

2014 International Student Handbook

une

University of
New England



Your Guide to Surviving at UNE

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 accredited English language courses that focus on the individual learning needs of students.

UNE's main 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.

A handwritten signature in black ink, appearing to read "G. Rolan".

Ms Gabrielle Rolan
Director
UNE International

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UNE International

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 school. These sessions will provide you with important information about the subjects offered by each School and **your lecturers will assume that you have attended these.**

Enrolment

Where you can get help:

- International Orientation – staff will be on hand to answer questions
- UNE International Office
- www.une.edu.au/for/current-students/enrolment
- www.une.edu.au/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 Office
- <https://my.une.edu.au>
- School office
- Student Central, located at the front desk on the ground floor of the Dixson 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 Principal 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 semester. 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 <http://www.une.edu.au/research>

Trimesters

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 2014

(compulsory)

Orientation 14-21 February

Lectures commence 24 February

Trimester ends 16 June

TRIMESTER TWO 2014

(compulsory)

Orientation 26-27 June

Lectures commence 30 June

Trimester ends 20 October

TRIMESTER THREE 2014

(non-compulsory)

Orientation 24 October

Lectures commence 27 October

Trimester ends 9 February 2014

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 won't wait for late arrivals

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

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 Schools 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 2014:
24 February**

**Trimester Two 2014:
30 June**

**Trimester Three 2014:
27 October**

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 <http://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 hdr@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.

Exam dates can be found at <http://www.une.edu.au/current-students/my-course/examinations>

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.

For more information visit
<http://www.une.edu.au/current-students/support/it-services/online-teaching>

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

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.
<https://my.une.edu.au/courses/>

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:

http://www.une.edu.au/__data/assets/pdf_file/0007/15919/referencing.pdf

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.

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 School and by the Manager, International Services and Compliance (MISC).

School Monitoring (Show Cause)

Once you have completed two or more teaching periods you will have a GPA (Grade Point Average). If this GPA falls below an acceptable 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.

MISC Monitoring (At Risk)

'Amber At Risk'

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.

'Red At Risk'

At the end of each Trimester the 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 Principle Dates)
- checking the on campus class and intensive school timetables for chosen unit clashes
- checking for units with Mandatory Intensive schools that are scheduled prior to the commencement of a teaching period and do not enrol in units that have Mandatory Intensive schools 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 <http://www.une.edu.au/study/applying-to-une>

To take less than a full-time load you must have the approval of the Manager, International Services and Compliance (MISC).

Registering for your UNE internet account

To obtain your UNE username and password, you will need to register via our online registration form at <https://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 by going to 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 - <https://login.une.edu.au/login>

Webmail - <http://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 on level 2 of the IT building. The labs contain 20 computers each that run both Windows and Mac operating systems. The Dixson 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 Dixson Library Learning Commons.

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

The IT Service Desk is located in Dixson 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 <http://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 AskUNE (www.une.edu.au/askune) for frequently asked IT questions or send them an email via AskUNE or at 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.

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 Dixson Library Service Desk (Co31), at the Campus Safety Centre (B89) or by mail.

Applications for a Student ID Card cannot be made by email or facsimile.

To obtain your card:

Complete the Student ID Card form (available from Safety and Security).

Bring the completed form and 100 points of identification (see panel on right of this page) to the Safety and Security Office.

You can either have your photo taken at the Dixson Library Service Desk (Co31), Campus Safety Centre (B89) or you can provide either office with a passport photo of yourself.

Cards can be collected 48 hours from the date of submission from the Safety and Security Office if your enrolment is confirmed.

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 Dixson Library Service Desk (Co31) or the Campus Safety Centre (B89) along with 100 points of identification & staff in the ID Card office will issue you with a replacement.

For those who are unable to pay for & 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
Safety and Security Centre (B89)
Elm Drive
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.

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



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.



Dixson Library Security Office

There is a Safety and Security service desk within the Dixson Library (Building C031 – Dixson Library Ground Floor). Students have access to a range of Safety and Security services such as ID cards, parking administration and lost property. Students can access the Library, IT, Student Central and Safety and Security service desks from one convenient location in the Learning Commons area of the library. The service desk will be open for business, in line with Dixson Library opening hours. For more information visit: <http://www.une.edu.au/library>

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 Equity area on 6773 2897 for advise and support them through the grievance procedure.



Grievance Procedures (See also Service Quality Unit information - P.21)

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, School or Centre at the University, you are entitled to make a formal complaint. If matters cannot be resolved at the School or Centre level, then students are able to lodge a formal complaint with the University's Service Quality Unit. You can also make an appointment with International Services (6773 3192) who will advise you and help you through the process.

Students are encouraged to read the University's Grievance Procedure so that they know their rights. This procedure is available at: http://www.une.edu.au/_data/assets/pdf_file/0004/37525/grievancemediation.pdf

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.

Student Equity

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: <http://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: <http://www.une.edu.au/current-students>

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



Support Services

Being in a new town and country and starting University in a different language can be a complex and 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 C3o) at any time, with any problem. The staff in International Services will talk to you about what you need, and if they can't assist will then refer you to a University or community service that can assist you. There are many issues that you will be able to 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.

International Services - come and say hello

International Services provides support for International students enrolled at The University of New England and are located in the UNE International (Building C3o) adjacent to the Dixon Library, on the Armidale campus. International Services provides students with a link between the administrative and academic functions of the University during their enrolment. It also assists students to access academic support and pastoral care services offered by the University. Staff members are available to assist International Students with advice about visa conditions and changes to enrolment in particular, but IS staff can also assist with most matters.

International students are encouraged to talk to International Services about any issue at any time during their time at UNE.

For an appointment phone: 6773 3192

email: www.une.edu.au/askune

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

Student Central

Student Central provides you with a focal point of contact for all your general administrative enquiries including Admissions, Enrolment, Advanced Standing, Student Support and Graduation during your study at UNE. We are located in the Learning Commons, ground floor of Dixon Library in the centre of Armidale campus.

Ph: 6773 4444

email: www.une.edu.au/askune/

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

English Language Centre (CRICOS Provider No. 01397K)

The English Language Centre is located in Building E21. English Language teachers are available to speak with you and you can also ask the Administration staff about English language programs available to you. The English Language Centre 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/

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: <http://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 (C3o) 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: tla@une.edu.au

website: <http://www.une.edu.au/study/why-study-at-une/student-support/academic-skills-office>

"I don't know who to talk to".

Come to International Services first (C3o)

First Year Advisors

First Year Advisors are the first point of contact within your discipline and School for assistance 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.



Nola Holmes

First Year Advisor
Economics, Business, Public Policy,
and Law
Ph: 02 6773 2181
Email: nola.holmes@une.edu.au



Di Kelton-Chambers

First Year Advisor
Education, Health, and Rural
Medicine
Ph: 02 6773 4084
Email: dkeltonc@une.edu.au



Julie Godwin

First Year Advisor
Sciences
Ph: 02 6773 2057
Email: jgodwin3@une.edu.au



Winifred Belmont

First Year Advisor
Arts
Ph: 02 6773 2396
Email: wbelmont@une.edu.au

University Medical Centre

There is an on-campus Medical Centre located on Claude Street near Wright Village. 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 8.30am to 4.30pm week days.

Contact Details

Phone: (02) 6773 2916

Fax: (02) 6773 3686

Email: medcentr@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.

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 <http://www.une.edu.au/campus-life/campus-information/child-care-facilities>

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 International Services 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 www.servicesune.com.au. 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 Dixson Library, the Law Library, the UNE Archives and Heritage Centre, as well as the Library's virtual presence on the Internet.

Find us on 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. There is even a guide specifically for International Students <http://une.au.libguides.com/international>

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 <http://www.une.edu.au/library>

Library contacts

Library Service Desk: (02) 6773 2458

Distance Student Enquiries: 1800 059 735

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

Facebook: <https://www.facebook.com/UNELibrary>

Fax: (02) 6773 3273



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: <https://hdr.custhelp.com/>

Top Floor, Administration Building (Lamble 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 Dixon Library service desk (O31) 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: <http://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.



Dixson Library Security Office

There is a Safety and Security service desk within the Dixon Library (Building C031 – Dixon Library Ground Floor). Students have access to a range of Safety and Security services such as ID cards, parking administration and lost property. Students can access the Library, IT, Student Central and Safety and Security service desks from one convenient location in the Learning Commons area of the library. The service desk will be open for business, in line with Dixon Library opening hours. For more information visit: <http://www.une.edu.au/library>

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
- Over 40 fitness classes each week
- Indoor heated 25m pool
- Synthetic tennis courts
- Squash, Badminton and Volleyball courts
- Extensive outdoor fields
- Indoor climbing wall
- Table Tennis
- Coffee Lounge
- 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.

Student Central

All students of UNE are entitled to use the services offered through Student Assistance. 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 Resumes, Mock Assessment Centres, Resume Drop in Service and WorkReady Info Sessions
- Job Blog- Employment opportunities available for students
- WorkReady - work experience program, Work300, Work500

More information can be found at www.une.edu.au/careers 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: <http://www.une.edu.au/current-students/support/student-support/counseling>.

Disability Support

The UNE Disability Support unit 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: <http://www.une.edu.au/current-students/support/student-support/disability-support>.

Service Quality Unit

The role of the Service Quality Unit (SQU) is to accept feedback and complaints to improve the service offered to students at UNE. The SQU is an independent unit who will fairly assess complaints and provide outcomes after a thorough investigation has been carried out. Students will not be disadvantaged by making a complaint that they believe to be reasonable. Please always try to resolve your complaint informally with the person/s concerned before submitting a complaint to the Service Quality Unit . If you are not able to resolve the matter in this way then you can contact the Service Quality Unit. Information on the complaints process can be found at the following link: <http://www.une.edu.au/current-students/my-course/managing-my-course/complaints,-compliments-and-feedback>

Student Access and Equity

The Student Access and Equity Officer provides policy advice and support on student equity-related matters. If you feel that you are being discriminated against, harassed or vilified because of your gender, race, religion or lifestyle you can contact the Student Access and Equity Officer for advice. <http://www.une.edu.au/current-students/support/student-support/student-equity> Ph: 6773 2897.

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 (twitter.com/UNESupport), via Facebook (facebook.com/EdUNE) or via phone on 02 6773 2897. They also publish a daily student blog (www.une.edu.au/insidersguide). 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 the service centre located in the Courtyard on campus offering directions, maps, university and local community information to students and visitors to UNE. Clubs and Societies also form part of Uni4me with the aim of bringing people with similar ideas together.

STA Agent

Uni4me is an agent for the STA International Student Identity Card. The card costs \$25 and entitles the holder to many discounts both Within Australia and overseas. Of particular interest to International Students is the 50% discount on Countrylink train travel. Any full-time student is eligible.



To obtain your ISIC, get a form from UNi4me, have it signed and return it with a passport size photo. For more information on ISIC and the benefits available visit the Uni4me website at www.uni4me.com.au

Accommodation Information

Accommodation information is available from Uni4me for students who are seeking off-campus housing in a variety of accommodation. Housing is available in Private Board, Share, Furnished/Unfurnished Houses and Furnished/Unfurnished Flats. Students and the local community are encouraged to advertise with Uni4me any available housing. Visit www.uni4me.com.au for more details.

Employment Assistance and Tax Help

Uni4me has contact information for many employment positions in and around Armidale. If you are looking for work they can help. You can also have your Tax Return done for free. Uni4me, in conjunction with the Australian Taxation Office (ATO) - www.ato.gov.au/youth - run the Volunteer Tax Help Program each year. UNi4me recruits volunteers from the student body who are trained to offer basic taxation assistance. If you need assistance with your annual tax returns, Tax Help Volunteers are available July to October each year.

Secondhand Bookshop

UNESA (UNE Student Association) operate a secondhand bookshop in The Arcade. Here you can purchase text books you may need at a cheaper price. You can also sell your books you no longer need at the secondhand bookshop.

The Breather

The Breather is a space situated upstairs on the Mezzanine level of the Bistro ('Stro) where students can relax, read the newspapers, meet class mates etc. The Breather has a fridge and microwave so you can save money and bring your own lunch or refreshments. The Breather has several noticeboards with plenty of information regarding a range of topics that may be of interest to you. All students are encouraged to make use of the Breather – it is YOUR space.

The Breather is open from 9am-4pm Monday to Friday.

TuneFM 106.9 Radio Station

Ph: (02) 6773 2399

Email: tunefm@services.une.edu.au

Website: www.tunefm.net

Services UNE

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

Grind and Squeeze Café

For all your foodie needs

Boolominbah Collection

The Booloominbah 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 Booloominbah 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: <http://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: <http://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: <http://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: <http://www.une.edu.au/current-students/support/international-students/international-english-language-testing-system>

Student Events

Below are examples of some student events you may enjoy during the year. An email will be sent to you to let you know when these trips are on. Photos of these events can be found at <http://www.une.edu.au/current-students/support/international-students/une-international/on-campus-assistance-international-services/photos,-videos,-news-and-events>

Looking at Australian Wildlife at Night

Join a member of the UNE Zoology Department on a spotlighting excursion along the footslopes of Mt Duval to see possums, gliders, and possibly koalas, as they come out to feed at night. Be early for this one as it's very popular!

Mayor's Welcome

At the beginning of each academic year, the Armidale Dumaresq Council, together with UNE International Services, holds a civic welcome for all new international students studying in Armidale. This includes students of the University of New England, The Armidale School, the New England Girls School, and the Presbyterian Ladies College. A reception is held at the end of the formal proceedings, during the formal proceedings photos will be taken of students by country groups.

Star Gazing

Look at the planets and their moons and learn about the stars visible in the southern sky with members of the local Astronomy Club at the UNE Observatory.

Sheep Shearing

See Merino sheep being shorn, and their wool being classed on one of Australia's most renowned fine wool properties. You may even have a go at shearing a sheep yourself!

Trip to Inverell

A town of about 10,000 people, located 150km north of Armidale. Inverell is the centre of sapphire mining in NSW, so you will visit a Gem Centre to see sapphires and other gems and gemstone cutting. You will also visit an olive farm, and learn about and taste olives and olive oil produced. Spend the afternoon fossicking for sapphires - keep what you find!

