Arriving and Thriving in Canberra
A guide for international postgraduate students new to Canberra

Connect for Success
Emergency contacts

» UNSW Canberra Campus Contact Details

Student Administrative Services
Ph: +61 02 6268 6000
Address: UNSW Canberra Northcott Drive CANBERRA ACT 2600
Email: sas@adfa.edu.au
www.unsw.adfa.edu.au

Research Student Unit
Ph: +61 (0) 2 6268 8112
Email: rsu@adfa.edu.au

» Emergency telephone numbers

In Australia dial 000 from any phone for Police, Fire or Ambulance services. Dial 112 from a mobile phone. Dialling 112 will override key locks on mobile phones and therefore save time.

» Making phone calls within Australia

– To make international phone calls:
  o Dial international access code (0011) + the country code + the area code (if any) + phone number. When adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled.

– To make domestic phone calls:
  o Dial the area code + the phone number

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Introduction

This booklet has been prepared as a general guide covering most issues that new students are likely to encounter. Please use it as a reference rather than read it from cover to cover.

Arriving and Thriving in Canberra aims to assist you with your transition to life and study in Canberra by providing important information about social customs, university services, facilities and local laws. With different customs and laws and the unique Australian accent, you can expect to experience a period of adjustment when you arrive. Although the booklet is aimed specifically at international students, the information provided may also be useful for local students and military personnel who have moved to Canberra to study full time at UNSW. For more details about Canberra visit: www.visitcanberra.com.au

To further assist you with your transition to studying in Australia, UNSW Canberra will be conducting a comprehensive Orientation Program and will host a range of social events to enable you to meet other new students at UNSW Canberra as well as current students and Mentors. You will receive an email invitation to these events closer to the date. The Orientation Program is also posted on the UNSW Canberra website – please check regularly for updates and changes.

For general information about settling in Australia please visit:
About Canberra

Canberra, Australia’s national capital, is located approximately 3 hours drive south of Sydney. Canberra, a modern city built in 1908, has a population of around 335,000 and while small is the focal point for activities and events that affect and influence the nation. It is the home of Federal Government and the public service, a focus for business and industry, and home to diplomats from over 120 countries.

As a planned city, Canberra is known for its large open spaces, parklands and picturesque natural setting. It is an ideal place for students of all cultures and ages to call home. Canberra is located within a 2 hour drive from the beaches of the NSW South Coast and the Snowy Mountains, the home of Australia’s best ski fields.

There is certainly no shortage of opportunities to explore the many cultural riches that Canberra has to offer. Art galleries, museums, libraries and music and theatre societies are abundant in our capital city. Canberra is also home to four large universities and many other higher education institutions which offer unparalleled access to a range of research and study resources. In addition, national organisations like; the Australian Institute of Sport, the National Library (the largest in Australia), the National Gallery of Australia, Parliament House, the Australian War Memorial, The National Museum of Australia, Government Departments and the CSIRO are all located in Canberra.

Canberra has hot, relatively dry summers and cool to cold winters. Average temperature in summer is 25oC and average temperature in winter is 6oC.

Introduction to UNSW Canberra Campus

UNSW Canberra Campus is located at the Australian Defence Force Academy (ADFA). The campus is the centre for tertiary education for the Australian Defence Force and its three Services: Air Force; Navy and Army. It is located in the suburb of Campbell on the east side of Canberra 5km from the City Centre and 2km from Canberra Airport. All undergraduate service personnel live on campus and wear their uniform. International undergraduate students selected by their country to come to ADFA, also wear the uniform of their country and service.

UNSW Canberra Campus is part of a significant research institution, and offers a supportive and stimulating environment for postgraduate research and coursework students. Coursework or research students studying at UNSW Canberra gain all the advantages of studying with one of Australia’s largest, research intensive tertiary institutions. UNSW is a member of Australia’s Group of Eight Institutions and a member of Universitas 21.
Buses to ADFA from all suburbs are via the Civic Bus Interchange.

Facilities on campus

The campus has a large and comprehensive library, state-of-the-art computing facilities, well-equipped and modern laboratories and a service area which includes a hair salon, a University Co-operative Bookshop, credit union, a 24hr ATM and cafeteria/kiosk. There is easy access to free car parking and a taxi rank and bus stop are located on campus (please refer to the campus map on the next page for location).

The Indoor Sports Centre (ISC) is available free of charge for all full-time students. Those wishing to use the facilities should apply at the reception desk of the Indoor Sports Centre for an annual pass. In order to apply, students will have to present their student card. Facilities include a 10m indoor pool, squash, basketball and tennis courts, weights and cardio rooms.

The Connect for Success hub is located on the ground level of Building 36 and includes a lounge space for International students. The kitchen area is shared with the staff of the Research Student Unit.

A Muslim Prayer room is located in Building 21, Room 101, Ground Floor.

The Academy Library

The Academy Library is staffed by a dedicated and friendly team of people who are always willing to answer your queries. In addition, the library offers an extensive InfoSkills Program to staff and students based on the UNSW Canberra Learning guidelines. The program offers a wide range of tools and options to assist users of all levels to develop their Information Literacy skills and competencies. In addition to improving skills in finding, evaluating and using information, the program also aims to help you make effective use of the Library’s services and resources.

What skills does the Program develop?

- information retrieval techniques (catalogue, databases, web searching) in specific subject areas
- how to keep up to date with relevant information
- how to select and evaluate information and its sources
- how to manage information (citation styles, RefWorks, EndNote)

The Academy Library will run an information session for all new students during the orientation program, for details please check the website. [http://lib.unsw.adfa.edu.au](http://lib.unsw.adfa.edu.au)

In addition, the Library conducts workshops each semester, geared specifically for new PG research students, scheduled approximately 2-4 weeks following the general orientation session for new research students. Please check the website for updates on sessions. For more information about library services go to: [http://lib.unsw.adfa.edu.au/services](http://lib.unsw.adfa.edu.au/services)
Support Services on Campus

» Student Administrative Services
Research Student Unit
Lecture Theatre North, Ground Floor

The role of the Research Student Unit (RSU) is to provide quality administrative support, promote the academic programs of students and to enhance students’ educational experience at UNSW Canberra.

