded as the cultural, food and fashion capital of Australia. It is a true multicultural city with about one quarter of Melbourne's inhabitants born overseas.

Melbourne has many exceptional attractions, including the Melbourne Cricket Ground, Royal Botanic Gardens, Flemington Racecourse, Southbank and the Queen Victoria Market to name just a few.



[Visit Victoria](#)



[Monash Life in Melbourne](#)



[Lonely Planet Melbourne](#)



[What's On Melbourne](#)

## ARTS AND CULTURE

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



### Arts and Cultural Events

## Sports in Victoria

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



### Monash Sport

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



### Sport and Recreation Victoria

## EATING OUT

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

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

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



### What's On Melbourne Food and Drink

## PERSONAL SAFETY ADVICE

Monash campuses are located in or near large urban centres and, as in many parts of the world, larger communities can sometimes present risks to safety. Making sure you're aware of potential risks, and following some common sense advice, is important and will help you stay safe.

Victoria Police have many safety tips and fact sheets that cover personal safety, home security, travelling on public transport, road safety and much more.



### Police Safety Tips



### Monash Student Safety Video

## Home security

Most house break-ins are crimes of opportunity with entry gained relatively easily through an open or unlocked window or door. Here are some tips:

- Keep your front door locked when you're at the back of the house.
- Avoid having parcels left on the door step.
- When out, leave a radio or television on, or a light in the evening, to give the impression you're home.
- Keep cash and valuables out of sight.
- Make sure that your house number is clearly visible from the street, so you can be easily located in an emergency.

## Personal safety

- Stay alert.
- Don't carry large quantities of cash at any time (Please note: payment of course fees by cash is not permitted at Monash Connect).
- Avoid walking through parks or poorly lit streets and lanes. Use the main roads as much as possible.
- If you're out and feel threatened, go to the nearest shop or house and ask the occupants there to call the police.
- Keep away from trouble – if you see any trouble or suspect that it might be about to start, move away from the scene and alert the police.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette, the time or change – they could have other motives.
- When out in public, don't flash your mobile phones, laptops and tablets around or leave them unattended.
- Keep handbags, purses or wallets on or close to you.

- When socialising in a public place, never leave your drink unattended. Ensure that any valuable possessions (such as mobile phones, computers, jewellery, electrical goods, car, etc.) are kept securely and consider purchasing personal property insurance to cover these possessions against damage or theft.
- Use the Monash University Security services wherever possible.



## Monash University Security

### Public transport safety

There are many security measures available to help ensure the safety of travellers using public transport, including: guards, help points, good lighting, and security cameras. Most drivers also have two-way radios and can call for assistance. Victoria Police Protective Services Officers (PSOs) are also there to keep you safe when travelling on Melbourne's train network. These officers patrol the network from 6pm every night until the last scheduled service.

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

### Taxis

- Take note of the taxi identification number (usually a 4-digit number) written on the number plate and side of the vehicle.
- The driver should have photo ID with a 6-digit driver number on display inside the taxi.
- You can tell the driver the route you want to take to reach your destination.
- You have the right to choose a taxi and driver of your preference.
- If catching a taxi from the city on the weekend at night, go to one of the 'Safe City' taxi ranks at either 8 King Street, Flinders Street Station, 20 Bourke Street or 200 Queen Street.

### Car safety

- Always lock your car.
- Check inside the car before getting in.

- Change the place you park on a regular basis.
- Always have your car key in your hand before entering the car park.
- Don't leave any valuables in your vehicle and especially not in sight (this includes coins).

### Road safety

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



## Victoria Police – Community Safety

### Fire safety

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

- Test your smoke alarm on a regular basis.
- Don't overload power boards and double adapters.
- Computers, monitors and TVs can overheat, so they should be turned off after use.
- Clothes and curtains should be kept at least one metre from heaters.
- Turn off heaters before you go to bed or leave the house.
- Stay in the kitchen when cooking, especially when cooking with oil. Never try to put out an oil fire with water.
- Ensure that the external doors of your home are not deadlocked when you are in the house so you can escape quickly if needed.

The Metropolitan Fire Brigade (MFB) Community Home Safety Booklet is available in 21 languages and has further fire safe tips.



## MFB Community Home Safety Booklet



## Water safety

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



### Water Safety

If you're not confident in water, join a swimming class at the Doug Ellis Swimming Pool on the Clayton campus or at your local public pool. It's free for Monash students to participate in the Water Wise: Introduction to Swimming Program at the Clayton campus.