Trip to Dorrigo National Park

At the beginning of Trimester 1 and 2, enjoy a trip to the beautiful Dorrigo rainforest located on the edge of the escarpment. There will be a bush-walk past many waterfalls, a chance to see some Australian wildlife, and a barbecue lunch.

Armidale International Association

Events such as Star Gazing and Sheep Shearing are arranged by the Armidale International Association in conjunction with UNE International. AIA is a not for profit organization and made up of a small number of dedicated volunteers to organize and participate in these events for students. AIA hold events throughout the year aimed for international students.

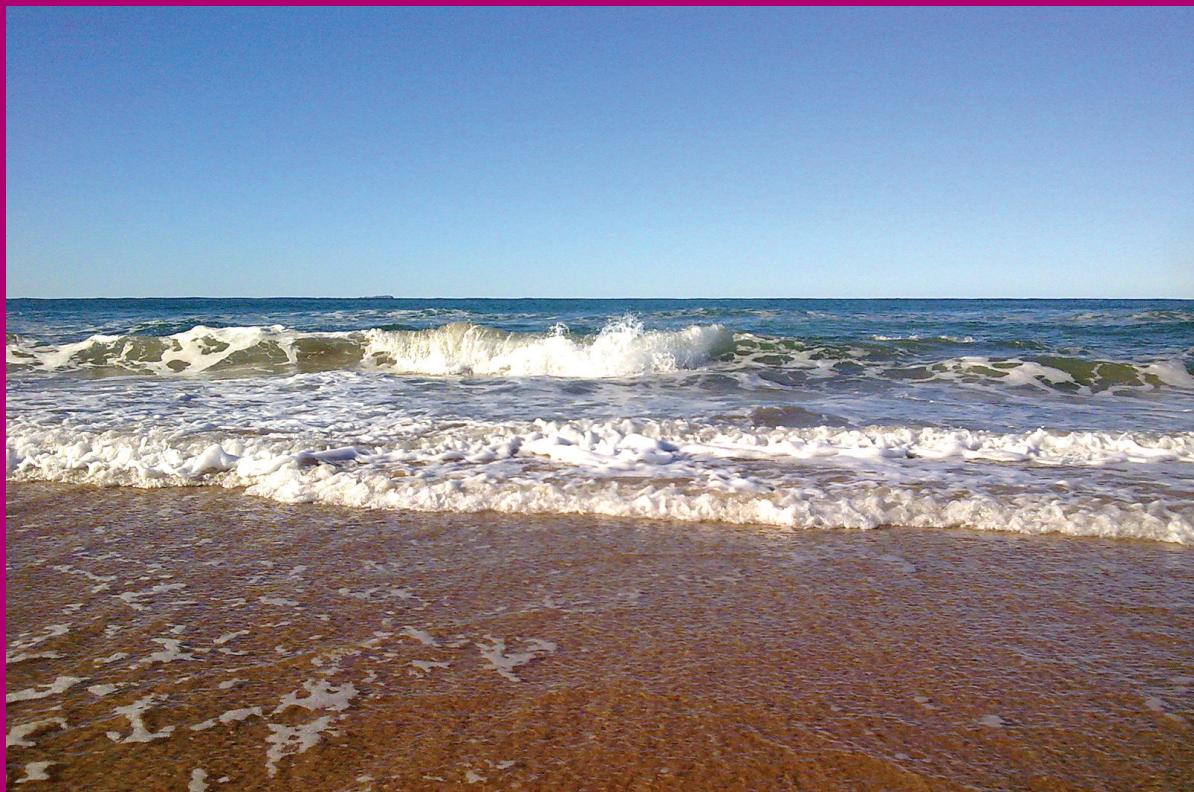
International Student Photography Exhibition

The International Student Photography Exhibition is held at the New England Regional Art Museum during Armidale Winter. This Exhibition provides a forum in which students can demonstrate their creativity and showcase international interpretations of life in Armidale in a visual format. For many students, a chance to express their experiences of life in Australia in a visual form can be a welcome relief to the pressures of tertiary study and verbal cross-cultural communication.

Introduction

Principal Dates			
Trimester 1 2014			
Friday	14	February	International Orientation starts
Monday	17	February	Trimester 1 Orientation starts
Wednesday	19	February	New students introductory academic programs start
Monday	24	February	Lectures start
Monday	31	March	Census day (Trimester 1 units): Last day to withdraw from subjects without a financial penalty
Friday	4	April	Lectures end
Saturday	5	April	Intensive schools start
Thursday	17	April	Intensive schools end
Tuesday	22	April	Lectures recommence
Friday	30	May	Lectures end
Monday	2	June	Examinations start
Monday	16	June	Examinations end
Trimester 2 2014			
Thursday	26	June	International Orientation starts
Friday	27	June	Trimester 2 Orientation starts
Monday	30	June	Lectures start
Thursday	31	July	Census day (Trimester 2 units): Last day to withdraw from subjects without a financial penalty
Friday	15	August	Lectures end
Saturday	16	August	Intensive schools start
Saturday	31	August	Intensive schools end
Monday	1	September	Lectures recommence
Friday	3	October	Lectures ends
Tuesday	7	October	Examinations start
Monday	20	October	Examinations end
Trimester 3 2014			
Thursday	23	October	International Orientation starts
Friday	24	October	Trimester 3 Orientation starts
Monday	27	October	Lectures start
Sunday	30	November	Census day (Trimester 3 units): Last day to withdraw from subjects without a financial penalty
Friday	19	December	Lectures end
Monday	5	January	Lectures recommence
Friday	23	January	Lectures end
Tuesday	27	January	Examinations start
Monday	9	February	Examinations end

Safety Information



Workplace Health and Safety (OH&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 ohs@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.

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

Call 000 (or if in College in an emergency at UNE dial 0 000)

- 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'll be gone in a flash (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: (02) 9819 6565
- Sexual Health Info Line (02) 9382 7440
- Lifeline 24 hour Counselling Line: 13 11 14

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 you try.

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

And remember parks have only limited or no mobile phone coverage so tell someone where you are going and when you intend to return.

Swimming

At the Beach

- 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



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

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 become sun burnt within a very short period of time.

"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. Most house break-ins appear to be 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:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- 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.
- Keep cash out of sight and have your name engraved/written on items eg laptop and camera.
- 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. For more hints on how to stay safe, watch the NSW Police Crime Prevention video on www.youtube.com/watch?v=vxbAnZQlrLo

Internet Safety and Security

Internet Access on Arrival

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some 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.

Road Safety Tips

Road Rules

If you are going 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 driving 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.crc.nsw.gov.au/services/language_services

Insurance and Registration

- 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.
- Road rules (in various languages) can be found at the RTA website: www.rms.nsw.gov.au/ or http://www.rms.nsw.gov.au/licensing/downloads/getitestsdrivieduca_dh.html under useful downloads - Reader user handbook.

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

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.

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/en/Living-in-Australia/Student-Safety-Portal



Think before: A Student Safety Initiative



"Hi, my name is George. I am an international student in Australia. Australia's a great place but it is different from home. I am always learning new things and meeting lots of interesting people. I have to look after myself for the first time in my life. My studies and part-time job keep me busy. It's hard some days to keep up with everything, but it is important to keep a balance between study, work and my personal life. I also know I should access help when I need it. There are a lot of friendly and helpful people out there to support me during my stay in Australia. It's important that I go to them when I need advice and support. One thing I have learnt is, you need to be aware of your new environment. Pay attention to your surroundings and most importantly think before you travel. Look after yourself and stay safe."

Think Before understands that leaving home to study overseas often brings great rewards and new life challenges. Some international students in Australia are not aware of the risks in their new environment and a minority of students have been placing themselves in high risk situations. Like most big cities around the world it pays to be aware of your surroundings. The international student safety campaign thinkbefore.com is designed to sharpen safety skills when travelling late at night. Simply, we want international students to view the attached video and read key messages and then share the information with family and fellow students. To help distribute the information we offer the thinkbefore.com video through online, mobile (m.thinkbefore.com), social networking channels such as Facebook, Twitter and video sharing websites such as YouTube. Being aware of safety issues will help deliver a positive student experience when studying in Australia.

Please find relevant information in your language:
**[www.studyinaustralia.gov.au/en/Living-in-Australia/
Student-Safety-Portal](http://www.studyinaustralia.gov.au/en/Living-in-Australia/Student-Safety-Portal)**



Emergency Contact Information for International Students

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

Ashleigh Dempster

International Services Coordinator

UNE International

Phone: 6773 2232 (MONDAY - FRIDAY 9AM - 4:30PM)

**UNE International Reception: Phone: 02 6773 3192
(After Hours Emergency): 0437 138 664**

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

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

Armidale Police:

Armidale Police Station

General Enquiries

Faulkner Street

Phone: 6771 0699

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

Visa Conditions and Legal Requirements



Please note: Visas are subject to updates and changes. Please refer to www.immi.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 Immigration and Border Protection (DIBP). All International students should take the time to look at the DIBP website (<http://www.immi.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:

- 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 and return it to UNE International.
- You must remain enrolled in a full-time program, normally four units per trimester, and attend classes in accordance with the unit's attendance policy, which will be explained to you by your lecturers and tutors.
- 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).
- You have to achieve satisfactory academic results. Should you fail subjects in your first trimester, it is unlikely that you would be reported to DIBP for unsatisfactory academic progress. However you may be required to seek assistance from areas including the Academic Skills Office, or the English Language Centre. If you continue to fail subjects, your School 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 School might judge you to have not made satisfactory academic progress, and you may then be reported to DIBP. DIBP 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.
- The information DIBP has about what course you are studying must be accurate at all times. If you change your course, make sure you inform UNE International so that this information can be passed on to DIBP.
- If you wish to change institutions you must discuss this with the Manager, International Services and Compliance. Visa Condition 8206 states that students may not change education providers in the first six months, except in a few exceptional circumstances. In most cases, you will be required to complete six months of study in your original degree before you can transfer.
- 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.
- 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.
- If you have school age children, they must attend school and you must pay any relevant school fees in full. Any dependents who travel with you must not leave Australia after you.
- You cannot change your course, thesis or research topic unless the University has granted approval.
- If you are not sure about the conditions that govern your visa, consult the DIBP website:

<http://www.immi.gov.au> or visit UNE International for advice.

Mandatory Conditions

The following table describes the mandatory conditions that are attached to all Student visas in the following subclasses.

No.	Subclasses	Description
8105	All Mandatory only where Student visa granted on or after 26 April 2008 Discretionary where Student visa granted before 26 April 2008	You cannot work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course). Note: No work limits apply during recognised periods of vacation offered by your education provider. You cannot undertake work until you have commenced your course in Australia.
8202	All	Note: a registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.
8501	All	You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).
8516	All	You must continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.
8517	All	You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia on a student dependent visa for more than 3 months.
8532	All (except 576)	If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia. To maintain adequate arrangements for welfare you must stay in Australia with: <ul style="list-style-type: none">• your parent or legal custodian or• a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or• accommodation, support and general welfare arrangements that have been approved by your education provider. Note: You must not change those arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence.
8533	All	You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You must notify your education provider of any change in your residential address within 7 days of the change. You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.
8534	• 570 • 572 • 573 • 574 • 575 Assessment Level 3 and 4 applicants only, where the course duration is 10 months or less.	You are not entitled to be granted a further substantive visa, other than: <ul style="list-style-type: none">• a Student visa with Permission to Work. Note: if you apply for and are granted Permission to Work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8534 <ul style="list-style-type: none">• a further Student Guardian visa or• a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees.
8535	576	You are not entitled to be granted a further substantive visa, other than: <ul style="list-style-type: none">• a Student visa with permission to work Note: if you apply for and are granted permission to work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8535 <ul style="list-style-type: none">• a Student visa that is supported by the sponsoring government agency or• a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.

Visa Conditions and Legal Requirements

Discretionary Conditions

The following table describes the discretionary conditions relating to each subclass that may be attached to a Student visa.

No.	Subclasses	Description
8101	All	<p>You cannot work in Australia.</p> <p>Note: You may apply for a new Student visa with Permission to Work when you have arrived in Australia and commenced your course.</p>
8203	• 573 • 574 • 576	<p>You must not change your course, or your thesis or research topic, unless the department has granted approval.</p>
8204	• 570 • 571 • 572 • 575	<p>You must not undertake or change a course, or a thesis or research topic for a:</p> <ul style="list-style-type: none"> • graduate certificate • graduate diploma • masters degree • doctorate, or • a bridging course required as a prerequisite to a course of study or research for a master degree or a doctorate. <p>unless the department has granted approval.</p>
8303	All	<p>You must not become involved in any activities that are disruptive to, or in violence threaten harm to, the Australian community or a group within the Australian community.</p>
8523	All	<p>Your family unit members must not leave Australia later than you.</p>
8534	All (except 576)	<p>You are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> • a Student visa with Permission to Work <p>Note: if you apply for and are granted Permission to Work, this will change only the work conditions on your student visa, all other conditions will remain the same including 8534</p> <ul style="list-style-type: none"> • a Graduate-Skilled (subclass 497) visa • a further Student Guardian visa, or • a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.</p>
8535	All (except 576)	<p>You are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> • a Student visa with permission to work <p>Note: if you apply for and are granted permission to work, this will change only the work conditions on your student visa, all other conditions will remain the same including 8535</p> <ul style="list-style-type: none"> • a Student visa that is supported by the sponsoring government agency, or • a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.</p>

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

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 2007 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 <http://www.une.edu.au/study/international/policies-and-rules/national-code>

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 International Services 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 International Services.

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 25% 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.

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

However, these will be counted towards your 25% 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 now 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.

If you are thinking about changing your enrolment/units, contact International Services on 02 6773 3192 to make sure you are complying with your Student Visa and the National Code 2007.

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 Service Quality Unit by completing the online form. You can find this form at: <http://www.une.edu.au/current-students/my-course/managing-my-course/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 International Services 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 8: Complaints and Appeals

<http://www.une.edu.au/current-students/support/international-students/une-international/on-campus-assistance-international-services/complaints-and-appeals>

www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD8.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 School, Research Services (for postgraduate research students) and authorised by International Services.

