

une

University of
New England
Armidale Australia

International Student Handbook 2018



Welcome to the University of New England, Armidale, Australia.

It is with great pleasure that we welcome you as new international students at the University of New England (UNE). UNE offers high academic standards, a stimulating learning environment, excellent resources and ongoing support for international students. Academic and administrative staff are highly qualified, friendly and experienced in supporting international students to achieve their goals. In our English Language Centre, UNE also offers quality English language courses that focus on the individual learning needs of students.

UNE's campus is located in the beautiful, historic city of Armidale in the New England region of northern New South Wales. The region in general and Armidale in particular are renowned for friendly communities, historic buildings, picturesque scenery, rich Australian culture, sporting facilities, entertainment venues, educational excellence and a wide variety of shopping outlets. Armidale has a relaxed atmosphere and a low cost of living, while still offering all the facilities students would expect of a much larger metropolitan area. In short, Armidale provides the ideal lifestyle and study environment!

We wish you a happy and rewarding time at UNE and look forward to seeing you graduate at the end of your studies.



Ms Virginia Pattingale
Director
UNE International

A handwritten signature in black ink, appearing to read 'V. Pattingale', written in a cursive style.

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Orientation

As an international student, you must attend both the International Orientation as well as the University Orientation. Attendance at all sessions of International Orientation is compulsory in order to complete your enrolment – you will not officially be registered as a student at UNE if you do not enrol in your selected units.

International Orientation

International Orientation gives you necessary information and includes:

- what you need to know to begin studying at UNE
- introductions to key people and services at UNE
- opportunities to meet and make new friends

University Orientation

The university-wide orientation for all UNE students includes:

- an official welcome to the University
- a welcome from Academic staff to new students
- course/unit advice
- Academic Skills sessions to introduce you to UNE's teaching and learning environment
- social events and student societies
- the academic program for new students and introductory lectures from each Faculty. These sessions will provide you with important information about the subjects offered by each Faculty and **your lecturers will assume that you have attended these.**

'Welcome to UNE' Orientation App

Download our free app from Google Play or the App store today and get all of the latest information about travelling to Australia and arriving at UNE.

- useful information about accommodation, orientation & enrolment
- what's on around Armidale
- what's on at UNE
- Armidale weather
- student activities
- campus maps
- student experiences
- video and image galleries
- contact information

Enrolment

Where you can get help:

- International Orientation – staff will be on hand to answer questions
- UNE International
- [AskUNE](#)

Subject/Unit Changes After Enrolment

If you would like to change your subjects/units after you have enrolled, you can get help from:

- UNE International
- <https://my.une.edu.au>
- Faculty office
- Student Central, located at the front desk on the ground floor of the Dixon Library, open 9am-5pm Monday to Friday
- <http://www.une.edu.au/current-students/support/student-central>

What you need to know before you change your enrolment:

- the requirements of your degree, especially if you have a particular subject major you want to study
- the Admission and Application dates, found at <http://www.une.edu.au/study/important-dates>
- the implications of changing subjects/units after these Principal dates
- **you must have approval from the Manager, International Services and Compliance** before you enrol in less than a full-time load

The University Community

The University is a community with its own particular names, ranks and titles. The people who teach you at University are also actively involved in research. In many cases, the people who teach you will be world experts in their field. University staff are identified by a title which indicates their standing in the University community. Most of the staff who teach you will be referred to as one of the following:

- Tutor
- Lecturer/Associate Lecturer/Senior Lecturer
- Associate Professor/Professor

These titles show the seniority of the staff member, and indicate different levels of responsibility. When they teach you however, they will all be involved in designing subjects, setting assignments, marking, lecturing and taking tutorial classes. In addition to teaching duties they will all be actively undertaking research in their fields of study.

In Australia, it is not necessary to refer to teaching staff by their titles. Most staff will prefer to be called by their first name. Each staff member will tell you how you should refer to them.

It is also not necessary to give gifts to your teachers. If you appreciate the work they have done, you will get the opportunity to give feedback on the classes they have given by filling in the Quality of Teaching Survey at the end of the Trimester. Similarly, if you are critical about aspects of the subject or unit, you should take this opportunity to give the teacher feedback. The survey is confidential. If more serious issues arise, you should take advantage of the Grievance Procedure or make an appointment to talk to the Manager, International Services and Compliance for advice.

Starting Classes

As an undergraduate or postgraduate coursework student you will need to know what to expect when you start classes, and how to go about finding classrooms and lecture theatres. The following information will help you with these issues.

Research Students

Research students need to speak with Research Services staff and their supervisors about the expectations governing research students.

Visit www.une.edu.au/research

Web-Based Resources

The University of New England uses many web-based systems for student administration, teaching, and learning resources that you should familiarise yourself with. Your lecturers and tutors will tell you which electronic resources are used in each class.

University-wide resources include:

- myUNE www.my.une.edu.au
- askUNE www.une.edu.au/askune
- Staff Directory www.une.edu.au/staff
- Dixson Library www.une.edu.au/library
- IT Services – hardware, software, network and internet, printing, study account, email, online teaching, skype etc
www.une.edu.au/current-students/support/it-services

Trimesters + Classes

Starting out in a new education system can be confusing. The University of New England has three main teaching periods in the year called 'trimesters'.

TRIMESTER ONE 2018

(compulsory)

Orientation 23 February

Lectures commence 5 March

Trimester ends 18 June

TRIMESTER TWO 2018

(compulsory)

Orientation 5 July

Lectures commence 9 July

Trimester ends 19 October

TRIMESTER THREE 2018

(non-compulsory)

Orientation 1 November

Lectures commence 5 November

Trimester ends 11 February 2019

Arrive on Time

If you have an appointment or your class starts at a designated time, please arrive 2-5 minutes early as Australians start on time and wont wait for late arrivals

Timetabling

In order to begin lectures and tutorials you will need to get the timetable for each of your subjects. You can get this online at: <https://www.une.edu.au/staff-current/academic/teaching/timetables> This site also provides campus and teaching room links to help you find your classes and become familiar with the buildings on the Campus. There are several different types of classes:

Lectures

These are large classes held in lecture theatres and usually run for one hour. Lecture theatres generally hold up to several hundred students at once, and they are designed to give information to a large group of students. Generally, there is no discussion in lectures. You are expected to attend, and to take notes. Some Lecturers provide supporting material on subject web pages; others might prepare handouts to be given out in lectures; some will do neither. It can be tempting to miss lectures, or ask a friend for notes, as attendance is not generally taken, but this means that you miss information that is crucial to the successful completion of the course, including material that may appear in exams. You should take notepaper and pens to your lectures, turn your mobile phone off, and not talk with other students while the Lecturer is speaking.

Tutorials

Tutorials are much smaller groups than lectures, and generally run for one hour. These provide a venue for students to carry out more intensive discussion, led by a Tutor. You will need to prepare for tutorials beforehand, by reading material specified in your subject guide, and perhaps preparing some notes or short answers. In some Faculties students will be required to have worked on problems and bring the results to tutorials for discussion. Students are expected to discuss material during tutorials, and frequently there is a 'class participation' mark given to students, based on the level to which they participated in class discussion. Students will also be required to make tutorial presentations as part of their involvement in tutorials. Usually students are asked to do in-depth research on one particular aspect of the course, then give a short presentation to the rest of the group. On some occasions the tutorial group will be divided into smaller groups of two or three, and students will be asked to give group presentations or submit group assignments.

When do classes start?

**Trimester One 2018:
5 March**

**Trimester Two 2018:
9 July**

**Trimester Three 2018:
5 November**

Principal Dates

Principal dates can be viewed online at <http://www.une.edu.au/about-une/principal-dates/>

Seminars

In some subjects, particularly in more senior year classes, seminars will replace lectures and tutorials. Seminars are generally longer, usually about two hours. They provide an opportunity for a tutor and a class to work through problems and carry out more sustained (continued) discussion.

Laboratory Sessions

Laboratory sessions are classes held in the more applied disciplines (eg sciences) and involve students working in a laboratory (lab) for some of the class contact hours. These are generally referred to as practical classes or 'pracs', in which students learn by hands-on experience.

Your Degree

Throughout your studies you will need to make decisions about subjects and units, and the structure of your course. At such times, you should be aware of the various people who are available to give you advice.

Undergraduate and Postgraduate Coursework

If you need advice about enrolment, course sequences (chain), pre-requisite and co-requisite subjects (ie subjects you need to take in a certain order), credit for subjects completed elsewhere or other questions relating to your degree structure, staff at Student Central can help. See www.une.edu.au/current-students/support/student-central for contacts and opening hours.

Research Degrees

PhDs and Masters by Research degrees are administered by Research Services. If you have an enquiry regarding your research program (including enrolments), contact hdrdocuments@une.edu.au

Consulting Tutors and Lecturers

Teaching staff are also available to give you academic advice. If you are having difficulty understanding material in your course, or completing assignments on time, you need to contact your Lecturers. Teaching staff have consultation hours every week and will let you know what times they are available.

Remember: it is better to deal with a problem early on. If you leave it to the last minute it will be much harder to deal with.

Assessment

The University uses a number of different techniques (methods) to assess your knowledge and ability (skill) in different courses. The main types of assessment are as follows:

Class work

May include essays, laboratory reports, spot tests, or field work set during the trimester.

Continual Assessment

May involve completing regular small tests or quizzes, and handing in short essays, usually on a weekly basis during class.

Examinations

Exams are held at the end of each trimester. Exams are generally written, and can be in a number of formats: short essays, multiple choice questions, short answers or a combination of all three. Teaching staff in your subjects/units will tell you what you need to do to prepare for exams.

Essays and Assignments

Essays and assignments will be required in all your subjects. These requirements are clearly outlined by teaching staff at the beginning of each unit. Failure to hand in an essay or assignment on the due date can lead to failure in the subject. If you are having difficulty with an assignment, seek assistance. Try talking the assignment over with your classmates, forming a study group, discussing it with your Tutor or Lecturer, or going to the Academic Skills Office. Do this well before the day the assignment is due. In some cases, teaching staff may grant you an extension, but this will be on the basis of circumstances beyond your control – eg illness. You will not usually get an extension because you have not left enough time to complete your assignment!

Exam Revision

You need to plan to revise for your exams. When you get your exam timetable, you should make a plan that allows you to revise properly, not in a rush the night before! If you need help to plan for exams, you should visit the Academic Skills Office website, or make an appointment for a consultation.

E-Submission and Turn It In

The University prefers that all assignments that can be, are submitted electronically via the University's e-Submission system. Individual unit coordinators will decide on the most appropriate submission method depending on the assignment task. The e-Submission system includes a number of features which the previous system did not, and integrates with TurnItIn, software which checks the originality of work submitted.



Time Management

Planning your time becomes especially important in revising for exams. The following suggestions will help you plan your time well. Your class contact hours are not the only time you need to spend on your studies. In some degrees you may have only twelve class contact hours per week. In courses such as these, you need to spend another three hours in private study per every hour of class contact time. A minimum of 36 hours of classes and private study per week is needed to make sure you do well in your degree. In degrees with higher class contact hours, you should ask your teachers what amount of private study they believe is necessary for you to do well. Sit down and make a plan for your week. Allocate time for classes, private study, chores (errands), paid work, social life, recreation (leisure/sport), and community commitments. Make sure the plan takes into account when your assignments and essays are due. If you follow the plan every week, you will not have to rush to get essays finished. One of the worst ways to study is to leave everything to the last minute. It means you will be constantly stressed and never be able to relax and enjoy time away from studying. If you need help to plan your time management contact Student Support at:

www.une.edu.au/current-students/support/student-support

Plagiarism

All students need to be aware of plagiarism as it can result in exclusion from your course. 'Plagiarism' is the term used to describe intentionally or unintentionally representing the work of other people as your own, without due acknowledgement. In summary, it is intellectual theft, and it applies to the words, images, research, and thinking of others. Plagiarism involves giving the impression that a student has thought, written or produced something that has, in fact, been taken from another person. You avoid plagiarism by adhering (keeping) to the University's referencing guides. If you learn how to reference your sources properly, you will not commit plagiarism inadvertently (accidentally). The referencing guide can be found at:

If you consciously decide to present someone else's work as your own, you run the risk of being caught and excluded from your degree and having your visa cancelled. All students should read the University's policy on plagiarism. It is available at:

www.une.edu.au/policies

To avoid plagiarism you must always:

- 1 Cite your source - acknowledge the source of your ideas with correct references; and
- 2 Either paraphrase or use a direct quote - paraphrasing means putting ideas and information into your own words. A direct quote is the use of exact words or phrases from your source, and is fully acknowledged and referenced.

You need to plan your time effectively in order to keep up with your studies and assignments.

Course and Unit Catalogue

Please refer to the course and unit catalogue for information on units you can study under your chosen degree.
my.une.edu.au/courses/

'Don't forget to complete the Academic Integrity Module available in Moodle.'

Academic Progress

Both the University and your Student Visa conditions require that you maintain academic progress to remain enrolled at UNE and in your course. Rules can be different for each course but generally students who fail one or more subjects/units in their first year are counselled and offered support. Students who continue to fail the majority of their subjects/units risk being 'excluded' from the University.

Your academic progress will be monitored by your Faculty and by UNE International's Manager, International Services and Compliance.

Faculty Monitoring (Show Cause)

Once you have completed two or more teaching periods your results will be reviewed to ensure you are making adequate academic progress. If you fall below this standard you will be asked to 'Show Cause'. This means you must prove why you should be allowed to remain studying at UNE. If you do not meet the required standard you can be excluded for a period of time eg 1-2 years. If you receive a 'Show Cause' letter you must reply in writing to it by the due date.

Monitoring (At Risk)

'Early Alert'

From the start of your course your lecturer will be monitoring your academic progress and if you are seen to be needing assistance they will speak with you and offer help and suggest UNE services. This is referred to as the 'Amber At Risk' program and is designed to give you the best start to your studies at UNE.

'Progression Alert'

At the end of each Trimester the Manager, International Services and Compliance (MISC) will check your academic progress and if it is not satisfactory you will be asked to explain why. If you continue to show unsatisfactory academic progress the MISC will have to send you a Notice of Intent which means unless you provide a satisfactory written explanation as to why you have not been progressing (passing) in your course, you will be reported to the Department of Immigration and Border Protection who will look at your case and decide if your Student Visa will be cancelled. In this case you will need to leave Australia and your enrolment at UNE will be cancelled.

Research Students

The conditions for research students are different for academic progress so please contact your Supervisor or Research Services for further information.

Enrolment

At UNE **it is the responsibility of each student to manage their own enrolment** – this involves

- understanding the requirements of your course (course = degree). This means following the same course rules for the duration of your candidature
- planning appropriate units you will enrol in for each year (units = subjects studied in a course)
- enrolling online at the times specified by the University (see Principal Dates)
- checking the on campus class and intensive Faculty timetables for chosen unit clashes
- checking for units with Mandatory Intensive Facultys that are scheduled prior to the commencement of a teaching period and do not enrol in units that have Mandatory Intensive Facultys that you cannot attend
- assessing the impact that varying your enrolment will have at different stages throughout your studies, and
- checking that you are on track to meet the overall requirements of your course so that you can graduate

The implications of not managing your enrolment can include not completing your course in the minimum period of time and not graduating when you expect to, or undertaking units which may not count towards your course and incurring additional fees associated with these excess units.

It is important therefore that you actively manage your own enrolment and use the resources the University makes available to you in the most effective way.

Follow the basic Steps to Managing your Enrolment located at www.une.edu.au/study/applying-to-une

To take less than a full-time load you must have the approval of UNE International's Manager, International Services and Compliance.

Registering for your UNE internet account

To obtain your UNE username and password, you will need to register via our online registration form at une.service-now.com/

You will need your student number and will be asked to enter your details and pick a password.

Do not write your password down or share it with anybody. We suggest that you pick a password that is easy to remember but difficult for others to guess.

If you have forgotten your password or you think that another person may know it, you can reset the password by re-registering via the online registration page. Please change your password at regular intervals, especially if you suspect your password is known to other students. You will also be asked to set two security questions. You can use these questions later to reset your password if you forget it.

Online Services for Students

Your account will give you access to a number of online facilities. These include:

myUNE - my.une.edu.au

Webmail - access.myune.edu.au

Library - www.une.edu.au/library

Computer Access

The Information Technology Directorate (ITD) provides two computing labs at the university, located in the IT building. The labs contain 16 Windows computers. The Dixon Library also provides computers for public use on the first floor; these computers provide internet access and the use of Microsoft Office to assist you in your studies. Faculties on campus also run their own computer labs. Please consult your Faculty regarding access time and what programmes are available.

Printing

Printing requires that you add money to your printing account. You can do this online in MyUNE or by using the cash loader in the Dixon Library Learning Commons.

For more details on how to set up your card and put credit on your printing account, please visit www.une.edu.au/current-students/support/it-services/printing

The IT Service Desk is located in Dixon Library, they can help you with computer related problems such as your username and password, access to UNE's computer network, printing and questions about online teaching and the electronic submission of assignments.

For opening hours, please visit www.une.edu.au/current-students/support/it-services/it-service-desk-contacts

You can access the computer labs 24 hours a day by swiping your Student ID card.

Check ServiceNow (une.service-now.com) for frequently asked IT questions or send them an email via servicedesk@une.edu.au.

You can also call them on (02) 6773 5000 or visit them in person in the Learning Commons in the library.

Important Principal Dates

Principal dates can be viewed online at www.une.edu.au/about-une/principal-dates/

Your UNE e-mail

How to Select a Password

When you are setting up your internet registration you will need to create a password. The password needs to have quite a few different components. These include:

- At least 8 characters long
- Not a word found in the dictionary
- Not a keyboard sequence (eg qwerty)
- You need to have at least one UPPERCASE letter (eg ABC)
- You need to have at least one lowercase letter (eg abc)
- You need to have at least one number (eg 123)
- Include at least one non-character symbol (eg !\$#)

A few suggestions are:

- Use your initials
- Use your parents initials
- Use your country initial
- Use your postcode
- Use your date of birth

Student ID Card

Your Student ID Card displays your photo and your Student Number. It is proof of your enrolment.

You must have it to:

- Borrow books from the University libraries
- Access computing labs after hours including the IT building
- Sit for an examination (without photo ID you cannot sit for your exams)
- Photocopy and printing
- Access College Facilities
- Purchase UNE reprints or resource materials which are sold GST-free and can only be sold to students with ID

Student ID Cards can be obtained either in person from the Arcade Security Office, at the Campus Safety Centre (B89) or by mail, or from UNE International (if pre-arranged).

To obtain your card, follow the instructions provided in the welcome email sent to you before your arrival at UNE.

Replacement of Lost or Damaged Cards

Students are provided with one Student ID Card during the course of their degree free of charge.

If your student card is lost or stolen please advise UNE by emailing security@une.edu.au so that the card can be cancelled.

Stolen cards must be reported to the Police via the Police Assistance Line on 131 444. A new ID Card will be issued free of charge when the Police Report number is provided.

To obtain a new student card in person you will first need to pay a \$10 replacement fee* with the UNE cashier, then take your receipt to either the Arcade Security Office (C031) or the Campus Safety Centre (B89) along with 100 points of identification and staff in the ID Card office will issue you with a replacement.

For those who are unable to pay for and collect their student card in person, please forward the Student ID Card Application Form together with the required supporting documentation and a cheque/money order for \$10.00 made payable to the University of New England.

The address to send this is:

ID Cards

Security Office

University of New England

ARMIDALE NSW 2351

* Please note the replacement fee is subject to change

Passport Photo Requirements for Mailed Applications

You must attach a current original passport photograph, with your UNE student number written on the back of the photograph. The passport needs to meet the following criteria:

- Colour Only
- Frontal Aspect, head and shoulders only
- A clear view of face (no hats, sunglasses or other obstructions)
- Neutral background (no trees, designs or other people etc)
- No computer generated copies or other formats of photographs will be accepted
- Photographs can be purchased from Campus Essentials

100 Point Identification Requirements

70 Points

- Passport
- Birth Certificate

40 Points

- Student ID Card that has been issued by an educational institution
- IELTS Results

35 Points

Letter from current employer (must be on official company letterhead and contain both the employer and employee's signatures and the name and address of the employee)

25 Points

- Credit Card
- Financial Institution Cash Card or Passbook
- Electricity, Gas or Telephone Bill
- Foreign Driver's Licence
- Membership Card (eg club, union, trade/professional body, library, video)
- Rental Receipt or Statement from Landlord, Real Estate Agent or University College
- Marriage Certificate
- Divorce Decree
- National Identity Card (verified by UNE International)

Parking on Campus

Traffic and parking rules are in force on campus 365 days a year and apply to all staff, students and visitors parking vehicle on campus. Essentially the rules require that persons who seek to bring a motor vehicle, including motor bikes, onto campus must obtain either a parking permit or parking coupon from a ticket machine and pay the appropriate fee. In so doing, you undertake to abide by the UNE Traffic and Parking rules and are subject to the prescribed penalties for breaches of these rules.