Core functions include:

- Helping students with admission, enrolment, timetabling, academic progression and advice on assessment and graduation.
- Providing information through a central enquiries office, orientation sessions and Open Day.
- RSU also coordinates the UNSW Canberra handbook, recruitment and information guide for students.
- Supporting students by providing formal and informal functions and events and offering personal advice and support.

In short, RSU offers ongoing support from the initial inquiry, through the application and acceptance process right through to graduation.

» Research and International Office (RIO)

The RO works closely with the Grants Management Office and Research Strategy Office at UNSW Kensington campus, administers all internal research grants, monitors research performance and research funding and provides support to academic staff for the development of their research careers. Key people in the RO are:

Professor Hans Riesen, Associate Dean (Research)
Room 101, Building 15
Ph: +61 (02) 6268 8679

Ms Danica Robinson, Manager, Research Office
Room 361, Building 21
Ph: +61 (02) 6268 8497

» Some of the SAS staff

Ms Patricia McCauley
Manager
Ph: +61 (02) 6268 8709
Email: p.mccauley@adfa.edu.au

Ms Usha Narayan
Deputy Manager
Ph: +61 (02) 6268 6001
Email: u.narayan@adfa.edu.au

Ms Jemima Glasswell
Research Student Support
Ph: +61 (02) 6268 8597
Email: j.glasswell@adfa.edu.au

Mr Luke Garner
Manager, Research Student Unit
Ph: +61 (02) 6268 9525
Email: L.Garner@adfa.edu.au

Mrs Elvira Berra
Research Student Support
(including Scholarships)
Ph: +61 (02) 6268 8112
Email: e.berra@adfa.edu.au

Ms Dominica Kazan
Postgraduate Student Counsellor
Ph: +61 (02) 6268 8571
Email: d.kazan@adfa.edu.au
» Learning and Teaching Group (LTG)
Ground Floor, Building 36

The Learning and Teaching Group (LTG) is a university centre which provides academic support to all UNSW Canberra students, including newly-arrived international students. Dr David Blaazer is the Manager for the Teaching and Learning Group.

The LTG includes the following units:

The Academic Language and Learning Unit (ALL Unit)

The ALL Unit offers students assistance in all matters relating to the use of academic English in their studies. This assistance takes the form of credit-based courses in academic English for local and international students, a range of workshops and short courses on study skills and aspects of reading, writing and critical thinking, and one-to-one consultations to help students with their written assignments, oral presentations, and more general issues they face in their studies at UNSW Canberra.

Contact:  Ms Linda Devereux Coordinator
Location: ALL Unit, Room 36-222
Email: knowall@adfa.edu.au
Ph: +61 02 6268 9514

The Flexible Learning Team
Location: Building 36, Ground Floor
Email: fltsupport@adfa.edu.au
Ph: +61 02 6268 9514

Arc sub branch
www.arc.adfa.edu.au

Arc is a student life organisation targeting all students at UNSW Canberra Campus. Services and programs offered by Arc are being specifically designed for the Canberra campus which is unique with its prominent military presence. Membership is voluntary and is currently priced at $25.

This is the first time in the history of UNSW Canberra that such a student life organisation has been developed. Take this opportunity to join up and reap the benefits of becoming an Arc member. It is your organisation and its evolution will depend on your interest and involvement.

Becoming a member means that you have greater opportunities for developing social connections; access to a range of discounted products; free legal support and advocacy; trips, tours and sports days; and access to a range of clubs and societies. More information about Arc will shortly be available on the UNSW Canberra international website. DON’T DELAY; SIGN UP TODAY!!
The Connect Mentor Program

The Connect Program was established so that students could use their experience and knowledge of life at university to offer support and guidance to new students. With their help your transition to university life and Canberra will be a lot smoother. The mentor system has many well documented benefits, for example:

- Access to basic information about the university
- Helpful in enhancing your sense of belonging and identification within your university school or faculty
- Positive influence on academic achievement
- Improving interpersonal communication skills
- Preventing some of the negative effects of stress
- Offering many opportunities for developing support networks and making social connections

Counselling Service

This confidential, free of charge service with a qualified professional counsellor, is designed to help people face challenges, navigate change, and regain balance. All enrolled UNSW Canberra postgraduate students are entitled to ten counselling sessions per annum.

What kind of assistance is provided?

- Work Related Issues (Career, Performance)
- Study Issues (Adjustment, Motivation, Resilience)
- Relationships (Couple, Family, Social, Work)
- Behavioral Concerns (Distress, Anxiety, Depression)
- Life Choices (Identity, Career, Spiritual)
- Stressful Circumstances (Health, Bereavement, Break-ups, Cultural Transitions)

The counselling service is located on the ground floor in Building 32 on the UNSW Canberra campus. To book an appointment please phone (02) 9385 5414 or ext. 855418 if you are on campus. Appointments are available on Monday and Wednesday.

Remember -- moving to another culture is an act of bravery and courage on your part. You have already demonstrated the willingness to take risks to achieve your goals. It may help to remember that CT is an emotional roller coaster with five predictable stages described in more detail in the Cultural Transition Handbook.
Equity

The role of the Equity Office is to provide advice, training and support to all staff, postgraduate students and, occasionally, to undergraduate students on equity and diversity issues. For example, if you feel that you are being discriminated against on the basis of your cultural background, sex or religion you can contact the Equity Officer. Or if you are suffering from any level of physical or psychological handicap the Equity Officer will be able to assist you with information about available support.