Please note: if you are granted Leave of Absence, you must leave Australia within 28 days. If you are away for more than six months, your visa may be cancelled. Please contact DIBP 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: <http://www.une.edu.au/policies/academic-policies>

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 Service Quality Unit website at: www.une.edu.au/current-students/my-course/managing-my-course/complaints,-compliments-and-feedback

Accommodation





Living on Campus at UNE

Living on campus allows you to enjoy your living and learning experience to the full. Both academically and socially, you are right at the heart of the action. Lectures, library, venues and services such as shopping, banking, hairdressing and medical are all within walking distance.

UNE's residential accommodation consists of 7 colleges and a village of self-contained units. Each college has its own distinct character and traditions and will welcome you into friendly, inclusive and supportive communities. Each residential college calendar is packed full of great activities. There is always something happening, from dress-up trivia nights to barbeques, camps to fundraisers, formal dinners to college balls.

UNE's residential colleges offer over 2000 places, and we recognise that every student is different. Our on campus accommodation includes a range of different options around catering, holiday periods and housing configurations.

During 2014 a new residential college will also open at UNE providing a further choice in independent, self-catered living.

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 on how to apply visit: <http://www.une.edu.au/campus-life/une-accommodation/accommodation>

On Campus Accommodation

The University of New England offers seven residential colleges on campus. All colleges are catered for with meals available on account or included in college fees, as well as regular cleaning and linen services. There are always college staff members available to help you out, and each college also assigns senior students to look after and support you during your time at college.

College accommodation options available on-campus are:

- Austin College
- Drummond and Smith College
- Duval College
- Earle Page College
- Mary White College
- Robb College
- St Alberts College

Austin College

One of the more contemporary colleges, Austin is a college for students who want to get more out of their university experience than just a degree. It is a place that supports and nurtures its residents. Epitomised by genuine, down to earth people, Austin is a responsible and caring environment. For more information about Austin College visit: <http://www.une.edu.au/campus-life/une-accommodation/colleges/austin>

Drummond and Smith College

Drummond & Smith knows how to get the right balance between study, social life and sports. This college community encourages individuality, and is founded on the idea that as a team 'we can get anything and everything done'. For more information about Drummond and Smith College visit: <http://www.une.edu.au/campus-life/une-accommodation/colleges/drummond-and-smith>

Duval College

Duval College has a balanced mix of study, great academic support, cultural activities, social networks, sporting competitions, fundraisers and much more. With a rich history, strong college spirit and a great sense of tradition and loyalty, Duval provides the friendly, supportive and unpressured environment to create successful and well rounded adults. The opportunities for leadership and personal achievement are boundless and we encourage residents to take the reins. For more information about Duval College visit: <http://www.une.edu.au/campus-life/une-accommodation/colleges/duval>

Earle Page College

Earle Page College is known as a vibrant and cultural community. Residents take great pride in presenting an annual musical production and the College also has a choir, enjoys sporting success, and operates a successful annual charity fundraiser. Residents have many opportunities to experience leadership, attend high profile formal dinners and to participate in a broad range of social, cultural and sporting activities throughout the year.

For more information about Earle Page College visit: <http://www.une.edu.au/campus-life/une-accommodation/colleges/earle-page>

Mary White College

Mary White, located on the academic campus, is in the perfect location to take full advantage of the University's academic lifestyle. Mary White is a friendly, non-denominational college for males and females where the individuality of residents is respected and nurtured. The college offers a supportive community that encourages academic excellence, while at the same time providing the opportunity to extend personal talents and interests through social, cultural, sporting and community service activities.

For more information about Mary White College visit: <http://www.une.edu.au/campus-life/une-accommodation/colleges/mary-white>

Robb College

Robb has a proud heritage and a College spirit that is highly prized. Its residents are attracted from both city and country regions and study across all faculties and disciplines of the University. The rural ethos of character, strength and integrity is upheld at Robb, and many opportunities exist for contribution and leadership.

For more information about Robb College visit: <http://www.une.edu.au/campus-life/une-accommodation/colleges/robb>

St Albert's College

St Albert's College is the largest college on campus, boasting a dynamic environment of strong academic and sporting traditions, a broad range of scholarships, great facilities and large rooms. All residents are encouraged to get involved in academic, cultural, social and sporting activities to round out their university experience.

For more information about St Albert's college visit: <http://www.une.edu.au/campus-life/une-accommodation/colleges/st.-alberts>

Wright Village

Wright Village is UNE's first fully self-catered accommodation. Consisting of four, six and eight bedroom units it provides residents with the option to live independently with their peers, while still enjoying the many pastoral care and academic support programs. The environment offers personal development opportunities, similar to those residing in a traditional college and is a multi-cultural environment with great diversity. Residents have the freedom to choose the activities in which they wish to participate. Accommodation is self catered, which means students buy their own groceries and cook their own food. Residents of Wright Village need to supply their own linen, towels, iron, cooking utensils, crockery and cutlery.

For more information about Wright Village visit: <http://www.une.edu.au/campus-life/une-accommodation/colleges/wright-village>

UNE's new college — opening 2014

UNE's latest investment in the residential student experience will comprise more than 200 self-catered living spaces complete with private en-suite bathroom facilities. This development keeps pace with the latest in design for college accommodation and provides students with more modern facilities and a new option in on-campus residential accommodation. All rooms are self-contained with kitchenette facilities to enable you to prepare meals for yourself and en-suite bathrooms. Shared laundries are available to do your own washing. However, in addition to these facilities for independent living, security and support for student welfare, social, sporting and community activities will still be available as at other residential colleges.

For more information visit: <http://www.une.edu.au/campus-life/une-accommodation/colleges/new-college>

Off-Campus Accommodation

Homestay

Homestay provides the opportunity for students to live with an Australian family while they study.

What do I pay?

There are two costs applicable to Homestay provision. The first is a Homestay placement fee, which is non-refundable. This is an application processing fee that includes matching the student with an appropriate Homestay provider. This is payable directly to the University of New England.

The second is the ongoing cost of accommodation and food. It includes the services outlined below as well as transport to and from UNE for each day of class. This is payable directly to the Homestay provider.

What do I get?

Your host family will provide you with the following:

- Your own room with a bed and study facilities
- Access to a bathroom
- Access to a laundry
- 3 meals a day
- Adequate heating
- Inclusion in family activities
- Advice and non financial assistance in transport other than to and from UNE
- Informal help with your English proficiency

For enquiries, please contact the International Services office via www.une.edu.au/askune or go to the Homestay webpage (www.une.edu.au/elc/studytours/homestay.php).

Please note Homestay will only be arranged after arrival in Australia. You must therefore arrange temporary accommodation before requesting Homestay.

Smith House

100 Barney Street Armidale (02) 6772 0652

Smith House is centrally located in Armidale. It caters for long and short term residents and has a sauna, tennis and squash courts. Residents can choose from a variety of room options, with standard features in all rooms including individual phones, individual phone numbers, free broadband internet access, built-in wardrobes, bed (doubles and singles available), desk and chair, bar fridge, television, exchange of bed linen as required. Residents share kitchens and cooking facilities, bathrooms and common living areas which are close by all rooms. The laundry contains coin operated washing machines and dryers and clothes lines outside. For long term students, single rooms are priced from \$150 to \$180 per week and double or twin rooms for two residents who wish to share are \$230 per week. Please note that twin and double rooms are not always available. Prices for short terms are slightly higher.

For more information about Smith House email: office@smithhouse.com.au

Strathlea Student Accommodation

137 Mann St Armidale
Ph: (02) 6771 2673

Strathlea is student accommodation especially set up for international students. Strathlea is comprised of 15 rooms, with shared kitchens, laundry and bathroom facilities. Rooms include double bed, a desk, a fridge, a flat screen TV and cupboards. Wireless internet and off street parking is also available for residents. Strathlea are able to cater for singles, couples as well as parents with children. Residents are also supplied with fresh linen on a weekly basis.

2014 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
www.armidalestudenthouse.com.au

Rental Accommodation

There are always houses and units for rent in Armidale, though 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.une.edu.au/recruit/app_infor/realestate.htm or visit www.une.edu.au/imp. 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 Services UNE website first at www.servicesune.com.au in case they have some suitable accommodation for you.

Guide to Renting in NSW

When you rent a house or unit in NSW you have rights and responsibilities. Below outlines your basic rights and responsibilities as a tenant. For more information you can 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

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.

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.

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.

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

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

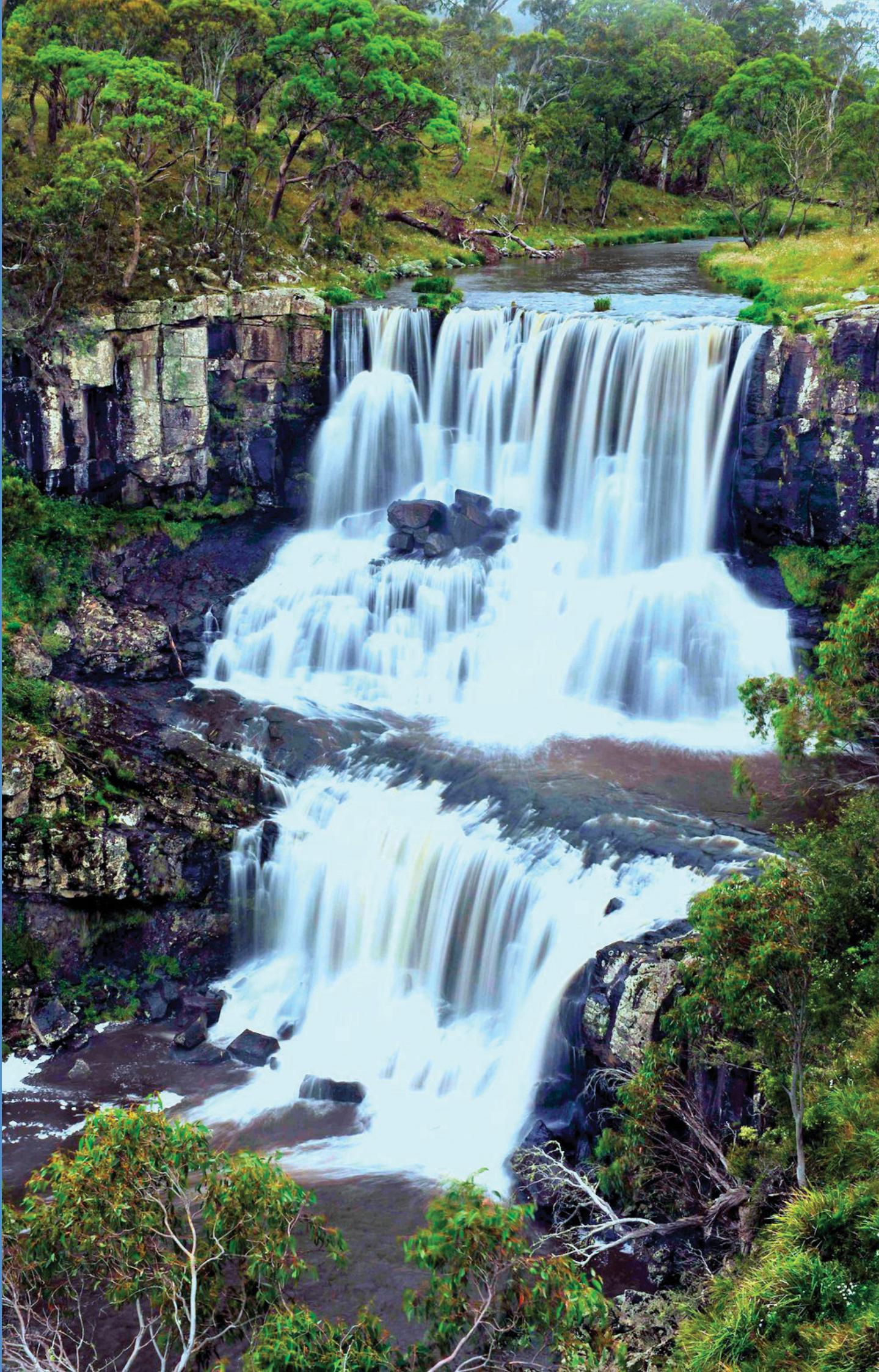
Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. (Warning: Keep all cleaning products out of reach of children and do not mix products!)

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.



Living in Armidale



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 5,000 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 9am, 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.

Entry to interior of homestead by guided tour only (10.30am, 2pm and 3.30pm weekends and public holidays except Christmas Day & Good Friday).

The property is closed for Winter from mid-June until the end of August, except for group bookings and functions which are available year round.

Call into the Visitors Centre for tour times and brochures. Ph: (02) 6772 3616



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

Faulkner 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

Booloominbah

Elm Avenue, UNE. Booloominbah 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. See Dixson Library opening hours in this Handbook. Ph: (02) 6773 2458

Outdoor Activities

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 camping. 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 bushwalkers, 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, please contact the group directly or contact Rev Martin Trotman, Uniting Church Chaplain (6773 2029, stmarks@une.edu.au), if your religion is not mentioned below.

The information below has been provided by the religious groups.

Bahá'í Faith

Contact: Amin Amini (at New England Persian Carpets).

Ph: 6772 7777 or Email: amin.amini@une.edu.au

Buddhist

Contact: Armidale: Pedro Ph 6771 3016 mobile 0438 249 493. Rocky River: Maxine Ph 6778 5038,
Email: release@exemail.com.au

Christian Groups

Anglican—St Mark's uneChurch

Offers a wide ranging Bible-based ministry on campus and welcomes people with any or no religious background. St Mark's uneChurch also runs Playtime twice a week for parents and young children and a range of Growth Groups. Church Services: Saturday 6:00pm, Sunday 9:30am and 6:30pm at the Chapel (next to the Economics, Business & Law building).

Contact: Darrell Parker (Anglican Chaplain to UNE & Senior Minister uneChurch) or visit the Anglican Chaplaincy Office at The Lodge (next door to UNE International) on Booloominbah Drive UNE.

Phone: 6773 2029

Email: unechurch@une.edu.au

Website: www.unechurch.org

Worship and other activities are also available at St Peter's Cathedral, corner Rusden and Dangar Streets, Ph: 6772 2269.