The State Debt Recovery Office processes parking Penalty Notices issued on campus on behalf of the University and penalties applied are those provided for under the NSW Road Transport (General) Act 1999 (as amended from time to time). It is important to understand that a Parking Permit provides you with a "Licence to hunt" and does not guarantee you a parking bay.

It is important that vehicles do not park on grassed areas, footpaths, roadways, car park access roads and the like, for the protection of the University's landscape environment and for the safety of staff, students and visitors.

Places to avoid parking

You must never park in the following places, no matter how attractive or convenient they may appear:

- 'No Stopping' areas
- Yellow Edge Lines
- Grassed areas
- 'No Parking' areas
- Footpaths
- Reserved areas
- Yellow railings
- Pedestrian crossings
- Service Vehicle areas
- Yellow kerbs
- Wheelchair ramps
- Disabled parking areas
- Facing approaching traffic
- Parking bays allocated to Red or Green permit holders

Students are urged to consider alternatives, such as public transport, car pooling and greater use of bicycles to take advantage of the cycle ways servicing the University.

It is in the interests of all members of the University community, and the development and maintenance of the bush land setting of the campus to reduce the number of private vehicles travelling to the site, as well as assisting with the broader issues of air pollution, traffic congestion etc.



Inspections

Regular patrols of the campus are undertaken by our Safety and Security Officers to ensure that vehicles are parked in accordance with the UNE parking rules. Parking Penalty Notices (fines) are issued when:

- the appropriate parking permit is not displayed;
- the appropriate parking permit is not displayed correctly;
- the parking permit/coupon has expired;
- vehicles are parked in places they should not be;
- vehicles are parked outside the marked parking bays;
- vehicles are parked in a permit bay different to that displayed on the vehicle;
- out-of-date day permits or pay & display tickets are displayed;
- loading zone time limits have been exceeded; or
- other breaches are committed.

Bicycles are a fast, cheap and easy way to travel. Cycling is great for your fitness and good for the environment.

Problems

Student Rights

As a University student, you have the right to expect the following from an Australian tertiary environment:

- Students have the right to expect that admission, selection criteria, policy and procedures are valid, explicit, fair and reliable.
- Students have the right to expect that changes to courses, subjects or administration of their enrolment will be made with the appropriate notice, and will not disadvantage currently enrolled students.
- Students have a right to expect protection of their legitimate share of intellectual property rights.
- Students have the right to expect that grievance and complaints are dealt with quickly and satisfactorily through a clear set of procedures.
- Students have the right to expect a safe physical environment in which Occupational Health and Safety standards are maintained and security issues addressed.
- Students have the right to expect that the University will comply with all legislation governing the provision of education to students. In particular students have a right to expect that their information will be treated under the provisions of the Privacy Act, and that they will have access to that information under the Freedom of Information Act.
- Students have a right to expect that statements of objectives, goals, and assessment details of every subject will be made clear and offered at the commencement of that subject.
- Students must have access to correct and clear information about financial costs and available support services to enable them to make informed choices.
- Students must have access to timely and accurate information about subjects and courses, including objectives, course content, assessment, workloads and attendance requirements.
- Students have the right to expect that results will be disseminated within a reasonable time of completion of subjects, and to get feedback on those results from teaching staff.
- Students have the right to expect a teaching environment in which they are able to engage in rational debate and freely express alternative points of view.
- Students have the right to expect reasonable access to academic and other teaching staff for the purposes of consultation, support and guidance.
- Students have the right to expect that they are provided with opportunities to give considered feedback on their teaching and learning experience.
- Students have a right to expect student representation on decision-making bodies.
- Students have a right to expect a teaching and learning environment in which they do not encounter discriminatory behaviour on the basis of religious views, political outlook, gender, sexual orientation, cultural background, disability or marital status. If international students have a complaint that arises in their dealings with UNE staff they should contact the Student Grievance Unit on 6773 4260 for advise and support them through the grievance procedure.

Student Grievance Procedures

We hope that your time at the University of New England will be fun and trouble-free, but we recognise that this may not always be the case. There are steps you can take if you feel that you are being treated unfairly, or being discriminated against, or if you believe you are being sexually harassed. The University has a grievance procedure that all students and staff can use at such times. If you have a problem with an individual, or the policy of a Faculty, Directorate or Centre at the University, you are entitled to make a formal complaint. If matters cannot be resolved at the Faculty, Directorate or Centre level, then students are able to lodge a formal complaint with the University's Student Grievance Unit. You can also make an appointment with UNE International (6773 3192) who will advise you and help you through the process.

For more information on how to lodge a grievance go to: www.une.edu.au/current-students/support/complaints-compliments-and-feedback

Student Equity

The Australian government has established a Student Hotline 1300 363 079 where you can anonymously raise concerns which will be collated and published on www.studyinaustralia.gov.au so that all students can benefit from the information gathered.

The Student Equity Office at the University can assist you if you believe you are being harassed or unfairly treated. Racial vilification and sexual harassment are illegal in Australia and the Equity Office can inform you of your rights and responsibilities in this regard.

email: student.equity@une.edu.au

or visit: www.une.edu.au/student-equity/

Finding Your Way

There are many other things that you might need to know about life on campus. Most of the links students need can be found online at: www.une.edu.au/current-students

If you need to know about something and can't find it, visit UNE International for help.

**"I don't know who to talk to".
Come to UNE International first (C30)**

Where to go for help!

Being in a new town and country and starting University in a different language can be a confusing experience. It is important that you know where to go for help if you need it. All International Students can come to International Services (Building C30) at any time, with any problem. Our staff will talk to you about what you need, and if they can't assist will let you know who can. There are many issues you can take care of yourself, once you know the right person to go to. Below is a list of some of the most important services and their contact details.

UNE International - come and say hello!

UNE International supports all International students. Located on the ground floor of Building C30 opposite Dixon Library. UNE International provides students with a link between the administrative and academic functions of the University and assists students to access academic support and pastoral care services at UNE. Staff members are available to assist International Students with information about visa conditions, changes to enrolment, and can also assist with most matters.

For an appointment phone: **6773 3192**

email: uneinternational@une.edu.au

website: www.une.edu.au/current-students/support/international-students

Student Central

Student Central provides a focal point of contact for all general administrative enquiries including Enrolment, Advanced Standing, Student Support and Graduation. Student Central is located in the Learning Commons, ground floor of Dixon Library.

Ph: **6773 4444**

email: une.edu.au/askune

website: www.une.edu.au/current-students/support/student-central

English Language Centre (ELC)

The English Language Centre is located in Building E21. The ELC offers a variety of short English language programs and workshops throughout the year, which are open to all international students.

Ph: **6773 3151**

Contact us at www.une.edu.au/askune/

website: www.une.edu.au/current-students/support/international-students/english-language-centre

The English Language Centre is also an accredited IELTS testing centre, see separate entry in this Handbook.

For all IELTS enquiries: ielts@une.edu.au website: www.une.edu.au/current-students/support/international-students/international-english-language-testing-system

Academic Skills Office

The Academic Skills Office (ASO) in the Learning and Innovations Hub (C30) is UNE's student learning development unit, helping you succeed and excel in your studies. If you would like better results in your assignments, some suggestions on how to study more effectively, or any other study or academic skills related help, contact ASO for an appointment.

The Academic Skills Office also has an extensive range of fact sheets and interactive resources available online to help you improve your academic writing and study skills. Hard copies of the fact sheets are also available from the Academic Skills Office and outside the ASO office in the Dixon Library Learning Commons.

Ph: **6773 3600**

email: asohelp@une.edu.au

website: www.une.edu.au/current-students/resources/academic-skills

Australia Award Scholarship Students

The Australian Awards are international scholarships and fellowships funded by the Australia Government with the aim of contributing to the long term development needs of Australia's partner countries. Awardees undertake their studies at universities across Australia, returning home with new ideas and knowledge to contribute to development in their home countries.

UNE has been proud to host Australia Award students for many years and at all levels of study, from undergraduate to postgraduate coursework and research degrees. UNE has a dedicated staff member to support the needs of awardees, whose scholarships have a number of special conditions and entitlements.

First Year Advisors

For **undergraduate** students (Diplomas, Bachelor degrees and those new to UNE), First Year Advisors are a point of contact within your discipline and Faculty for assistance. The First Year Advisors can assist you with any aspect of your undergraduate academic work, including essay writing, referencing, time management and exam preparation. To arrange a one-to-one consultation for a time that suits you, contact your First Year Advisor by phone, by email or by visiting your First Year Advisor's office.

The Academic Skills Office (ASO) provides assistance to all international students. **Postgraduate** students (Graduate Certificates/Diplomas, Masters degrees and above) should access the Academic Skills Office as your first point of contact.

	<p>Nola Holmes</p> <p>First Year Advisor Business and Law Office: Economics Business Law 'EBL' Building (W38), Room 31 Ph: 02 6773 2181 Email: nola.holmes@une.edu.au</p>
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	<p>Di Kelton-Chambers</p> <p>First Year Advisor Education, Health, and Rural Medicine Office: Patricia O'Shane Building (C13), Room 315 Ph: 02 6773 4084 Email: dkeltonc@une.edu.au</p>
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	<p>Julie Godwin</p> <p>First Year Advisor Environmental and Rural Science, Science and Technology Office: McClymont Building (W34), Room 324 Ph: 02 6773 2057 Email: jgodwin3@une.edu.au fyascience@une.edu.au</p>
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	<p>Jennifer Vaughan</p> <p>First Year Advisor Arts, Humanities, Behavioural, Cognitive and Social Sciences Office: Room G21, Arts Building Ph: 02 6773 2396 Email: jvaughan@une.edu.au</p>
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University Medical Centre

The UNE Medical Centre is located beside the Armidale Hospital at 110 Butler Street. The University Medical Centre offers the full range of general practice services, and the doctors and registered nurses can also conduct minor procedures, immunisations, and make specialist referrals. The doctors and nurses at the Centre provide a clinical service to students, staff, and the broader community.

The Centre is open from 9.00am to 4.45pm week days.

Contact Details

Phone: (02) 6773 2916

Fax: (02) 6773 3686

Email: medical.centre@une.edu.au

Laverty Pathology has an Accredited Collection Centre in the University Medical Centre.

Students and staff, as well as the general public have access to pathology collection as well as local laboratory testing.

Pathology services include:

- Blood collections;
- 24 hour holter monitoring;
- 24 hour blood pressure monitoring;
- ECG; and
- Spirometry.

Hours are 9:00 am to 1:00 pm Monday to Friday.

The Medical Centre can be very busy so be aware you may need to wait to see a doctor.

UNE Medical Centre has a direct billing arrangement with Bupa and Medibank.

Students **MUST** present a current Overseas Student Health Cover membership card (BUPA, NIB or Medibank), PLUS a photographic identification document such as a passport or driver's licence in order to have their consultation fee directly billed to their OSHC provider.

www.une.edu.au/current-students/support/student-services/une-medical-centre

Child Care

Students who come to UNE with their families may need to access child care.

There is a child care facility on campus called Yarm Gwanga. To learn more about the services available and costs involved see the website at yarmgwangachildcare.com.au

Yarm Gwanga has an extensive waiting list, we suggest that you email or complete the online waiting list form as soon as possible. yarmgwangachildcare.com.au/forms-and-policies/

Yarm Gwanga operates from 8.00am to 5.45pm, Monday to Friday. It is closed for 2 weeks over the Christmas holiday break. International students who need child care should make an appointment to talk with the Yarm Gwanga staff for more information.

Ph: 6773 3173

Email: yarm@une.edu.au

Bookshops

There are two bookshops on campus. The United Campus Bookshop (www.ucb.net.au) sells many of the text books and subject readers you will need for your classes. The other bookshop is the 'second hand' bookshop ucb.net.au/second-hand-text/. This provides the opportunity for students to sell books they no longer need, particularly textbooks from classes they have finished, and to buy the books they need at a cheaper price.

Library

The University Library includes Dixon Library, the Law Library, the UNE Archives and Heritage Centre, as well as the Library's virtual presence on the Internet.

For more information go to the university webpage <http://www.une.edu.au/library>

Borrowing

As a student you are able to borrow books, videos, DVDs and other material from the library collection. Go to the library borrowing webpage to check your loan period, and get information on renewing your loans online, overdue fines and more. Your UNE Student Card is also your library card so make sure you carry it with you at all times!

Finding information for assignments

Summon is the library's discovery service which provides a Google-like search experience where you can search the library's online and print collections at once! This includes physical books, eBooks, journal articles, newspapers and more!

Another great tip is to check your library subject guide for assignment help, key databases to use and internet resources for your specific discipline.

Library Support

- Library classes and tours
- Make an appointment with a subject specific librarian
- Chat to a librarian online
- Ask a Librarian email service

Additional Services

For information on library resources, facilities and services visit the library website www.une.edu.au/library

Library contacts

Library Service Desk: (02) 6773 2458

Distance Student Enquiries: 1800 059 735

Ask a Librarian email service: www.une.edu.au/library/services/ask-a-librarian

Facebook: www.facebook.com/UNELibrary

Fax: (02) 6773 3273

For more information, including Opening Hours go to the university webpage www.une.edu.au/library

Research Services

Research Services facilitates and supports the University's research effort through provision of administrative services to manage, develop and promote research, research training, knowledge transfer and innovation. Research Services administers all aspects of the University's research activities including: research degree candidature, research student supervision, postgraduate scholarships, research grants, consultancies, intellectual property protection, commercialisation of research outcomes, monitoring and approvals for the ethical conduct of research, research data collection and reporting, as well as preparation for the Excellence in Research for Australia assessment exercise.

Ph: 6773 3715

website: www.une.edu.au/research/res-services/hdr

Top Floor, Lamble Administration Building (opposite Library)

Safety and Security

The University maintains a 24 hour Security Centre on Elm Avenue, and frequently students will see Security Officers on campus. If you are in an accident, suffer a theft, or see something dangerous on campus, you can go to the Security Centre on Elm Drive near the Colleges or to the Safety and Security Office in the UNE Arcade area (across from the fountain). For emergency help or contact them on 6773 2099.

For your personal safety

- At night try to walk in groups or pairs and stick to footpaths and lit areas
- Make use of security escorts. Guards are available to walk you to your car at all times of the year
- Use the Security shuttle bus service
- Note the location of the Campus Security Centre on Elm Ave (Near Handel St)
- Be aware of UNE Help Phones. These dial directly through to the Campus security guards after-hours
- REPORT all incidents or suspicious activity to Security. Call anytime you feel fear or doubt about your safety

Take care with personal possessions while on campus. Valuables should not be left unattended.

Website: www.une.edu.au/campus-life/campus-information/safety-and-security

UNE Safety Shuttle

During the trimester, Safety and Security's shuttle bus service picks up students from the Dixon Library, the Law Library and the Northern Carpark and transports them to the CBD via the residential colleges. The service travels a specified route via the colleges to Queen Elizabeth Drive/Donnelly Street; to Faulkner Street past the Police Station; then to Barney Street past Smith House.

Departure times are as follows:

Monday - Saturday

- Departs Dixon Library at 7.00pm, 8.00pm, 9.00pm & 10.00pm.
- Departs Law Library at 7.05pm, 8.05pm, 9.05pm & 10.05pm.
- Departs Northern Carpark at 7:10pm, 8:10pm, 9:10pm and 10:10pm

After 10pm, the service runs from the Academic Campus by request (phone 6773 2099) until dawn.

Sunday

The service runs from the Academic Campus by request (phone 6773 2099) from dusk until dawn.

Arcade Security Office

There is a Safety and Security Office in the UNE Arcade area (across from the fountain). Students have access to a range of Safety and Security services such as ID cards, parking administration and lost property.

Sport UNE

SportUNE is one of the finest sporting precincts among Australian universities with something for people of all sporting interests regardless of health or fitness level.

Facilities include:

- Comprehensive weight and cardio gym
- 15 hectares of playing fields
- Indoor multi-purpose halls: squash, badminton, table tennis, basketball and netball courts
- Indoor heated 25m pool (**closed until late 2018/early2019**)
- Creche
- Cafe
- Group Fitness Rooms
- Indoor climbing wall
- Opportunity to participate in Australian University Championships

Sporting Clubs available include: soccer, badminton, squash, basketball, rugby union, athletics, hockey, touch football, underwater hockey, scuba, lawn bowls, water-polo, tennis, netball, cricket, lawn bowls, outdoor adventure and Australian football league.

For more information visit: www.sportune.com.au

Student Central

All students of UNE are entitled to use the services offered through Student Central. This is an integrated service with staff who work together to ensure that you have as smooth a passage as possible through your degree and into future employment. The services offered include those listed below and we encourage you to use them.

Career Development

Career Development is part of student support services. Staff are available to work with you throughout your time at UNE, to help you make the transition from study to a fulfilling career. To enable UNE students to become 'Career Ready' we provide free services to students including:

- Informed Career Planning
- Graduate recruitment including Employer visits to campus
- Resume, Cover Letter and Interview advice
- Interview and Assessment Centre preparation
- Workshops - for internal and external students on Applications, Mock Assessment Centres, Resume Development
- Job Blog- Employment opportunities available for students
- Work integrated learning, work placement, Work300, Work500

More information can be found at www.une.edu.au/current-students/support/student-support/career-development or you can phone **02 6773 2897** for an appointment.

Counselling Services

Your academic success is related to your personal and social wellbeing. While you are at university you are likely to have many new experiences, relationships, disruptions, challenges or stresses. It can be a peak time of personal change and development. Some of the reasons you may want to talk to someone include time management, exam anxiety, presentation anxiety, support for special exams, special consideration or special examination time, relationship concerns, anxiety, depression, low self-esteem, stress management, home sickness, bereavement, problem solving or decision making or dealing with a sudden crisis. To arrange a free and confidential appointment, phone **02 6773 2897** between 9am and 4:30pm Monday to Friday. e-mail: counselling.service@une.edu.au. website: www.une.edu.au/current-students/support/student-support/counselling.

Special Needs Support

The UNE Special Needs Office provides advice to students with special needs regarding equity and access matters and offers practical assistance to students, who require special provisions. The Special Needs Office provides support services to students with a disability or health condition to enable them to successfully participate on the same basis as a student without a disability in the University of New England community. If you have a permanent/temporary disability or health condition, it is important that you contact us as soon as possible so we can assist. More information can be found at: www.une.edu.au/current-students/support/student-support/disability-support

Student Support Team

The Student Support Team is your first point of contact when you need help and not sure where to ask. You can contact Ed, Frances and Blake via email studentsupport@une.edu.au, via Twitter (www.twitter.com/UNESupport), via Facebook (www.facebook.com/EdUNE) or via phone on **02 6773 2897**. They also publish a daily student blog (blog.une.edu.au/studentexperience). The Team is also responsible for the 'Early Alert' system – an award winning student support tool only available at the University of New England. Use your emoticons on the myStudy tab of myUNE and the Vibe in myUNE to tell us how you're feeling and we'll be in contact!

Uni4me

Uni4me is here to help you deal with the University - including replying to any email they send you that needs a response. We work to help you get the best result is have any problem. We can also help you deal with outside organisations.

We are also here to help provide information and help you make contact with others that best help you with whatever you need. Whatever question you have...just ask us!

Find us in the Union Complex. We are mostly open 9 – 5, Mon – Fri.

Phone us on 6773 2506 / 6773 3116

Email us on uni4me@une.edu.au

Visit our website: <http://www.uni4me.com.au/>

International Student Identity Cards

The International Student Identity Card (ISIC) provides discounts in Australia and around the world. The ISIC card is the biggest internationally recognised student ID with over 150,000 benefits in 130+ countries. Additionally, the ISIC gives you official proof of student status all around the world. Get yours now from the Uni4me Office.

Off Campus Accommodation Information

Uni4Me helps students to find places to live away from the University campus within Armidale, in different types of housing including houses or units with other students (share houses), private board and furnished accommodation.

Employment Assistance

If you are looking for casual work you can register to go on the Uni4Me employment database. Then if suitable work comes up we can contact you and link you to the person offering work.

Tax Help

Uni4Me helps students to complete and submit their tax returns between August and October each year. If you have done some work and paid tax you might get some money back from the government. This Tax Help program is done together with the Australian Taxation Office (ATO).