### Water Wise

## Sun safety

The UV rating in Australia is very high when compared to the worldwide average. Australia has the highest rate of skin cancer in the world. However, this is preventable by taking these reasonable precautions when outside:

- Wear enough clothing to protect your skin.
- Apply sunscreen.
- Wear a hat.
- Seek shade when possible.
- Wear sunglasses to protect your eyes.

These precautions should be taken between the months of September and April, as well as warmer days in May and August. June and July are the only months of the year in Melbourne when the UV rating is considered low and you're not at risk of sunburn.



### Sun Safety

## AVOIDING SCAMS

You should always be wary of scams. You could be targeted in person, over the phone, through text messages, by email, through websites, and through mobile apps. There are many types of scams, including attempts to gain your personal information, fake charities, fake investments and unexpected winnings. The Australian Government's Scamwatch website provides alerts about new scams, a form to report scams, and instructions on where to get help if you've been the victim of a scam. You can get tips on how to protect yourself in various languages.



### Scamwatch

## EMERGENCY SERVICES IN AUSTRALIA – '000'

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

## HEALTH CARE IN AUSTRALIA

### Public system

The major provider of healthcare services in Australia is the public health system (Medicare). Medicare provides a comprehensive free or subsidised healthcare service for all Australian citizens covering both hospital-based and community-based medical services. One of the problems with such a system is that waiting times in public hospitals can be long.

### Private system

Private hospitals provide about 30% of all hospital beds in Australia. Private medical practitioners provide most out-of-hospital medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners.

## Attending an Australian hospital

Few private hospitals have emergency departments and therefore, in an emergency, most Australians rely on the public hospital system. If you go to an Emergency Department in a hospital, you'll be met immediately by a triage nurse for information about you, your insurance cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in the emergency room, and it's likely that you'll remain at the emergency room for several hours. You'll be asked to pay an upfront fee before being treated which can range between \$400 – \$700.

Private hospitals are very expensive for treatment and hospitalisation. Overseas Student Health Cover (OSHC) will cover some of the cost of some private hospitals, but you'll have to pay the difference.

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

## General Practitioners (GPs)

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

## If you are unwell

Phone a University doctor, a GP's surgery or medical centre to make an appointment. If you've woken in the morning feeling unwell and would like to see a doctor that day, we recommend that you phone the doctor's surgery early in the morning (8 – 8.30am) for an appointment. Please note that it may not be possible to get an appointment on the same day; you may have to wait one or two days before you can see a doctor. Some medical centres have a drop-in service where you don't have to make an appointment. Call them first to check.



[Find a Doctor in Your Area](#)

The University Health Service operates as a general practice aiming to provide a broad range of general health and medical services. These cover areas such as sexual health, family planning, travel health, women's health, sports medicine, and psychological assistance in conjunction with other services, such as counselling.



[Monash University Health Service](#)



[Monash University Medical Appointments](#)

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears, etc. The doctor will then give you some advice regarding management of your illness and may give you a prescription for some medication.

If you need a doctor on a weeknight, weekend or public holiday, there is an after-hours home doctor service. The doctor can visit you in your home and the fee may be covered by your OSHC.

Telephone 132 660 or 137 425



[Doctor Doctor](#)



[13 SICK National Home Doctor](#)

If you've had or needed to take time off studies, you'll need to get a medical certificate from the doctor to provide to your faculty. If your illness is more serious or the doctor is unsure of a diagnosis, they may refer you for further tests (e.g. blood tests or x-rays) or to see a specialist doctor. It's important to note that if you're dissatisfied with the diagnosis or service of the doctor you see, you have the right to obtain an opinion from another doctor.

## Counselling and mental health

Professional and confidential psychological counselling services are available on campus to all Monash students. The service is staffed by experienced psychologists and social workers who are trained to assist people explore, understand, and work on resolving difficulties related to the demands of University and life in general. Referral to a psychologist may require a letter from your GP.

Cultural differences to what you are used to may increase your feelings of stress or anxiety. This feeling of 'culture shock' does pass with time as you gradually adjust, but in the short term can cause feelings of hostility or frustration towards your host country and a profound longing for home. It's important to remember this is a normal experience when living in a foreign environment, and that Monash counsellors are here to help.

Monash on-campus counselling appointments are free to all students.

The service also offers help online. It's not a crisis helpline, but is useful if you're unable to get to campus to see a counsellor. A counsellor will respond within three working days.