Anglican - Polly Wong

International Students worker

St Peter's Cathedral

Phone: 6772 2269

Email: polly.wong@stpetersarmidale.org.au

Armidale Community Church

Contact: 6771 4162 or Email: admin@aog.asn.au, website: www.aog.asn.au

Armidale Baptist Church

Pastor John Armstrong.

Ph: 6772 3316

Chapel Street (Independent) Baptist Church - Ph: 0417 025 881

Catholic

The Old Lodge, UNE with the entrance to the Catholic Chaplaincy Office through the English Language Centre reception area. Ph: 02 6773 2858.

Contact:

Mr Chris Clancy Email: cclancy5@une.edu.au, Ph: 02 6773 6004 (St Albert's College).

Catholic chapel on campus: St Albert's College, Handel St. Tel. 6773 6004 (Sunday Mass 11.45am February to October).

The Catholic Presbytery and Cathedral. Email: armpresbyt@northnet.com.au, Ph: 02 6772 2218

Churches of Christ

Ph 0412 870 508. Website: www.armidalechurchofchrist.org, Pastor: Andrew East,
Email: pastor@armidalechurchofchrist.org

Christian Outreach Centre

Pastor Stan and Liz Williams Ph: 6771 2500

Church of Jesus Christ of the Latter Day Saints (Mormon)

Contact Ph 6771 2044 (missionaries) or visit www.mormon.org.uk

Congregational Church (see Uniting Church in Australia)

Faith Life Church

Pastor Stephen Fugler

Contact: Ph: 6772 2007; mobile: 0414 518 503;

Email: stephen@faithlifechurch.org.au; www.faithlifechurch.org.au;

Presbyterian Church (see also Uniting Church in Australia)

Rev David Seaman, ph: 6772 3093

Presbyterian Church of Eastern Australia

Rev Peter & Mrs Leanne Smith Ph 6772 1360 [w] 6771 2612 [h], Email: smithpeter@aapt.net.au, or Keith and Jean Dawson Ph 6772 8581

Salvation Army

Contact: Ph: 6772 1184, Fax: 6772 6958 Email: armidale.corps@aue.salvationarmy.org

Seventh Day Adventist

Visit: armidale.adventist.org.au/

Uniting Church in Australia

Armidale Uniting Church Office: 6772 3233 (10am–1pm Monday–Friday),

Email: admin@armidaleunitingchurch.org.au

Hindu

Email [Sandeep Narwal at: snarwal@une.edu.au](mailto:Sandeep.Narwal@une.edu.au)

Muslim (UNE Mosque Management Association) UMMA

Contact: Dr Fakhrul Islam Ph 6773 5151 (work) or 6772 2463 (home) or Email to mosque@une.edu.au or visit our Website: <http://www.une.edu.au/current-students/support/student-services/chaplaincy/chaplaincy-services/muslim@une>

Quakers (The Religious Society of Friends)

Contact: Helen Stokes Ph 6772 6369 or Jane Grown Ph 6772 2980; euwandesia@hotmail.com



Waste and Recycling

Disposing of Waste Correctly

Each household is supplied with four different bins:

140 litre general waste bin with a red lid – collected weekly

240 litre green waste bin with a green lid – collected fortnightly

50 litre recycling crate for plastic, glass and metal – collected weekly

50 litre black recycling crate for paper, cardboard – collected weekly



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

Armidale
 Dumaresq Council

<p>Recycling: Two 50 litre black crates collected weekly, one each for:</p> <p>Paper and Cardboard</p> <ul style="list-style-type: none"> • Newspapers • Office paper • Magazines • Junk mail / brochures • Cartons • Boxes <p>Plastic, Glass and Metal</p> <ul style="list-style-type: none"> • Glass bottles / jars • Plastics 1, 2, 3, 4, 5, 6, 7 • Aluminium cans • Steel cans • Metal bottle tops • Clean aluminium foil • Plastic bags <p>The following items can not be placed in the recycling crate:</p> <ul style="list-style-type: none"> • Food scraps • Garden waste • Soiled or dirty items • Electrical items • Hazardous waste • Tissues • Nappies 	<p>Green Waste: 240 litre bin with green lid collected fortnightly</p> <p>Green Waste</p> <ul style="list-style-type: none"> • Grass Clippings • Branches • Leaves • Flowers and Weeds <p>Not Accepted</p> <ul style="list-style-type: none"> • Rocks • Stumps • Soil • Recyclable items • Household waste • Plastic bags • Nappies 	<p>General Waste: 140 litre bin with red lid collected weekly.</p> <p>This bin is for all waste that cannot be categorised as green waste or recyclable. Hazardous wastes are not permitted for disposal in the general waste bin.</p> <p>Accepted Waste</p> <ul style="list-style-type: none"> • Nappies • Soiled or contaminated items • General household waste • Plastic bags <p>Not Accepted</p> <ul style="list-style-type: none"> • Tyres • Clinical waste (including syringes) • Car batteries • Oil (motor and cooking) • Fluorescent tubes • Any other hazardous waste
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Hazardous Waste

The following hazardous materials have designated disposal sections at the Armidale Waste Management Facility, on Long Swamp Road. These materials must not be mixed with regular waste.

- Car batteries
- Fluorescent tubes
- Motor oil and Motor oil containers
- Chemicals and chemical drums

For information about waste and recycling including collection dates, visit the Armidale Dumaresq Council: www.armidale.nsw.gov.au/environment/9491/18645.html

Phone:
02 6770 3917

Email:
csmith@armidale.nsw.gov.au

Armidale Services

EMERGENCY SERVICES (Dial 000 in an emergency)	
Ambulance Station	Ph: 13 12 33
Police Station	Ph: (02) 6771 0699
NSW Fire Brigade	Ph: (02) 6771 5076
State Emergency Service	Ph: 132 500
Rural Fire Service	Ph: 1800 679 737
COUNCIL SERVICES	
Town Pool Dumaresq Street	Ph: (02) 6770 3531
Town Library	Ph: (02) 6770 8341
Armidale Airport	Ph: (02) 6772 4140
Armidale Dumaresq Council	Ph: (02) 6770 3600
ESSENTIAL SERVICES	
Roads and Marine Services	Ph: 13 22 13
Country Energy	Ph: 13 23 56
ELGAS – Gas Supplier	Ph: 0412 484 846
TELSTRA	Ph: 131 161
Water Connection	Ph: 6770 3600
LAW AND JUSTICE	
Armidale Courthouse	Ph: (02) 6772 2415
North and Northwest Legal Service	Ph: (02) 6772 8100 or 1800 687 687
Solicitors	
APJ Law	Ph: (02) 6776 4500
A W Simpson & Co	Ph: (02) 6772 2467
Gerard C Kelly Solicitors	Ph: (02) 6772 2467
Legal Minds	Ph: (02) 1300 642 166
Liston & Clifton	Ph: (02) 6772 0966
Michael Dennis Solicitors	Ph: (02) 6771 5200
Moin & Associates	Ph: (02) 6772 4899
Rice, More & Gibson	Ph: (02) 6771 5788
Sam Hegney Solicitors	Ph: (02) 6772 2225
S K & Associates	Ph: (02) 6772 9728
Watson, McNamara & Watt	Ph: (02) 6772 5244
Wilson and Co Lawyers	Ph: (02) 6738 9900
SHOPPING CENTRES	
The Armidale Plaza	Ph: (02) 6772 3761
Centro	Ph: (02) 6772 3661
Coles Complex (East End Mall)	Ph: (02) 6771 4777
Hanna's Arcade	Ph: (02) 6772 2323
Girraween Shopping Centre (c/- First National)	Ph: (02) 6772 1277

HOSPITALS	
Armidale Private Hospital	Ph: (02) 6771 4000
Emergency Ward, Armidale Hospital	Ph: (02) 6776 9622 or 6776 9675
Hunter New England Health	Ph: (02) 6776 9500
MEDICAL SERVICES	
Anglican Counselling Centre	Ph: (02) 6772 9753
Armidale Allergy Clinic	Ph: (02) 6772 1844
Armidale Counselling Therapy & Psychological Services	Ph: (02) 6772 3059
Armidale New England Counselling Services	Ph: (02) 6772 0532
Community Health	Ph: (02) 6772 3366
St John's Ambulance	Ph: (02) 6776 9600
Doctors	
Barney Street Medical Practice	Ph: (02) 6772 2233
Faulkner Street Medical Practice	Ph: (02) 6772 2355
Integral Health Armidale	Ph: (02) 6772 5877
Jessie Street Medical Practice	Ph: (02) 6772 5999
Marsh Street Practice	Ph: (02) 6772 5022
Pat Dixon Medical	Ph: (02) 6771 1344
Rusden Street Medical Practice	Ph: (02) 6772 2291
University Medical Centre	Ph: (02) 6773 2916
Westarm Medical Practice	Ph: (02) 6772 2933
HEALTH AND FITNESS	
Anytime Fitness	Ph: (02) 6772 8307
Curves Armidale	Ph: (02) 6772 9273
Feel Good Fitness	Ph: (02) 6772 9711
Healthy Inspirations	Ph: (02) 6771 5001
KAMS Health & Fitness	Ph: 0434 290 548
Mick & Colleen's Fitness Centre	Ph: (02) 6771 2777
DRIVING SCHOOLS	
Aussie Blu Driving School	Ph: (02) 6775 1902
Ben Venue Driving School	Ph: (02) 6772 2463
Mitchell's Driver Training	Ph: (02) 6772 1222
Partridge Driving School	Ph: (02) 6771 1651
DENTAL PRACTITIONERS	
Armidale Dental (Private)	Ph: (02) 6771 5047
Armidale Hospital (Dental Clinic)	Ph: 1300 651 625
Colin Pateman	Ph: (02) 6772 3309
Dewhurst Dental	Ph: (02) 6772 3522
Markham Street Dental Surgery	Ph: (02) 6772 6554
Minto Dental	Ph: (02) 6772 1102
Mobile Dental	Ph: (02) 6772 2447
New England Dental Group	Ph: (02) 6771 2283
Prestige Dental Ceramics	Ph: (02) 6771 1109

CHIROPRACTORS

Armidale Chiropractic Clinic	Ph: (02) 6776 6200
Brett Warden	Ph: (02) 6772 5044
Ivan Botha Chiropractor	Ph: (02) 6771 9616
Walker Family Chiropractic	Ph: (02) 6772 8590

NATURAL THERAPY

Able Bodies Massage and Acupuncture	Ph: (02) 6771 3469
Armidale Purely Natural Therapist	Ph: (02) 6772 4674
Be Well Natural Medicine Clinic	Ph: (02) 6772 2153
Enlightenment Centre	Ph: (02) 6771 4340
Inner Path	Ph: (02) 6772 3894
Michael Pampel	Ph: (02) 6772 5967
Tony Bennett Acupuncturist	Ph: (02) 6771 3964

HEALTH FOOD STORES

Grassroots Eco Store	Ph: (02) 6771 4406
Monk's Health Food	Ph: (02) 6772 6176
New England Food for Thought	Ph: (02) 6772 9166

SUPPORT SERVICES, HOUSING and COUNSELLING

Alcoholics Anonymous	Ph: (02) 6771 4445
Armidale Women's Shelter	Ph: (02) 6772 5352
Breast Screen NSW	Ph: 13 20 50
Child Support Agency	Ph: 13 12 72
Child Sexual Assault Counselling Service	Ph: (02) 6772 9973
Family Support Services	Ph: (02) 6772 7243
St Vincent De Paul	Ph: (02) 6772 1492

TRAVEL

Countrylink Rail	Ph: (02) 6774 8630
Flight Centre	Ph: 1300 514 701
Harvey World Travel	Ph: 1300 755 332
New England Travel	Ph: (02) 6772 1722

COACHES/BUSES & TAXIS

Greyhound	Ph: 1300 473 946
Edwards Coaches	Ph: (02) 6772 3116
Armidale Coaches	Ph: (02) 6772 0242
Armidale Radio Taxis	Ph: 131 008
Countrylink Buses	Ph: (02) 6772 7623

CHEMIST (or PHARMACY)

Armidale Amcal Chemist	Ph: (02) 6772 2317
David Hodgson Chemist	Ph: (02) 6771 1234
Good Price Pharmacy	Ph: (02) 6772 3331
Priceline Pharmacy	Ph: (02) 6772 3327
Mount View Pharmacy	Ph: (02) 6772 7577
Terry White Chemist	Ph: (02) 6772 7557

SECOND HAND CLOTHES/FURNITURE/BOOKS	
Salvation Army Red Shield Store	Ph: (02) 6772 8319 or 6771 1632
St Vincent De Paul	Ph: (02) 6772 4475
Armidale Second Hand Bargains	Ph: (02) 6772 6044
R & V's Furniture	Ph: (02) 6772 6133
New England Building Recyclers	Ph: (02) 6771 4711
Top Shelf Books	Ph: (02) 6771 1079
Boobooks	Ph: (02) 6771 2994
PLACES OF WORSHIP	
Armidale Buddhist Society	Ph: (02) 6771 3016 or 0438 249 493
Armidale Community Church	Ph: (02) 6771 4162
Baha'i Community	Ph: (02) 6772 7777
Baptist Church	Ph: (02) 6772 3316
Christian Outreach Centre	Ph: (02) 6771 2500
Church of Christ	Ph: (02) 6772 2784
Church of Jesus Christ of Latter Day Saints Chapel	Ph: (02) 6771 2044
Jehovah witnesses	Ph: (02) 6772 3447 or 6772 8269
Mosque	Ph: (02) 6773 6456
Peace Prayer Place/Shalom	Ph: (02) 6772 1257 or 0407 324 402
Pontifical Mission Societies	Ph: (02) 6772 7412
Presbyterian Church	Ph: (02) 6772 3093 or 6772 2305
Presbyterian Church of Eastern Australia	Ph: (02) 6772 1360
Salvation Army Church	Ph: (02) 6772 1184
Scripture Union North West	Ph: (02) 6771 5330
Seventh Day Adventist	Ph: (02) 6772 3261
St Mary's Chapel & St Mary's Cathedral	Ph: (02) 6772 2218
St Peter's Cathedral	Ph: (02) 6772 2269
St Mark's UNE Chapel	Ph: (02) 6773 2029 or 6772 4339
Uniting Church in Australia	Ph: (02) 6772 3233
REAL ESTATE AGENTS	
Armidale First National	Ph: (02) 6772 1277
Century 21 Harpers Real Estate	Ph: (02) 6771 3277
Elders	Ph: (02) 6772 7500
Hutchinson and Harlow	Ph: (02) 6773 5333
Jackson Livestock and Property	Ph: (02) 6779 1777
Kurt Eggert Real Estate	Ph: (02) 6772 6626
LJ Hooker	Ph: (02) 6772 7444
New England Town and Country	Ph: (02) 6772 2111
Professionals	Ph: (02) 6772 4549
Raine and Horne	Ph: (02) 6772 0003
Ray White Armidale	Ph: (02) 6772 4411
Ray White Rural	Ph: (02) 6772 1125
Richardson and Wrench	Ph: (02) 6771 1776
Uphill and Schaefer	Ph: (02) 6772 1200

