



City Language Centre

●●●●●@MELBOURNE

STUDENT HANDBOOK 2025



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1. ABOUT City Language Centre

Welcome to City Language Centre!

City Language Institute Pty Ltd trading as City Language Centre (CLC) is a unique English language school located in Melbourne CBD, Australia. We inspire courage and celebrate individuality by providing an authentic Australian learning experience in a warm, caring and creative environment.

This is one of the main points of difference that you will experience at City Language Centre. Our staff and teachers can be trusted to always do their very best for you.

City Language Centre provides a wide range of practical English language courses, delivered by our fully qualified and professional teachers. We can help you achieve your English language learning goal; it might be for the job you currently have or would like to have; it might be for just getting around this wonderful city, meeting new friends and having a lot of fun!

2. GENERAL STUDENT INFORMATION

2.1. Student Support Services

If you have any problems with your course then please speak to the Academic Manager who is available to discuss in confidence any problems you might have in relation to your study or other matters.

The Academic Manager's role is to provide information, advice and assistance to all students in a wide range of areas such as:

- Orientation
- Student enrolment
- Academic progress
- Further study options
- Study problems
- Financial issues
- Health matters

Students who are experiencing any difficulties in their study are requested to speak to Academic Manager. Any discussions will be treated in confidence.

2.2. Year Planner and Timetable

Your personal timetable showing scheduled classes and holiday breaks will be given to you during orientation or can be requested from Administration.

2.3. Student ID Card

After enrolment you will be issued with a photo student ID card. This card will identify you as a CLC student and will allow you to access services and facilities at CLC and will also act as your library card.

If you lose your ID card then you will need to request a new card from Administration staff in writing. Please be aware that you will be required to pay a \$10.00 replacement fee.

2.4. Personal Details

If for any reason your personal details change during the year, such as a change in contact or account details, please advise CLC in writing within 7 days of the change.

2.5. Student Survey

CLC is committed to facilitating a learning process that both benefit the client and the employer. Throughout the course students will have the opportunity to complete student surveys via email. Student feedback will be used to enhance training resources and the student learning experience.

In addition, the national regulator, the Australian Skills Quality Authority (ASQA) responsible for registering training providers in Australia, will utilise an electronic survey tool to administer a survey to students that have enrolled in or completed training. The student survey collects information from students about their study experiences including their enrolment, training, support received, assessment experiences, and completion of training.

ASQA will require CLC to:

- complete a template with a list of student details, and
- inform these students they may receive a survey from ASQA.

2.6. General Housekeeping

- After each class has finished ensure that:
 - All rubbish has been cleared and put in the bins provided.
 - All class materials and work have been removed from the desk area.
- No smoking in any of the buildings including the ground floor entrance area.

2.7. First Aid

A First Aid kit is available from the reception area.

3. INFORMATION AROUND ENROLMENT

3.1. Orientation and Induction for New Students

An invitation will be emailed to you prior to course commencement and held on your first day.

3.2. Fees

Enrolment and Material fees

A non-refundable administration fee must be paid prior to commencement to secure your place at CLC. This fee is only paid once. If you do enrol in a second course at CLC there is no additional charge.

An additional fee for materials will be charged, it is \$10 per week. Please refer to your *Letter of Offer* for applicable fees.

Tuition Fee

These fees cover the cost of the tuition throughout the year and are refundable in accordance with the *Refund Policy*.

3.3. Payment of Fees

City Language Centre provides different payment methods for students applying to study. Please find more at fees section on www.cityenglish.edu.au in individual course pages for costs related to specific courses.

3.4. Refund Policy

Find out if you can apply for a full or partial refund of your international fees at www.cityenglish.edu.au/policies-and-procedures

4. ASSESSMENT INFORMATION

4.1. Course Information

Each course will be different in terms of the number of weeks of study and break periods. Refer to your individual timetable for the course you are enrolled in. This is provided to you during orientation and will include dates for scheduled classes and scheduled holiday breaks.

Due to rolling enrolments, students may start and finish their studies in the middle of a study period.

4.2. Getting Your Certificate

On successful completion of your course, you will be issued with your course completion certificate.

4.3. Attendance and Being Late for Class

Being late for class will result in you being marked absent. It is up to you to keep us informed of any illness. If you are unable to attend classes for any reason or will be late to class, please contact CLC.