Social Events and the Blue Shirts

Uni4Me regularly holds social events for all students on campus, like free lunchtime BBQs with live music. These events are done with help from student volunteers – The Blue Shirts. Any student can become a Blue Shirt and help with these events. It's a great way to make new friends, learn about Australian culture and practice your English skills!

UNE Life

Belgrave Cinema (movies)

137 Dumaresq Street, Armidale NSW 2350 ph: (02) 6772 2856, Program Hotline: (02) 6773 3833

Sleek Hairdressing

Union Arcade ph (02) 6773 2461

Café Life

For all your foodie needs

Boolooloominbah Collection

The Boolooloominbah Collection comprises:

- The Chancellery - Restaurant available for bookings for lunch for 10 or more, Monday to Friday.
- The Brasserie - Everyone is welcome at this affordable, informal and quick place to eat, The Brasserie is open from 12 noon to 2.00pm weekdays.
- The Courtyard Cafe - Opens at 8.30am - 2.30pm Monday to Friday. Snacks and light meals are also available, as well as excellent coffee, tea and other beverages.
- The Limerick Bar - An informal area where patrons can relax and enjoy a drink. The Limerick Bar is open from 12 noon to 2.30pm weekdays and reopens at 4.30pm on Friday evenings.

Experience The Boolooloominbah Collection today with its brasserie, cafe, bar and lounge.

Campus Essentials

More than just a general store. Post office, Newsagent, Student and staff needs, located in the Union Arcade

UNE IELTS Test Centre

The University of New England is an off-site testing centre for idp IELTS. This means you can sit your tests in Armidale. All applications are on-line. For information on how to apply go to: www.une.edu.au/current-students/support/international-students/international-english-language-testing-system/how-to-apply

AVAILABLE TEST DATES

For the latest test dates for Armidale please go to: www.idpieltstestcentres.com/

Preparing for the Test

- You can order or buy in person Practice Materials written by the makers of the test
- You can enrol in an Online IELTS Master course, see how at: www.une.edu.au/current-students/support/international-students/international-english-language-testing-system/online-preparation

We would recommend that you take steps to prepare for this test at least four weeks prior to the date of the test.

IELTS contact details

For all information about IELTS and general enquiries please go to: www.une.edu.au/current-students/support/international-students/international-english-language-testing-system

Getting Involved and Events

UNE International and the Armidale International Association organise special events during the year including:

- Mayor's Civic Welcome
- Welcome to Armidale
- Australia Wildlife at Night
- Southern Sky Star - Gazing
- Visits to Uralla, Walcha and Inverell
- Photography Exhibition
- Dorrigo National Park



Workplace Health and Safety (WH&S) at UNE

All staff and students are bound by the Work Health and Safety Act 2011 as per the UNE Health and Safety Policy www.une.edu.au/policies/

Ultimately, Health and Safety is everyone's responsibility, therefore all persons in the University have a duty of care to ensure the safety of themselves and others. As a student if you are unsure regarding safety or need to report something you feel is 'unsafe' please speak with your Lecturer or Supervisor or contact the UNE Health and Safety Consultant at whs@une.edu.au for advice.

Fire Safety

Be Prepared for an Emergency

- Make sure your room/house has a smoke alarm
- Keep Yourself Safe - Plan your escape
- Test your smoke alarm (only possible if there is a test button)
- This sound can save your life. It tells you there is danger from a fire in your room. Never prevent your smoke alarm from working.
- Too many people living in the one house is unsafe
- Do not use double adaptors or plug too many appliances into the one outlet, and never cut the end off the cord of an appliance and put it into an outlet.



smoke alarm pictured

Remember:

Fires are more likely to start in the kitchen or bedroom

Do not use your laptop on the floor, it can start a fire

In Case of Fire, know:

- Where your nearest fire exit is
- How to use a fire extinguisher or hose reel
- Where your evacuation meeting place is
- The evacuation (escape) plan for your building
- Do not use the lift/elevator except where there is a sign "May be used in an emergency"

In a Fire:

- Get down on the floor
- Crawl to the door
- Get out of your room
- Close the door – this prevents smoke and fire from spreading
- Alert others and when outside STAY out
- You must do what a Fire Warden tells you during a fire alarm, and if told not to enter a building you must stay outside until the building is said to be safe.

Personal Safety and Crime Prevention Tips for Students

In an emergency call 000

- Be alert, assertive and confident
- Try and walk with other people rather than by yourself
- Carry only the money you will need for the day
- Keep your money and wallet in your front pocket and keep your bag in front of you
- Be aware of things around you, avoid long talks on your mobile or texting while walking
- At night stay in well lit areas, where there are lots of people
- If you feel like you are being followed or threatened, cross the street, change direction, vary your pace and enter a shop or an occupied house.

If you are being robbed:

- Give them what they ask for
- Try and remember what they look like
- Report all crimes to Police (interpreter services are available)

Hold on to your valuables – your wallet, handbag and mobile phone. Don't put things down and walk away. Don't leave items that can be seen in your car – or they could be stolen.

Sexual Assault is any unwanted or forced sexual behaviour. For help or to report a sexual assault, call the police on '000' and they will assist you and let you know the support that is available for you.

Other services available include:

- NSW Rape Crisis Centre 24 Hour Crisis Line: 1800 424 017 www.nswrapecrisis.com.au
- Sexual Health Info Line 1800 451 624 www.shil.nsw.gov.au
- Lifeline 24 hour Counselling Line: 13 11 14 www.lifeline.org.au

Bushwalking Tips

Before going, ask about local conditions, tracks, creek or river water levels and fire danger.

Make sure all those in a group are able to do each activity and wear closed-toe footwear and appropriate clothing.

Watch for weather changes. Be prepared for heat, rain, thick mist, icy winds and even sleet and snow.

Keep to tracks and stay behind safety fences. Watch for fallen branches and rocks, uneven or slippery surfaces and cliff edges.

Don't feed or touch native animals. Watch for snakes and spiders and where you put your feet and hands.

Make sure you take the following with you:

- Maps
- Plastic bags for rubbish
- Plenty of water
- Food
- Torch
- First Aid Kit

Remember parks have limited or no mobile phone coverage so tell someone where you are going and what time you will return.

At the Beach

- Only swim between the red and yellow flags, they mark the safest place to swim
- Look at the safety signs to see if there are any dangers
- Always swim with a friend so you can look out for each other
- If you get into trouble in the water, stay calm and put your hand up for help – try and float while you wait for someone to come – Don't swim against a current or rip
- Never swim at unpatrolled beaches
- Never swim at night or before dawn
- Never swim under the influence of alcohol or drugs
- Never run and dive into the water
- Never swim directly after a meal



Rivers or Lakes

- Check the water depth and temperature first and NEVER dive or jump into the water
- Be careful of hidden rocks and logs, and floating branches and other debris

Beware of Too Much Sun

Armidale is almost 1000 metres above sea level so you will be sun burnt within a very short period of time.

Always swim between the red and yellow flags, and read the safety signs on the beach. If you get in trouble, raise your hand.

Taking a road trip up the coast? on holiday? or just looking for a safe beach to swim at?

Download the 'Beachsafe' App from Google Play or the App Store.

**“BE SUN SAFE AT ALL TIMES”:
Put on a hat and shirt while not swimming, wear sunglasses and always put on sunscreen.**

Home Security

House-breaking is one of the most common crimes and are crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house left open or unlocked where they can get what they want with ease and make a quick getaway.

Some General Security Tips:

- Keep your front door locked at all times.
- Do not leave messages on the front door. It lets people know you are not home.
- Make sure you have locks and chains on your doors and windows and make sure that you know how to use them.
- If something is delivered to your door while you are out have the neighbours collect it – don't have parcels left at your door.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Do not have large amounts of cash and keep your money out of sight.
- Have your name engraved/written on items eg laptop and camera.
- Always keep a back up of information/assignments that are on your laptop (computer).
- If you don't know the person at your door ask to see ID before opening the door.

Contents Insurance

It is recommended that you obtain contents insurance for your belongings even if you are living in a College. This is a form of house insurance that insures the contents of the house. Landlords will usually have house insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or if there is a house fire and your belongings are destroyed or damaged. This may cost up to \$200 per year depending on your belongings.

Internet Safety and Security

Internet Access on Arrival

It is important that internet users protect themselves from online crime. The following tips list simple precautions you can take to minimise the chances of becoming a victim of online criminals.

- Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
- Regularly download and install the latest security patches for your computer software, including your web-browser. Use automatic software security updates where possible.
- Use a firewall and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
- Delete suspect emails immediately. Don't open these emails.
- Don't click on links in suspect emails. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
- Only open an attachment to an email where the sender and the contents of the attachment are known to you.
- Don't download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
- Use long and random passwords for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
- Use a limited permission account for browsing the web, creating documents, reading email, and playing games. If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.
- Do not respond to emails to give any of your personal information. If you are unsure if the email is genuine check with International Services.

Road Safety Tips

Road Rules

To drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, YOU MUST KNOW THE ROAD RULES before you attempt to drive. Many lives are lost on Australian roads every year and international drivers are at high risk! If you come from a country where you drive on the opposite side of the road to Australia a handy tip is to think that the "white line" or centre dividing line on the road is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own. Drive with a friend in the car to help you with the road rules.

The major causes of serious road trauma are speeding, alcohol, driving when tired and not wearing a seat belt.

Drivers Licence: You must have a current drivers licence and if it is not in English, it MUST have a translation and you must carry it with your licence. For information on booking a drivers licence translation service, please visit www.multicultural.nsw.gov.au

Insurance and Registration

- Before you drive your vehicle must be registered with the RMS and have a "green slip", which is third party personal insurance. This covers physical injury to another person. **It is important to take out either third party vehicle insurance which can cover the other person's vehicle and medical costs, or comprehensive insurance to cover your own expenses in an accident.** If you have an accident you could lose your car, need to pay for the other persons car and cover all medical costs. Make sure you speak with your insurance company to discuss options.

Speeding

- Speeding is not just driving faster than the speed limit, it is also driving too fast to suit the road, traffic, visibility or the weather conditions and is illegal.

When driving watch for:

- Poor road conditions eg holes in the road, gravel edges
- Poor visibility – fog, rain, smoke, oncoming headlights and the sun in your eyes
- Give way to pedestrians and watch for cyclists – don't squeeze them off the road and watch when you open your car door

Alcohol and drugs

- No one can drink alcohol and/or take drugs and drive safely- remember it is illegal to have or consume drugs
- Drivers with a full licence (not on 'P' or 'L' plates) commit an offence to drive/ attempt to drive, with a blood alcohol concentration (BAC) that equals or exceeds 0.05%. 'P' and 'L' platers must have a blood alcohol concentration (BAC) of 0.00% when driving.

Seat Belts

- The Driver is legally responsible for ensuring that everyone, including the driver, uses a seat belt at all times.

Pedestrians

- Do not walk out in front of a car as it will not stop. Make sure there are no cars before you cross the road, and always use traffic lights or pedestrian crossings (white lines across the road) if available.
- Do not walk on the road.

Roundabouts

- The roundabout sign means Slow Down, prepare to Give Way and if necessary stop to avoid a collision. So, as you're approaching a roundabout, you must get into the correct lane, indicate if turning, and give way to traffic already on the roundabout. Enter the roundabout when there is a safe gap in the traffic.
- Giving way: Slow down as you approach a roundabout. You must give way to traffic already on the roundabout if there is a risk of collision. Enter the roundabout when there is a safe gap in the traffic.
- Indicating: When approaching a roundabout, if you are turning left or right, you must indicate left or right. When exiting a roundabout, whether you are turning left, right or even going straight ahead, you must always indicate a left turn just before you exit.

Please find relevant information in your language: www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety

GET YOUR FREE DRIVING LESSON!

To arrange a lesson call us on 6773 3192 or come to UNE International (C30).



Emergency Contact Information for International Students

Remember in a life threatening emergency always call '000' first for Fire, Police or Ambulance and be ready to tell the operator your location or address.

If any International Student needs help in an emergency, they should contact the following people at UNE:

Bronwyn Gilson

Manager, International Services and Compliance

UNE International

Phone: 02 6773 3361 (MONDAY - FRIDAY 9AM - 4:30PM)

Email: bgilson2@une.edu.au

Ashleigh Dempster (MONDAY - FRIDAY 9AM - 4:30PM)

International Services Coordinator

UNE International

Phone: 02 6773 2232

Email: adempst2@une.edu.au

UNE International Reception: Phone: 02 6773 3192

Email: uneinternational@une.edu.au

**After Hours Emergency
(on-campus):**

**UNE Safety and Security
Phone: 02 6773 2099**

Armidale Police:

Armidale Police Station

Phone: 02 6771 0699

General Enquiries

Faulkner Street

Visa Conditions and Legal Requirements



Please note: Visas are subject to updates and changes. Please refer to www.homeaffairs.gov.au for the latest information

Visa Conditions

International students in Australia are required to observe certain conditions. It is very important that you understand what your visa entitles you to do, and what you are not permitted to do. In some circumstances, the University is required to report breaches of Student Visa conditions to the Department of Home Affairs (DHA). All International students should take the time to look at the DHA website (www.homeaffairs.gov.au) which provides information on the conditions of Student Visas, as well as forms and other information. The main points students need to be aware of are summarised below:

Your Address

- You must notify the University of your current Australian address and contact details within 7 days of your arrival. If you have not already informed the University of your address in Armidale, then you must do so as soon as possible. This can be done online through myUNE. Please also complete the International Student Contact Details form at askune.custhelp.com/app/forms/contact_details.

Work Rights

- You can only work a maximum of 40 hours per fortnight during class time. During vacations/ holidays you may work unlimited hours. This condition applies to your dependents (except Masters and PhD students). Please note that if you nominate to enrol in Trimester 3 (non-compulsory study period) the 40 hours per fortnight limitation will apply.

Satisfactory Academic Progress

- You have to achieve satisfactory academic results. Should you fail subjects in your first trimester, it is unlikely that you would be reported to DHA for unsatisfactory academic progress. However you may be required to seek assistance from areas including the Academic Skills Office. If you continue to fail subjects, your Faculty might judge that you are not making satisfactory progress and you will be asked to 'show cause'. If you continue to fail subjects after this, your Faculty might judge you to have not made satisfactory academic progress, and you may then be reported to DHA. DHA will require you to attend an interview to explain these failures. Students who are concerned about failing subjects should seek assistance from the Academic Skills Office, their Unit/Course Coordinator, supervisor or UNE International as soon as possible.

Overseas Student Health Cover (OSHC)

- You must maintain adequate Overseas Student Health Cover (OSHC) throughout the term of your student visa. If you are required to extend your student visa, it is your responsibility to arrange additional health cover and to notify the OSHC provider of any change of address.

Finances

- You must satisfy the requirements of the visa you were granted, including sufficient financial capacity to support yourself and any dependents during your period of study.

Faculty Age Children

- If you have Faculty age children, they must attend Faculty and you must pay any relevant Faculty fees in full. Any dependents who travel with you must not leave Australia after you.

Course Changes

- You cannot change your course, thesis or research topic unless the University has granted approval. If you are thinking about changing your course of study, you need to ensure that you continue to meet all the conditions that apply to your student visa. If you were granted a visa under the streamlined visa processing arrangements and you would like to change to a new course of study, you generally need to enrol in another streamlined eligible course (or package of courses) in order to remain compliant with the conditions on your current student visa.

For more information see www.homeaffairs.gov.au/Trav/Stud/More/Changing-courses

- If you are not sure about the conditions that govern your visa, consult the DHA website: www.homeaffairs.gov.au or visit UNE International for advice.

Student Visa Conditions

- For the full list of conditions that apply to student visa holders, please visit: www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students





National Code

The National Code is legislation regulating the provision of education to on-shore international students and is part of the ESOS Act (Education Services for Overseas Students Act). If you are studying in Australia on a Student Visa, the National Code 2018 applies to all areas of study including:

- full-time study requirements
- transferring providers
- leave of absence
- deferring, suspending or cancelling your enrolment
- course credit
- on-line and distance study allowances
- student support services
- complaints and appeals
- monitoring of course progress and the early intervention strategy
- younger students

For more information on the National Code visit internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx

Transferring providers

Students are restricted from transferring to another Australian education provider if they have not yet completed 6 calendar months of study in their principal program. (If you are here to study a single program, that program is the principal program. If you are here to study more than one program, the principal program is the final program of a packaged offer.)

Students who wish to transfer before they have completed 6 calendar months of study in their principal program, must apply in writing to UNE International for a Release Letter. The grounds for a Release Letter are as follows:

- UNE has cancelled/ceased to offer the program (letter from UNE required)
- Government sponsor considers the change to be in the student's best interest (letter from sponsor required)
- Unable to meet academic requirements for entry into program
- Exceptional circumstances (documentation required)

Students who wish to transfer after they have completed 6 calendar months of study in their principal program, can do so freely and do not need to apply for a Release Letter. However, they still need to notify UNE International.

Online and Distance Study Allowances

International students can enrol in online/distance units, when such units are offered as part of CRICOS-registered programs. However, there are limitations:

- Online and distance units can only make up one third of your total program; and
- In each compulsory trimester, you must be enrolled in at least one unit that is delivered face-to-face each trimester.
- Unless you are completing your last unit of your course.

In a non-compulsory trimester (ie trimester 3), you may enrol full-time in online/distance units.

However, these will be counted towards your one third limit.

Full-Time Study Requirements

International Students are required to complete their study within the expected program duration. The expected duration is given on your eCoE (Electronic Confirmation of Enrolment).

To complete your program in the expected duration, you will need to be enrolled in a 100% load each trimester (ie 4 units). There are situations, however, where you can enrol in a less than full-time load:

- as part of a documented intervention strategy
- where it is identified there are compassionate or compelling circumstances
- you only have a few units left to complete and these do not constitute a full-time load.
- You are able to enrol in less than 4 units in Trimester 1 or 2 as you will enroll in the non-compulsory Trimester 3 study period.

If you are thinking about changing your enrolment/units, contact UNE International on 02 6773 3192 to make sure you are complying with your Student Visa and the National Code 2018.

Complaints and Appeals

Complaints

A complaint is an expression of dissatisfaction with UNE procedures, employees or service provision as expressed by one person or a group of people

Informal Complaints: Informal complaints are complaints that you raise within the University however this information is not recorded and no formal investigation is carried out. Informal complaints are complaints that you feel can be resolved without the formal assistance of the University.

Formal Complaints: Formal complaints are complaints that you want the University to keep record of and that you want the University to resolve. To make a formal complaint please lodge the complaint with the Student Grievance Unit by completing the online form. You can find this form at: www.une.edu.au/current-students/support/student-support/complaints-compliments-and-feedback

APPEALS

An appeal is a request for review within the policy's term if the matter of dispute has not arrived at a satisfactory resolution.

Informal Appeals: Informal appeals are appeals raised within the University after the outcome of a complaint is delivered, however this information is not recorded and no formal investigation is carried out.

Formal Appeals: Formal appeals are appeals that you want the University to keep record of and that you want the University to resolve.

Things you need to know about complaints and appeals:

- Your identity will not be revealed without your permission
- If you need to appeal against a decision made by the University, you have 20 days from the date of the decision in which to make an appeal – your appeal must be in writing
- The complaint or appeal will be at minimal or no cost to you
- You can bring a friend for support when you present your case
- If the appeal is decided in your favour the University will immediately take whatever action is needed to put things right
- If you are in the process of an appeal you must still attend classes, pay fees and submit assignments, provided you do this your enrolment will not be suspended or cancelled
- You have the right to appeal to the University Ombudsman if you are not satisfied with the outcome. If you are not satisfied with this outcome you can then appeal outside of the University to the NSW Ombudsman.

Speak with UNE International if you need help or advice as the University has many different appeal processes. Also, refer to the following for more information:

National Code Standard 10: Complaints and Appeals

internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

Leave of absence

To apply for a Leave of Absence, you must show that you have 'compassionate or compelling' circumstances. Your Leave will need to be approved by your Head of Faculty, Research Services (for postgraduate research students) and authorised by UNE International.

Please note: If you are away for more than six months, your visa may be cancelled. Please contact DHA for information about your visa before submitting a Leave of Absence application. Examples of acceptable "compassionate or compelling" circumstances include:

- serious illness or injury (supported by medical certificate which states the student was unable to attend classes)
- bereavement of close family members such as parents or grandparents (supporting documentation required)
- major political upheaval or natural disaster in the home country requiring emergency travel, which has impacted on the student's studies (supporting documentation required)
- a traumatic experience eg, involvement in, or witnessing a serious accident, witnessing or being the victim of a serious crime (supported by police or psychologists' reports)
- UNE was unable to offer a prerequisite unit or courses needed to meet award requirements
- delay in receiving a student visa (supported by relevant, dated visa documentation).