EDUCATION

Government Primary and Secondary

Armidale City Public School	Ph: (02) 6772 3420
Ben Venue Public School	Ph: (02) 6772 4263
Drummond Memorial School	Ph: (02) 6772 3736
Kelly's Plains	Ph: (02) 6775 1253
Martin's Gully	Ph: (02) 6772 3314
Newling Public School	Ph: (02) 6772 1488
Sandon Primary	Ph: (02) 6772 3349
Armidale High School	Ph: (02) 6776 7466
Duval High School	Ph: (02) 6772 1266

Non-Government Primary and Secondary

Minimbah Primary School	Ph: (02) 6772 4853
Waldorf – Steiner Education	Ph: (02) 6772 8876 or 6772 0028
The Armidale School (TAS)	Ph: (02) 6776 5800
New England Girls School (NEGS)	Ph: (02) 6774 8700
St John's Junior School (NEGS)	Ph: (02) 6774 8723
Presbyterian Ladies College (PLC)	Ph: (02) 6770 1700

Catholic Primary and Secondary

O'Connor Catholic College	Ph: (02) 6772 1666
St Mary's Primary School	Ph: (02) 6772 4441

Preschools and Child Care Centres

Adventureland Preschool	Ph: (02) 6772 7927
Armidale and District Family Day Care	Ph: (02) 6772 5300
Armidale Community Preschool	Ph: (02) 6772 2695
Armidale Montessori	Ph: (02) 6772 3628
Boongaiai Preschool	Ph: (02) 6772 0028
Drummond Park Preschool	Ph: (02) 6772 5566
Galloway Children's Centre	Ph: (02) 6772 8600
Hobbit Preschool	Ph: (02) 6772 4746
Little Bear	Ph: (02) 6772 1651
Kurrawatha	Ph: (02) 6771 2399
Minimbah Aboriginal Preschool	Ph: (02) 6772 4853
St Peter's Preschool	Ph: (02) 6772 4421
TG's (was ABC)	Ph: (02) 6772 7810
Tiny Town	Ph: (02) 6771 4373
Yarm Gwanga	Ph: (02) 6773 3173

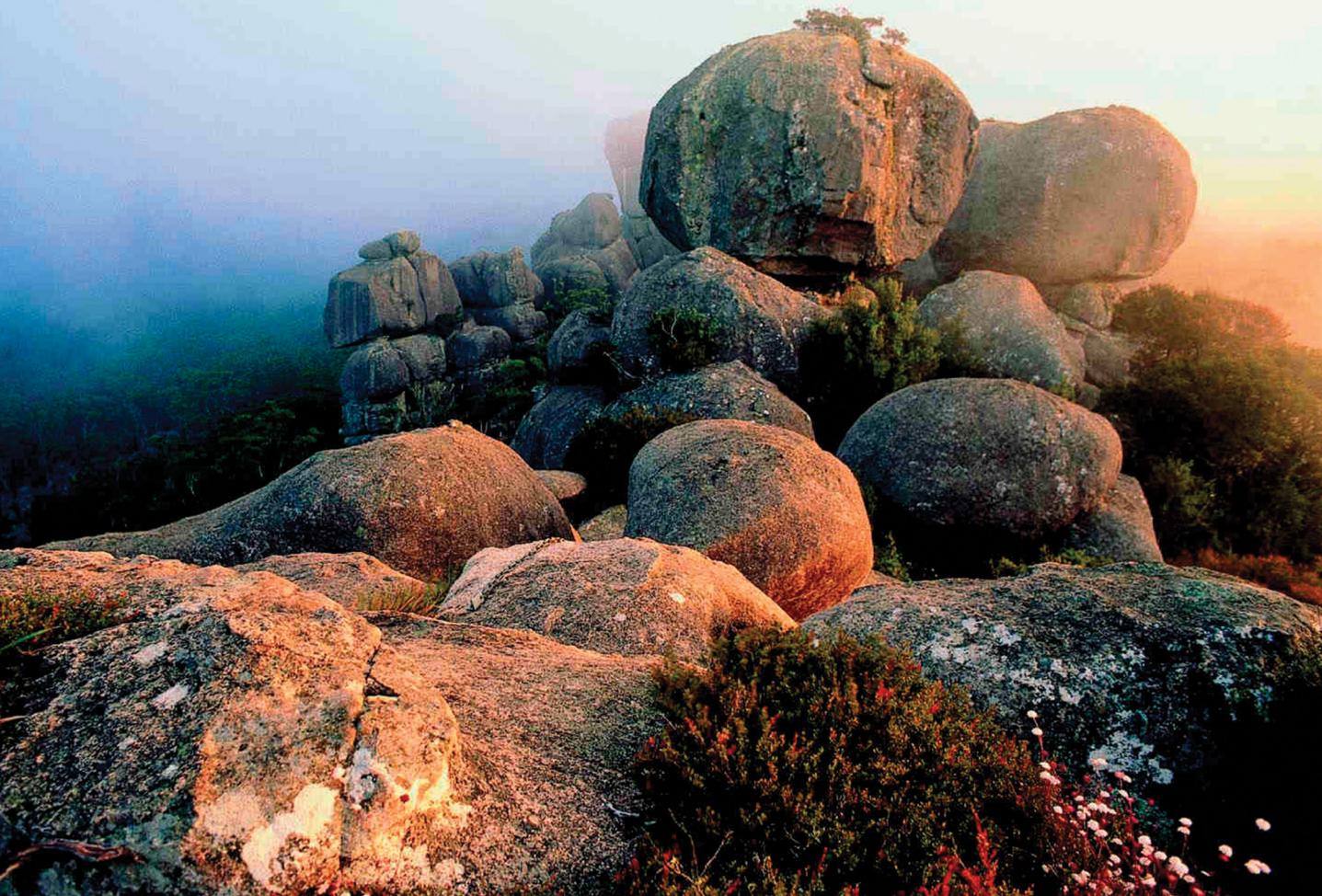
Play Groups

Baptist Chuch ADBC Tots	Ph: (02) 6778 1323
Boongaiai Play group	Ph: (02) 6772 8876
Gubi Guban Children's mobile Play group	Ph: 0428 723 120
Mini Muzos	Ph: 0402 387 895
Railway Group (NEGS)	Ph: (02) 6772 5663
St Mark's Playtime	Ph: (02) 6772 6794 or 6772 3306
St Mary's Play group	Ph: (02) 6772 0737
St Peter's Play Day	Ph: (02) 6772 2269
Storytime in the Library	Ph: (02) 6770 3636
Supported Playgroup Drummond	Ph: (02) 6772 7243
Tadpoles	Ph: (02) 6772 4710
Tafe Play Session	Ph: (02) 6773 7728

SPORT AND RECREATION	
Armidale Field Archers Dennis & Margaret Carson	Ph: (02) 6772 1029
Armidale Athletic Club Robert Herd	Ph: (02) 6770 1808
Little Athletics Association Mr Gallen	Ph: (02) 6772 8380
Armidale Basketball Association Dr M Knox	Ph: (02) 6776 1440
Armidale Women's Bowling Club Joan Green	Ph: (02) 6772 5142
Armidale & District Bowling Club	Ph: (02) 6772 5666
Armidale Ex-Services Bowling Club	Ph: (02) 6772 0777
Ten Pin Bowling Indoor Sport & Rec Centre	Ph: (02) 6776 0800
Armidale Camp Draft Club	Ph: (02) 6773 7288
Armidale & District Cricket Assoc. Mike Porter	Ph: (02) 6770 3562
Armidale & District Junior Cricket Assoc. Ian Brown	Ph: (02) 6772 5199
Indoor Cricket Indoor Sport & Rec Centre	Ph: (02) 6772 8099
Armidale Cycling Club	Ph: (02) 6770 3555
New England Bicycle Users Group Andrew Pearson	Ph: (02) 6771 2360
Armidale Horse & Pony Club Alison Kelly	Ph: (02) 6775 2286
Armidale Jockey Club Jim Dedes	Ph: (02) 6772 3102
Equestrian Centre Management Committee K. Duve	Ph: (02) 6775 1244
Harlow Park Horse Riding	Ph: (02) 6778 4631
New England Show Jumping Council Elsa Willis	Ph: (02) 6775 3823
"Kestrel" Horse Riding	Ph: (02) 6775 0148
Armidale City United Rugby Club Greg Jones	Ph: (02) 6773 2654
Armidale Football Club	Ph: (02) 6772 8139
Armidale Old Boys Rugby Union Club Gary Osborne	Ph: (02) 6772 7524
Armidale Rugby League Group 19	Ph: (02) 6771 1246
Armidale Touch Assoc.	Ph: (02) 6771 1263
Armidale Golf Club	Ph: (02) 6772 5837
Curves 113 Faulkner St	Ph: (02) 6772 9237
Feel Good Fitness	Ph: (02) 6772 9711
KAMS Health & Fitness	Ph: (02) 6772 2909
Mick & Col's Fitness Centre Upstairs, Wicklow Building	Ph: (02) 6771 2777 or 0408 699 917
Star Systems Gym	Ph: (02) 6772 7433
Armidale City Gymnastics Club Inc Mr W. O'Hara	Ph: (02) 6771 1350
Armidale Physical Culture Club Lorna Patton	Ph: (02) 6772 7247
City Hockey Club Denise Ruurda	Ph: (02) 6772 6253
Indoor Hockey Indoor Sport & Rec Centre	Ph: (02) 6772 8099
Hockey New England Cheryl Chant	Ph: (02) 6771 1200
Lovelock's Gym – Muay Thai, Self-defence & Fitness	Ph: 0400 013 077
New England Martial Arts Centre Tony Kelly	Ph: (02) 6771 1003
Zen Bu Kan Kempo Karate Gary Taylor	Ph: (02) 6775 1188
New England Model Aircraft Club Hutton Oddy	Ph: (02) 6775 3940
Armidale Motor Cycle Club Rob Sewell	Ph: (02) 6772 1277
Armidale & District Netball Assoc Joanne Commens	Ph: (02) 6770 3578
Indoor Netball Indoor Sport & Rec Centre	Ph: (02) 6772 8099
Northern Tablelands Orienteering Club Terry Cook	Ph: (02) 6773 2843
Armidale Sport & Rec Centre	Ph: (02) 6772 8099
Armidale Rowing Club J & S Sypkens	Ph: (02) 6772 3763
Rowing Australia	Ph: 0417 771 998
New England Sailing Club Chris Wilford	Ph: (02) 6775 0176
Armidale Pistol Club Inc	Ph: (02) 6771 1275

Armidale Rifle Club	Ph: (02) 6778 1137
Armidale District Soccer Assoc Phil Wheaton	Ph: (02) 6772 3259
Demon Knights Soccer Club	Ph: (02) 6772 7461
Indoor Soccer Sport & Rec Centre	Ph: (02) 6772 8099
Norths United Soccer Club	Ph: (02) 6772 1367
Armidale Connections Sports Club R. Burling	Ph: (02) 6772 2362
Northern Inland Academy of Sport (NIAS)	Ph: (02) 6772 6699
Primary School Sporting Assoc Judy Dooley	Ph: (02) 6772 3087
Sports UNE	Ph: (02) 6773 3856
University of New England Sports Union	Ph: (02) 6773 2783
WEIRI Club (Armidale & New England)	Ph: (02) 6772 7461
Wheelchair Sports Armidale Assoc Steve Austin	Ph: (02) 6772 7392
Amateur Swimming Club Tony Marsden	Ph: (02) 6775 5558
Royal Life Saving Society Sub Branch Peter Dooley	Ph: (02) 6772 7466
TAS Swim School	Ph: (02) 6773 8268
Harwood Swim School	Ph: (02) 6772 6500
Penguin Swimming Club	Ph: (02) 6772 6500
Monckton Aquatic Centre	Ph: (02) 6770 3531
Armidale & District Table Tennis Club Pat Urbonas	Ph: (02) 6771 2293
Armidale Tennis Club Sue McLennan	Ph: (02) 6771 4637
Eastwood Tennis Club Bob Brown	Ph: (02) 6770 2116
North Armidale Tennis Club B. Schaefer	Ph: (02) 6772 1268
Amblers Walking Group Shirley Hardaker	Ph: (02) 6772 1159
Armidale Bushwalking Club David Lawrence	Ph: (02) 6775 3164
National Parks Assoc John Davidson	Ph: (02) 6772 1296
Satyananda Yoga Shakti	Ph: (02) 6775 2131
CULTURAL ACTIVITIES	
Art Galleries	
Gallery 126	Ph: (02) 6771 1859
New England Art Society	Ph: (02) 6772 9993
New England Regional Art Museum	Ph: (02) 6772 5255
Aboriginal Cultural Centre & Keeping Place	Ph: (02) 6771 3606
Community Groups	
Armidale Family History Group	Ph: (02) 6775 2324
Girl Guides Australia	Ph: 0421 318 939
New England Friendship Group	Ph: (02) 6771 1237
Christine Hunt	Ph: (02) 6772 6105
New England Colonial Living History Group	Ph: (02) 6775 5292
Scouts Armidale	Ph: (02) 6772 7015
Dance	
Armidale Eights Square Dance Club	Ph: (02) 6775 1707
Australia Dance Enterprises	Ph: (02) 6775 8371 or 0402 616 984
Dance Academy	Ph: (02) 6772 8220
Highlander Dancing	Ph: (02) 6772 4210
Honky Tonk Line Dance	Ph: (02) 6771 1401
The Dance Studio Faulkner Street	Ph: (02) 6772 1470
Tutu, Tap and Turn Dance Studio	Ph: (02) 6772 6417
Drama & Acting	
Armidale District Musical Society	Ph: (02) 6772 2512
Armidale Play House	Ph: (02) 6772 5889
Regional Centre for Music and Drama	Ph: (02) 6773 2177