Also, if you are having any difficulty with your work or experiencing subject difficulties please speak to your teacher, or to the Academic Manager.

Your attendance must be above 80% at all time.

4.4. Leave of Absence

Leave of absence requests must be submitted in writing and approved by the Academic Manager. You are not allowed to take Leave of Absence except on these grounds:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this have impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime,
 - and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

A student who defers or suspends their studies on any other grounds will be reported by CLC as not complying with visa conditions to Department of Home Affairs.

5. POLICIES AND PROCEDURES

5.1. General Misconduct

CLC has many policies and procedures which outline student expectations. Find more at www.cityenglish.edu.au/policies-and-procedures.

5.2. Access and Equity

CLC's commitment to the principles of access and equity in Australian education and training gives practical expression to the ELICOS Framework goal of improving the knowledge, skills and quality of life for Australians, having regard to the particular needs of target groups.

In keeping with this commitment CLC will strive to ensure that its training and assessment programs are relevant, fair and inclusive by promoting Training Programs to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective clients are well informed on the options available to meet their individual training needs.

CLC will implement fair educational programs and resource allocation practices to maximise the participation of target groups.

CLC will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.

5.3. Sexual Harassment

CLC is firmly committed to providing equal employment opportunities and educational outcomes for all staff and clients. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment.

CLC recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and clients are not subject to sexual harassment.

5.4. Racism

CLC is firmly committed to providing a working, teaching and learning environment which is free from racism. Racism not only denies a person's fundamental human right to respect, it reduces their opportunity to gain a fair share of society's valued resources such as education and employment.

CLC recognises that the achievement of equal employment opportunities and equal educational outcomes is dependent on the provision of a discrimination and harassment free environment.

CLC recognises the community's racial and ethnic diversity and acknowledges that people from a non-English speaking background and indigenous people, in particular,

have experienced and continue to experience institutional disadvantage, racial prejudice and discrimination.

CLC expresses unconditional rejection of racist behaviour and its commitment to eliminate racism in its organisational structure through the provision of training programs which are equitable, accessible and culturally inclusive.

5.5. Disability

CLC is committed to ensuring that people with a disability have the same rights and responsibilities as other members of the community to:

- respect for their human worth and dignity as individuals;
- live free from abuse, neglect or exploitation;
- realise their individual capacity for physical, social, emotional and intellectual development;
- exercise control over their own lives;
- participate actively in the decisions that affect their lives and have information and be supported where necessary, to enable this to occur.
- access information and communicate in a manner appropriate to their communication and cultural needs;
- services which support their quality of life.

5.6. Charter of Human Rights and Responsibilities Act 2006

Essentially as the name suggest, this enshrines human rights and is more appropriate to public authorities. But as far as staff is concerned, the following rights need to be protected and can be implied into staff responsibilities:

Privacy and reputation

A person has the right:

- not to have his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and
- not to have his or her reputation unlawfully attacked.

Freedom of thought, conscience, religion and belief

Every person has the right to freedom of thought, conscience, religion and belief, including:

- the freedom to have or to adopt a religion or belief of his or her choice; and
- the freedom to demonstrate his or her religion or belief in worship, observance, practice and teaching, either individually or as part of a community, in public or in private.

A person must not be coerced or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practice or teaching.

Freedom of expression

Every person has the right to hold an opinion without interference.

Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside Victoria and whether:

- orally; or
- in writing; or
- in print; or
- by way of art; or
- in another medium chosen by him, her or them.

Special duties and responsibilities are attached to the right of freedom of expression and the right may be subject to lawful restrictions reasonably necessary:

- to respect the rights and reputation of other persons; or
- for the protection of national security, public order, public health or public morality;
- peaceful assembly and freedom of association;
- every person has the right of peaceful assembly.

5.7. Complaints and Appeals Policy Overview

Student complaints and appeals are taken seriously by CLC and will be actioned within 10 working days of receipt. Any complaint found to be substantiated will be acted upon by Management.

If a student wishes access the internal appeals process for any decision made by CLC, they must be lodged within 20 working days of the decision, which will then be re-evaluated by the Academic Manager.

If the student is still unsatisfied with the result of the internal appeal, they may choose to access an external appeals process. CLC will provide the details for the Overseas Students Ombudsman - Victoria. Their services are free of charge and at no cost to the student.

The purpose of the external appeals process is not to review the decision previously made by CLC, but rather, if the complaints and appeals process was conducted correctly.