[Monash Counselling Service](#)



[After-Hours Mental Health Services](#)

## Public hospital waiting times

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

You may be asked to pay an upfront fee before being treated.

## Ambulance

If you require emergency transport to hospital, an ambulance may be called. The cost of an ambulance would only be covered by your OSHC policy if you're admitted to hospital. Please note: International student visa holders aren't eligible to be members of Ambulance Victoria.

## Chemists (Pharmacies)

If you need to obtain prescription medicine or medicine that's written for you by your doctor, you need to take the prescription to a pharmacy. You'll have to provide the pharmacist with your OSHC card and your full name and address. You often only have to wait a short while for your prescription medicine to be prepared.



[Find a Pharmacy in Your Area](#)

## Prescription medication

Prescription medicine is medicine that is prescribed by your doctor and can be purchased from a pharmacy. This medicine is only for you. The pharmacist will go through the instructions with you. You'll need to pay for your medicine and claim later. The medicine must be listed on the Pharmaceutical Benefits Schedule (PBS) for a benefit/refund to be available. You're required to pay the first \$41.30 (PBS contribution rate – current at the time of publication). You can then lodge a claim with your OSHC provider. Allianz Global Assistance may cover the cost above this amount up to a maximum of \$50 per prescribed item.

## Over-the-counter medication

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

## Dental and optical

Remember that dental and optical health services aren't covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist, you'll need to make an appointment.



[Find a Dentist in Your Area](#)



[Find an Optometrist in Your Area](#)

A dentist is available at the Clayton campus; ring 9905 1000 to make an appointment. This dentist charges reduced fees for all Monash Students.

## Interpreter services

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

## LEGAL SERVICES

The laws in Australia may be different to those in your home country. You can get legal assistance by hiring a lawyer directly or by seeking assistance from a number of organisations, such as Victoria Legal Aid, Community Legal Centres, or the Law Institute of Victoria. You can get information about how to choose a lawyer and find details of lawyers through the Law Institute of Victoria in the 'Find a Lawyer' section of their website.

The Monash Law Clinics is a community legal centre which provides free legal advice and assistance on a variety of legal

matters including: motor vehicle accidents, matrimonial and family matters, police prosecutions, debt, tenancy and neighbour disputes, contracts, and social welfare.



Monash Law Clinics



Law Institute of Victoria



Study Melbourne Student Centre



Federation of Community Legal Services

## AUSTRALIAN SOCIAL CULTURE

Australia is a diverse nation with a multicultural population. However, some of the social customs in Australia reflect an English/American background or social behaviour. When living in a new culture, it's a good idea to observe the habits and customs of other people because they may express themselves and behave differently from people of your own culture. At Monash, you'll have many opportunities to develop new friendships and to become involved in social activities or participate in sporting activities. During this time you'll also develop a greater understanding of yourself and of other people.

### Conversation topics

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

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

### Equal opportunity

Australians believe in equal opportunity. Women are entitled to the same rights, status, and opportunities as men. It's expected in Australia for people to be treated equally regardless of wealth, background, types of work undertaken, or appearance.

In Australia, we have laws that protect people from discrimination based on:

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

### Social customs

#### Informality

People often use first (given) names even with respected elders. However, if you're meeting someone who is older than you for the first time, use a title before their family name, for example: Mr Brown, Mrs Brown, Dr Brown or Professor Brown, until you're invited by that person to use their first name. 'Ms' (pronounced 'mizz') is now a common and useful title for women if you're unaware what they prefer to be called, e.g. Ms Brown.

#### Courtesy

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

#### Queues

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

#### Appointments

It's usual practice for you to make an appointment to see someone at the University or even before dropping in socially at someone's home.

## Invitations

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

## Punctuality

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

## Dress code

People tend to dress casually at University and during summer clothing is often kept to a minimum. Please note that it's acceptable for women in Australia to wear shorts and singlets without being considered provocative or immoral. If formal attire is required, you'll usually be advised in advance.

## Social gatherings

Social functions, such as barbecues, dinners or parties are common and can be held in private homes, parks, restaurants or function centres. Sometimes it can be 'BYO' which means 'bring your own' drinks or meat for a barbecue. Alternatively, it can be a 'bring a plate' gathering where each guest brings a plate of food to be shared by everyone. If the function is in a restaurant, most of the time the cost of the meals are shared equally.

## Physical contact

Handshakes are commonly used to greet each other or say goodbye, especially among men. You'll also see displays of affection, such as hugging, kissing, and holding hands between couples in public.