Music	
Armidale & District Musical Society	Ph: (02) 6776 9840
Armidale Choral Society Inc	Ph: (02) 6772 0450
Armidale City Band	Ph: (02) 6771 3128
Armidale Pipe Band	Ph: (02) 6772 0329 or 6772 7432
Armidale String Quartet	Ph: (02) 6772 1124
Armidale Symphony Orchestra	Ph: (02) 6773 5010
Armidale Wind Ensemble	Ph: 0414 500 390
Armidale Youth Orchestra	Ph: (02) 6771 1725
Camerata Recorder Group	Ph: (02) 6772 7976
Cello Choir	Ph: 0419 255 236
Jazz Pump	Ph: (02) 6772 6325
New England Conservatorium of Music	Ph: (02) 6772 7203
Ribatutta Recorder Group	Ph: 0417 657 411
ELECTRICIANS	
Armitage and Chadd Electrical	Ph: (02) 6772 6480
Barry Ward Electrical	Ph: 0441 776 655
Brett Campbell Electrical	Ph: (02) 6772 7698
Graham Spooner Armidale	Ph: 0418 402 440
Jeffery Pearson and Yeomans	Ph: (02) 6772 2852
P Tracey Electrical Pty.Ltd.	Ph: (02) 6772 5957
Sean Walker Electrician	Ph: 0428 415 191
Solar and Electric Solutions	Ph/Fax: (02) 6772 4198 or 0409 206 824
Steve Howard Electrical "Jomit" Lot 3	Ph: 0412 438 697
Electricians Company	Ph: (02) 6771 4007 or 0204 093 307
TJ and K M Ker-David 15 Birch Crescent	Ph: 0408 277 828
Vince Williams Electrical	Ph: (02) 6772 9480 or 0409 442 503
PLUMBERS	
Armidale Newline Plumbing	Ph: (02) 6772 5900
Brad Williams Plumbing	Ph: 0415 248 246
Damien McCann	Ph: (02) 6772 1298
Eastall Graeme Plumbing	Ph: (02) 6771 2335
GW & JM Roach	Ph: (02) 6772 6340
Ian Hamilton	Ph: (02) 6775 1388 or 0427 751 388
Inglis Plumbing Pty Ltd	Ph: 0408 669 986
Lindsay Snell Plumbing	Ph: (02) 6772 9694 or 0412 295 685
Michael Saint Plumbing Emergency Service	Ph: (02) 6771 3824 or 0438 713 924
PA & PC Williams	Ph: 0408 668 958
Pete's Gas & Plumbing Pty Ltd	Ph: 0412 484 846
Peter Fittler	Ph: (02) 6771 1240
Rabbit Plumbing	Ph: (02) 6772 2170
Rick Mickerts	Ph: (02) 6775 3168
RMX Plumbing	Ph: (02) 6775 3168
Shumacher Plumbing	Ph: (02) 6772 1046
Steve Fittler	Ph: (02) 6772 7866
Tony Hoskins Plumbing	Ph: (02) 6772 7711
WASTE DISPOSAL	
J.R Richards Waste Services	Ph: 0418 654 942
Ridley Mini Skips P/L PO Box W84	Ph: 0417 258 594



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 International Services, Student Assist or the Chaplaincy for help.

Phoning Home

Home Phone (Landline)

You can arrange connection through any of the Australian phone companies, eg Telstra, Optus, Primus Telecom, AAPT, IINET, SOUL, Westnet, Dodo, Spin, TPG.

There are many companies offering a range of 'phone plans' and prices. It is a good idea to 'shop around' to compare prices and conditions. However, as a guide you can expect to pay some or all of the charges listed below:

Connection Fee: \$60 fee if the phone line exists and phone handset is at the property, otherwise a \$210 connection/reconnection of phone line.

Call charges: From a home phone, local calls range from 18c to 30c per call (unlimited time), from public phones calls cost 50c. STD (long distance) and ISD (international) calls vary considerably from company to company.

Other charges and billing: A standard handset is approximately \$30.00, with a monthly rental charge of \$3.00. Monthly rental of the phone line is around \$18.50.

Bills will be posted to you on a monthly basis. They will itemise STD & ISD calls and will include information about how to pay them.

Pre-paid Mobile Phone Services

For students pre-paid mobile phone services are a good alternative to mobile phone contracts in the short-term. When you buy a pre-paid mobile phone service you must give certain information to the mobile phone service provider before you can use your phone. You must show either one of the Category A documents listed OR two of the listed Category B documents. These documents must be current.

Category A

- current student card issued by UNE
- licence or permit issued under Commonwealth, State or Territory law - for example, a driver's licence
- passport
- birth certificate

Category B

- credit, debit or ATM card (with your name and signature)
- passbook from a bank issued in your name
- recent fixed network telephone bill issued in the last 12 months showing the name and address you have given the service provider
- local council rates statement issued in the last 12 months showing the name and address you have given the service provider

(www.acma.gov.au)

Mobile Phone Contracts

Mobile phone service contracts are of a specified length, usually between 12 and 36 months. During this period you will receive connection to a network and, in many cases, the use of a handset and a certain number of free calls or text messages per month. It is important to think about how and when you will use your mobile before signing a contract. Other important things to ask before you make your choice include:

- Can I meet the expected costs for the period of the contract?
- Are there charges for ending my contract earlier?
- Can I alter my contract if required?
- Does the contract include a handset or do I have to provide my own?
- What are the call rates once I exceed the \$ value in my contract?

For more information on mobile phone contracts go to: www.acma.gov.au

NB: All prices quoted are subject to change.

Public Telephones

Australia has an extensive 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: <http://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.



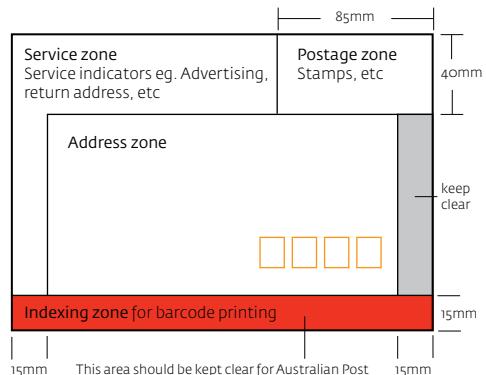
Small Letters

The cost of posting a small letter for distribution in Australia is an AU\$0.60 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



Please find relevant information in your language:
www.studyinaustralia.gov.au/en/Living-in-Australia/Living

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 \$400 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 accepted at Australia's leading retailers, including McDonald's, 7-11, JB Hi-Fi, Bunnings and Caltex.

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 International Services.

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.



Please find relevant information in your language:
www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters

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 <http://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/en/Study-Costs/working

Example Resume

John Smith 5 Armidale St Armidale NSW, 2350 02 1234 5678 John.smith@une.edu.au	Education 2008 - Current Bachelor of Geoscience University of New England, Armidale, NSW Distinction/Average
	Key skills <u>Communication:</u> My involvement in team sports for some years now has taught me the values of teamwork and has improved my leadership skills out of site particularly after being a senior member of a team. It has reinforced the importance of a positive attitude in order to be successful not just as an individual but as a team. <u>Interpersonal:</u> Team sports and helping to organize functions as developed my communication skills and in turn my interpersonal skills need to communicate with other people. <u>Teamwork:</u> While completing my degree in Agribusiness I have acquired up written and oral communication skills while carrying out various presentations and group tasks. These academic skills, along with various work placements on farming properties around the state, have given me the skills to work in a team. <u>IT Skills:</u> I am competent in Microsoft Office, Statistical programming, Social media sites, general overall confidence in IT operations.
	Professional experience Previous work experience in Laos on a coal exploration project mapping outcrop, using GPS, practising OHS, updating base map and entering data into GIS.
	Employment History October 2010 – November 2010, Geologist (work experience), Phongsack Group, Salavan, Lao PDR Mapping outcrop, taking dip/strike and GPS coordinates Updating base map and reporting to exploration manager Practicing OHS, completing take 5's and toolbox talks Working in a multicultural team
	February 2009 – Current, Relief Customer Service Officer, Hunter Water Corporation, Honeysuckle, NSW Processing of applications for water and sewer services Assessment and stamping of development planning Processing of applications for development services Use of GIS for location of HNC assets

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:

<http://www.fairwork.gov.au/PAY/FINDING-THE-RIGHT-PAY/Pages/default.aspx>

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.



Please find relevant information in your language:
www.englishaustralia.com.au/

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 (DIBP) or have a valid overseas student visa. You must be allowed to remain here indefinitely, and in Australia when you lodge your application.

<http://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 DIBP'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 barbecue
Bloke:	a male
Bogan:	a loud, obnoxious, socially inept Australian
Bomb:	an old car
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:	volkswagen
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.nswtrainlink.info/

Bus: www.greyhound.com.au

Plane: www.qantas.com.au / (Sydney only)

Travelling to Brisbane, Toowoomba, Coffs Harbour, Kempsey, Port Macquarie and Tamworth

New England Coaches operates coach services to and from Tamworth, Coffs Harbour, Port Macquarie, Toowoomba and Brisbane as well as all places in between.

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 or our facebook page.

Armidale to Brisbane: Monday, Wednesday, Friday

Depart

UNE Elm Ave	7:45am
Armidale Tourist Info	8:10am
Tamworth	6:30am
Coffs Harbour	11:00am

Armidale to Port Macquarie: Monday, Wednesday, Friday

Depart

UNE Elm Ave	7:45am
Armidale Tourist Info	8:10am
Tamworth	6:30am
Coffs Harbour	11:10am

FOR FURTHER INFORMATION , BOOKINGS AND ENQUIRIES

PHONE: **02 6732 1051**

FAX: **02 6732 1052**

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:

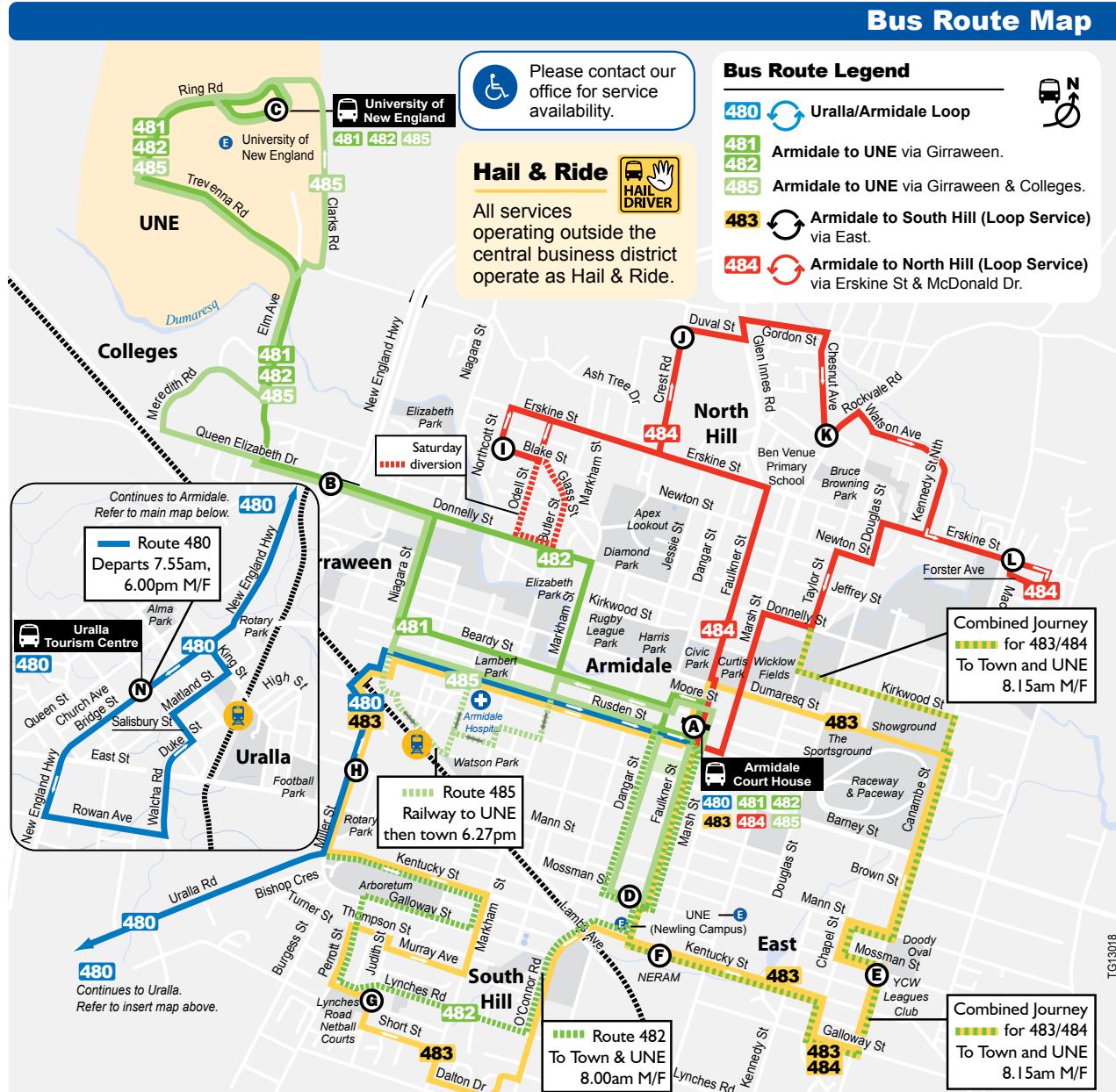
TAXI SERVICE: 131 008

Edwards Buses runs several local services around Armidale, bus routes and timetables can be found in the back of this book. The cost between UNE and Armidale city centre is \$2.50 in exact change, although a smart card can be purchased for multiple trips, with a discounted fare with card recharges.

A bus route map and timetable for 2014 can be found on the following page.