- All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the procedure.
- Students will be provided with details of external authorities they may approach, if required.

- At any stage during the complaints or appeals process, students are entitled to have a nominated person of their choice to support them.
- All complaints and appeals will be managed fairly and equitably and as efficiently as possible.
- CLC will attempt to resolve any complaint or appeal fairly and equitably within a reasonable period of time.

6. INTERNATIONAL STUDENT REQUIREMENTS OVERVIEW

6.1. Student Visa Conditions Update

Student visas are granted subject to a number of conditions. Your student visa conditions are listed on your student visa. Check your condition requirements. For more information, please refer to the Department of Home Affairs website:

<https://www.homeaffairs.gov.au/>

6.2. Change of Address

You must tell your education provider:

- The address where you live in Australia within seven days of arriving in Australia
- If you change the address where you live within seven days of the change
- If you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.

6.3. Overseas Student Health Cover - OSHC (VISA Condition 8501)

Government regulations state that all international students, and their dependents, must maintain OSHC during their stay in Australia. Your OSHC card may take some weeks to be issued but please note that you are covered from the day you arrive in Australia. This is important in case you require medical attention. It is your obligation to ensure that you continue to maintain OSHC while you are on a student visa.

6.4. Work Rights Permit

If you have Condition 8101 listed on your visa, you will not be able to work in Australia unless you apply for permission to work. Applications for a permit can only be made in Australia after you have commenced your studies. If you have Condition 8105, 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).

6.5. Cancellation of Enrolment

If you cancel your enrolment you must leave Australia within 4 weeks of cancellation or contact Home Affairs to discuss visa options. Note that cancellation of your enrolment will result in cancellation of your student visa.

6.6. Change in Enrolment

If you defer, cancel or suspend your studies due to compassionate or compelling circumstances or on any other grounds, ACDC will notify DET through PRISMS.

7. LIVING IN MELBOURNE



Photos by City Language Centre

Melbourne is the capital of the State of Victoria and Australia's second largest city. It is famous for its parks and gardens, historic buildings, theatres, galleries, restaurants, multicultural precincts, festivals and internationally recognized sporting events.

Melbourne is a well-planned city and very easy to get around. There is always plenty to do in Melbourne: please check <https://whatson.melbourne.vic.gov.au>

7.1. General Help for International Students

If you have a problem, the first place you should go for help is the reception at Suite 303, Level 3, 343 Little Collins Street Melbourne Victoria 3000. CLC staff will be able to assist you or refer you to a person who can help you.

7.2. Climate

Melbourne has four distinct seasons. Summer is dry with warm to hot daytime temperatures averaging 28 degrees C (82 degrees F). Winter is cold, crisp and wet with daytime temperatures averaging 14 degrees C (57 degrees F).

Melbourne's weather is highly unpredictable and is known to occasionally provide 'four seasons in one day'. A range of clothing for all conditions is recommended for anyone planning to study in or visit Melbourne. The following table provides the lowest, average and highest temperature in Melbourne.

Source: Web Climate, Data Services, National Climate Centre

Month	Extreme Lowest °C	Average °C (Min)	Usual Average °C (Max)	Extreme Highest °C
January	6	14	26	46
February	5	15	26	43
March	3	13	24	42
April	2	11	20	35
May	-1	9	17	29
June	-2	7	14	22
July	-3	6	13	23
August	-2	7	15	27
September	-1	8	17	31
October	0	9	20	37
November	3	11	22	41
December	4	13	24	44

7.3. Accommodation

The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house; you can share a flat or house with other people (an arrangement called "share accommodation").

When you make a decision about where to live, you need to balance the cost of higher rents in the city areas with the lower rents and higher transport costs of living in the suburbs.

Some useful real estate websites are:

<http://www.domain.com.au>

<http://www.realestateview.com.au>

<http://www.realestate.com.au>.

7.4. Renting Your Own Apartment, Flat or House

Renting your own apartment, flat or house means you can choose who lives with you and may be a good choice for students who prefer their independence. It also means that you may need to buy (or rent) all your own furniture. The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months). Make certain that the accommodation is suitable for your needs and that you can afford it. Always check that there are smoke alarms installed. Contact real estate agents close to the area in which you want to live to check availability and prices.