Cultural Transition

At UNSW Canberra, we recognise that settling in a new country, adapting to another culture, and adjusting to a different academic environment can be an emotional roller coaster. It is normal to feel anxious when you move to a new city or country to live and study. What can happen to you is sometimes called “Cultural Transitioning” (CT), otherwise known as ‘Culture Shock’.

CT happens when you do not understand the cultural norms of the new society; miss the food you normally eat; or can’t speak the language you normally speak. Everything seems different from what you expected when you left home. Life is different in different countries; everyone is different in the feelings they experience. It’s all OK, there is no right or wrong way of being at this time.

Some things that might be difficult: transport, finding accommodation, addressing your lecturer, standing in a line at the food store, understanding the Australian accent, using the Australian Health system, finding a social network. CT can cause distress and add pressure on students whose expectations of themselves are already very high.

You may experience some of the following during the transition:

- excitement
- lots of social activity
- anger
- resentment
- an unwillingness to interact with others
- longing for life back home
- sleep disturbances
- loss of confidence
- sadness
- loneliness

If you would like to talk to someone about CT or any other personal issues please make an appointment with our Postgraduate Student Counsellor.

Research Student Hub

The Research Student Hub is located next door to the Research Student Unit in Building 32. The Research Student Hub is a great new space for all research students to come and unwind, relax and catch-up with friends. The hub includes new couches, air-conditioning, a projector and big screen. All research students are welcome to use this space all day Monday to Friday!

Helpful Resources:

Mental Health Crisis Service
Ph: 1800 629 354

Lifeline Phone Counselling
Ph: 13 11 14

http://moodgym.anu.edu.au/welcome
www.blackdoginstitute.org.au
www.relationships.com.au
Part-time work

Under the current immigration regulations, international students with permission to work are allowed to work up to 20 hours per week during session, and full time during vacation periods. Dependents of undergraduate students are limited to 20 hours of work per week while those of postgraduates are permitted to work full-time.

It is worth noting that it can be difficult to find part-time work in Canberra. A Careers Adviser from UNSW at Kensington will come to Canberra during orientation to talk to students about finding part-time work in Canberra.

In addition, always check shops and restaurants as they often advertise vacancies in their windows. Also ask around, your landlord or Australian friends may be able to give you an idea of where to find work.

Employment Guides

Capital Jobs: www.capitaljobs.com.au
Australian Job Search: http://jobsearch.gov.au
Seek: www.seek.com.au
Career One: www.careerone.com.au
My Career: www.mycareer.com.au

Live in Canberra Industry Contacts:

Government - All Industries

ACT Government Jobs: www.jobs.act.gov.au
Australian Public Service Jobs: www.apsjobs.gov.au
Defence Material Organisation: www.dmojobs.gov.au
Tax File Numbers

A Tax File Number (TFN) is a nine digit number issued by the Australian Taxation Office (ATO) to identify your tax records and is therefore one of your most important forms of identification in Australia. It's yours for life and keeping it secure is a good defence against identity theft. Using another person's TFN, misusing yours or allowing it to be used by another person is a crime which can result in heavy fines or jail. These penalties also apply to people who 'buy' or 'sell' TFNs.

It is not compulsory to have a TFN, however without one:

- Your employer must take the highest rate of your wages in tax
- Financial institutions are required to tax interest you earn at the highest tax bracket
- You cannot get an Australian business number (ABN)
- ATO cannot process your tax returns
- You may be unable to get government services or benefits

For further information on how to get a TFN and how to keep it secure refer to: www.ato.gov.au/individuals

Student Visa Regulations

It is important that you understand the Australian laws and regulations affecting your student visa. For further information about DIAC (Department of Immigration and Citizenship).

Student visas are granted subject to a number of conditions. Failure to comply with a condition of your visa may result in cancellation of your visa. If your student visa is cancelled, you would be required to leave Australia. Please familiarise yourself with your visa conditions. For a list of explanations of your visa conditions, please refer to the information in the Immigration website: www.immi.gov.au.

Bringing your Dependant Family Members

If you are planning to bring your family members, wife/husband or children with you to Australia, you need to consider many issues. We suggest that you arrive first, settle into your studies, find appropriate accommodation, adjust to living in Australian and then arrange for your family to join you.

Important financial and emotional considerations when planning to bring family members out to Australia are:

- The career of your spouse and limited job opportunities
- Adjustment and language needs of your family
- Education costs and needs of children
- Availability and affordability of child care
- Availability or otherwise of extended family support
- Extra accommodation requirements
- Cost of living in Australia
- Age and size of family

www.immi.gov.au/students/students/bringing_family
Government Departments

» Department of Immigration and Citizenship (DIAC)

DIAC provides comprehensive information about student visa requirements and the application process, as well as application document checklists. For the latest information:

Ph: 131 881 or visit: www.immi.gov.au/contacts/telephone.htm

» Department of Foreign Affairs and Trade (DFAT)

DFAT has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

For the latest information visit: www.dfat.gov.au/embassies.html

» Australian Taxation Office (ATO)

Tax File number application

For information about how to apply for a TFN (Tax File Number) go to: www.ato.gov.au

» Australian Federal Police (AFP)

Phone Numbers:

000 – Emergency, Police, Fire or Ambulance
131 444 – for Non-Emergencies
1800 123 400 – National Security Hotline
131 237 – AFP Airport Security
1800 333 000 – Crime Stoppers
1800 000 634 – National Missing Persons
Health Care

**Overseas Student Health Cover (OSHC)**

All international students and their families must have at least standard private health insurance through the Overseas Student Health Cover (OSHC) scheme. This must continue for the duration of their stay in Australia, and is a condition of a student visa. Standard OSHC covers medical and hospital care expenses that students or their family may incur while studying in Australia. OSHC will also contribute to the cost of most prescription drugs and emergency ambulance transport. OSHC Worldcare is currently the UNSW preferred OSHC provider for commencing international students.