Other information on appeals can be found at: policies.une.edu.au/masterlist.php#A

These include:

Plagiarism

Student Appeals

Student Behavioral Misconduct Rules

Students Complaint Handling

For further information contact the Manager, International Services and Compliance at 6773 3361, UNE Student Assist at 6773 2987 or go to the UNE Student Grievance Unit website at: www.une.edu.au/current-students/my-course/managing-my-course/complaints-compliments-and-feedback

Legal Assistance

Redfern Legal Centre

Free legal advice for International Students (rlc.org.au).

To make an appointment call Redfern Legal Centre on 02 9698 7277 or International Services, UNE on 02 6773 3192.

Your appointment can be held anywhere that you have access to a computer with internet and a webcam. This can be from your own home or room.

All appointments are with a solicitor via webcam.

North and Northwest Community Legal Service

Free and confidential legal advice and help.

Office Hours 9.00-5.00pm (closed 1-2pm)

To make an appointment call 02 6772 8100.

Address: 107 Faulkner Street, Armidale.



Living On-Campus at UNE

Deciding where to live during your time at University is a big decision. UNE's graduates consistently rate their time at a UNE residential college as 'the experience of a lifetime'. The UNE residential experience is at the heart of your UNE study and together they make up a distinctly different qualification that prepares you for life, not just work.

There are over 2000 places available throughout our nine residential communities. Each of the eight existing colleges has its own distinct character and traditions, or you have the chance to be one of the first students to shape the culture of our new residential college, Wright College, opening this year, providing a further choice in independent, self-catered living.

Living at a UNE College you'll benefit from academic and personal support networks, experience the co-operative spirit and vibrant inter-college competitions in sport and cultural activities, contribute to charity and community programs, meet new people and make friends to last you a lifetime.

All students living in UNE accommodation for at least one trimester sign an Accommodation Residential Agreement. The Agreement outlines the conditions of acceptance of a place in a UNE residence, such as the admissions process, fee payment, withdrawal processes and any penalties that may apply.

Students living on campus must also accept the UNE Residential Colleges Code of Conduct. For further information on anything to do with living on campus and how to apply visit: www.une.edu.au/campus-life/une-accommodation.

College Options

Living on campus in a UNE residential college is a valuable foundation and support to your overall UNE student learning experience. Each of our Colleges has a distinct culture born of their individual traditions and history. Through the webpage www.une.edu.au/campus-life/une-accommodation/colleges, you can learn more about each of these unique but welcoming communities and find the one that is just right for you.

College accommodation options available on-campus are:

- Austin College - www.une.edu.au/campus-life/une-accommodation/colleges/austin
- Duval College - www.une.edu.au/campus-life/une-accommodation/colleges/duval
- Earle Page College - www.une.edu.au/campus-life/une-accommodation/colleges/earle-page
- Mary White College - www.une.edu.au/campus-life/une-accommodation/colleges/mary-white
- Robb College - www.une.edu.au/campus-life/une-accommodation/colleges/robb
- St Albert's College - stalbertscollege.catholic.edu.au
- Wright College and Village - www.une.edu.au/campus-life/une-accommodation/colleges/wright-college-and-village



Living Off-Campus - Share Accommodation

Smith House

100 Barney Street Armidale (02) 6772 0652

Strathlea Student Accommodation

137 Mann St Armidale

Ph: (02) 6771 2673

2018 Rates

Single Room	\$175
Double Room	\$260
Twin Room	\$260

Armidale Student House

4 Salmon Avenue, Armidale

Ph: 0402 286 217

E-mail: info@armidalestudenthouse.com.au

Book in advance if you are coming as a couple or with your family, to ensure availability.

Web: www.armidalestudenthouse.com.au

Rental Accommodation

Houses and units for rent in Armidale are limited, students need to be aware that during the 4-6 weeks before semester commencement there is a much higher demand for housing and they need to take into account the extra time it may take to find suitable accommodation. When deciding to rent a house or unit, students need to consider whether they will live on their own or with other people, and the cost of setting up a house, which will include a bond (usually 4 weeks rent), furniture, electricity connection, phone connection and other setup costs.

Approximate rental costs in Armidale:	AU\$ per week
Room in a share house	\$90 – \$120
1 bedroom unit	\$110 – \$200
2 bedroom house	\$180 – \$300
3+ bedroom house	\$250 – \$400

Properties for rent can be located through Armidale Real Estate Agents.

See the Property Guide website www.realestate.com.au/rent/in-2350/list-1 for a listing of current rental properties available. Contact details for individual Real Estate Agents in Armidale are listed in the 'Living in Armidale' section of this book. Before you contact a real estate agent you should check the Uni 4 Me website first at www.uni4me.com.au/accommodation.php in case they have some suitable accommodation for you.

Guide to Renting in NSW

In NSW you have rights and responsibilities. Below outlines your basic rights and responsibilities. For more information visit the Office of Fair Trading Website at www.fairtrading.nsw.gov.au

Beginning the Tenancy

Under law your landlord or agent must give you a tenancy agreement. This agreement must be in **writing**. Once you sign the agreement you must receive a copy of it and of The Renting Guide.

The tenancy agreement comes in two parts:

Part 1 - The terms of the agreement. This sets out what you and your landlord agree to do during the tenancy.

Part 2 - A condition report. This describes the condition of the premises at the time you move in.

If you believe the condition report is not accurate because it fails to include things (eg a cracked shower screen) you should make a note of this and anything else that is missing from the report. Return it to your landlord or agent within 7 days. Make sure you keep a copy. The condition report is important if a dispute arises over the condition of the premises at the end of the tenancy. Taking photos of your house or unit when you first move in can also help when proving the condition of things.

It is important that you understand what you are agreeing to before you sign the term of the agreement. If you have difficulty with English, you will need to ask someone who speaks your language to interpret the agreement for you.

How to Avoid Problems

The following may assist you in avoiding problems:

If you receive a notice of a Tribunal hearing, you should always attend

Make sure you have read and understood the tenancy agreement before you sign it

Take good care of the premises

Do not interfere with the peace, comfort or privacy of the neighbours

Confirm anything you agree to in writing and send your landlord or agent a copy

Keep paying the rent even if you are having a dispute with the landlord. Contact Fair Trading or an advisory service for help to resolve the dispute

If renting privately or with friends, make sure you have a signed agreement. Get a receipt each time you pay rent with the dates written on it.

Fixed Term Agreement

The fixed-term agreement is a defined period of the tenancy which is written into your lease. This is usually 6 or 12 months but the parties can agree to have a tenancy agreement for any length of time. When the fixed-term period ends the tenancy agreement does not end unless it is terminated by the tenant or the landlord.

Entry Costs

You will usually be required to pay rent in advance from the first day of your tenancy:

- up to 2 weeks rent in advance (but not more).

In addition, you will usually be asked to pay a rental bond. This is a form of security for the landlord in the case you owe money for rent or damage to the premises at the end of the tenancy.

For unfurnished premises the bond is a maximum 4 weeks rent. Make sure you get a written receipt if you pay a bond. Your landlord or agent must lodge the bond money with Fair Trading within 7 days. You will receive an advice of lodgement from Fair Trading. Contact Fair Trading if you do not receive a rental bond receipt. The amount of the bond should be written on the tenancy agreement. You may also be asked to pay half the cost of preparing the Residential Tenancy Agreement. An amount of up to \$15, inclusive of GST, may be charged.

Rent

You and your landlord should agree on the rent you will pay and the method of payment before you move in. Make sure these arrangements are written into your tenancy agreement. The landlord or agent must always give you a receipt for your rent unless you deposit the money into a bank account. The landlord or agent must give you at least 60 days written notice if they want to increase the rent outside of the fixed-term of the tenancy agreement.

IMPORTANT

Before agreeing to pay your rent through a 'rent collection' service, be aware that you may be charged a fee.

During the Tenancy

IMPORTANT

Before doing urgent repairs, make certain they are really urgent. If you are unsure, contact Fair Trading

Non-urgent repairs and maintenance

The landlord or agent must make sure the premises are reasonably clean and fit to live in when you move in. The landlord or agent must maintain the premises to a reasonable standard by carrying out repairs if needed. From 1 May 2006, when the Environmental Planning and Assessment Amendment (Smoke Alarms) Regulation 2006 came into effect, the landlord is responsible for fitting a smoke alarm to the premises. The landlord has the right of access to fit the required alarm/s but must give at least 2 days notice. The landlord must fit a new battery (if the alarm has a replaceable battery) at the beginning of the tenancy. During the tenancy you are

responsible for replacing batteries unless physically unable, in which case you must advise the landlord that the battery needs to be replaced.

You must not attach any fixture or make any renovation, alteration or addition to the premises without written permission from the landlord or agent.

You must not intentionally or negligently damage the premises. You are responsible for any damage caused by other occupants of the premises or any person you allow on the premises.

You must notify the landlord or agent of any damage to the premises as soon as possible, regardless of who or what caused the damage. It is a good idea to put it in writing.

Urgent Repairs

An urgent repair is when something breaks that may make the premises unfit to live in or cause a potential risk or interrupt access to water, gas or electricity supplies. If the premises need urgent repairs, tell the landlord or agent immediately. Urgent repairs are listed in your tenancy agreement. The landlord or agent is obliged to organise urgent repairs as soon as reasonably possible. If they do not do this within a reasonable period, you can arrange to have the repair fixed and spend up to \$1000 doing so. Your tenancy agreement may have tradespeople listed that you could use. The landlord or agent must repay you the money you spent within 14 days, after receiving written notice from you, so long as the amount was reasonable.

Ending the Tenancy

Written notice must be given by either landlord or tenant if a tenancy agreement is to be ended. The notice can be posted or given personally. A notice cannot be stuck to or put under a door by the person sending the notice.

Notice Periods

In the last 14 days of the fixed-term period of the agreement, either party can give **14 days notice** to end the tenancy. This notice can be served up to and including the last day of the fixed term.

Once the fixed-term period has ended you are required to give at least **21 days notice**. The landlord or agent must give you at least **60 days notice**.

If there is a breach of the tenancy agreement, a notice period of **14 days** applies. If the landlord wants to sell the premises, you may be asked to vacate the premises by the time the sale is finalised. The landlord must give you at least **30 days written notice** (after the contracts of sale have been entered into). This only applies after the fixed term has ended. If a house is listed for sale and you have not been informed prior to signing the lease you can give 14 days notice to vacate the premises.

If you require assistance with aspects of your tenancy and negotiations with your real estate agent and/or landlord, the New England and Western Tenants Advice and Advocacy Service (NEWTAAS) are available to help. Funded by the Office of Fair Trading, NEWTAAS provide a free service. You can contact them on **1800 836 268** or **02 6772 4698**; email newtaas@gmail.com; or visit their website, with numerous language translations available, at www.tenants.org.au.

Landlord Defaults on Loan

If your landlord is unable to pay back their loan on the property you are renting, the mortgagee will usually want possession.

This may mean you have to move out, even during a fixed-term agreement. Contact Fair Trading for information.

You can get more information about your renting rights and responsibilities from the NSW Office of Fair Trading website at www.fairtrading.nsw.gov.au where you can order or print any of their publications online. Alternatively you can phone them on 13 32 20

The Consumer, Trader and Tenancy Tribunal (CTTT)

The Consumer, Trader and Tenancy Tribunal provides a quick and low cost dispute resolution service for tenants, landlords, traders and consumers.

Application forms are available online at www.cttt.nsw.gov.au and at Fair Trading Centres. You can lodge your completed form online, at Fair Trading Centres, at Tribunal registries or your Local Court.

Breaking the Tenancy Agreement Early

If you want to end the tenancy agreement early you should give as much notice as possible, preferably in writing. Keep a copy of this letter. Breaking an agreement can be costly to you. A landlord can claim compensation for any loss suffered as a result of you ending the tenancy agreement early, so try and come to an agreement with the landlord/agent.

Leaving the Premises

It is your responsibility to leave the premises as near as possible in the same condition, fair wear and tear excepted, as set out in the original condition report.

Bond Refunds

At the end of the tenancy, after the final inspection, a Claim for Refund of Bond Money form must be submitted to Fair Trading before the bond money can be refunded. You should not sign the form if it is blank or incomplete. The landlord or agent may want to claim some or all of the bond for themselves if they believe you have damaged the premises, breached your agreement or owe rent. If you and your landlord cannot agree about how the bond is to be paid out, you can make a claim yourself. Tell Fair Trading your new address so they can advise you if the landlord claims your bond.

Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/ stove, gas or electrical?
- Do the toilet and shower all work?
- Is there damp or mould on the walls?
- Is painting required?
- Is the place furnished?
- What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs?

Choosing a Flat Mate

The task of choosing a flat mate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on important principles.

Bills and Expenses

Do you and your flat mates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone? If you are answering an advertisement for a roommate, what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

Food

Do you and your flat mates expect to share the costs of buying food and share in the preparation? Do you have specific food needs (allergies, preparation needs)? If your needs are for halal and your flat mates are not, can you agree on respecting and upholding each other's needs?

Cleaning

Who will clean what? How often? Decide exactly what "clean and tidy" means to you. Will you hire a cleaning company to keep things under control?

Personal Habits and Individual Needs

How much privacy do you need? What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash clothing?

Smoking and Drugs

Do you prefer to have a smoker or non-smoker as a flat mate?

Is a smoker alright as long as they smoke outside the residence? (Many rental agreements will forbid smoking inside the premises). Clarify your stance (feelings) on the use of alcohol and/or illicit (illegal) substances.

Music and Television

What are your musical likes and dislikes? Do you watch TV everyday or just once in a while?

Do you like to study with or without music/TV?

Personality Traits and Communication

How do you perceive (think of) yourself? How do others perceive you? Do you enjoy being around a lot of people - or just a few friends? Are you more comfortable by yourself? What about overnight visitors? When conflicts arise, how do you go about resolving them? How do you behave when you're happy - angry? What are the things that bother you most?

Please keep in mind that not everyone can be trusted! Follow your instincts and do not share a dwelling with someone you do not trust.

Housekeeping

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you, these are the responsibility of each individual and are a sign of personal independence and becoming an adult. Most Australians believe it is very important for one's living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

Kitchen Stoves and Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully. Always remember to turn off appliances when not in use.

Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight, but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill. Remember to throw away food that is passed its 'use-by-date' and to store in containers in the fridge to prevent odours or bacteria growing on your food.



Smoke Alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

ONLY WORKING SMOKE ALARMS SAVE LIVES!

- Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button.
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly.
- Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
- When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you the battery is low and needs replacing.
- Smoke alarms must never be painted
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm.
- Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

Disposal of Rubbish

Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish every one to two days into the wheelie bins provided outside your accommodation. You will then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish trucks. The landlord will inform the tenant about the way to dispose of garbage particularly with regards to recycling and the days your rubbish is collected. Remember to put the rubbish in the correct bin. Divide it into bottles and cans, paper and cardboard, non-recyclable rubbish, and green waste.

Cleaning Kitchens

Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned in order to avoid unpleasant odours and fire hazards.

Cleaning the Bathroom

Sinks, showers, and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that mis-use of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

Cleaning Floors

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

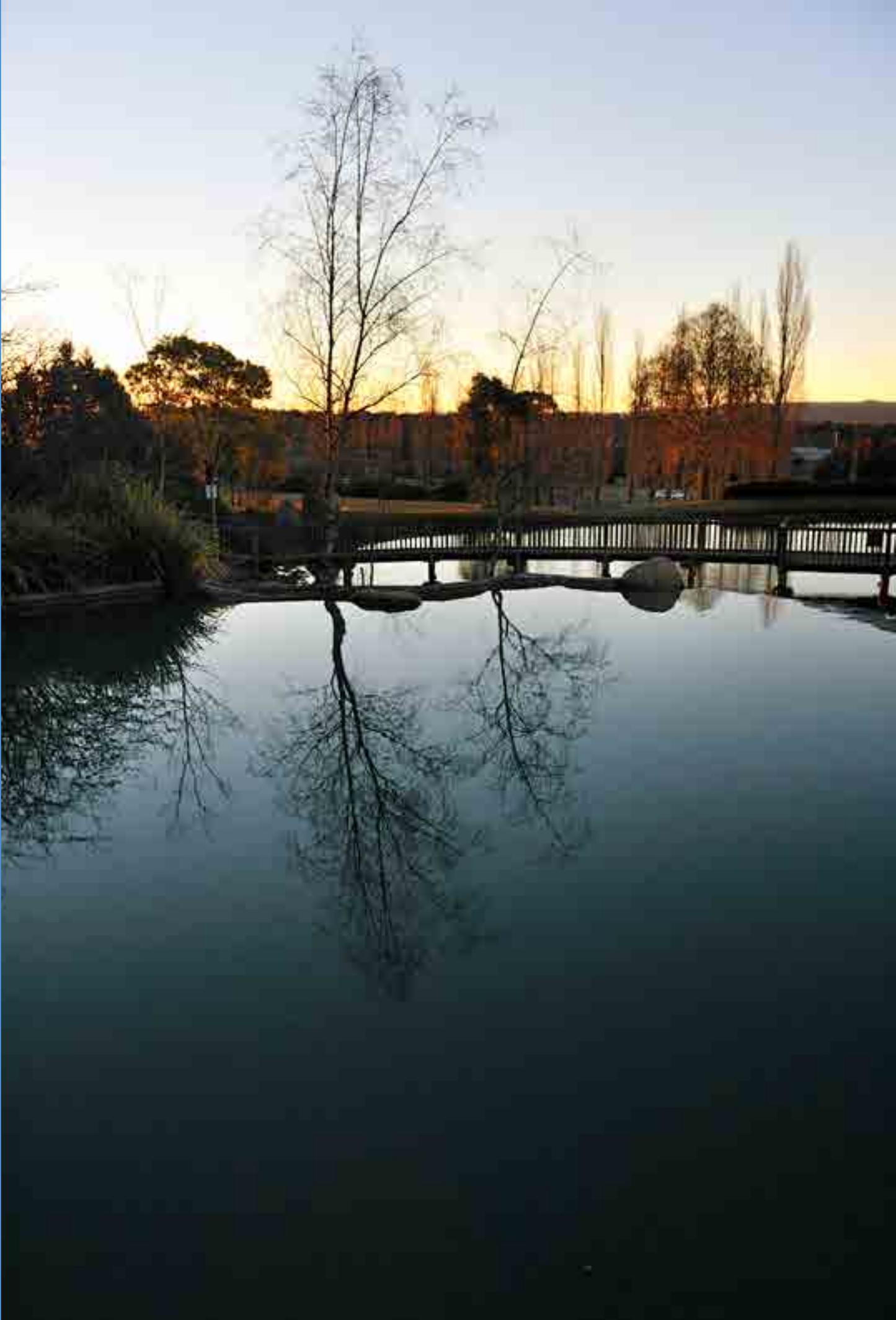
Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. (Warning: Keep all cleaning products out of reach of children and do not mix products!)

Maintenance and Fixtures and Fittings

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.





History of Armidale

Traditionally, the land around Armidale was owned by the Anaiwan indigenous people, however other tribal groups also occupied different parts of the region. Territory was defined by kinships and geographical features such as rivers and mountain ranges. First settled by Europeans in 1839, Armidale took its name from the Scottish ancestral home of George James McDonald who was the Commissioner of Crown Lands at the time. Before long, the land had been cleared of trees and the first pastoral stations established. In the 1850's gold was discovered and so began the heady days of rapid development and wealth.

Armidale Facts and Figures

Location

475 kilometres from Sydney via Gloucester and Walcha

567 kilometres from Sydney via the New England Highway

467 kilometres from Brisbane via the New England Highway

256 kilometres from Port Macquarie via the Oxley Highway and Thunderbolts Way

191 kilometres from Coffs Harbour along the Waterfall Way

Population

Armidale's population is approximately 26,000, which includes approximately 4,500 internal students studying at the University of New England

Temperatures

Average winter temperatures – max 13.1°C, min 0.0°C

Average summer temperatures – max 25.5°C, min 12°C

Average autumn temperatures – max 19.9°C, min 6.7°C

Average spring temperatures – max 20.1°C, min 5.5°C

The Seasons

Summers are characterised by warm to very warm days followed usually by cool, some times cold nights. Thunderstorms often produce heavy falls of rain and occasionally hail in the afternoons and early evening; this can also bring a sudden drop in temperature to provide relief after a hot summer's day. Unlike nearby coastal areas, Armidale does not usually experience high humidity levels, making most of the summer days quite comfortable. Temperatures exceed 30°C on average 13 days per year, but rarely reach higher than 35°C.