The average apartment, house or flat ranges from \$200 - \$300 per week (one bedroom) or \$250 - \$400 per week (two bedrooms). You will also pay a bond or security deposit equal to one month's rent. A bond is a security deposit that is held until the end of your tenancy by the landlord or real estate agent in case you don't fulfil your responsibilities. It is refundable after you move out of the flat or house, provided you leave the property in reasonable condition and fulfil your obligations under the lease.

Renting through a real estate agent may appear more expensive but this will offer you the security and civil rights that cannot be guaranteed when renting privately.

7.5. Student Apartment Complexes

These are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular there is a high demand when vacancies are advertised. Some places will provide meals for an additional cost. Utility costs are not usually included in the rental price. Rental can vary from AU\$150–AU\$300 per week.

7.6. Sharing an Apartment, Flat or House

This type of rental accommodation is usually only arranged after you arrive in Melbourne. In a shared apartment, flat or house each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people.

Costs depend on the size of the residence and the number of people sharing. Your budget should allow for food, electricity and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food (approximately \$85 to \$130 per week). In most households the cost of electricity, telephone rental and other bills are shared equally (approximately \$70 per week). You will normally record and pay for your own telephone

calls. Long distance and international calls are itemized on the telephone bill that is they are listed individually with the number called and the cost of the call.

The average price of a room ranges from \$140 to \$220 per week. You will also be asked to pay a bond or security deposit.

7.7. Hostel Accommodation

Hostels usually have bathroom, living and leisure areas that are shared with other residents. Some hostels include meals in their fees, while at others kitchen facilities are provided and you cook for yourself. You can have your own room at most hostels but this is more expensive than if you are sharing a room with another student. There may be other charges, such as a bond (security deposit) and appliance charges.

There are many private hostels in Melbourne, offering a furnished bedroom, shared bathroom, living and leisure areas. Computer facilities may also be available weekly prices range from AU\$220– AU\$350. Extra costs may include payment of a bond.

7.8. Other Accommodation Issues

If you choose to rent or live in share accommodation or organize a share accommodation house you should be aware of your legal rights and responsibilities.

You can get most of this information from a booklet called [Renting: Your Rights and Responsibilities](#), this booklet will give you information about your rights as a tenant in rental accommodation and your responsibilities, such as household maintenance and paying your rent on time.

You may be responsible for paying for the cost of the reconnection of the utilities that is to have gas, electricity, water and telephone connected. When you leave a rental property, it is your responsibility to notify the electricity, telephone water and gas companies that you have left and are no longer responsible for the bills.

When you move into a place you need to make sure that you understand all of the papers that you sign.

Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly. If you would like clarification of any documents you have to sign you can ask the Welfare Officer for help.

7.9. Living Costs

When calculating your budget, you must remember to include your:

- Annual tuition fees
- Textbooks, study excursions and study equipment
- Expenses for any dependents that accompany you (e.g. full school fees for any children, child care etc.)

- Overseas Student Health Cover (OSHC)
- Accommodation costs
- Living expenses including food, gas, electricity, telephone and transport
- Entertainment
- Airfares
- Emergency expenses

Note: The following information has been compiled based on a single student with no dependents. Should a husband/wife and/or child accompany you to Australia you must be realistic about the additional expenses they will incur.

Typical living costs for an individual student:

Sample of Expenses	Apartment/Flat/House (Unfurnished, 2 people sharing)		Home Stay (Some meals included)		Hostel (Some meals included)	
	Per week	Per year	Per week	Per year	Per week	Per year
Establishment Costs (A\$):						
Placement/ arrangement fee				\$ 160*		
Accommodation establishment costs (rental bond, furniture, etc.)		\$ 1802*				\$ 825*
Recurrent Costs (A\$):						
Rent for accommodation	\$ 155	\$ 8,060	\$ 230	\$ 11,960	\$ 230	\$ 11,960
Overseas Student Health Cover (OSHC)		\$ 345		\$ 345		\$ 345
Telephone, gas, electricity, water	\$ 60	\$ 3,120	\$ 30	\$ 1,560	\$ 30	\$ 1,560
Travel (up to 10km from city)	\$ 30	\$ 1,560	\$ 30	\$ 1,560	\$ 30	\$ 1,560
Books and stationery		\$ 400		\$ 400		\$ 400
Food	\$100	\$ 5,200	\$ 50	\$ 2,600	\$ 50	\$ 2,600
Personal expenses	\$ 80	\$ 4,160	\$ 80	\$ 4,160	\$ 80	\$ 4,160
Total Estimated Costs		A\$24,654		A\$22,752		A\$23,417

These figures are strictly estimating only, based on average situations for an individual student

7.10. Communication

A private telephone can be connected quickly and local calls are not metered and cost between 25 – 40 cents per call. Cheap phone cards for overseas calls can be purchased in newsagents or corner stores. Mobile (cell) phones are easily available and networks are extensive. Internet access is convenient and easily available. Overseas

and local language newspapers are also readily available. At post offices you can post letters, make international phone calls and send faxes.