For more information about OSHC see: www.oshcworldcare.com.au

**Doctors**

The government sets a scheduled fee for medical services but some doctors charge above this amount. The OSHC scheme will cover 100% of the Medicare benefits scheduled fee for a visit to your doctor (outside hospital). For medical services while you are an inpatient at a hospital OSHC will pay 100% of the scheduled fee. In both situations, if a doctor charges above the scheduled fee, you must pay the difference. This difference is often referred to as the “Gap fee”.

Below are some medical practices in Canberra who have the lowest gap fee.

Dr Vin Duc Lieu  
202/222 City Walk, Canberra City  
Ph: +61 (02) 6257 3555 (Highly Recommended)

Belconnen Medical Centre  
Westfield Belconnen 2617 – Shop 106 Level 1  
Ph: +61 (02) 6251 8898  
Fax: +61 (02) 6251 8897  
Note: Gap Fees will apply  
GP: Dr Ammar Dhaimat (Highly Recommended)

Conder Surgery  
3 Sidney Nolan Street Conder ACT 2906 Shop 3  
Ph: +61 (02) 6294 9366  
Fax: 02 6294 9388  
Note: Gap fees apply

The following website provides a list of Canberra Doctors’ by location: www.doctors-4u.com

In addition, we now have a Worldcare representative available on campus on a fortnightly basis to assist you with your claims. She will be on campus every second Thursday between 10am and 12pm and is available to answer any questions.

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Please note that only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Students may take out additional health cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose governments may have reciprocal health agreements for students in Australia. Note that some reciprocal health agreements only cover students in Australia, while some will only cover visitors.

Please also note that the above information only applies to civilian students not Defence sponsored students as they are covered by the Defence medical insurance policy.
**Hospitals**

OSHCC Worldcare will pay 100% of the rate determined by ACT Health Authorities for services in a shared ward in any Public Hospital. The scheme will pay 100% of the scheduled fee for medical and hospital services while you are an inpatient (when you have to stay overnight in the hospital) at a Private Hospital. If a private hospital or your doctor charges above the scheduled fee, you will have to pay the gap. Similarly, OSHCC will cover 100% of the scheduled fee if you are an outpatient in a Public Hospital. The scheme also provides cover for the cost of emergency ambulance transport.

Canberra Hospitals are:

**Canberra Hospital**
Yamba Drive, Woden
Ph: +61 (02) 6244 2222 (24 hour emergency)

**Walk-in Centre, Canberra Hospital**
The ACT Government Walk-In Centre, located at Canberra Hospital, Yamba Drive Woden, is a “no cost” alternative to attending a General Practitioner for minor illnesses. The Walk-in Centre provides fast, free one-off advice and treatment for people with minor illness and injury. If your illness is considered more serious you will be referred to a doctor at another location.

Opening hours – 7.00am to 11.00pm every day of the year including Christmas Day and New Year’s Day. No appointment is necessary. The Centre is located at the Canberra Hospital (enter from the Yamba Drive entrance and follow the signs). Children under 2 years of age and people with complex or serious conditions should see their General Practitioner (GP).


**Calvary Hospital**
Mary Potter Circuit
Cnr Belconnen Way & Haydon Drive
Bruce ACT
Ph: +61 (02) 6201 6111

**Dental**

Dental and Optical health services are not covered by the standard overseas Student Health Cover (OSHC). If you need to see a dentist or optometrist you will need to make an appointment refer to the yellow pages

and pay the full fee of this service.

However, if you would like Dental and Optical cover you can add OSHCC Worldcare Student Plus which is an affordable and tailored extras cover designed specifically for overseas students studying in Australia. To obtain more information about this service call

Ph: 1300 733 676 to speak to one of the member service specialists or go to:

**Medical Emergencies on campus**

If you have a medical emergency on campus please call the Student Administrative Services –
Ph: +61 (02) 6268 6000
Getting around Canberra

» Bicycling

Bicycling is a popular transport option in Canberra, as it has well-planned cycle paths throughout the city. Cycleway maps are available from ACT Planning and Land Authority, ACT Government Shopfronts, Canberra Visitors Centre, Pedal Power ACT, some bike shops and newsagents. The maps provide detailed cycle routes across Canberra.

Mandatory Helmet Laws for Bicyclists (MHLB) state you are required to wear a helmet at all times whilst cycling. When bicycling in the night in Canberra you are also required to use a light.

For further information please visit:
www.pedalpower.org.au

If you would like to purchase a bike, helmet and accessories, refer to the various websites below for several bicycle shops in Canberra:
www.bikesuperstore.com.au
www.bikeshed.com.au
www.mrspokes.com.au

Visit this website if you would like to hire a bicycle and venture around Canberra’s tourist locations. In addition, from July 2011, Arc (Student Life Organisation) here at UNSW Canberra will be managing a “For Sale Items” on their website. Bicycles and vehicles regularly come up for sale as students return home.

» Taxis

If you decide to make use of The Canberra Taxi Service, make sure you book well in advance stating your name and destination clearly. In Canberra unlike in Sydney or Melbourne, you cannot just go out on the road and hail a taxi. Also bear in mind that they are one of the more expensive methods of commuting in and around Canberra. To book a taxi contact:

Canberra Elite
Ph: 13 22 27
or SMS your name, pickup address and time you want the taxi to arrive:
Ph: 0417 672 773 or visit their website: www.canberracabs.com.au

» ACTION Buses

Public Transport in the ACT is provided by the ACT Internal Omnibus Network (ACTION).

To receive a discounted student fare you will need to apply for a MyWay tertiary student card. Simply complete an online application at:

Students will be required to provide student identification details to ensure they are entitled to the discounted fare. Students will then need to load value to the cards prior to use. Value can be added to the card online at:

or over the phone on 13 17 10, or in person at a MyWay Centre, MyWay recharge agent or at a Canberra Connect Shopfront.