Autumn is described by many as the best time of year in Armidale. As the leaves turn yellow and fall, day temperatures are mostly still warm, particularly in March and April. Days are sunny, the thunderstorm season is over, and rain becomes more sporadic. Nights become colder, and residents often awake to a thick fog blanketing the Armidale valley, but by gam, the fog has cleared to be followed by a bright sunny day. The first frosts of the year usually occur in April, but are not particularly severe.

Winters are cold and bracing. Overnight temperatures often drop below -5°C with a thick white frost on the ground, and occasionally as low as -10°C. These cold frosty mornings are usually followed by sunny days, but beware of the wind. Day temperatures may make it as high as 16°C, but sometimes may not climb beyond 10°C. These are the true New England winter days with biting westerly winds, bleak grey clouds, and showers of rain and occasionally snow. Rainfalls during the winter months are usually light.

Spring temperatures are milder, although early morning frosts continue well into October. September is usually a cool windy month, and by late October, the thunderstorm season is starting with increasing rainfalls. The spring months produce the most variable weather of the year. A week of warm sunny weather can be followed by several cold days with temperatures right back at winter levels before gradually warming up again. This cycle often repeats itself many times right through until the start of summer.

History and Heritage

Saumarez Homestead National Trust Property

New England Highway (Entrance via Armidale Airport)

Opening hours: weekends and public holidays 10am-5pm to all visitors.



Aboriginal Cultural Centre and Keeping Place

128 Kentucky Street (next to NERAM)

Discover local aboriginal culture. View paintings and sculptures by local and travelling artists, browse through the souvenir shop, with many local craft products. Open Monday to Friday: 9am to 4pm, Saturday: 10 am - 2pm Ph: (02) 6771 3606

Armidale City Heritage Tour

A leisurely 2 ½ hour guided tour departing from the Visitor Information Centre 10:00am daily. Guides give an historical background of the city and point out significant heritage buildings, cultural places, special gardens, and UNE. Ph: (02) 6770 3888

Armidale City Library

The library located at 1/182 Rusden Street, holds a small local history collection in the reference section. Open weekdays 10:00am - 6:00pm and Saturdays 10:00am - 1:00pm. Closed Sunday and public holidays. Ph: (02) 6770 3636

Boooloominbah at UNE

Elm Avenue, UNE. Boooloominbah was built between 1886 - 1888. Today it houses the principle administration offices and meeting rooms of the University of New England.

Dixson Library, UNE

The Family History Room is situated in the basement, which houses the NSW State Archives Kit. Other local & family history resources are situated throughout the library, which also has Government Gazettes, newspaper collections on microfilm, parliamentary papers, electoral rolls etc. Dixson Library une.edu.au/library. Ph: (02) 6773 2458



Dangars Gorge

Home to the beautiful 120m Dangars Falls and the starting point for several great walks. Located 21kms southeast of Armidale along the Dangarsleigh Road, Dangars Gorge is part of the Oxley Wild Rivers National Park. It is a great location for picnics, camping and bushwalking.

Mount Yarrowyck Nature Reserve and Rock Art Site

Located in the traditional territory of the main Aboriginal tribe of the New England Tablelands, the Anwaiwan Tribe. The reserve is situated 27kms west of Armidale on the Bundarra Road. A 3km loop walk accesses the rock art site, a significant landmark of Aboriginal cultural heritage.

Wollomombi Gorge

A magnificent gorge that houses two waterfalls, the Wollomombi Falls, one of Australia's highest falls, and the Chandler Falls. A great opportunity to enjoy spectacular scenery, a picnic, a stroll along one of the gorge rim trails or hikes to the gorge riverbed. Facilities include drinking water, pit toilets, shelter shed, fireplace and camp. Located 40km east of Armidale on the Waterfall Way.

Gara Gorge

Located 16kms from Armidale along Castledoyle Road. Gara Gorge is a popular picnic and barbecue spot. It is also the site of Australia's first commercial Hydroelectric Scheme. The remains of this historic hydro scheme can be seen today via the Threlfall Historic Walk. No camping is permitted at Gara Gorge.

Ebor Falls

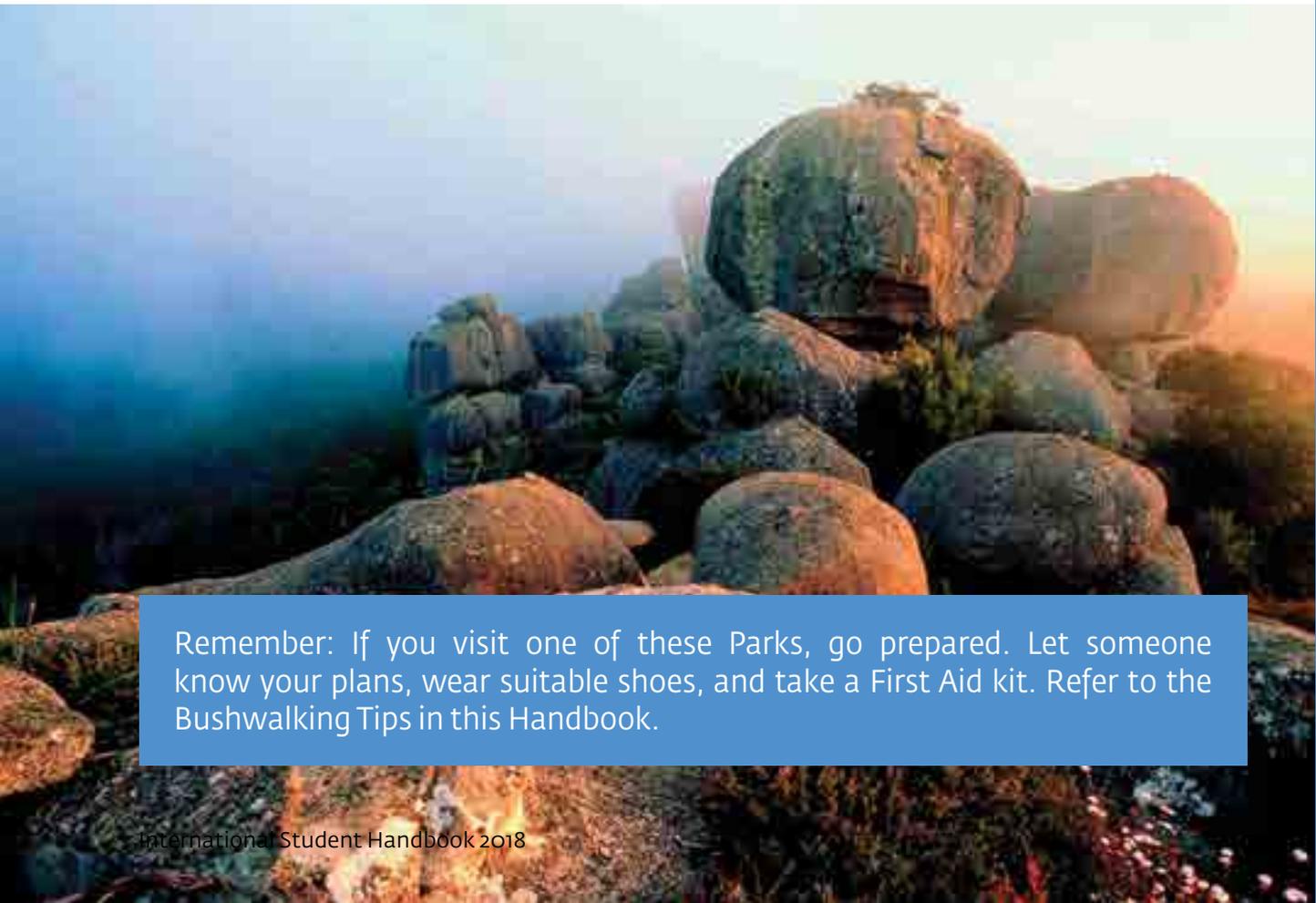
Spectacular two-tier falls, located in the Guy Fawkes National Park, 80kms east of Armidale, along the Waterfall Way. Ebor Falls are where the Guy Fawkes River takes its first spectacular plunge off the tablelands. The falls continue to flow, even in dry periods. Facilities include picnic tables, pit toilets, barbecues, and information display and lookout platforms with easy access.

New England National Park

Located 70kms east of Armidale along the Waterfall Way and another 15kms east off the main road. This is a World Heritage Park consisting of 29,985ha, a haven for bush walkers, sightseers and campers to enjoy. Majestic views and walking tracks range from half a day to full day treks. At 1564 metres above sea-level, Point Lookout provides spectacular views of the near-vertical escarpment and magnificent panorama to the north, east and south from the viewing platforms. Bush camping and accommodation facilities are both available within the park. For more information or bookings of park cabins phone the National Parks and Wildlife Service in Dorrigo, (02) 6657 2309

Cathedral Rock National Park

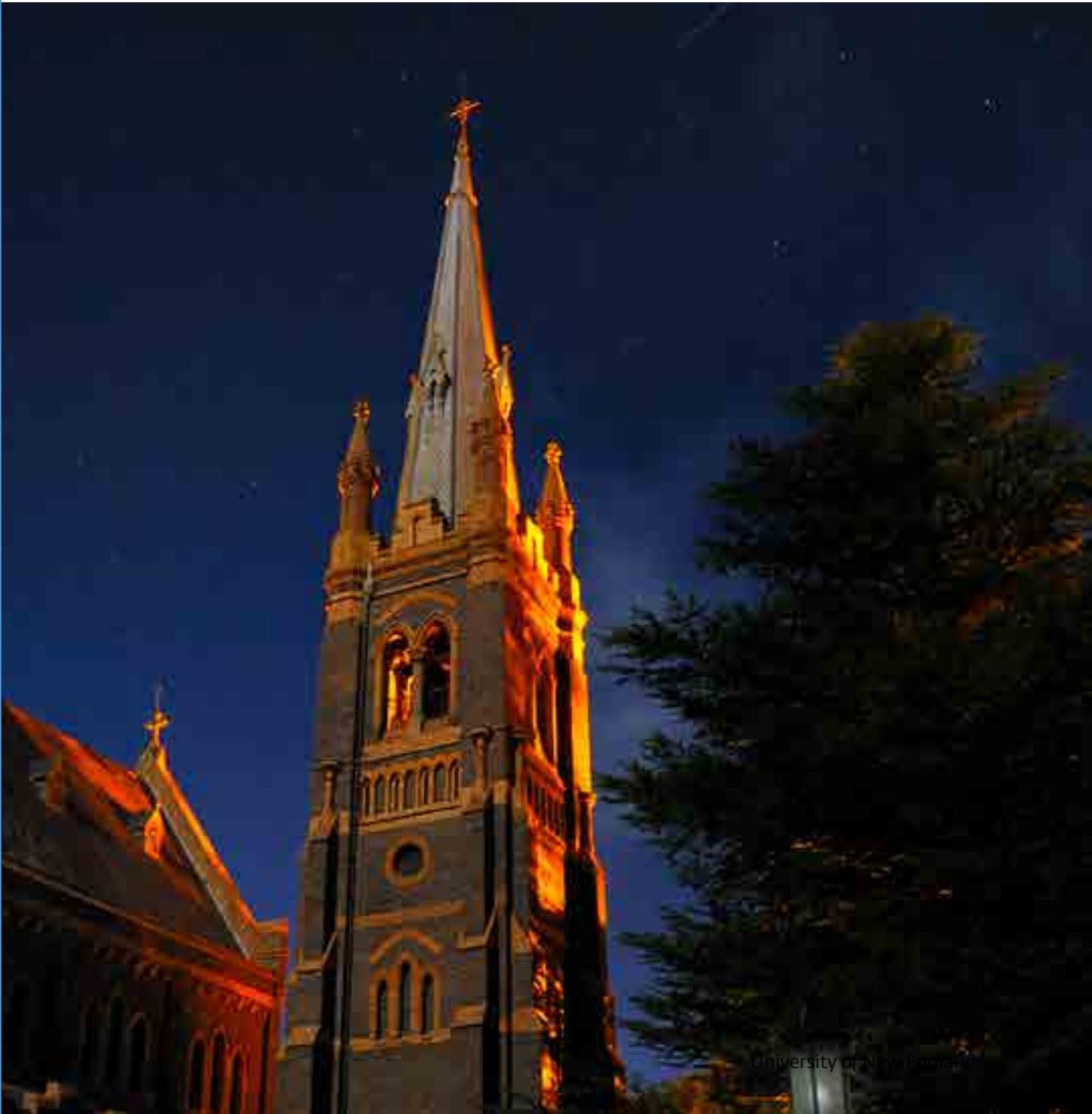
This National Park is located 75kms east of Armidale along the Waterfall Way. The park provides many opportunities for bushwalking, bird watching and camping. The 360° degree view from the top of the rock is magnificent and well worth the climb. Camping and picnic facilities are located at Barokee and Native Dog Creek rest areas within the park.



Remember: If you visit one of these Parks, go prepared. Let someone know your plans, wear suitable shoes, and take a First Aid kit. Refer to the Bushwalking Tips in this Handbook.

Religious Groups

You can practise your religion whilst studying at UNE and there are Anglican, Catholic and Uniting Church chaplains and an Imam on campus. For further information phone 6773 2029, or for a list of all religious groups in Armidale go to www.une.edu.au/current-students/support/student-services/chaplaincy.



Waste and recycling

Disposing of waste correctly

Facts about recycling in Armidale

Armidale has an outstanding waste management record. With recently upgraded recycling facilities and a high level of community participation, our recycling figures are exceptional.

A brief look at Armidale's outstanding waste management record:

- In 2003, Armidale opened its new Waste Transfer Station. The facility enables all waste to be sorted for maximum recycling and provides strict controls for the type of refuse going to landfill
- In 2004 Armidale came first in NSW for recycling in its category. In 2007 the Armidale Recycling Centre was upgraded with state of the art technology, making the facility even more efficient at processing recyclables

In the last year 57% of all waste produced in Armidale was recycled! This is equivalent to:

- Taking 8097 cars off the road permanently
- Powering 29,350 households for a whole year
- Saving enough water to fill 7084 average backyard swimming pools
- The recycling contamination rate in Armidale is only 3%

This means that 97% of all materials collected are recycled!

The Council is always looking for ways to improve Armidale's waste management services.

The Council is currently investigating various options for collecting recyclables from the commercial and industrial sectors.

New technology has also been implemented to allow putrescible waste to be converted into a high quality compost.



Council is working with local farmers to use composted kitchen scraps and garden waste to improve agricultural soils.



Please use your biobags and MaxAir bin for: **KITCHEN WASTE** – any raw or cooked food, tea bags, coffee grounds, fruit and vegetables, peelings, leftovers, paper towels, meat and fish. We **CANNOT** compost: Bottle tops, glass, plastics, metals, medicines or chemicals.

Why the crate recycling system in Armidale?

Why does Council use a crate system for the recycling collection service and not a mechanized system such as the wheelie bin that is used by many other Councils?

Council has deliberately used the crate system up to now as it achieves a very low contamination rate which we know from industry statistics can not be matched by the mechanised wheelie bin system. We consistently achieve less than 3% contamination with the crate system which

is one of the lowest, if not the lowest across the state.

In other Council areas, the wheelie bin system is known to routinely have contamination rates over 10% and up to 30% in problem areas. The advantage of the crate system is that the collection operator is able to see the contents of the crates before loading and can easily and efficiently reject contaminated recyclables.

The size of the crates does not limit the

amount of recyclables that can be disposed of as residents can put out as many crates as they need at no extra cost for collection.

Council operates a two component recycling collection service. One crate should be sorted to contain clean paper and cardboard and another to contain cans, glass and plastic bottles and other items and other recyclable containers all rinsed and with lids removed. Additional crates have to be provided by residents as required.

Waste Collection Service



Please recycle to prolong the life of our landfill.

Sustainable practices will help maintain our beautiful environment.

Crate without lid

- Plastic bags
- Milk and drink containers
- Aluminium and steel cans
- Glass and plastics



Crate with lid

- Clean paper
- Cardboard



Recycle Crates



Waste Hotline 1300 136 322
www.armidale.nsw.gov.au



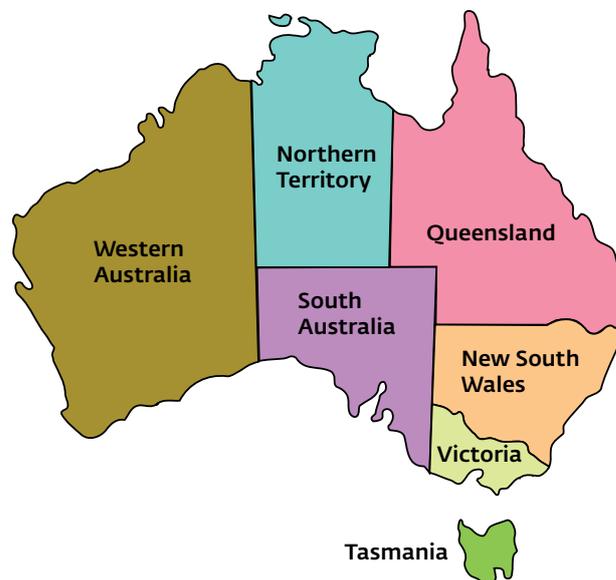


Australian Geography

A vast island continent situated south of Indonesia and Papua New Guinea, Australia lies between the Pacific and Indian Oceans. The world's sixth-largest country, Australia measures some 4,000km east to west and 3,200km north to south.

Much of the interior of the country is flat, barren and sparsely populated. The bulk of the population lives on the narrow, fertile eastern coastal plain and on the southeastern coast.

The country's size means there's a lot of climatic variation, which also means that any time is a good time to be somewhere in Australia.



Homesickness

When you come a great distance from another country, adjusting to study and life might be difficult for you. You have to deal with a different language, strange food, a different climate and an unfamiliar landscape. And home is so far away; arranging to go home for a weekend is not a possibility for you. We have an idea of what it may be like for you, and are here to help. Be patient with us if our attempts to help seem odd in terms of your culture. The experience of moving into another culture is sometimes described as a 'culture shock'.

It is important to be aware of homesickness as a normal process which you may go through. It is a time of letting go. You are not alone in this experience – research shows that nearly 70% of students feel homesick at some time with most saying it lasted for 1 week and for others several weeks.

Homesickness can include

- Being miserable without knowing why
- Feeling like a prisoner in your own room
- Being unable to get into a comfortable routine
- Not liking meals
- Wondering what people at home are doing; feeling as if you are missing out
- Wanting to go home straight after you have arrived
- Not liking to come back after a holiday
- Thinking you are the only person with homesick feelings
- Being unable to settle into anything and crying for no reason
- Finding the values of people around you strange and vaguely threatening
- Getting fed up with new food, new smells, new scenery, and wanting the familiar

Homesickness Survival Tips

- Set your room up with something familiar from home
- It is hard to let go of home, but contacting home too often in the first few weeks can prolong homesickness
- Make an effort to talk to someone new and make the most of your time here
- Get involved in activities
- Talk to someone else about how you feel and make use of the support that is available here
- Say yes to invitations from others to places or events where you will meet more people. If you are unsure about what to do or wear, ask
- If you have been involved in a religious or other group at home ask if there is one nearby
- Be kind to yourself – it is OK to miss home and perfectly normal. After all, you have spent most of your life there until now, so tears can be cleansing

These suggestions may be all the help you need, but if your homesickness doesn't seem to be getting any better or is interfering with your life or stopping you from getting into a new routine, consider talking to someone from UNE International, Student Assist or the Chaplaincy for help.

Food, phones and Internet

Visit www.study.sydney/english/live/shopping-and-services for information on basic day-to-day living in NSW.



Public Telephones

Australia has a network of Public Phones throughout the country. They are easily recognised by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Prepaid telephone cards offer competitive calling rates to all countries 24 hours per day.

Prepaid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.



Making Phone Calls within Australia

To make international phone calls:

Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

Example: If calling France (country code = 33) Dial 0011 33 then local area code and phone number

To make domestic phone calls:

Dial – the area code + phone number

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT

Visit www.whitepages.com.au (residential) and www.yellowpages.com.au (business) for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

Internet Access

Choosing an ISP

Australia has over 800 internet service providers (ISP) to choose from providing overwhelming choice. However, the level of service and associated costs can vary considerably between providers.