7.11. Part-time Work

If you are holding a student visa and thinking of looking for part-time work, helpful websites are:

<http://www.seek.com.au>

<http://www.mycareer.com.au>

<http://www.careerone.com.au>

Your student visa allows you to work for up to 40 hours fortnightly during study periods and full-time during semester breaks. You should not rely on income earned in Australia during your studies as sometimes jobs may be difficult to find.

7.12. Employment Rights

There are a range of external agencies where you can ask for assistance with employment related issues. Here is a listing of agencies where you can get help:

Work Cover Authority & Occupational Health

The Victorian Work Cover Authority is the manager of Victoria's workplace safety system and provides information on Work cover and workplace occupational health & safety issues. For more information, please visit the website:

<http://www.workcover.vic.gov.au>

Equal Opportunity Commission

Receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit: <http://www.eoc.vic.gov.au>

Australian Taxation Office

Provides information on taxation and superannuation issues. For more details, please visit: <http://www.ato.gov.au> or contact these Victorian Taxation Offices: Phone 13 2861 for an appointment.

Fair Work Ombudsman

The Fair Work Ombudsman is an independent statutory office. Our jurisdiction is set out in the Fair Work Act and our services are free to all workers and employers in Australia.

Its main role is to:

- promote harmonious, productive and cooperative workplace relations
- ensure compliance with Australian workplace laws

- monitor certain 457 subclass visa arrangements.

Free services include:

- a single point of contact for reliable and timely information about Australia's workplace relations system
- educating people working in Australia about fair work practices, rights and obligations
- assessing complaints or suspected breaches of workplace laws, awards and registered agreements and some Fair Work Commission orders
- litigating in some circumstances to enforce workplace laws and deter people from doing wrong in the community
- building strong and effective relationships with industry, unions and other stakeholders.

For more information, please visit <https://calculate.fairwork.gov.au/findyouraward>

Legal Aid Commission

Offers free telephone advice service and can assist with applications for legal assistance. Please visit <http://www.legalaid.vic.gov.au> for more information.

Australian Industrial Relations Commission

AIRC functions broadly, to facilitate agreement making between employers and employees or Organisations of employees about wages and conditions of employment and to ensure that a safety net of fair minimum wages and conditions is established and maintained. For more information, please visit: <http://www.airc.gov.au>

7.13. Opening a Bank Account

When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver's license or identity card from your home country).

If you apply for a bank account within six weeks of arriving in the country, you need only supply your passport. There are two basic types of accounts:

- an everyday account which provides you with a cash card for use with 24-hour automatic cash dispensers (ATM Machines) and "EFTPOS" (Electronic Funds Transfer at Point of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.
- Investment accounts -these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees.

It is best to shop around for a bank that suits you. Find a bank that has offices near your home and ACDC for convenience. Almost all banks charge fees on their accounts. You should make sure you know what the fees are and when they will be charged. Banks operating in Victoria:

- ANZ
- Bank of Melbourne
- Bendigo Bank
- CitiBank
- Colonial State Bank
- The Commonwealth Bank
- Hong Kong and Shanghai Bank of China
- National Australia Bank
- St George Bank
- Westpac

When you open your bank account the bank will ask you for your **Tax File Number** (see following).

Australian banks such as ANZ, Bank of Melbourne, Commonwealth, National Australia Bank and Westpac Bank have services located in both the city and suburban centres.

7.14. Applying for a Tax File Number

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number if you do not want one. However, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate than if you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number by going to the local post office and asking for an application form.

Follow the instructions on the form and you will be issued with a Tax File Number. Remember to keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank.