» DEANE’S Buslines

Dean’s Bus Lines operate out of Queanbeyan and buses regularly travel the 12 kilometres between Canberra and Queanbeyan. The departure point in Canberra for travel to Queanbeyan is just one block away from the Canberra Jolimont Centre. The Canberra Jolimont Centre is where all interstate buses arrive and depart.

Ph: +61 (02) 6299 3722 or visit:
www.deanesbuslines.com.au

» Driving in Canberra

For most experienced drivers, driving a car in Australia is easy, provided you learn the local road rules. In Australia, cars drive on the left hand side of the road (like Japan, Thailand, Indonesia, Hong Kong and England). If you come from a country where cars drive on the right hand side, you should take some time to get used to the local conditions, before driving in heavy traffic. The default speed limit in suburban areas is 50km per hour unless a speed limit sign shows otherwise.

Drivers Licence Requirements

In most states and territories of Australia if you hold a current driver licence from another country, you are allowed
to drive on your overseas licence as long as; you remain a
temporary overseas visitor; your overseas licence remains
current; you have not been disqualified from driving in that
State or elsewhere and; you have not had your licence
suspended or cancelled or your visiting driver privileges
withdrawn.

Most overseas visitors are not required to obtain an
Australian licence if you comply with these conditions and
can continue to prove your genuine visitor status to State
Police if required.

When driving in NSW you must carry your overseas drivers
licence. Your licence must be written in English or, if the
licence is not in English, you must either carry an English
translation or an International Driving Permit.

For further information please visit:

Demerit Point System and penalties
The demerit points system involves the allocation of
penalty points (demerits) for a range of driving offences.
Introduced in NSW in 1969, the demerit points system is a
national initiative that is currently in place in all States and
the ACT.

The demerit points system is designed to encourage safe
driving. Coupled with financial penalties, demerit points
have proven to provide a strong incentive to drive within
the law.

Accumulating points
When a licence holder accumulates a certain number
of demerit points, his or her licence will be suspended.
The number of points varies for different licence types as
follows:

- Full unrestricted licence holders
  (gold, silver or magenta) – 12 demerit points in any
  three year period
- Provisional P1 licence – 4 points
- Provisional P2 licence – 7 points
- Unrestricted licence with a good behaviour period
  – 2 points during the good behaviour period.

For more information please go to:
www.policensw.com/info/traffic/
demeritscheme.html

Drinking Alcohol and Driving
If you are going to drink alcohol, DO NOT drive. If you are
going to drive, DO NOT drink alcohol.

Mobile Phones and Driving
The use of mobile phones when driving is against the law
and dangerous if the phone is not ‘hands-free’. Fines are
considerable and demerit point penalties apply.

Buying a Car
There are several options for buying a car:

- Registered Car Dealer
- Private sale
- Online websites, which can be either via a car
dealer or private
  o www.carsales.com.au
  o www.drive.com.au
  o www.carpoint.com.au

No matter which option you choose, if you buy a second
hand car you are advised to have it checked by a qualified
mechanic or the NRMA (National Roads & Motorists
Association), a fee is payable.
Ph: 132 132 or visit:

Insurance
All cars in Australia must have personal injury insurance,
known as Compulsory Third Party (CTP) insurance
which can be purchased from an insurance company.
CTP covers injuries caused by the car, but not damage
to property. Third Party Property insurance pays for
the damage your car may do to another person’s car
or property, but not the damage done to your car. Full
Comprehensive insurance pays for all damage.

Purchasing a car is not a cheap option and you will
need to factor into your budget, registration, insurance,
maintenance costs, and running costs.

Stamp Duty
When you purchase a car you are required to pay a
Motor Vehicle Stamp Duty. Stamp duty is collected
by the government and is payable in the Australian
Capital Territory (ACT) at the rate of $3 for every
$100 value or part thereof. The rate is higher if the
purchase price of the vehicle exceeds $45,000.
Money

» Currency

Australia uses decimal currency; 100 cents make one Australian dollar ($A). The coins in current circulation are 5c, 10c, 20c, 50c, $1 and $2. Notes in current circulation are $5, $10, $20, $50 and $100. Prior to departure you should try to exchange some money at a bank, $150 would be sufficient for a couple of days until you have the opportunity to visit a financial institution in Australia and open an account with an Australian Bank or Credit Union.

» Opening a Bank Account

In order to open a bank account you are required to show proof of identity. If you have recently arrived in Australia (less than 7 days ago) your passport is satisfactory identification. If you have been in Australia for longer than a week you will need additional identification such as a written reference from an acceptable referee, a driver's licence, a student card, or an OSHC membership card.

When you open an account let the Bank or Credit Union know that you are a student.

» Banking

Opening Hours for Banks in New South Wales and the Australian Capital Territory (Canberra) are usually Monday – Friday 9:30am-4:00pm and on a Friday until 5:00pm. Automatic Teller Machines (ATMs) are readily available 24 hours a day. A $2 fee applies if you use another banks' ATM.

For easy access a Credit Union is available on campus -

DefCredit
Ph: 1800 033 139 or visit: www.defcredit.com.au

For further information on some of Australia’s banks please refer to the details provided:

ANZ
Ph: 131 314 or visit: www.anz.com.au

Commonwealth Bank
Ph: 132 221 or visit: www.commbank.com.au

National Australia Bank
Ph: 132 265 or visit: www.nab.com.au

St George Bank
Ph: 133 330 or visit: www.stgeorge.com.au

Westpac
Ph: 132 032 or visit www.westpac.com.au
General Information

Finding accommodation in Canberra can be difficult and that is why we suggest that you try to get here at least one month before your course begins to give you sufficient time to find a suitable flat or house. When renting you need to sign a residential tenancy agreement. The agreement sets out the conditions and terms of the tenancy such as your rights and obligations in renting the property. When signing the agreement, check that it is a standard agreement. Any extra terms or conditions have to be agreed to and signed by you. Make sure all conditions and terms you discussed with the landlord are in the agreement before you sign. Fully understand all sections of the agreement before you sign.