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.

Bus Route Map



East & South 483

Monday to Friday

Route	Court-house	YCW	Neram	Netball Courts	Cnr Main & Miller St	Court-house
	A	E	F	G	H	A
483 am	7.55	B	8.25	8.27
483 am	9.15	9.19	9.21	9.25	9.35	9.40
483 am	11.15	11.19	11.21	11.25	11.35	11.40
483 pm	1.15	1.19	1.21	1.25	1.35	1.40
483 pm	3.45	3.49	3.52	4.00	4.05	4.10
483 pm	4.50	4.55	4.57	5.00	5.05	5.10
Saturday						
483 am	9.15	9.19	9.21	9.25	9.30	9.40
483 pm	12.15	12.19	12.21	12.25	12.30	12.40

North 484

Monday to Friday

Route	Court-house	Blake St	Duval HS	Mount View	McDonald Dr	Court-house
	A	I	J	K	L	A
484 am	7.55	B	8.00	8.08	8.09	8.14
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	2.40
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

483/484 Explanations:

B - Bus is the 483/484 combined service and does not go to South Hill, check timetable for details.

Important Note:

Saturdays the 484 North Bus will travel around Autumn Lodge.
Check map and timetable for details.



Health

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. See the list of Armidale GPs in the Armidale Services section of this Handbook - page 58.

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.

What Do I Do If I'm Sick?

Medical Services

Choose a doctor from the list of medical facilities in this handbook or use 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\$30.70 ("2008 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 <http://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.immi.gov.au or phone 131 450

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 (DIBP) 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 International Services 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 DIBP, you are no longer eligible for OSHC.



International Students and their dependents are required to purchase private health insurance, Overseas Student Health Cover (OSHC) is 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: <http://www.bupa.com.au/health-insurance/cover/oshc>

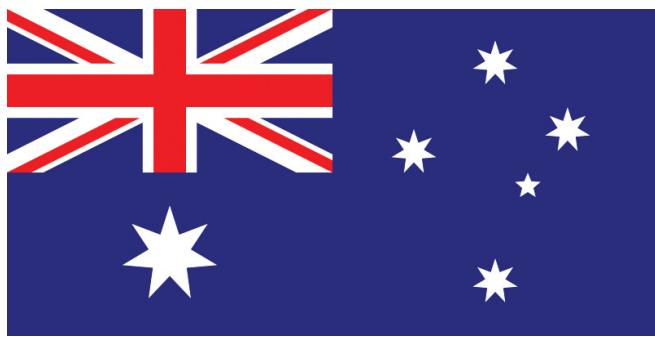
Cover for the student and all dependents for the entire length of the student visa must be arranged prior to the student visa being granted. Students should note that it is a condition of their student visa to maintain the currency of their OSHC for the duration of their visa.

Australia

National Day: 26 January

International Dialling Code: 61

Flag:



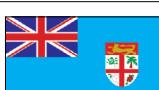
Countries and Embassies

Country and Nearest Embassy/Consulate Contact	National Day	International Dialling Code
Afghanistan Tel: (02) 6282 6034, 6282 7377 Fax: (02) 6282 7322 Email: admin@afghanembassy.net Web: www.afghanembassy.net	 19th August	93
Algeria Tel: (02) 6286 7355, 6286 7818 Fax: (02) 6286 7037 Email: info@algeriaemb.org.au Web: www.algeriaemb.org.au	 1st November	213
Antigua and Barbuda Tel: +61 2 6270 6666 Fax: +61 2 6273 3236 Email: bhc.canberra@britaus.net Web: http://ukinaustralia.fco.gov.uk/en/	 1st November	1268
Argentina Tel: (02) 9262 2933 Fax: (02) 9262 3998 Email: info@argentinasydney.org.au Web: www.argentina.org.au	 9th July 25th May	54
Austria Tel: (02) 9251 3366 Fax: (02) 9251 1038 Email: consulate.sydney@advantageaustria.org Web: www.austria.org.au	 26th October	43
Bangladesh Tel: (02) 9797 1605 Fax: (02) 9797 1057 Email: ak@bufori.com Web: www.bhcanberra.com	 26th March	880
Barbados Tel: (1 613) 236 9517, 236 9518 Fax: (1 613) 230 4362 Email: ottawa@foreign.gov.bb Web: http://www.foreign.gov.bb/	 30th November	1246
Belgium Tel: (02) 9968 2712, 0411 360 372 Fax: (02) 6273 3392 Email: belconsul.sydney@gmail.com Web: www.diplomatie.be/canberra	 21st July	32
Benin Tel: (81 3) 5229 7232 Fax: (81 3) 5229 2838 Email: ambabenjapan@gmail.com Web: www.beninembassy.jp	 1st August	229
Bhutan Tel: (02) 9394 3113 Fax: (02) 9746 9071 Email: bhutan@harrisfarm.com.au	 17th December	975
Bosnia and Herzegovina Tel: 0419 400 980 Fax: (02) 9299 5054 Email: chris.may@wooshka.net consular@bih.org.au Web: www.bih.org.au	 1st March 25th November	387
Botswana Tel: (02) 8249 4428 Fax: (02) 8249 4001 Email: ian@daymond.com.au Web: botswanahighcom.org.au/	 30th September	267

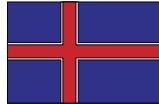
Countries and Embassies

Country and Nearest Embassy/Consulate Contact	National Day	International Dialling Code
Brazil Tel: (02) 9267 4414 Fax: (02) 9267 4419 Email: info@brazilsydney.org Web: www.sydney.itamaraty.gov.br/pt-br/	 7th September	55
Brunei Darussalam Tel: (02) 6285 4500, 6285 4501, 6285 4503 Fax: (02) 6285 4545 Email: bruneihc@brunei.org.au consular@brunei.org.au students@brunei.org.au Web: www.brunei.org.au	 23rd February	673
Bulgaria Tel: (02) 6286 9711 Fax: (02) 6286 9600 Email: embassy@bulgaria.org.au Web: www.mfa.bg/embassies/australia	 3rd March	359
Cameroon Tel: (02) 9989 8414 Fax: (02) 9989 8416 Email: inquiries@cameroonconsul.com Web: www.cameroonconsul.com	 20th May	237
Cambodia Tel: (02) 6273 1154, 6273 1259 Fax: (02) 6273 1053 Email: cambodianembassy@ozemail.com.au Web: www.embassyofcambodia.org.nz/au.htm	 9th November	855
Canada Tel: (02) 9364 3000 Fax: (02) 9364 3098 Email: sydney@international.gc.ca Web: www.australia.gc.ca	 1st July	1
Chile Tel: (02) 9299 2533, (02) 9299 2862 Fax: (02) 9299 2868 Email: cgsydney@optusnet.com.au consulado@chile.net.au Web: www.embachile-australia.com	 18th September	56
China Tel: (02) 8595 8012 Fax: (02) 8595 8011 Email: chinaconsul_syd_au@mfa.gov.cn Web: http://sydney.china-consulate.org	 1st October	86
Colombia Tel: (02) 9955 0311 Fax: (02) 9922 5597 Email: consulateofcolombia@tpg.com.au Website: www.consuladodecolombiasydney.org.au	 20th July	57
Cote d'Ivoire Cote d'Ivoire is not represented in Australia. Contact: Ghana Embassy Tel: (02) 6290 2110 OR 6286 7275 Fax: (02) 6290 2115 Email: gh57391@bigpond.net.au Web: www.ghanahighcom.org.au	 7th August	225
Croatia Tel: (02) 9299 8899 Fax: (02) 9299 8855 Email: crocons.sydney@mvpei.hr	 25th June	385

Countries and Embassies

Country and Nearest Embassy/Consulate Contact		National Day	International Dialling Code
Cyprus Tel: (02) 6281 0832 Fax: (02) 6281 0860 Email: info@cyprus.org.au Web: www.mfa.gov.cy/highcomcanberra		1st October	357
Czech Republic Tel: (02) 9581 0111 Fax: (02) 9371 9635 Email: sydney@embassy.mzv.cz Web: www.mzv.cz/canberra		28th October	420
Denmark Tel: (02) 9247 2224 Fax: (02) 9251 7504 Email: sydgkl@um.dk Web: www.oceanien.um.dk		5th June	45
Djibouti Tel: (81 3) 5704 0682 Fax: (81 3) 5725 8305 Email: djibouti@fine.ocn.ne.jp Web: www.djiboutiembassy.jp		27th June	253
Dominican Republic Tel: (02) 4620 3247, 0405 223 908 Fax: (02) 4620 3115 Email: greg.teal@uws.edu.au		27th February 16th August	1809
Ecuador Tel: (02) 9233 3858 Fax: (02) 9233 3673 Email: consul@ecuador-au.org Website: www.ecuador-au.org		10th August	593
Egypt Tel: (02) 9281 4844 Fax: (02) 9281 4344 Email: info@egypt.org.au Web: www.egypt.org.au		23rd July 6th October	20
El Salvador Tel: (03) 9686 9151 Fax: (03) 9686 5994 Email: cmelbourne@rree.gob.sv		15th September	503
Eritrea Tel: (03) 9318 3300, 9318 1303 Fax: (03) 9318 3344 Email: eritrean.consulate@gmail.com Web: www.ericon.org.au		24th May	291
Estonia Tel: 02 8014 8999 Fax: 02 8079 6886 Email: consulate.sydney@mfa.ee Web: http://sydney.vm.ee		24th February	372
Ethiopia Tel: (03) 9417 3419 Fax: (03) 9417 3219 Email: ethiopia@consul.com.au Web: www.consul.com.au		28th May	251
Fiji Tel: (02) 8904 0476 Fax: (02) 8904 0376 Email: fijiconsulate@pacific.net.au		10th October	697

Countries and Embassies

Country and Nearest Embassy/Consulate Contact	National Day	International Dialling Code
Finland Tel: (02) 9977 7002, 0410 322 555 Fax: (02) 9475 4420 Email: geoff.charnock@charnockobrien.com.au Web: www.finland.org.au	 6th December	358
France Tel: (02) 9268 2400 Fax: (02) 9268 2431 Email: urgentvisas.sydney-fslt@diplomatie.gouv.fr Web: www.ambafrance-au.org/-Consulate-General-in-Sydney	 14th July	33
Germany Tel: (02) 9328 7733 Fax: (02) 9327 9649 Email: info@sydney.diplo.de Web: www.sydney.diplo.de	 3rd October	49
Ghana Tel: (02) 9280 3838 Fax: (02) 6290 2115 Email: enquiries@ghanacg.com.au Web: ghanacg.com.au	 6th March	233
Greece Tel: (02) 9264 9130 Fax: (02) 9264 6135 Email: grgencon.sid@mfa.gr Web: www.mfa.gr/sydney	 25th March 28th October	30
Guatemala Tel: 0438 788 855 Email: conguasydney@hotmail.com	 15th September	502
Guinea Tel: (81 3) 3770 4640 Fax: (81 3) 3770 4643 Email: ambaguitokyo@mae.gov.bn	 3rd April 21st October	224
Hungary Tel: (07) 3272 4040 Fax: (02) 6285 3012 Email: lorinckovacs@optusnet.com.au Web: www.mfa.gov.hu/emb/canberra	 15th March 20th August 23rd October	36
Iceland Tel: (02) 9365 7345, 0412 960 278 Fax: (02) 9365 7328 Email: iceland@bigpond.net.au	 17th June	354
India Tel: (02) 9223 2702 Fax: (02) 9231 2299 Email: indianc@indianconsulatesydney.org Web: www.hcindia-au.org	 26th January 15th August 2nd October	91
Indonesia Tel: (02) 9344 9933 Fax: (02) 9349 6854 Email: kbri.visa@gmail.com Web: www.kemlu.go.id/canberra	 17th August	62
Iran Tel: (02) 6290 2430 Fax: (02) 6290 2825 Email: amb.office@iranembassy.org.au Web: www.iranembassy.org.au	 1st April 11th February	98
Iraq Tel: (02) 9237 0600 (consulate) Fax: (02) 6286 8744 OR 6290 2993 Email: iraqembcnb@hotmail.com Web: www.iceiraq.org	 3rd October	964

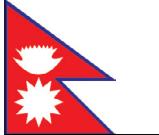
Countries and Embassies

Country and Nearest Embassy/Consulate Contact	National Day	International Dialling Code	
Ireland Tel: (02) 9264 9635 Fax: (02) 9264 9740 Email: sydneycongen@dfa.ie Web: www.embassyofireland.au.com		17th March	353
Israel Tel: (02) 6215 4500 Fax: (02) 6215 4555 Email: info@canberra.mfa.gov.il Web: embassies.gov.il/canberra		14th March (Jewish Calendar)	972
Italy Tel: (02) 6273 3333 Fax: (02) 6273 4223 Email: ambasciata.canberra@esteri.it Web: www.ambcanberra.esteri.it		2nd June	39
Jamaica Tel: +2-9787-4948 Fax: +2-9787-4948 Email: marcobb@y-3net.com.au Web: http://www.dfat.gov.au/geo/jamaica/		6th August	1876
Japan Tel: (02) 9250 1000 Fax: (02) 9252 6600 Email: cultural@cb.mofa.go.jp Web: www.au.emb-japan.go.jp		11th February	81
Jordan Tel: (02) 6295 9951 Fax: (02) 6239 7236 Email: jordan@jordanembassy.org.au Web: www.jordanembassy.org.au		25th May	962
Kazakhstan Tel: (+61) 407 417 944 Fax: (65) 6438 8990 Email: jstirbinskis@gmail.com		16th December	7
Kenya Tel: (02) 6247 4788, 6247 4722, 6247 4688, Fax: (02) 6257 6613 Email: khc-canberra@kenya.asn.au Web: kenya.asn.au		12th December	254
Kuwait Tel: (02) 6286 7777, 6286 7755, 6286 7766 Fax: (02) 6286 3733 Email: kuwaitcan_2002@yahoo.com.au Web: www.kuwaitemb-australia.com		25th February	965
Laos Tel: (02) 6286 4595, 6286 6933 Fax: (02) 6290 1910 Email: laoemb@bigpond.net.au Web: www.laoembassy.net		2nd December	856
Latvia Tel: (02) 9555 7230 Fax: (02) 9555 7239 Email: abirzulis@bigpond.com		18th November	371
Lebanon Tel: (02) 9328 3711 Fax: (02) 9327 8722 Email: info@lebconsyd.org.au Web: www.lebanemb.org.au		22nd November	961