In Australia you will be required to submit a taxation return showing the amount you have earned each year. Tax file numbers (TFNs) are issued to each taxpayer and this must show on your taxation return. To find out more about the Australian taxation system, employment, payment and tax file numbers see the section for individuals, including families, on the Australian Taxation Office website.

7.15. Entertainment

Many international events are held in Melbourne and Victoria including comedy festivals, Antipodes (Greek) Festival, the Australian Tennis Open, World Series Cricket, Melbourne Fashion Festival, and the Formula 1 Grand Prix.

Visit www.thatsmelbourne.com.au and follow the links to find out what events including sports are on in Melbourne. You can purchase tickets to events through Ticket Master www.ticketmaster.com.au

7.16. Port Phillip Bay

Melbourne is also close to Port Phillip Bay – take the No 96 tram from Bourke St (City) to St Kilda – so it is easy to enjoy the beach and water sports too. Be careful while at the beach, some Victorian beaches can be quite dangerous for inexperienced swimmers. Always swim between the flags at beaches that are patrolled by Lifesavers. For helpful hints on water safety visit the www.watersafety.vic.gov.au

7.17. Sport and Recreation

There are many places to play and watch all sorts of sport in Melbourne.

The Melbourne Sport and Aquatic Centre in Albert Park is only a short tram ride away from ACDC for a reasonable fee, you can play basketball, volleyball, table tennis, badminton and swim in the pool- www.msac.com.au

7.18. Out of Town

There are many tourist attractions a few hours' drive from the city – The Yarra Valley, Mt Buller snow fields, Torquay surf beach, Healesville Sanctuary, The Grampians etc. Check out www.visitvictoria.com to see what this wonderful state has to offer.

Day tour buses are easily accessed on Swanston Street between Little Bourke and Bourke Street.

7.19. Shopping

Central Melbourne and its suburbs have many large shopping centres, department stores, discount stores, markets and supermarkets which can be reached easily by public transport.

7.20. Some Places to Visit in Melbourne:

Bourke St Mall: the heart of Melbourne's shopping area with large department stores, Myer, David Jones and many shopping arcades. Docklands for a range of designer factory outlets and seconds shops.

QV: a shopping complex in central Melbourne (Elizabeth St, Latrobe St, Russell St block) super market, food court, restaurants and many top-quality shops and designer outlets. GPO – the old post office building has been redeveloped, to include shopping, cafes and night clubs – corner of Bourke and Elizabeth Streets Bridge Rd., The inner suburb of Richmond: for a range of designer factory outlets and seconds shops.

Chapel St., South Yarra: a marvellous shopping strip with shops selling all the fashion labels, good food, bookshops etc. Brunswick Street, Fitzroy a marvellous mix of shopping and eating opportunities. Camberwell Markets Clarendon Street shops in South Melbourne Coventry Street shops, also in South Melbourne

<http://www.visitvictoria.com>

7.21. Transport

Melbourne has an extensive public transport system and the CLC campus is located in central Melbourne. Before you get onto any public transport, whether it is a train, tram or bus, you are required to purchase a Myki. These can be purchased at all train stations and at some newsagents. Please be aware that on trams, you are only able to use coins to purchase your ticket as the machines do not accept notes. Similarly, often buses are unable to cater to large notes such as \$20 or \$50 notes. It is recommended that you purchase your tickets in advance. Unfortunately, at this stage International students are not eligible for concessions. On trains it is important to validate your ticket before you board the train. If you are found without a valid ticket you may be required to pay a transport infringement fine.

As Melbourne is a well-planned city it is easy to travel in by car. Cars travel on the left side of the road. Drivers can use their home country licences for three months from the date of entry to Australia. An international licence can be used providing the licence from the country of origin is also valid.

7.22. Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Melbourne's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French and Indonesian.

7.23. Clothing

Australian students dress casually. Australians are generally relaxed when it comes to clothes, but they do tend to dress up at night. If you are planning to buy warm clothing, shopping in Melbourne will provide you with a large range at a very competitive price.

7.24. Computers & Laptops

If you intend to bring your laptop or PC to Melbourne, you need to ensure that it is compatible with Australia's power supply (240W, 220W, 50HZ). Your modem will also need to be compatible with Australia's telephone system (Austel certified).

7.25. Mobile Phones

If you intend to use your existing handset and service provider in Australia ('international roaming'), you will need to contact your home provider to determine the necessary steps in making this arrangement. Alternatively, you may wish to use your current handset whilst in Australia but connect to a local service provider. There are a variety of mobile phone services operating in Australia which offer short-term (pre-paid) or long-term (contract) plans.