Always inspect the place carefully before you move in. A premises condition report should be completed by the landlord before occupancy and a copy given to you. Check each room to see if the report is accurate. If any discrepancies occur, record them on the report and return a copy of the report to the landlord.

When you wish to end the agreement you should give notice in writing (keeping a copy of the dated letter yourself). Depending on the terms of the agreement, you must give either 14 days or 21 days notice. Fixed term agreements are harder to end than continuing agreements.

Beware of Scams

Please read “Fake Rental or Share Accommodation Scams” available on the ANU website to learn about how to avoid becoming the victim of an accommodation scam. http://accom.anu.edu.au/UAS/2591

The following accommodation options are now also available for ALL Canberra students including UNSW Canberra students:

Academie House

Academie House is a privately owned provider of student accommodation, managed by Student Housing Australia Brand. They have fully furnished, self contained studios and 1 bedroom apartments available for 6 – 12 months within walking distance to ANU. For more information go to: www.unilodge.com.au/Canberra/Academie_House

Unigardens

Unigardens, also managed by Student Housing Australia and recently purchased by ANU offers accommodation to any full time university student in Canberra. For more information on the type of accommodation please visit: http://accom.anu.edu.au/UAS/2384

For more information on a range of other accommodation options we suggest that you also look at The Australian National University and the University of Canberra websites.

From 2011 UNSW Canberra will also be providing information for the Homestay Accommodation Service for those students who wish to settle into the Australian way of life by living with an Australian family before pursuing more independent accommodation options.

Some Other Useful Websites

The following is a list of places where you can go to find advertisements for accommodation:

- Buy The Canberra Times newspaper on a Saturday or visit their website: www.canberra.propertyguide.com.au
- www.allhomes.com.au
- www.realestate.com.au

Listed below are individual Real Estate agents that will also have online listings of rental properties. Inspections are usually on a Saturday. Inspections during the week are generally by appointment only. As inspections are usually on Saturdays you will generally not be able to make contact with the Property Manager unless you attend the advertised rental property for an inspection. For further information visit:
- www.ljhooker.com.au
- www.independent.com.au
- www.rainandhorne.com.au
- www.maloneys.com.au
- www.raywhite.com.au
- www.peterblackshaw.com.au
- http://au.easyyroommate.com
- www.cameronre.com.au
Tenancy in the Australian Capital Territory

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A$1,000 dollars. The bond is usually set at four weeks’ rent. A bond/“security deposit” is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

The following websites contain helpful information on your rights and responsibilities as a tenant. Issues include how much bond to pay, tenancy agreements and Condition of Premises Reports. It is important to be aware of these issues prior to renting property in the ACT.


Canberra Connect (ACT Government) – Lessors and Tenants www.canberraconnect.act.gov.au

Tenants’ Union ACT www.tenants.act.org.au

Please note that there will be a special session during the Orientation Program which deals with tenancy laws and common tenancy issues in NSW and the ACT.

Tenancy in New South Wales (NSW)

The city of Queanbeyan is located 12kms south of Canberra and a convenient distance to UNSW Canberra and the Canberra City. If you choose to live in Queanbeyan, the laws guidance tenancy may differ from those above. The following sites provide information on tenancy in NSW.

NSW Office of Fair Trading – Real Estate and Renting Services www.fairtrading.nsw.gov.au

Tenants’ Union of NSW www.tenants.org.au

Short-term accommodation options

For most students it is very hard to secure permanent accommodation before arriving in Canberra as you are unable to view properties, meet appropriate contacts, etc. Therefore short-term temporary accommodation is required when first arriving in Canberra. The following links may be of assistance:

www.canberratourism.com.au
www.canberracommodation.com.au
www.canberrarenters.com.au

Alternate short term accommodation include:

Canberra City YHA
7 Akuna Street
CANBERRA CITY ACT 2601
Ph: +61 (02) 6248 9155
Fax: +61 (02) 6249 1731
Email: canberracity@yhansw.org.au

Cost: from $28.50 per night for single shared accommodation.

Civic Pub Backpackers
8 Lonsdale Street
BRADDON ACT 2612
Ph: +61 (02) 6248 6488

Cost: from $33 per night, single rooms and dormitory style accommodation.

Blue and White and Canberran Lodges
524 and 528 Northbourne Avenue,
DOWNER ACT 2602
Ph: +61 (02) 6248 0498
www.blueandwhitelodge.com.au

Cost: Daily single $110, weekly single $90 per day. Twin or Double Daily $120, weekly rate is $100 per day. Family daily rate $185, and weekly family rate $145 per day.

Costs include breakfast. Rates are cheaper without breakfast – approx $10 – 15/person discount.

Family owned for over 40 years and only a short walk to Dickson Shopping Centre, renowned for its vast array of multicultural restaurants.
The Capital Executive Apartment Hotel
Corner Northbourne & Girrahween Street
CANBERRA ACT
Ph: +61 (02) 62438333

Cost: Studio apartments (sleeps 2-3) $155-$175 per night, Studio Family Apartment (sleeps up to 4) $169 per night, Family Room (sleeps up to 5) $189 per night.

The Capital Executive Apartment Hotel is a five minute walk from the heart of Canberra City.

The Haig Italian Restaurant is a multi-award winning restaurant located in the Capital Executive Apartment Hotel.

Canberra Short Term & Holiday Accommodation
Paterson Street AINSLIE ACT 2602
Chisholm Street AINSLIE ACT 2602
McMillan Crescent GRIFFITH ACT 2603
Ph: +61 (02) 6260 6613
www.canbhol.com/au/contact.html

Cost: 2 bedroom apartments for 7-13 nights from $160-$190 per night, 4-12 weeks the rate is reduced to $875 per week, beyond 12 weeks the rate is negotiable.

Canberra Motor Village
Kunzea Street O’CONNOR ACT 2602
Ph: +61 (02) 6247 5466
www.canberravillage.com

Cost: from $124 per night extra persons around $17 per night. Maximum 28 nights.