Consumer information guidelines for ISPs were developed by the Australian Communications and Media Authority (ACMA). These make your choice easier by asking ISPs to provide information in an easily comparable form. The guidelines group information under five main features:

- price and billing;
- performance;
- help and installation;
- communication; and
- security of service.

The guidelines also ask ISPs to provide information on any availability restrictions, billing arrangements, ancillary services and access for users with a disability.

More information on internet costs is in the ACMA fact sheet 'A guide to internet costs'.

The guidelines are available at: www.acma.gov.au/Industry/Internet/Licensing--I-want-to-be-an-ISP/Carriage-service-provider-rules/service-provider-responsibilities

Phone and Internet Contracts

In Australia, unless you purchase a phone card, you will be asked to sign a contract when you sign-up for a mobile phone, fixed line phone and the internet. This can be very confusing. To protect you, Australian laws ensure that you receive clear, correct and complete information and that the contracts are fair.

Most companies use standard forms of agreement. However, these can still be complicated. To make it easier to understand the contract you should be given a summary of the terms and conditions. If one is not offered, ask for one before you sign.

For more information contact:

Australian Communications and Media Authority
e-mail: sfoaregister@acma.gov.au

Telecommunications Industry Ombudsman
Ph: 1800 062 058
e-mail: tio@tio.com.au

Some of Australia's Telecommunications Companies



Postal Services

Australia Post

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.

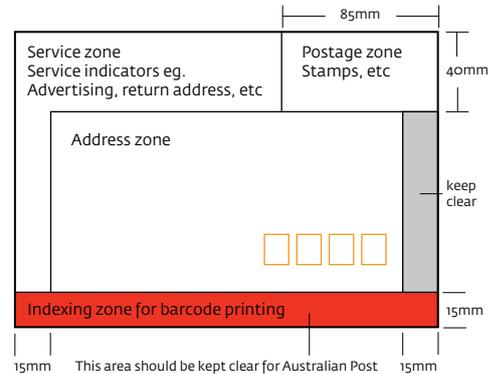
Small Letters

The cost of posting a small letter for distribution in Australia is an AUD\$1.00 postage stamp which you affix to the envelope. A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.
- Envelope Layout

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information (right) demonstrates how.

www.auspost.com.au



Banking

Most of the major banks in Australia offer full time students various banking options including low fees, hassle free banking, no monthly account fees or withdrawal fees. The major banks in Australia include:

- Commonwealth Bank
- Westpac Bank
- St George Bank
- Citibank
- National Australia Bank
- ANZ Bank
- HSBC

Some states and territories have established banks which also offer students tailored banking services.

Most banks are open from 10am to 4pm from Monday to Friday. Some bank branches may open on Saturdays but it is best to look on their website for their opening times. The best way to do banking in Australia is via the internet as you will have access to your account 24 hours a day, 7 days a week. You can also do banking over the phone and most bank telephone enquiry lines are open from 8am – 8pm, Monday to Friday.

Opening a bank account

The process of opening a bank account in Australia is quite simple. Firstly, we recommend you research the services and fees provided by the main banks. You should visit their websites to obtain more information on fees, services provided and the number of Automatic Teller Machines (ATMs) they have. Most of the banks provide a preferential fee to students. Some major banks allow you to open a bank account before you travel to Australia, alternatively, you can open an account when you arrive in Australia by visiting any branch. To be able to open a bank account, you will need to present your passport and a document to prove that you have enrolled at an education institution (this could be your student ID).

Transferring Money to Australia

According to the experience of many international students we suggest you explore the following options:

- international money transfer
- using traveller cheques, or
- Automatic Teller Machines (ATMs)

We finally remind you that there are some cost issues to consider with changes in the exchange rate.

International Money Transfer

There are three common ways of making an international money transfer. We recommend that you research each option and decide which one is better for you. You can use:

- A money transfer service provider eg Western Union;
- Postal offices eg Australia Post www.auspost.com.au; and
- Banks

Possibly the cheapest and most secure method to get your money from overseas is through a bank transfer. For this, you first need a bank account in Australia. After you open your bank account in Australia, you will be able to arrange an International Money Transfer (IMT).

Your overseas bank will need some information to make an International Money Transfer (IMT). You have to visit the branch in Australia where you opened your new account and explain that you are interested in making an IMT from overseas. They will provide you with the following information:

- complete name of the bank;
- branch name and code; and
- your account number.

In addition, they will provide you with a code and other information for your bank in your home country. After you obtain this information contact your home bank or ask someone in your home country to contact the bank. The bank in your home country will request the information provided by the Australian bank to complete the IMT. Some banks charge a small fee to make this transfer. The transfer usually takes 3 business days to 2 weeks to be completed. Please talk directly with your chosen bank about this process and the fees they charge before making a final decision on how you will transfer your money. In general, banks in Australia understand this process very well and you will find their services helpful.

We highly recommend bringing Travellers' Cheques to Australia to reduce the risk of lost or stolen cash. They are a safe alternative to bringing large amounts of cash with you and you will be protected against the inconvenience of losing cash. Most of the banks and exchange agencies in Australia change US Travellers' Cheques for Australian Dollars. You can also now purchase Travellers' Cheques in Australian Dollars.

Automatic Teller Machines (ATMs)

Some international students prefer to keep their bank account open in their home country and withdraw money from an ATM in Australia. You can do this from almost any ATM in Australia. This is a very easy way to access your money, though you need to be aware that most of the banks charge an extra fee for this service. Sometimes, this fee is quite high. In addition you should check the exchange rates for withdrawing cash from an ATM in Australia. It is best to check these fees with your local bank. You also need to check the daily withdrawal limit established by your bank. Usually in Australia you can only get around \$500 dollars from an ATM per day. However, this may vary between banks.



Exchange Rate Issues

It is very important to consider possible changes in the exchange rate. Some students prefer to get their money in one transfer to avoid future changes in the exchange rate and as a result plan and budget for their stay in Australia. The way you manage your finances is a personal decision and one we cannot advise you on. We recommend you talk to your financial adviser or a bank representative to gain advice regarding these issues.

We also suggest having different money exchange plans according to different levels of the exchange rate to evaluate how much you will get when you convert your local currency into Australian dollars. For more information on this you can visit our section on budgets.

Shopping

Bargaining/Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods and Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

If you are paying by CASH and, if you are buying more than one item, you may have more bargaining power. Begin the bargaining process by asking:

"What's the best price you can give me?"

Or at a garage sale, you might pick up several items whose combined total is \$50 and say:

"I'll offer you \$30 for all of these."

Purchasing an Item

The most common methods of purchasing items are by cash or EFTPOS (Electronic Funds Transfer at Point of Sale). EFTPOS allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia. Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

Visa payWave

For transactions under \$100, just wave your Visa payWave-enabled card in front of a Visa payWave reader and go - there's no need for a signature or pin. Visa payWave is now accepted at most of Australia's leading retailers.

Money and Power Supply

Money

Australia uses Australian dollars (\$) and cents (c). The denominations are \$100, \$50, \$20, \$10, and \$5 in notes and \$2, \$1, 50c, 20c, 10c, and 5c in coins.

You can change money at airports or at most major banks. It's a good idea to know the exchange rate before you change money. You can find this out from websites such as www.xe.com



Will your phone work in Australia?

Check with your phone company in your home country.

Australian mobile phones (cell phones) rely on 2nd Generation (2G) technology and 3rd Generation (3G) technology, also referred to as CDMA (Code Division Multiple Access) and WCDMA (Wideband Code Division Multiple Access).

Australian mobile phones are dual band phones, and operate at both the 900MHz and 1800MHz spectrum. They use the GSM (Global System for Mobile communications) European standard, and take a SIM card (Subscriber Identity Module). Australia does not use analogue or AMPS (Advanced Mobile Phone Service) technology.

You may use your phone with your service provider in your home country if you set up international roaming. This can be very expensive, and you might be better buying a new SIM card or phone in Australia. A new mobile phone and SIM card can be bought from many places quite cheaply. Some phones are pre-paid, which means you purchase credit to put on the phone before use, and some phones are locked on a contract, usually for up to 2 years. Ask about different options and decide which one is best for you.

Australian Power Supply

Make sure your laptop, alarm clock, phone charger or other appliance accepts current of 220 – 240 volts (V). If your appliance uses 110 – 120V you will need a step down transformer. Do not try and plug an appliance that uses 110V into an Australia power supply. Some power supplies for phones and laptops are dual voltage and will accommodate both, but read the label and instructions carefully, otherwise you may cause serious damage. If your appliance uses 220 – 240V you may still need an adapter to fit in an Australian power outlet.

Do not cut the cord of an appliance and insert live wires into a power outlet.

The frequency of Australian power supply is 50Hz and if your appliance normally takes on 60Hz it may operate slightly slower.

Bribery

In Australia, it is illegal to offer, request or accept gifts, rewards, money or other favours in order to influence people in public or legal duty, for example police officers or UNE staff. Penalties are severe and include fines and imprisonment. Cases of corruption are reported and investigated, and strong action is taken against all those involved.

If you know or believe that someone has attempted to gain an advantage at the University of New England by offering or responding to a request for a bribe, or if you suspect or know of any other corruption please contact UNE International.

It is never acceptable to offer money or favours to police officers or to UNE staff as an attempt to influence the outcome of a decision.

Working in Australia

Finding a Job

If you are an International Student studying a coursework degree in Australia on a student visa, you are bound by certain laws. You may work a maximum of 40 hours per fortnight during term time, or unlimited hours during the holiday period.

Armidale has many different employers and it is important to be flexible when looking for work. Armidale can offer work in education, hospitality (bars, coffee shops, restaurants, and nightclubs), and agriculture. If you are open to different kinds of work, you have a greater chance of finding a job.

There are many ways that you can start looking for work. The first thing you should do is create a resume, or C.V. (Curriculum Vitae).

Writing your Resume

This is a paper that gives your name, address, date of birth and contact details. It should include a list of jobs you have worked in before (Employment History) and also a list of places you have studied (Education History). It should include your skills, hobbies and 2 referees from people who know you or that you have worked for previously.

Career Development run workshops every fortnight. More information can be found at www.une.edu.au/current-students/support/student-support/career-development

Looking for Work

The local newspaper has a section called "Positions Vacant" with jobs available. There are also websites such as www.seek.com.au or www.jobsearch.gov.au which have many jobs available. Services UNE on campus can also help in finding jobs.

Another good way is to print off several copies of your resume and spend a few days walking into different businesses and asking if they have anything available. Be sure to dress well and have a positive, friendly attitude.

Interviews

Sometimes an employer will ask you to come in for an interview. Make sure you are well presented, well dressed and courteous. Try practising an interview scenario before you go in. Career Development can help you prepare for an interview before you go, with many useful tips. Workshops are run on a regular basis.

Things to look out for

It may take a while to find work, and you might not always find the job you were hoping for. Don't give up, and if you keep trying you will find something that you like. There are different ways that a company can choose to employ you. There is casual, part time permanent or full time permanent employment. Many times a company will ask you to work as a casual employee for a while, and then put you on permanent later. Casual employment usually pays more per hour but doesn't have the benefits of permanent employment. Here are some differences:

Visit: www.studyinaustralia.gov.au/english/live-in-australia/working

Example Resume



UNE has tools available for students to use in assistance with their career development.

Log on at

<http://www.une.edu.au/current-students/support/student-support/career-development>

Casual Employees:

- recognised as casuals from the beginning of their employment
- usually work for short periods of time on an irregular basis with their actual hours varying from week to week
- employed and paid by the hour and do not receive annual leave or sick leave
- do not have consistent starting or finishing times, or regular hours of work
- generally phoned regularly and asked to work, rather than just knowing when they are required
- have no expectation of ongoing work
- are free to refuse to work at any time due to other commitments

Permanent Employees:

Permanent employees, whether working full time or part time hours, have an on-going relationship with their employer that is regular and systematic. They are employed for a fixed number of hours each week or fortnight with an expectation of ongoing employment.

- usually work on a regular basis with a set roster (timetable)
- are employed on an on-going basis
- are entitled to receive entitlements such as annual and sick leave proportionate to the number of hours they work

Minimum Wage

Some places may offer you work "Cash in Hand". This means that they want to pay you in cash without going through the tax system. This is illegal, and generally pays much less than a registered job. They also don't have workers' insurance or other benefits. When you provide your employer with a tax file number and work legitimately, you are covered by federal laws of minimum pay. More information can be found here:

<https://www.fairwork.gov.au/pay/minimum-wages>

Know your Working Rights

Before you start work it is very important that you understand exactly what your working rights are and where to go or who to ask for this advice.

What is a Tax File Number (TFN)?

A TFN is a unique number that is issued to individuals and organisations to help the Australian Taxation Office administer tax and other Australian Government systems. Only one TFN is issued to you during your lifetime, even if you change your circumstances such as your name or residency. You should keep your TFN secure at all times and advise the ATO if you change your name or address so they can update your details.

Why do I need a TFN?

It is not compulsory to have a TFN, however, if you do not have one you may have more tax withheld than you need to or be unable to receive government benefits you are entitled to.

If you are a non-resident of Australia for tax purposes, you do not need a TFN if you only receive:

- interest from an Australian bank account
- dividends from Australian shares
- royalty payments

How do I apply for a TFN?

You can apply for a TFN online at any time after entering Australia.

To apply online, you need a valid passport or relevant travel documents and must be authorised to work in Australia by the Department of Immigration and Border Protection (DHA) or have a valid overseas student visa. You must be allowed to remain here indefinitely, and in Australia when you lodge your application.

www.ato.gov.au/Forms/Permanent-migrants-or-temporary-visitors---online-TFN-application/

When you apply online you do not have to physically provide proof of identity documents. The ATO will compare your personal and travel document details with DHA's records. When they validate your details, you will be given a receipt number.

How do I find my TFN if I already have one?

You can find your TFN on:

- your income tax notice of assessment
- any correspondence we have sent to you, or
- a payment summary – for example, from your employer

If you have a tax agent, you can ask them for your TFN. If you still can't find your TFN you can phone 13 28 61 between 8:00am and 6:00pm, Monday to Friday.

If you phone or visit the tax office they need to know that they are talking to the correct person before discussing your tax affairs. They will ask you for details that only you, or your authorised representative, would know.



Aussie Slang

Aussie slang is the term used for words used in Australia that are peculiar to the Australian way of speaking and generally reflect the Australian lifestyle. Below is a list of words and phrases that you may find useful initially in Australia for communication, either in understanding others or expressing yourself. They are a handpicked selection of words and phrases from a variety of lists and are the most widely used colloquialisms at the current time. They are not old fashioned or out of date and you will find that they are a part of everyday speech used by most people you come across throughout Australia.

Enjoy.

A Blue:	an argument
Barbie:	a barbeque
Bloke:	a male
Bogan:	a loud, obnoxious, socially inept Australian
Bomb:	an old car
Bring a plate	bring something to share/eat
Bugged:	broken, or tired from a long day of work (warning: may be offensive)
Call it a day:	to finish what you are doing for the day
Close shave:	a near miss, very close indeed
Cushie:	to have an easy life/job
Dunny:	toilet
Fair dinkum:	Real, honest, true
Fair go:	to give someone an equal chance
Frock Up	to get dressed up
Furphy	a rumour, or a lie
Give heaps	give someone a talking to, or make fun of them for doing something silly
G'Day	Hello
Hot under the collar:	to get angry
Idiot box:	television
Jumper:	usually a woollen sweater
Knock something:	to criticise something
Knock off time:	time to go home from work
Lemon:	something that is faulty, bad or useless that you can't get rid of
Maccas:	McDonald's
Lamingtons:	sponge cakes coated in chocolate and grated coconut
Lashing out:	spending a lot of money quickly, be angry
Middy:	285ml glass of beer (NSW & ACT)
Mucking around:	playing games, being foolish
No worries:	no problem, reassurance
Pot:	285ml glass of beer (Vic & Qld)
Pot hole:	a hole in the road
Quack:	a doctor, but not a good doctor
Reckon:	to agree, an opinion
Rip off:	to cheat, or to steal
Rock up:	roll up, turn up, arrive
Rug up:	dress warmly for cold weather

Schooner:	large beer glass in NSW, a small glass in South Australia
Servo:	petrol station
Shonky:	dubious, underhanded
Shout:	to pay for the next round of drinks
Show you the ropes:	show you how things work in a job
Sickie:	a day off from work due to illness
Spit the dummy	to have a tantrum (usually accompanied with bad language)
Slack:	lazy, opposite to hard working or put under pressure
A Slab:	pack of 24 cans of beer
Smoko:	smoke or coffee break
Call a spade a spade:	being completely honest, speaking plainly
Spewin':	not happy, angry
Spud:	a potato
Stubby holder:	an insulated holder for a beer, a can or a bottle of drink
Stuff up:	make a mistake, do something wrong
Sucked in:	to be conned or tricked into something
Sunnies:	sunglasses
Spunk:	a good looking person of either sex
Ta:	thank you
Tea:	the evening meal, also known as dinner
Thongs:	cheap rubber backless sandals
Tight arse:	someone who will not spend money, pay for something for others
Trackie daks:	tracksuit or sweat pants
Uni:	university
Uee, Uie:	doing a U-turn
Unreal:	excellent
Vee dub:	volkswagon
Vegemite:	an Australian spread for toast or bread, savoury in flavour, dark brown in colour
Vegies:	vegetables
Veg out:	laze around, do nothing
Vego:	a vegetarian person
What do you know?:	a friendly conversation starter
What's your game:	what are you doing? Refers to something going on that is wrong
You're game:	you are brave, courageous
Wag:	skip school, truancy
Whinge:	complain
Wonky:	something unstable or unsteady or shaky
Write off:	a car that cannot be fixed after a crash, anything that is broken beyond repair
Wuss:	coward, nervous person or animal
Yobbo:	an uncouth person

Travel and Transport

Travelling to and from Armidale

There are different ways to get to Armidale and to travel around Australia. The bus and train services are comfortable and affordable. However, due to the great distances, it may take a very long time to get to your destination. Air travel is the fastest way to travel, but can be expensive. Before booking your flights, remember to always shop around for the best price. Also note that you must pay for airport tax and transport to and from the airport. To make a booking, here are some suggested websites:

Train: www.transportnsw.info/regional#/

Plane: www.qantas.com.au/ and www.rex.com.au/ (Sydney only) and www.flycorporate.com.au (Brisbane only)

Travelling to Brisbane, Toowoomba, Warwick, Coffs Harbour, Kempsey, Macksville, Nambucca Heads, Wauchope and Tamworth

New England Coaches operates a Coach Service to and from Tamworth, Coffs Harbour with a connection with NSW trains into Macksville, Nambucca Heads, Kempsey and Wauchope.

New England Coaches operates a Coach Service to and from Armidale to Warwick, Toowoomba and Brisbane.

Departing from Armidale Information Centre in Marsh St (behind Hungry Jacks) as well as The Directory Board in Elm Ave (in front of Duval Collage) every Monday, Wednesday and Friday.

For bookings and information contact New England Coaches on **02 6732 1051** or website www.newenglandcoaches.com.au

Armidale to Brisbane: Monday, Wednesday, Friday

Depart

UNE Elm Ave	7:50am
Armidale Tourist Info	8:20am
Tamworth	6:30am
Stanthorpe	10:35am

Armidale to Coffs Harbour: Monday, Wednesday, Friday

Depart

UNE Elm Ave	7:50am
Armidale Tourist Info	8:20am
Tamworth	6:30am
Dorrigo	9:55am



FOR FURTHER INFORMATION ,
BOOKINGS AND ENQUIRES

PHONE
02 6732 1051

MOBILE
0421 701 171

EMAIL
newenglandcoaches@hotmail.com

WEB SITE
www.newenglandcoaches.com.au

Public Transport in Armidale

The main forms of public transport in Armidale are taxis and buses.

Armidale Radio Taxis can be contacted on:

TAXI SERVICE: 131 008

International Student Identity Card (ISIC)

Current cost \$30 - gives discount both without and outside Australia including 50% discount on Countrylink Trains. Apply at Uni4me.

The Australia Wide Taxi App is a national taxi booking App. Go to www.awtaxi.com.au/ or download from the App Store.

Timetable and Routes

Edwards Buses runs several local services around Armidale and Uralla, bus routes and timetables can be found on the Edwards website www.edwardscoaches.com.au/index.html. The cost between UNE and Armidale city centre is \$3.00 in exact change, although a smart card can be purchased for multiple trips, with a discounted fare with card recharges.

Edwards Buses run two sets of timetables throughout the year, a 'Summer Timetable and a 'Full Service Timetable'.