You should be aware, however, that because different countries operate under different cellular systems it is possible that your existing handset may not be compatible locally. In this instance you may be required to purchase a local handset.

7.26. Adjusting to Your New Campus & City

Plan to arrive early before the Orientation and Enrolment period. This will allow you to explore the campus location and new city or town.

Choose a good housing option that suits your budget, needs and lifestyle.

Consider physical aspects like location and travel time to your campus and household amenities.

Contact us if you have questions or concerns.

7.27. Student Safety

Melbourne is a multicultural and tolerant society and although a relatively safe city it is not immune to crime. However, there are some common-sense steps you can take to ensure a safe and enjoyable stay

Be aware of what is happening around you. Should you feel alarmed or suspicious head to a well-lit area or where there are other people.

Do not use ATM's alone in isolated areas.

Choose to walk in well-lit areas and be especially vigilant at night, where possible stick to main roads and avoid parks and dark laneways.

Do not wear headphones when walking alone at night as this will restrict your awareness.

At train stations stay in well-lit areas and stand near security cameras.

Call **000** for police, fire brigade or ambulance.

7.28. Cultural Adjustment

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. Some may feel excited to see and learn new things or meet new people. Some may feel lonely, stressed, frustrated and homesick. These are all very normal feelings. However, it is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you. Institute staff are available to assist and discuss any concerns.

7.29. Culture

Learning more about Australian Culture can help you feel more settled.

It is common in Australia to call a person by their first name when meeting and addressing new people. You do not need to preface it with Mr., Miss, Dr or Professor (i.e. John instead of Mr. John's Surname);

Punctuality is very important in Australia. If you are delayed for your appointment, for example 10-15 minutes, apologies for being late at the first convenience. However, if you feel that you will be significantly late, 30 minutes or more, it is recommended that you get in touch to apologies and let the other person know as soon as possible.

However, punctuality is more relaxed when it comes to social occasions including parties and dinners;

Australians believe in equality and that all people deserve respect regardless of their gender, ethnic and racial background, occupation or economic circumstances. A casual "thank you" to a shop assistant, ticket seller and the like when you are served, is all that is required.

7.30. Miscellaneous Social Customs

If an Australian is invited to a meal, he or she may take a small gift, chocolates or a bottle of wine, to the host. As a student you are not expected to do this. If Australians tell you to "bring your own plate", they mean bring a plate with some food to share;

Do not push ahead of others who are waiting in a queue and always wait for people to exit lifts or trains before entering.

It is not polite to ask a person who you have recently met about his or her income, marital status or religion, however after you have formed a friendship this may be acceptable as part of the friendship building process.

Australians generally stand about an arm's length from each other when in conversation. In general people will feel uncomfortable if you invade this "personal space"

You are not generally expected to tip for services. If the service has been very good, especially in a restaurant, you may wish to do so;

Goods in retail shops are sold at a fixed price, though it is becoming common to ask if a discount is available on large and expensive items, like electrical goods. A little bargaining is commonly used in the open-air markets.

Clearing your throat or blowing your nose noisily in front of others, and not using a handkerchief or a tissue paper are not considered acceptable public behaviour.

7.31. Appropriate and Inappropriate Behaviour

Unacceptable behaviour – in many places there are laws against unacceptable behaviour including spitting in public, swearing, talking indecently, behaving in a sexually indecent way, sexual harassment, urinating in public and drinking excessively.

Alcohol – alcohol can be legally served to any person aged 18 or over. It is also a common part of Australian students' parties. Do not feel pressure to drink if you do not want to. Driving under the influence of alcohol in Australia is a crime, and drinking excessively is considered socially unacceptable;

Gifts – Gifts are not usually given to trainers/teachers or others in official positions. Offering gifts in these situations can be interpreted as an effort to gain favourable consideration;

Humour – Australians value a person's ability to laugh at him or herself. Comments that might seem disrespectful or inappropriate are usually intended to be humorous icebreakers. These are signs that the person feels comfortable with you, rather than intended to hurt you.

7.32. Developing Independent Living Skills

Manage your time effectively. Plan ahead what you have to do and what you want to do in a week or a month.

Balance your study and social life. Studying and living overseas generally happens only once in a life time. Learn how to achieve your academic goals and enjoy your experience in Melbourne at the same time.