Canberra Motor Village is set in the bushland. If you would like a taste of Australia in the heart of the nation’s capital then this venue is ideal, crisp clean air, kangaroos and birds nearby. The ACTION bus stop for service through to the town centres and universities are a 50m walk away. Two styles of accommodation are available, motel and cabin.

The Parklands Apartment Hotel (Best Western)
6 Hawdon Place Dickson ACT 2602
Ph: +61 (02) 6262 7000
www.theparklands.com.au

Costs: One bedroom apartment (sleeps 3) $160 per night, or if 4 or more nights $145 per night, 2 bedroom apartment (sleeps 4) $300 per night, or if 4 or more nights $270, 2 bedroom connecting apartment (sleeps 5) same rate. 3 bedroom apartment (sleeps 6), $320 per night or if 4 or more nights, $295; 4 bedroom apartment (sleeps 8) $410 a night or if 4 or more nights $370 a night.

Set amongst peaceful surroundings, The Parklands Apartment hotel is situated within walking distance to Dickson shops and 40 plus restaurants also known as little China Town. The facilities include a heated indoor swimming pool and gymnasium. Foxtel is available to all units and there is secure underground car parking at no charge. Breakfast room is open from Monday to Friday serving hot breakfast made to order and a continental breakfast buffet. ACTION bus stop is less than 100m away.
Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority: www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: www.mobiles.com.au/mobile-phone-plans

Laptops

If you are considering bringing your laptop or any communication devices visit: www.acma.gov.au to ensure your modem is Austel Approved so that it will function in Australia.

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed.

Computer & Internet Access

Many of the above companies will also provide you with home internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

Information Communication and Technology – Tip sheet

For information about: Antivirus; email; internet and network; virtual private network and wireless go to: http://icts.unsw.adfa.edu.au
Child Care and Schools
Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before – and after – school care programs (usually 7:30am – 8:45am and 3:00pm-6:00pm). Children who need these programs must be registered with the school.

For information on schools and childcare centres in Canberra please visit: www.canberrakids.com.au


or contact the International Education Unit ACT Department of Education and Training on

Ph: +61 (02) 6205 9176
Fax: +61 (02) 6205 9239
Email: ieu@act.gov.au
www.det.act.gov.au

Spiritual Meeting Places in Canberra
Australian Centre for Christianity and Culture
The National Centre is in Barton, which is near the Parliamentary Triangle. There is a pilgrim walk, places of reflection and are open to all. This organisation has been involved in reconciliation, interfaith discussions etc.
www.acc-c.org.au

Canberra Islamic Centre
Prayer times are available at: www.islam-australia.org/Prayer-Times

Canberra Chinese Christian Church
The Canberra Chinese Christian Church is a non-denominational Christian Church. Their statement of faith is the same as the Chinese Christians Congress of World Evangelism, and is also based on the Apostles’ Creed. Please refer to the website for further information:
www.canberra-ccc.org

Hindu Religion
The Vishnu Siva Mandir is located at 82 Mawson Drive MAWSON ACT 2607. For further information visit: www.vishnushivamandir.org
There is a Hindu Temple and Cultural Centre located in Ratcliff Crescent FLOREY ACT 2615. For further information visit: http://htcc.org.au/main

What to do on weekends

ACT government services, support and information about Canberra:
www.act.gov.au
www.visitcanberra.com.au

Online Entertainment/Music Guide
www.bmamag.com
www.outincanberra.com.au

Canberra has many tourist attractions, some are provided below:
- Australian War Memorial www.awm.gov.au
- Australian Institute of Sport www.ausport.gov.au
- Lake Burley Griffin
- National Carillon (located on Aspen Island).
- National Gallery of Australia www.nga.gov.au
- Old Parliament House www.moadoph.gov.au
- National Rose Gardens
- Prime Minister's Lodge
- Questacon, National Science and Technology Centre www.questacon.edu.au
- National Zoo and Aquarium www.nationalzoo.com.au
- Australian National Botanic Garden www.anbg.gov.au

Surrounding attractions include:

Cockington Green - delightful and fascinating display of meticulously crafted miniature buildings set within beautifully landscaped gardens. www.cockingtongreen.com.au

Corin Forest - Canberra's Mountain Playground - a great hiking opportunity only 45 minutes drive from the heart of Canberra. Visit: www.corin.com.au

Cycling and Walking paths:
www.tams.act.gov.au/move/cycling/cycling_and_walking_map
www.walkingincanberra.wordpress.com/category/canberra-walking-routes

Where to eat in Canberra

For all of your dine in, take away requirements refer to the following websites for an international choice of cuisines to suit your individual tastes. Please note that some of our restaurants do home delivery:
www.menulog.com.au

Where to shop in Canberra

Canberra has five major shopping centres, all are connected by ACTION bus Intertown Route.

Belconnen features the Westfield Belconnen Mall, which has tenants including Myers, Target, K-Mart, and the Hoyts entertainment centre. The Mall is located adjacent to the Lathlain St Bus Station. The Mall is located next to Lake Ginninderra.

The Canberra Centre features the shopping Mall, outdoor eateries, the General Post Office, and a diverse range of retail shops in the area from the 1920's Sydney and Melbourne buildings on each side of Northbourne Avenue, through to Allara Street where the Canberra Casino is located.

Woden features Woden Shoppingtown and the Hoyts Cinema. Woden Shoppingtown's tenants include David Jones, Big W and Harvey Norman. The Woden Bus Interchange is located adjacent to the Shoppingtown. Woden shoppingtown is approximately 10kms south of the city.

Tuggeranong Hyperdome is approximately 18 km south of the city.