The Summer Timetable will commence on Monday the 30th of October 2017. Full services will recommence on Monday the 12th of February 2018. Please check the Edwards Buses website for the current timetable. www.edwardscoaches.com.au/timetables.html

The UNE nightride service also travels between University and the city centre. Information can be found under Safety and Security in the Orange Section of this book.



Edwards offer the ability for cashless travel using a discount card. The cards allows you to purchase bus travel up front reducing the need for you to have the right change and making travel less intrusive.

School Services

School Bus Services

Edwards Coaches operate direct school bus services to all schools in the Armidale and Uralla areas.

Please click the [Edwards Buses website](http://www.edwardscoaches.com.au) and click on the run relevant to your area from the list.

Alternatively you can call on **02 6772 3116** with your enquiry.

Tours and Charters

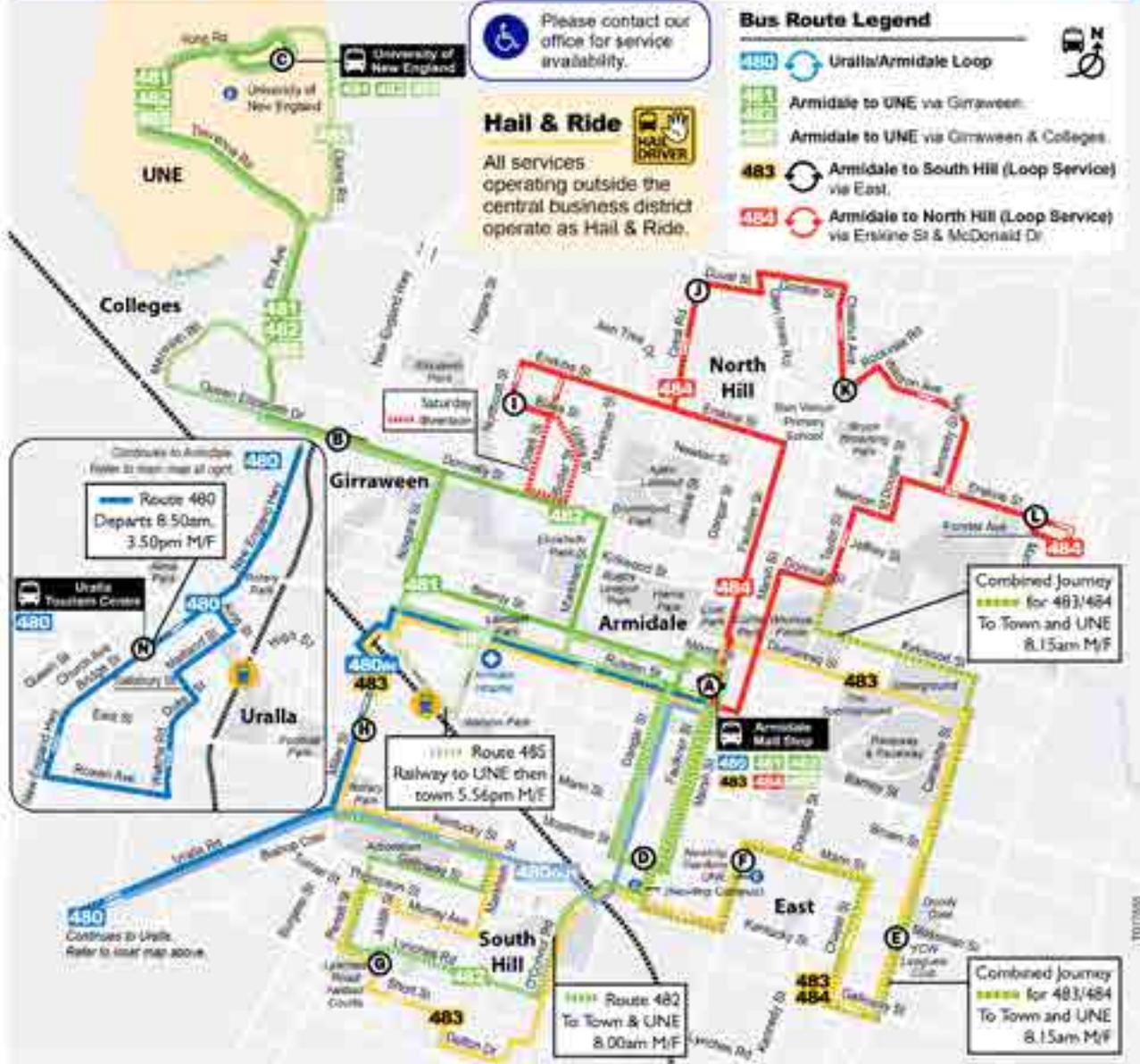
Travel with 'Edwards' for a weekend getaway to see the latest shows in Sydney , Brisbane and Newcastle or just sit back and relax on one of the organised day trips.

Edwards range of buses and coaches are available every day of the year and are seat belt, toilet and DVD equipped with air conditioning! So no matter what the occasion, Edwards fleet is available to transport you in comfort, safety and style!

Visit Edwards at Drew Street, email, call **02 6772 3116** and speak to our experienced charter staff, or [fill in the enquiry form on their website](#).

Bus Route Map

Summer Timetable



483 East & South Bus

Monday to Friday

Route	Depart Mail Stop	YCW	Newling Gardens	Netball Courts	Car Mann & Miller Sts	Finish Mail Stop
483 am	7:55*	8:25	8:27	9:25	9:35	9:40
483 am	9:15	9:19	9:21	11:25	11:35	11:40
483 am	11:15	11:19	11:21	1:25	1:35	1:40
483 pm	1:15	1:19	1:21	3:30H	3:40H	3:40H
483H pm	3:20H	3:24H	3:26H	4:00	4:05	4:15
483S pm	3:45	3:49	3:52	4:30H	4:40H	4:50H
483H pm	4:20H	4:24H	4:26H	5:00	5:05	5:15
483S pm	4:50	4:55	4:57			

Saturday

483 am	9:15	9:19	9:21	9:25	9:30	9:42
483 pm	12:15	12:19	12:21	12:25	12:30	12:42

Explanation:
 AM normal type / PM bold type.
 H - Denotes NSW School Holidays.
 S - Denotes NSW School Days.

* - The 7:55am bus is the 483/484 combined service and does not go to South Hill. Check timetable.

484 North Bus

Monday to Friday

Route	Depart Mail Stop	Blake St	Duval High School	Mount View	McDonald Drive	Finish Mail Stop
484 am	7:55*	8:00	8:08	8:09	8:14	8:30
484 am	10:15	10:19	10:21	10:23	10:29	10:40
484 pm	12:15	12:19	12:21	12:23	12:29	12:40
484 pm	2:20	2:24	2:26	2:28	2:34	2:45
484 pm	5:20	5:24	5:26	5:28	5:34	5:45

Saturday

484 am	10:15	10:19	10:21	10:25	10:29	10:40
484 pm	1:15	1:19	1:21	1:25	1:29	1:40

Important Notes:
 People in South Hill may catch the Uralla Bus 480 at 8:15am in Perrott/Lytchell/O'Connor Roads to Town.
 On Saturdays the 484 North Bus will travel around Autumn Lodge and to Newling Campus. Check map and timetable.
 All scheduled services are wheelchair accessible, however operation situations may dictate otherwise. Please contact our office to confirm availability.

Health

What Do I Do If I'm Sick?

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference. Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'. When you are attending the emergency department, you will be asked to complete a form about your health insurance. You must complete this form. If you do not, you will need to pay the full amount of your visit upfront.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor's fee being covered by your OSHC. You must make an appointment to see a GP.

It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your OSHC provider.

Medical Services

Choose a doctor from the list of medical facilities in the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some cases you may even need to wait a week or more).

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Chemists (Pharmacies)

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, and your full name and address. You are able to walk in off the street to any pharmacy/chemist in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than AU\$34.20 (**2018 Applicable limit) you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking. Never mix your medications together.

Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment and pay the full fee of this service.

General Health

Maintaining good health is of vital importance when studying abroad. While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems. Going abroad is not a "geographic cure" for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders. It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behaviour. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation.

- Exercise – do at least 30mins of moderate exercise a day
- Sleep – get 8 hours sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday

Binge drinking – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner's health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. Always use condoms as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

Mental Health

It's very important to maintain good mental health especially when you are under stress. "Mental illness" is a general term that refers to a group of illnesses affecting the mind, in the same way that physical illness refers to a group of illnesses affecting the body. If you feel sick, one of the ways to achieve good mental health is to talk to people you trust about what's bothering you. But, if time passes and you are still feeling overwhelmed by problems in your life, even after you have talked to people who you love, admire and trust, then perhaps it's time to talk to UNE counselling services. (please refer to page 20 counselling services), or mental health professional www.australia.gov.au/topics/health-and-safety/mental-health

Interpreter Services

If you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit www.homeaffairs.gov.au or phone **131 450**

UNE Medical Centre
110 Butler St Armidale
02 6773 2916
Bulk Billing for Bupa NIB and Medibank

Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is the minimum level of private health insurance international students and their dependants are required to purchase as a condition of their Student Visa for study on-campus in Australia. The Department of Immigration and Border Protection (DHA) require all holders of a student visa to maintain OSHC during their entire stay in Australia.

The only students exempt from buying OSHC are some Norwegian and Swedish students where the Australian Department of Health and Aged Care has advised that these countries have national health schemes which provide adequate health insurance overseas. All other students must purchase visa length OSHC at the time of their admission regardless of what other health insurance policies they may have purchased in their own country or in Australia. Please note that international students studying by distance are not required to purchase OSHC.

Students should note that it is a condition of their Student Visa to maintain current OSHC for the duration of their visa. Overseas Student Health Cover pays the cost of most medical and hospital treatment students may require while studying in Australia and will contribute to the cost of prescription medicines and emergency ambulance transport.

Other Important Membership Information

Keeping Your Premiums Up To Date

It is a condition of your student visa that you have OSHC for the full length of your visa. If you have not paid a premium for the full length of your visa, or are applying for a new visa, you will have to renew your cover. It is **your** responsibility to ensure that premiums are up to date. If you need to apply for a new student visa, you will first need to contact UNE International to obtain a CoE that confirms that you are continuing your studies before you can renew your OSHC.

Lapsed Cover

Where premiums fall more than two (2) months in arrears, the membership will be considered to have lapsed. Should this occur, to restore your membership you will be required to pay all the arrears of premiums, pay advance premiums for 12 months or the length of your visa whichever is the shorter, and provide documentary evidence that you are still studying in Australia.

Adding Your Spouse And Children

If your Spouse and/or Dependent Children are coming to join you, they can be added to your cover provided they have been authorised to enter Australia and reside with you (the student) for the duration of their stay. You will need to pay an additional premium to change your membership from a Single to a Family cover.

Changing Your Resident Status

If you, your Spouse or your Dependent Children, are granted permanent resident status by DHA, you are no longer eligible for OSHC.

International Students and their dependents are required to purchase private health insurance, Overseas Student Health Cover (OSHC) as a condition of their student visa. UNE currently has a Preferred Provider Agreement with Bupa Australia OSHC, to facilitate the provision of OSHC for International Students.

Bupa Australia OSHC pays the cost of most medical and hospital treatment students may require while studying in Australia. The current cost of Overseas Student Health Cover and further information about what is covered is available online at: www.bupa.com.au/health-insurance/cover/oshc

Cover for the student and all dependents for the entire length of the student visa must be arranged prior to the student visa being granted. Students should note that it is a condition of their student visa to maintain the currency of their OSHC for the duration of their visa.

التأمين الصحي للطلاب الأجانب (OSHC)

- يجب أن يكون لديك تأمين صحي كافي طيلة مدة تأشيرتك الدراسية
- إذا احتجت إلى تمديد تأشيرتك الدراسية، فأنت مسؤولٌ عن تمديد OSHC الخاص بك
- بالإمكان استلام بطاقات OSHC من قسم الطلاب الأجانب في UNE
- بإمكانك الاطلاع على المزيد من المعلومات عن شروط التأشيرة والمتطلبات القانونية في كُتُب معلوماتك ('القسم الأحمر')
- إذا كانت لديك أي أسئلة عن التأشيرات أو المتطلبات القانونية، بما في ذلك الشكاوى والاستئنافات، تَحَدَّثْ إلى قسم الطلاب الأجانب في UNE.

海外学生健康保險 (OSHC)

- 学生应有健康保險，且保期必须覆盖学生签证的有效期
- 如果学生需要延长签证有效期，则必须自己办理手续，相应延长 OSHC 的保險期间
- OSHC 卡可在 UNE 留学生处领取
- 签证条件与法律要求的详细规定见学生手册红色部分
- 如有任何关于签证条件与法律要求的问题（包括投诉和申诉），请与 UNE 留学生处联系

Australian Government

Department of Foreign Affairs and Trade

- <http://protocol.dfat.gov.au/Consulate/list.rails>
Consulates
- <http://protocol.dfat.gov.au/Mission/list.rails>
Embassies
- <http://protocol.dfat.gov.au/NationalDay/list.rails>
National Days

If you require assistance from your country's consulate, need to contact your embassy, or would like information on your national day, please visit the Australian Government Department of Foreign Affairs and Trade website.

Glossary of Terms

Advanced Standing

A collective term including credit transfer and credit for prior learning. It means credit granted towards a course at the University for relevant approved study, experience or work satisfactorily completed at the University or elsewhere.

Department of Home Affairs (DHA)

The Australian Government department responsible for, among other things, immigration and entry, stay and departure arrangements for non-citizens.

Distance/Online education

Study in the off-campus mode which normally does not require attendance at the University. Unit materials are provided electronically and, where necessary, arrangements are made for students to sit for examinations at specified centres accessible from where they live.

Elective unit

A unit that is not prescribed as a core part of a course, but which may be undertaken and credited towards the course. The number of electives a student may include in a course is prescribed by the rules of the course in which the student is enrolled.

Enrolment

When you have been admitted to the University, you may enrol in the units you wish to study in the forthcoming year.

ESOS

Education Services for Overseas Students

Higher degrees by research (HDR)

Masters or doctoral courses in which at least two-thirds of the program are research-based.

Intensive Schools

Intensive Schools are intense periods of study undertaken at the campus (or other agreed site) for students studying by distance/online. Usually lasting from two to five days, Intensive Faculty's are specified as optional, compulsory or mandatory.

International Student Orientation

The Orientation day for international students, where you are introduced to key people and services at UNE, and to give you the information you need to get started in your degree. This is also the day you will be provided with advice regarding your enrolment.

Level of a unit

For accurate identification each unit at the University has a unique alpha-numeric code eg ENGL101. Introductory units in a subject area will be indicated by codes in the 100 range with more advanced units indicated in the 200 or 300, etc range. 100 level units are often taken in the first year of study, 200 level units in the second year of study and so on, although this is not the case in all Faculties.

Major

A specified combination of units within a discipline or area of study.

Mode

The way a course or unit is delivered, either full-time or part-time, on-campus or off-campus.

Online

Refers to the level at which the unit is offered online via the Internet.

Postgraduate courses

Courses of study beyond bachelor level, including graduate certificates, graduate diplomas and higher degrees. Eligibility for entry to a postgraduate course normally requires the applicant to have completed an approved undergraduate degree.

Prerequisite

One or more units of the University, which are specified by the degree rules that must have been successfully completed before a student may enrol in a particular unit.

Residential Colleges

These refer to on-campus accommodation for students where students are provided with their own serviced room, meals in the college dining room, live-in tutors, pastoral care and resources to facilitate learning. A self-catering option is also available.

Residential Facultys (Intensive Facultys)

See Intensive Facultys

Restriction

This refers to units in which you may not enrol if you have already completed another unit with equivalent content.

Subject

The academic definition is 'a branch of knowledge studied within a faculty (eg Economics, History)'. A branch of knowledge can be further subdivided into many sub-components (eg Ancient History, Medieval History, Modern History, etc). At UNE these sub-components are referred to as units. For ease of initial understanding, units are referred to as subjects in some UNE publications for prospective students.

Term

Each Trimester is divided into two terms with a break between terms (mid-Trimester break) for on campus students. Intensive Facultys are held for distance/online students during the mid-Trimester breaks.

Trimester

The teaching year is organised into three 17 week periods including the examination periods.

Undergraduate courses

Undergraduate courses are courses that are open to all eligible applicants and which generally result in the awarding of an associate degree, bachelor degree, combined degree or double degree award.

Unit

A unit is a subject or component to be studied as part of a course, and which has its own code and name. Units mostly have a value of six credit points. Units may be core (compulsory) or elective (non-compulsory), and are mostly of one semester duration.

University Orientation

Held after International Student Orientation, University Orientation introduces all students to UNE's teaching and learning environment, social events and student societies, and includes introductory lectures in the individual Facultys.

Withdrawal

A withdrawal is the formal termination by a student of enrolment in a unit.

Sources of Information

The information in this booklet has been compiled from the following sources:

University of New England web
www.une.edu.au

STA Travel
www.statravel.com.au

Department of Home Affairs
www.homeaffairs.gov.au

Department of Foreign Affairs and Trade
www.dfat.gov.au

NSW Office of Fair Trading
www.fairtrading.nsw.gov.au

Resume Info
www.resumesamples.info

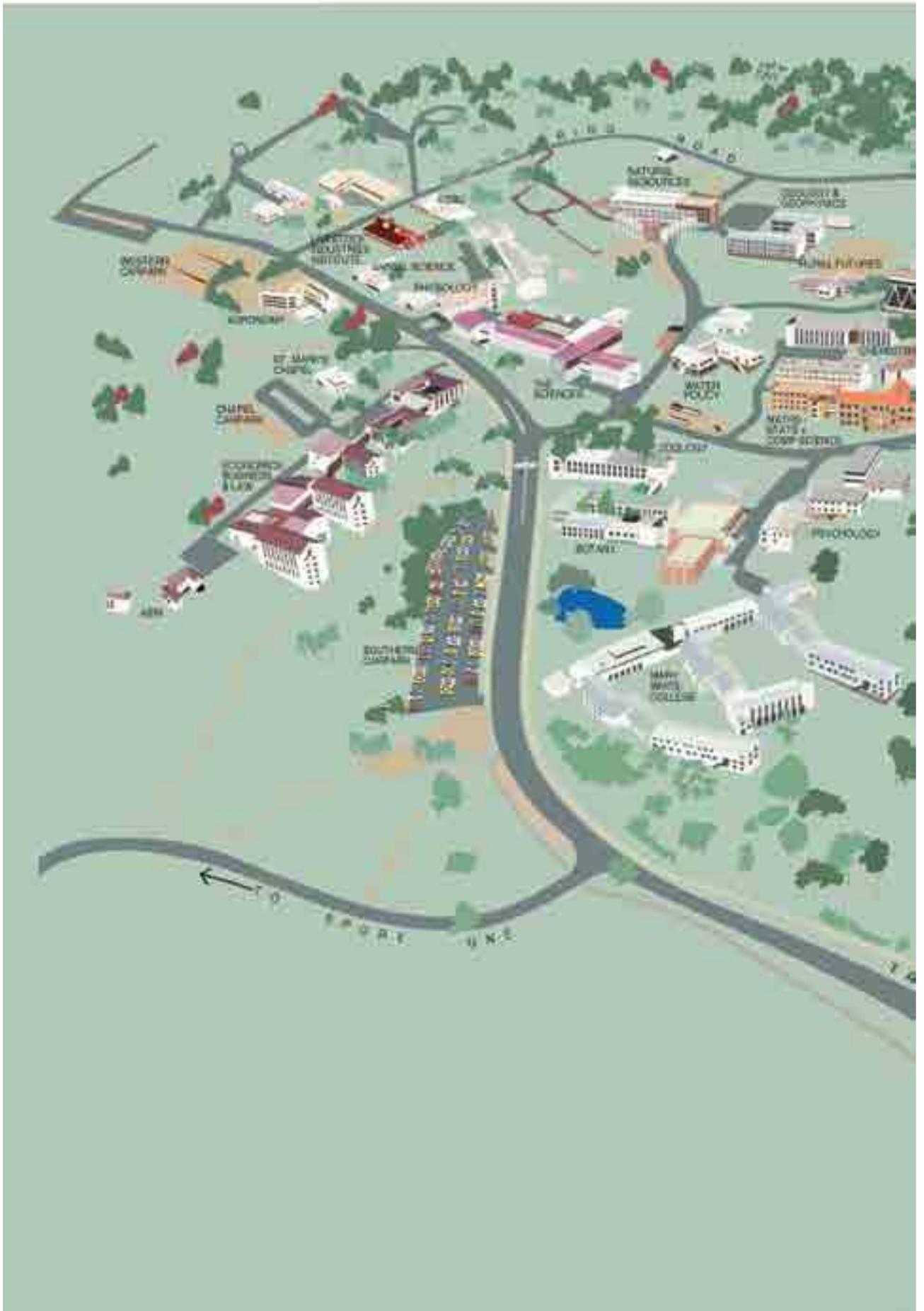
Smith House
www.smithhouse.com.au

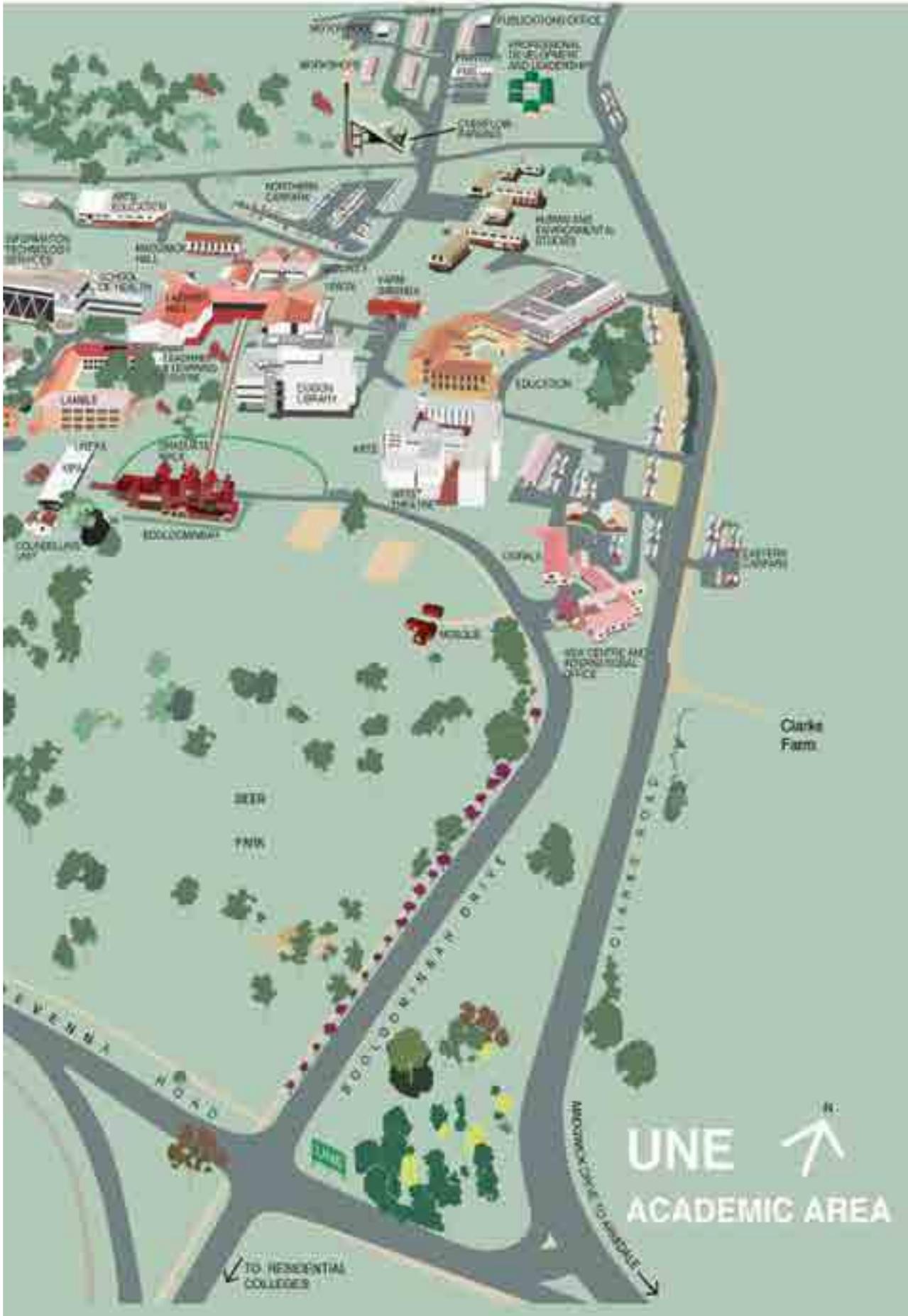
Armidale Visitor Information Centre
www.armidaletourism.com.au

Edwards Coaches
www.edwardscoaches.com.au

ISANA International Student Handbook
www.isana.org.au

UNE Campus Map (Academic)





UNE Campus (Bellevue)

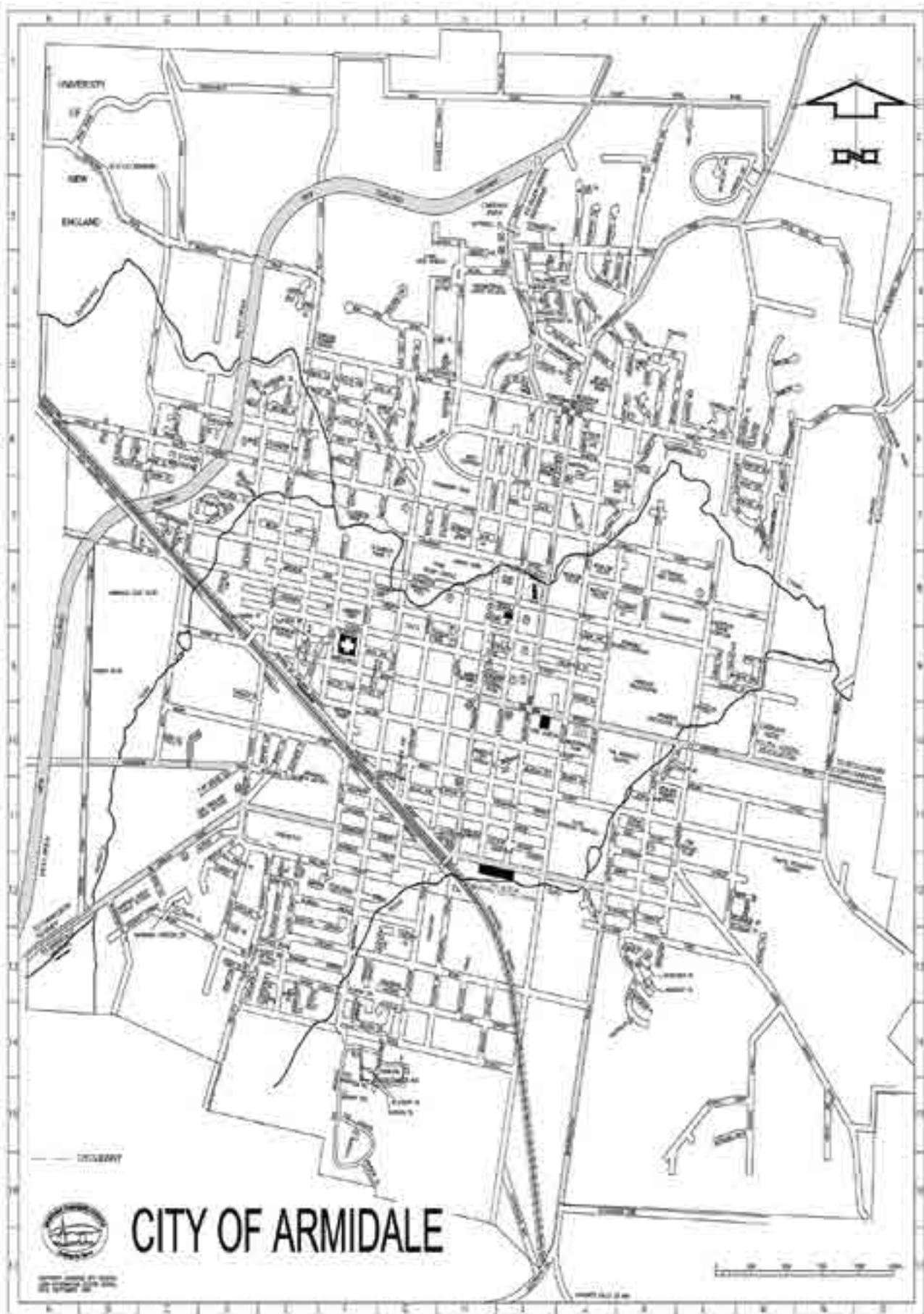


**UNE
Maps
Online**

[www.une.edu.au/campus-life/
campus-information/campus-
maps](http://www.une.edu.au/campus-life/campus-information/campus-maps)

Looking for a particular location on campus?

Armidale City Map



ARMIDALE STREET INDEX

- A**
 - Alhna Drive D7
 - Alv Green Street D11
 - Andrad Avenue L6
 - Alexander Street C6
 - Altingham Street G11-H8
 - Amcol Street E9
 - Antler Close (Off Grantham Place) H5
 - Apple Tree Hill Road M3-C3
 - Archbold Street (Private Road) M12
 - Arundel Drive H4
 - Ash Tree Drive G4-C6
 - Atterton Street G14
- B**
 - Baby Crescent D8
 - Bain Crescent D6
 - Baird Place (Off Ash Tree Drive) G4
 - Baker Place E12
 - Baldwyn Street E13
 - Barclay Street G13
 - Barney Street E9-L9
 - Barry Street E10
 - Barry Street D6-K9
 - Belinda Place G12
 - Bella Avenue H10
 - Bellvue Road D6
 - Berch Close G5
 - Bishop Crescent D12
 - Blake Street F5
 - Bona Vista Road C13-D13
 - Bunmor Street J4
 - Broomfield Road A6
 - Bower Place K13
 - Bowman Avenue F13
 - Box Hill Drive M3-M6
 - Bracken Street L13
 - Brookbank Avenue G13
 - Bround Street I 14
 - Brewery Lane C8
 - Brickfield Avenue D10
 - Brigton Street E9
 - Brown Street F10-L10
 - Bunburns Road A10-E10
 - Burgess Street D12-D14
 - Butler Avenue G9
 - Butler Street C8-D12
 - Butler Lane F8
- C**
 - Campion Parade B5
 - Canmore Street M6-M13
 - Carey Avenue F9
 - Carfax Close G1 5
 - Caroline Crescent E12
 - Castleboya Road N10-O 13
 - Catherine Street G12
 - Centennial Close L6
 - Centura Crescent G13
 - Cephera Close H7
 - Chapel Street L10-K13
 - Chestnut Avenue J3-J4
 - Chisholm Close K13
 - Chubers Lane I 9
 - Ciro Crescent N5
 - Clarks Road C1-C3
 - Claude Street C5-D6
 - Clovene Street F8
 - Claver Lane I 5
 - Clay Road F1-F3
 - College Avenue I 11-J11
 - Colingridge Crescent C7
 - Collops Road M6-M6
 - Colquhoun Avenue I 7
 - Cottonell Place I 3
 - Couchoy Lane H8
 - Crescent Street E8
 - Crest Road H3-H5
 - Cunningham Court G14
 - Curtis Street I 3-I 4
 - Cynthia Crescent D13
- D**
 - Dale Crescent K14
 - Dellan Drive G13
 - Danger Street I 6-I 11
 - Dangerous Road K12-K16
 - Davis Crescent N5
 - Deakin Avenue J5
 - Deane Road O 15
 - De-Silva Street L13
 - Denehal Terrace C14
 - Dennally Street E8-M8
 - Dens Place E13
 - Dorothy Avenue F12
 - Douglas Street K6-K11
 - Drew Street C9-D8
 - Dunmore Avenue I 10
 - Dunmore Street D7-L9
 - Dunrobin Street L10
 - Dural Street H3-13
- E**
 - Edgar Street K2
 - Edward Street C6
 - Edwar Close M7
 - Elizabeth Street I 11
 - Elliot Street H15
 - Elsworth Road (City Boundary) O B-O 7
 - Elm Avenue C3-C5
 - Elm Street L12
 - Elm Court D 13
 - Erskine Street E5-H6
 - Eulohar Crescent H5
 - Evo Place L6
 - Evangelene Crescent, D7
- F**
 - Faulstich Street I 5-I 11
 - Fayle Road M9
 - Fycoyson Close J4
 - Fiona Place C5
 - Fitter Lane H1
 - Fitter Close N6
 - Fitzgerald Avenue G8
 - Fletcher Street I 4
 - Fletcher Crescent K8
 - Forster Avenue M6
 - Freeman Crescent I 5
- G**
 - Galloway Street E 11-I 11
 - Genholm Street E11-H11
 - G F Holt Place C13
 - Glass Street G6
 - Glenbow Close D6
 - Glen Innes Road (Snr) J1
 - Gleny Road H6
 - Glenon Drive G4
 - Golf Links Road B7
 - Golgotha Street E6-E7
 - Gordon Street I 3-K3
 - Grainville Road J17
 - Griffin Road L10-O 10
 - Grantham Place H5
 - Green Lane B7
 - Grove Place C6
- H**
 - Haga Place F13
 - Hamilton Crescent G6
 - Hampden Street K7
 - Hanuel Street A5-C6
 - Hendon Street H3
 - Horsgrove Street F11
 - Howe Street I 4
 - Howthorne Close E13
 - Heagney Close L13
 - Helen Avenue D6
 - Herbert Lane F5
 - Hickory Drive M15
 - Hodgins Street E5
 - Higgintulham Avenue G10
 - Hugh Street G5
 - Hilda Avenue K6
 - Hillview Road H13
 - Hobby Street K8
 - Hudson Avenue K7
 - Howard Place K6
 - Hughes Place H7
 - Hunt Avenue M7
- I**
 - Inchel Drive M6
- J**
 - J S When Memorial Dr G6
 - Jacobs Street G5
 - James Avenue J13
 - Jayne Close C6
 - Jeffrey Street H6-H8
 - Jessie Street H5-H11
 - Jessie Avenue K11
 - Jean Place H5
 - Johnson Avenue I 5
 - Jones Avenue M9
 - Jubilee Road I 5
 - Judith Street F11-F15
- K**
 - Karina Close G16
 - Kathleen Crescent J6
 - Keating Street B13
 - Keane Close J2
 - Kelly Avenue J8
 - Kelly Plains Road G14-G12
 - Kendinac Avenue J6
 - Kent Avenue J6
 - Kenning Street D11-M12
 - Kennedy Street K9-L7; L6-L8(north)
 - Kidara Street F15
 - Kilkenny Close F14
 - Kirkwood Street G7-M8
 - Kuranda Avenue J13
 - Kurawatha Avenue B10-B13
 - Kurawatha Close H8
 - Kyley Close C7
 - Krusenler's Road C1-F1
- L**
 - Lamba Avenue F10-H11
 - Lawrence Avenue I 5-I 6
 - Leffers Place J5
 - Leik Road G1-J1
 - Lynches Road E13-I 13
 - Long Swamp Road L12-O 10
 - Lonsdale Street E13
 - Lynches Road E13-I 13
- M**
 - Meadenald Drive M7
 - Madgwick Drive C3-E3
 - Mann Street D10-M12
 - Manning Court J5
 - Marion Street G5-G18
 - Marree Street J4
 - Marsh Street J5-I 11
 - Marshall Avenue J6
 - Martin Street C3-C7
 - Moulds Street F8
 - Moyfield Avenue I 8
 - McLellan Avenue M9
 - McCarthy Crescent J3
 - McInloch Crescent E5
 - Morison Street I 10
 - Molman Avenue K2
 - McLennan Street C8
 - McShane Avenue G10
 - Memorial Avenue G12
 - Merinda Place J9
 - Merina Terrace F14
 - Miler Street E8-E11
 - Mills Street G7
 - Milson Place E4
 - Meriton Avenue E9
 - Merrie Street H4
 - Moore Park Road (City Boundary) B10-B12
 - Morse Street I 8
 - Morson Avenue K14
 - Mossman Street E10-M12
 - Mott Street G6-C10
 - Muyes Street D11
 - Moxley Drive I 2
 - Murray Avenue F12-G12
 - Murrough Close J14
 - Myrtle Drive L10
- N**
 - Nader Court F12
 - Nathaniel Robinson Drive C12
 - Naughton Avenue J9
 - Newbury Drive H7
 - Needling Avenue M7
 - Nelson Street H5-J5
 - Nobson Street E4-E9
 - Norris Drive M3
 - North Street K3
 - Northcott Street F6
 - Northey Drive M6
 - Nyssa Street G5
- O**
 - O'Connor Place H9
 - O'Connor Road G12-G14
 - O'Dell Street F8-F9
 - Oak Tree Drive G4
 - Ohio Street F7-F9
 - Old Inverell Road B7
 - Olsen Avenue J9
 - Orchardview Road (City Boundary) O 6
- P**
 - PG Love Avenue F6
 - Park Road B6
 - Parker Lane M13
 - Perry Parade H13
 - Patricia Close M8
 - Penfold Place K5
 - Perrot Street E11-E12
 - Peters Place I 4
 - Peddie Street L10
 - Pewee Lane G8
 - Paylla Crescent D8
 - Paintfield Place C7
 - Power Place J7
 - Proctor Street C12
 - Purkies Street E8
- Q**
 - Queen Elizabeth Drive C6-C6
 - Quin Avenue H7
- R**
 - Railway Parade E8-H11
 - Reginald Street H11
 - Richardson Avenue J6
 - Ridgway Crescent F14
 - Rockvale Road J5-H11
 - Roper Avenue D10
 - Rosecommun Avenue G18
 - Roseveach Lane (City Boundary) M18-O 18
 - Roslyn Avenue J13
 - Rose Street C16-I 14
 - Rusden Street E8-K10
 - Ryan Road M9
- S**
 - Saltham Avenue J11
 - Samuelson Crescent E7
 - Sarah Place C7
 - Sattlers Road H14
 - Scholas Street G2-G5
 - Schull Avenue F5
 - Seaton Street M16-M18
 - See Avenue K13
 - Seena Street (Private Road) M12
 - Sharnbrook Avenue J8
 - Shark Street F13
 - Sharnbrook Street L10
 - Simpson Avenue I 4
 - Smith Street (Private Road) M12
 - Somerton Avenue D8
 - Soudon Terrace F11
 - Spence Avenue J8
 - St Andrews Avenue I 10
 - St Cuthbert's Avenue H11
 - St Johns Avenue D11
 - Stace Street D12
 - Stephen Street E10
 - Stewart Crescent I 3
 - Stony Ridge Road J1-M1
 - Sunset Avenue H4
 - Sutherland Avenue I 17
 - Sylvia Crescent K6
- T**
 - Tamar Place K5
 - Tancred Street D7-E7
 - Taylor Street J6-H16
 - The Avenue F14
 - The Boulevard F14
 - Thompson Street E12
 - Tingcombe Street H8
 - Todd Close G13
 - Tomb Road O 10
 - Travenno Road B3
 - Trim Street F6
 - Turner Street D12
 - Tyson Crescent F5
- U**
 - Uralu Road A13-E11
- V**
 - Verna Close E4
 - Virginia Close G12
- W**
 - Wade Avenue I 7
 - Walsan Avenue K5
 - Webb Place G10
 - Wells Lane L1
 - Wendell Street K4
 - Werrill Crescent K4
 - West Avenue C8
 - White Avenue C8-C6
 - Wight Avenue E7
 - Wilkins Place H6
 - Wilson Avenue J2
 - Winford Place F14
 - Wynnet Place K5
 - Wynnet Place E9
 - Wyvale Close E13
- T**
 - Valentine Avenue I 4

Emergency Contact Information for International Students

Remember in a life threatening emergency always call '000' first for Fire, Police or Ambulance and be ready to tell the operator your location or address.

If any International Student needs help in an emergency, they should contact the following people at UNE:

Bronwyn Gilson

Manager, International Services and Compliance

UNE International

Phone: 02 6773 3361 (MONDAY - FRIDAY 9AM - 4:30PM)

Email: bgilson2@une.edu.au

Ashleigh Dempster (MONDAY - FRIDAY 9AM - 4:30PM)

International Services Coordinator

UNE International

Phone: 02 6773 2232

Email: adempst2@une.edu.au

UNE International Reception: Phone: 02 6773 3192

Email: uneinternational@une.edu.au

**After Hours Emergency
(on-campus):**

**UNE Safety and Security
Phone: 02 6773 2099**

Armidale Police:

Armidale Police Station

Phone: 02 6771 0699

General Enquiries

Faulkner Street

UNE INTERNATIONAL ORIENTATION APP 'Welcome to UNE'



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App from the App Store or from
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+61 2 6773 3192



uneinternational@une.edu.au



www.une.edu.au/current-students/support/international-students

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University of New England Armidale NSW 2351 Australia

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