Do not be afraid to ask questions.

Discuss your concerns within your peer support network.

Keep records of your expenses to manage your budget.

Think about your future. Work out what you want to achieve (both professionally and personally), and how you are going to achieve this.

Consider developing additional skills that you do not have or want to further develop (i.e., joining a cooking class, a time management workshop etc).

Be familiar with as many support services and facilities as possible.

Come and talk to us, you do not need to come with a problem. We are happy to simply listen to your experience or share our experience with you.

7.33. Support

Student Administration – provides support with settling in to our college and Melbourne and provides advice and assistance on meeting people in the community, cross-cultural adjustment, study progress, visa concerns and social activities, personal issues, your rights and responsibilities, accommodation needs, issues related to sexual harassment and equal opportunity, and is generally there to listen when you need to talk to someone.

8. EMERGENCY SERVICE AND CONTACT DETAILS

Phone: Police 000

Phone: Ambulance 000

Phone: Fire Brigade 000

1. Dial 000 and request the service you need
2. Remember to remain as calm as you can
3. Speak clearly and give the details as requested

Useful Authorities

Victorian State Emergency Service 132 500

Abortion Grief Counseling 1300 363 550

Pregnancy Counseling Link 1800 777 690

Australian Search and Rescue

Aviation 1800 815 257

Maritime 1800 641 792

Centre Against Sexual Assault..... 1800 806 292

Child Protection 1300 1278

Crisis Care..... 1800 177 135

Women's Domestic Violence Crisis Service 1800 015 188

Family Drug Support..... 1300 368 186

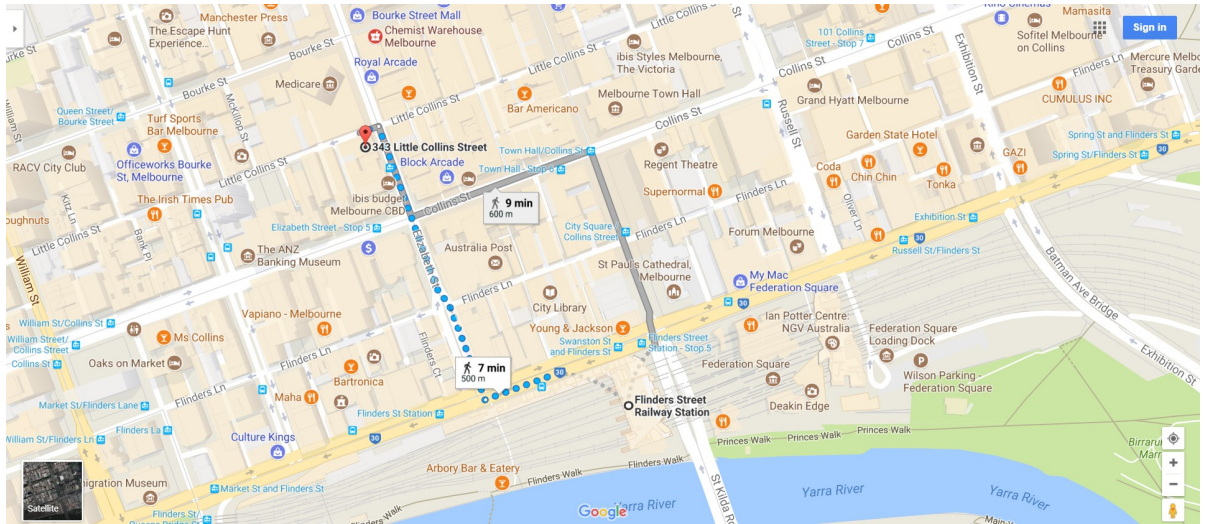
Lifeline..... 13 11 14

Poisons Information Centre 13 11 26

Crime stoppers..... 1800 333 000 www.crimestoppers.com.au

CLC LOCATION: Level 3, Suite 303/343 Little Collins Street, Melbourne VIC 3000

CLC is centrally located in the city, just a short walk from Flinders Street Railway Station, Melbourne's main train station.



9. CLC EMERGENCY CONTACT

Contact Person: Mrs. Bo Chao

Telephone: 03 8639 0184 / 04 51219189

Email: info@cityenglish.edu.au

Location: Level 3, Suite 303/343 Little Collins Street, Melbourne VIC 3000