Gungahlin also has a shopping centre and is one of Australia's fastest growing communities. Over 35,000 people reside in the 12 suburbs which make up Gungahlin. There are 2 shopping areas, The G and the Marketplace, both with large supermarkets, Coles and Woolworths. ACTION also provides a service in Gungahlin.
Most suburbs also have a local grocery store; however, the groceries may be more expensive.

\[\text{Asian Food Markets}\]

- **Dickson Asian Grocery Store**
  16 Woolley Street, Dickson ACT 2602
  Ph: +61 (02) 6249 7187

- **Fyshwick Market Asian Food Store** Fyshwick, ACT 2609

- **Ah Chu Asian Provisions - Asian Grocery** 7/67 Townshend Street, Phillip ACT 2606
  Ph: +61 (02) 6281 1227
  Mobile: 0423 001 667

- **Daily Market - Asian Groceries**
  5/35 Childers Street, City ACT 2601
  Ph: +61 (02) 6257 9888

- **Hub Asian Supermarket**
  33 Hibberson Street, Gungahlin
  Ph: +61 (02) 6295 0606

- **Hub Asian Supermarket**
  ShpT69/Centro Hyperdome, Anketell St Tuggeranong ACT 2900
  Ph: +61 (02) 6293 9288

St Vincent De Paul offers a more affordable alternative. Throughout Australia there are many St Vincent de Paul outlets that sell second hand items including: clothing, kitchen utensils and furniture at very reasonable prices.

They are located in the following areas:

- Cape Street, Dickson ACT 2602
  Ph: +61 (02) 6249 6053

- Athlon Dr, Tuggeranong ACT 2900
  Ph: +61 (02) 6293 1466

- Rae St, Belconnen ACT 2617
  Ph: +61 (02) 6251 3704

- Boolimba Crescent, Narrabundah ACT 2604 Ph:
  +61 (02) 6295 6868

**Salvation Army Family Store**
Shop 1 Fruit & Vegetable Market Athlon Drive,
Tuggeranong ACT 2900
Ph: +61 (02) 6293 2780

For the Fashion conscious on a budget check out:

**Material Pleasures**
3 Barrier St, Fyshwick ACT 2609
Mobile: 0412 182 878
materialpleasures.com.au

**The Direct Factory Outlet (DFO)**
337 Canberra Ave, Fyshwick ACT 2609
Ph: +61 (02) 6112 6222
www.dfo.com.au

For more information on recycling and charity stores in the ACT go to:
Australia & Australian Culture

» Where to send letters and parcels within Australia and overseas

Location of Post Offices (ph: 131 318)
Australia Post is one of our nation’s largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

Belconnen: 6 Cohen Street
Belconnen ACT 2617

Canberra City: Cnr Moore & Alinga Street Canberra ACT 2600

Dickson: 28 Dickson Place
Dickson ACT 2602

Gungahlin: Shop 22, 33 Hibberson St Gungahlin ACT 2912

Kingston: 19 Jardine Street
Kingston ACT 2604

Kaleen: Shop 7, 10 Kaleen Plaza Georgina Cres Kaleen ACT 2617

Queanbeyan: 52 Yass Road,
Queanbeyan, NSW 2620

In addition, you can also send letters from the Co-op bookshop here at UNSW Canberra, located above the café.

Australia is made up of six states and two territories. Each state and territory has its own parliament, flag and floral emblem. Australia became a federated nation after the union of the six colonies on 1 January 1901. Bound by one parliament, one constitution and one flag, Australia celebrated its Centenary of Federation in 2001. Australia’s population is approximately 21 million people.

For further information on Australia, please visit:
www.australia.com
www.about-australia.com
www.australia.gov.au

» Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.
» Australian Slang

Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to ‘bring a plate’, this means to bring a dish of food to share with your host and other guests.
- **BYO** - when an invitation to a party says ‘BYO’, this means ‘bring your own’ drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO.
- **Arvo** - This is short for afternoon. ‘Drop by this arvo,’ means please come and visit this afternoon.
- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.
- **Snag** - The raw type of sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.
- **Chook** - The term chook means a cooked chicken, usually a hen.
- **Cuppa** - a cup of tea or coffee ‘Drop by this arvo for a cuppa’ means please come and visit this afternoon for a cup of tea or coffee.
- **Fair dinkum** - honest, the truth. ‘Fair dinkum?’ when used as a question means, ‘is it really true?’
- **To be crook** - to be sick or ill.
- **Shout** - to buy someone a drink.
- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to ‘see that bloke over there’.
- **How ya goin?’ - ‘How are you going?’ means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like ‘ow-ya-goin’-mate’.


» English Conversation Classes

If you would you like to improve your general fluency while getting to know people in the community then come along and participate in the English Conversation Groups who meet regularly at the ACT Public Libraries listed below. Improving your general English fluency brings not only social benefits but also adds greatly to your Academic skills.

**Belconnen**

Thursdays, 10am – 12pm during school terms
Belconnen Library Community Room In partnership with Belconnen Community Service

**Civic**

Tuesdays and Thursdays 2pm – 3pm
Saturdays 9.30am – 12.30pm and also 2pm – 3pm
Saturdays IELTS Training, (International English Language Testing System) 10.30am – 12.30pm

**Dickson**

Mondays, 5.45pm – 6.45pm
Wednesdays, 10am – 11am

**Kippax**

Fridays, 12.30pm – 2pm, (Only during school term)

**Tuggeranong**

Mondays, 6pm – 7pm

**Woden**

Thursdays (during school terms) 12.30pm – 2pm

UNSW Canberra staff would like to welcome you all, we sincerely hope that you have a rewarding and enjoyable experience at our campus and wish you the very best of luck with your future studies.

Disclaimer:

The information in this guide was correct as at March 2013.

UNSW Canberra reserves the right to discontinue or vary programs, courses, arrangements or staff allocations at any time without notice. UNSW Canberra reserves the right not to offer any courses or units with enrolments of six or less. Prospective students should contact Student Administrative Services at UNSW Canberra to confirm admission requirements and availability of programs.