## Opening of gifts

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

## Smoking

Smoking isn't allowed on public transport, in restaurants, cinemas and public buildings. You can be fined for smoking in prohibited areas. If you're at someone's home, it's polite to excuse yourself and smoke outside. Smoking isn't permitted on any campus, including buildings and the grounds.

## Bribery

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

## Tipping

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

## Independence

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

## Intercultural communication

Studying at Monash will present you the opportunity to meet many people from other cultures. Watch some practical advice on how to use your English to communicate in day-to-day scenarios at Monash.



Monash Videos

## USEFUL TIPS AND ADDITIONAL INFORMATION

### Purchasing/connecting telephones

#### Mobile/cellular/hand phones

Refer to [Chapter 2 – Contacting your family – Telephones](#).

#### Private telephones

The main telecommunications service providers in Australia are Telstra, Optus, and Vodafone.

There are various alternative providers of telephone services. You can look for information on telephone service providers in the telephone directory or on the internet.

#### Usage

If you're boarding in a home and have the use of a private phone, be aware that there are costs involved. Please make arrangements about paying for the calls you make before using the phone. If you share a flat or house with other students, take care in arranging how the telephone bills (including connection fees) will be shared. You should come to an agreement early about how to pay telephone bills to avoid the problem of a housemate leaving the others to pay for their telephone bill. It's a good idea to ensure all members of the household have their full names placed on the telephone bill.

Long distance and international calls are itemised on each telephone bill. This lists each call, the telephone number and area called, the duration of the call, and the total cost of each call. Home owners can readily check if you've been making long distance calls in Australia or overseas.

## Phone cards

The larger phone companies don't necessarily offer the cheapest long distance and international phone rates. You should consider using pre-paid phone cards to make your international calls. A variety of cards are available at newsagents, convenience stores, and also selected outlets on campus.

## Internet

There are a range of internet providers in Australia offering a variety of services at varying rates. They offer pre-paid or contract internet plans. We suggest shopping around for the best deal.

## Australia Post

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

The minimum postage cost for a standard letter within Australia is \$1.10. You can also buy stamps from most newsagents, convenience stores and milk bars.

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



Australia Post

## Receiving mail or parcels from home

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



Rules About Receiving Goods by Post

## Daylight saving

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

During this time, you need to add one hour to your time calculation.

Victoria Standard GMT +10hrs

Daylight Saving GMT +11hrs

## Drinking water

Melbourne's drinking water is very clean so you can safely drink it without having to boil it first. It also contains fluoride which helps prevent tooth decay. Look out for the water drinking fountains at Monash. You can drink directly from the fountain and also refill water bottles.

## Protecting our environment

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

## Energy

By changing the way you use energy, you can save money and have a positive impact on the global environment.

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

Remember, the more electricity you use, the more it will cost.



Environmental Sustainability at Monash

## Recycling and rubbish

When you put out your rubbish, separate the items that can be recycled from general household waste. Local councils provide every home with a normal rubbish bin and a bin for recyclable items. The bins themselves, or their lids, are of different colours to help you dispose of your rubbish correctly. Visit your local council website to view your rubbish collection schedule.

Things that can be recycled are:

- glass (all glass bottles and jars – clear, amber, and green with caps and lids removed)
- aluminium (cans and foil)
- newspaper, cardboard, and office paper
- plastic milk, soft drink, and juice bottles, and takeaway food containers
- steel (all clean steel cans and tins)
- cartons (milk and fruit juice cartons).

## Other tips

- Reuse plastic and glass containers for food and other storage.
- Use scrap paper for rough notes during lectures.
- Whenever possible, use both sides of the paper when photocopying (and do double-sided printing).
- Avoid taking home extra plastic shopping bags when you do your grocery shopping.
- Don't put recycling in plastic bags. Put your items loose in the bin so they can be easily sorted.
- Put all rubbish in the appropriate bin.

## Hard rubbish

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



## Water

Water is a precious resource. Residents in Melbourne have to pay for the water they use. If you leave a tap running, it not only wastes water, but it gives you an expensive water bill to pay.



## WELCOME TO MONASH

We hope you've found the Destination Monash Handbook useful in your preparation for university. We encourage you to refer to it throughout the course of your study. If you have any further questions, please refer to the Ask.Monash website. We look forward to your arrival at Monash, and warmly welcome you to Melbourne.

# SHUHUAN

PhD Education, China

'We are so lucky studying in Australia as overseas students. It is such a multicultural and welcoming society.'





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