Countries and Embassies

Country and Nearest Embassy/Consulate Contact	National Day	International Dialling Code
Lesotho Tel: (02) 4961 5691 (Sydney consulate) Fax: (603) 4253 2176 Email: info@lesothokualalumpur.org Web: www.lesothokualalumpur.org	4th October 	266
Libya Tel (02) 6290 7900 Fax (02) 6286 4522 Email: info@libyanembassy.org.au	1st September 	218
Malawi Tel: (3) 99 88 77 66 Fax: (+613) 86 77 93 Email: consul@malawi.com.au Web: www.malawi.com.au	6th July 	265
Malaysia Tel: (02) 9327 7565 Fax: (02) 9363 1257 Email: contact@msda.org.au Web: www.msda.org.au	31st August 	60
Mali Tel: (03) 9600 0511 Fax: (03) 9670 6199 Email: maliconsul@scrivener.com.au Web: www.ambamali-jp.org	22nd September 	223
Malta Tel: (02) 6290 1724 Fax: (02) 6290 2453 Email: highcommission.canberra@gov.mt	21st September 	356
Mauritania Tel: (1 202) 232 5700 Fax: (1 202) 319 2623 Email: info@mauritaniaembassy.us Web: http://mauritaniaembassy.us	28th November 	222
Mauritius Tel: (07) 3272 1340, 0418 871 005 Fax: (07) 3272 1341 Email: eric@linetech.com.au	12th March 	230
Mexico Tel: 0417 946 102 Fax: (03) 9596 5306 Email: david.aarons@bigpond.com Web: www.mexico.org.au	16th September 	52
Moldova Moldova is not represented in Australia but is represented by Russia. Tel: (03) 9005 5884 Fax: (03) 8080 6612	27th August 	373
Monaco Tel: (03) 9652 9300 Fax: (03) 9652 9311 Email: amcannon@monacohouse.com.au	19th November 	377
Mongolia Tel: (02) 9966 1922 Fax: 0412 584 084 Email: monconoz@ozemail.com.au Web: www.mongolianconsulate.com.au	11th July 	976

Countries and Embassies

Country and Nearest Embassy/Consulate Contact	National Day	International Dialling Code
Morocco Tel: (02) 9922 4999 Fax: (02) 9923 1053 Email: moroccanenvoy@gmail.com Web: www.moroccoembassy.org.au		2nd March 212
Myanmar Tel: (02) 6273 3811, 6273 3751 Fax: (02) 6273 3181 Email: mecanberra@bigpond.com Web: www.mecanberra.org		4th January 30th July 95
Nepal Tel: (02) 9460 0388, 0439 491 669 Fax: (02) 9460 0388 Email: deepak@cibt.nsw.edu.au Web: www.nepalconsulate.org.au		18th February 28th December 977
Netherlands Tel: (02) 9387 6644 Fax: (02) 9387 3962 Email: syd@minbuza.nl Web: www.mfa.nl.can		30th April 31
New Zealand Tel: (02) 8256 2000 Fax: (02) 9221 7836 Email: nzcgsydney@bigpond.com Web: www.nzembassy.com/australia		6th February 64
Nigeria Tel: (02) 6215 8500 Fax: (02) 6282 8471 Email: chancery@nigeria-can.org.au Website: www.nigeria-can.org.au		1st October 234
Norway Tel: (02) 9200 2159 Fax: (02) 9966 0804 Email: emb.canberra@mfa.no Web: sydney.norway@2wglobal.com		17th May 47
Oman Tel: +61 3 9820 4096 Fax: +61 3 9820 4076 Email: c.general@oman.org.au Web: http://www.oman.org.au/		18th November 968
Pakistan Tel: (02) 9222 1806, (02) 9222 1807 Fax: (02) 9222 1824 Email: tdo@pakistan.org.au Web: www.pakistan.org.au		28th January 23rd March 14th August 92
Panama Tel: (+61) 2 9150 8409 Fax: (+61) 2 9150 8410 Email: panaconsul.sydney@bigpond.com.au		3rd November 507
Papua New Guinea Tel: (02) 9283 9020 Fax: (02) 9283 5424 Email: pngcg@kundusyd.org Web: www.pngcanberra.org		16th September 675
Paraguay Tel: (02) 6156 4522 Fax: (02) 6260 7674 Email: australia@mre.gov.py Web: www.mre.gov.py/australia/		14th May 595

Countries and Embassies

Country and Nearest Embassy/Consulate Contact	National Day	International Dialling Code
Peru Tel: (02) 9235 0300 Fax: (02) 9235 0311 Email: conper.sydney@consulperuau.org Web: www.embaperu.org.au	 28th July	51
Philippines Tel: (02) 9262 7377 Fax: (02) 9262 7355 Email: contact@philippineconsulate.com.au Web: www.sydney.polemb.net	 12th June	63
Poland Tel: (02) 9363 9816 Fax: (02) 9327 2216 Email: sydney.kg.sekretariat@msz.gov.pl Web: www.sydney.polemb.net	 3rd May 11th May 11th November	48
Portugal Tel: (02) 9262 2199 Fax: (02) 9262 5991 Email: mail@cgsyd.dgaccp.pt Web: www.secomunidades.pt/web/sidney	 10th June	351
Qatar Tel: (02) 6269 8309 Fax: (02) 6269 8387 Email: canberra@mofa.gov.qa	 18th December	974
Republic of Korea Tel: (02) 6270 4100 Fax: (02) 6273 4839 Email: info@korea.org.au Web: http://www.korea.org.au	 15th August	82
Romania Tel: (02) 9331 8799 Fax: (02) 9357 1565 Email: consgrom@tpg.com.au Web: www.consgenromsyd.org	 1st December	40
Russia Tel: (02) 9326 1866 Fax: (02) 9327 5065 Email: ruscon@tpg.com.au Web: www.sydneyrussianconsulate.com	 12th June	7
Rwanda Tel: (03) 9664 1964 Fax: (03) 9650 4641 Email: info@rwandacg.org.au Web: www.rwandaembassy-japan.org	 1st July	250
Samoa Tel: (02) 9602 1967 Fax: (02) 9602 1346 Email: petisamoacgs@gmail.com	 1st June	685
Saudi Arabia Tel: (02) 6250 7000 Fax: (02) 6282 8911 Email: auemb@mofa.gov.sa, amb.auemb@mofa.gov.sa Web: www.mofa.gov.sa	 23rd September	966
Serbia Tel: (02) 9362 4638 Fax: (02) 9362 4555 Email: gkrssid@optusnet.com.au	 15th February	381

Countries and Embassies

Country and Nearest Embassy/Consulate Contact		National Day	International Dialling Code
Seychelles Tel: (03) 9796 9412, 0419 500 453 Fax: (03) 8790 4938 Email: gb@bei.com.au		18th June	248
Sierra Leone Sierra Leone is not represented in Australia. Contact: Ghana Embassy Tel: (02) 8964 8851 Fax: (02) 8964 8854 Email: info@sierraleonecgctc.org.au Web: www.sierraleonecgctc.org.au		27th April	232
Singapore Tel: (02) 6271 2000 Fax: (02) 6273 9823 Email: singhc_cbr@sgmfa.gov.sg Website: www.mfa.gov.sg/canberra		9th August	65
Slovakia Tel: (02) 8335 1122 Fax: (02) 6290 1755 Email: consul@hcsr-sydney.org Web: www.slovakemb-aust.org		29th August 1st September	421
Slovenia Tel: (02) 6290 0000 Fax: (02) 6290 0619 Email: vca@gov.si		25th June	386
Solomon Islands Tel: (02) 9361 5866 Fax: (02) 9628 2134 Email: consul@solomedic.net		7th July	677
South Africa Tel: (08) 8139 7330 Fax: (08) 8139 7338 Email: southafrican.consulate@gerardcorp.com.au Web: www.sahc.org.au		27th April	27
Spain Tel: (02) 9261 2433 Fax: (02) 9283 1695 Email: cog.sydney@maec.es Web: http://www.spain.embassy.gov.au/madrcastellano/visas_spain.html		12th October	34
Sri Lanka Tel: (02) 9223 8729 Fax: (02) 9223 8750 Email: slcgsyd@bigpond.com Web: www.slcgsyd.com		4th February	94
Sudan Tel: (62 21) 5200 716 Fax: (62 21) 5258 019 Email: sdn-indo@yahoo.com		1st January	249
Swaziland Tel: (60 3) 2163 2511, 2163 2361 Fax: (60 3) 2163 3326 Email: swdkl_2@streamyx.com		6th September	268
Sweden Tel: (02) 9909 3336 Fax: (02) 9908 3336 Email: info@swedishconsulsyd.com.au Web: rlconsulgensweden@bigpond.com		6th June	46

Countries and Embassies

Country and Nearest Embassy/Consulate Contact		National Day	International Dialling Code
Switzerland Tel: (02) 8383 4010 Fax: (02) 9369 1334 Email: syd.vertretung@eda.admin.ch Web: www.eda.admin.ch/australia		1st August	41
Syria Tel: (02) 9818 3087, 0410 432 389 Fax: (02) 9818 1360 Web: mayerdabbagh@yahoo.com.au		17th April	963
Taiwan Tel: (02) 6120 1000 Fax: (02) 6273 3228 Email: ausmofa@teco.org.au Web: www.teco.org.au		10th October	886
Tanzania Tel: (03) 9667 0243 Fax: (03) 9663 2616 Email: tanzania@honconsul.com Web: www.tanzaniaconsul.org		26th April	255
Thailand Tel: (02) 9241 2542 Fax: (02) 9247 8312 Email: thaisydney@thaiconsulatesydney.org Web: www.thaiconsulatesydney.org		5th December	66
Timor Leste Tel: (02) 6260 8800 Fax: (02) 6239 7682 Email: TL_Emb.Canberra@bigpond.com		20th May 28th November	670
Tonga Tel: (02) 9936 2028 Fax: (02) 9936 2098 Email: louise@waterhouse.to gaconsulate@waterhouse.to		4th November	676
Trinidad and Tobago Tel: (868) 628 0695 Fax: (868) 622 0659 Web: www.trinidadandtobago.embassy.gov.au		31st August	1868
Tunisia Tel: 0414 429 784 Fax: (02) 9521 7444 Email: abbie@icbgp.com Web: www.tunisia.or.jp		20th March	216
Turkey Tel: (02) 9302 4600 Fax: (02) 9362 4533 Email: Consulate.sydney@mfa.gov.tr Web: www.sidney.bk.mfa.gov.tr		29th October	90
Uganda Tel: (02) 9265 3061 Fax: (02) 9261 5918 Email: cox@eakin.com.au Web: www.eakin.com.au		9th October	256
Ukraine Tel: (02) 6230 5789 Fax: (02) 6230 7298 Email: emb_au@mfa.gov.ua Web: www.mfa.gov.ua/australia		24th August	380

Countries and Embassies

Country and Nearest Embassy/Consulate Contact		National Day	International Dialling Code
United Arab Emirates Tel: (02) 6286 8802 Fax: (02) 6286 8804 Email: UAEEMBASSY@bigpond.com Web: uae-embassy.ae/Embassies/au/		2nd December	971
United Kingdom Tel: (02) 9247 7521 Fax: (02) 6273 3236 Email: www.ukinaustralia.fco.gov.uk Web: www.gov.uk/world/australia		23rd April	44
United States of America Tel: (02) 9373 9200 Fax: (02) 9235 2325 Email: SydneyACS@state.gov Web: www.sydney.usconsulate.gov		4th July	1
Uruguay Tel: (02) 9290 2896 Fax: (02) 9290 2870 Email: curuguay@bigpond.net.au		1st July 25th August	598
Venezuela Tel: (02) 6290 2968 Fax: (02) 6290 2911 Email: consulate@venezuelaembassy.org.au Web: http://australia.embajada.gob.ve		5th July	58
Vietnam Tel: (02) 9327 2539 Fax: (02) 9328 1653 Email: vnconsul@ihug.com.au Web: www.vietnamembassy.org.au		2nd September	84
Yemen Tel: (02) 8920 9111 Fax: (02) 9923 1053 Email: yemconsyd@hotmail.com Web: www.yemenembassyindonesia.com		22nd May	967
Zambia Tel: (813) 3491 0121, 3491 0122 Fax: (813) 3491 0123 Email: consular@zambia.or.jp Web: www.zambia.or.jp		24th October	260
Zimbabwe Tel: (02) 6286 2281, 6286 2303, 6286 2700 Fax: (02) 6290 1680 Email: business@zimembassycanberra.org.au Web: www.zimembassycanberra.org.au		18th April	263

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 Immigration and Border Protection (DIBP)

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

Distance education

Study in the off-campus mode which normally does not require attendance at the University. Unit materials are mailed out 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

External study

Full-time or part-time study that takes place off-campus, ie outside the university by correspondence. In some courses periodic attendance may be required at some on-campus sessions.

Higher degrees by research (HDR)

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

Intensive Schools

See Residential Schools.

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 Schools (Intensive Schools)

Residential schools are intense periods of study undertaken at the campus (or other agreed site) for students studying in external mode. Usually lasting from two to five days, residential schools are specified as optional, compulsory or mandatory.

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 semester is divided into two terms with a break between terms (mid-semester break) for on campus students. Residential schools are held for external students during the mid-semester breaks.

Trimester

The teaching year is organised into three 17 week periods including the examination periods. Trimester 1 runs from mid February to early June, Trimester 2 from late June to mid October and Trimester 3 runs from late October to early January.

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 during the week 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 Schools.

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

International Student Association
<http://www.une.edu.au/current-students/support/international-students/une-international/on-campus-assistance-international-services/international-student-association>

Armidale International Association
<http://aiabuddyprogram.wordpress.com/>

Department of Immigration and Border Protection
www.immi.gov.au

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

Department of Commerce WA
www.commerce.wa.gov.au/LabourRelations/

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

Resume Info
www.resumesamples.info

Smith House
www.smithhouse.com.au

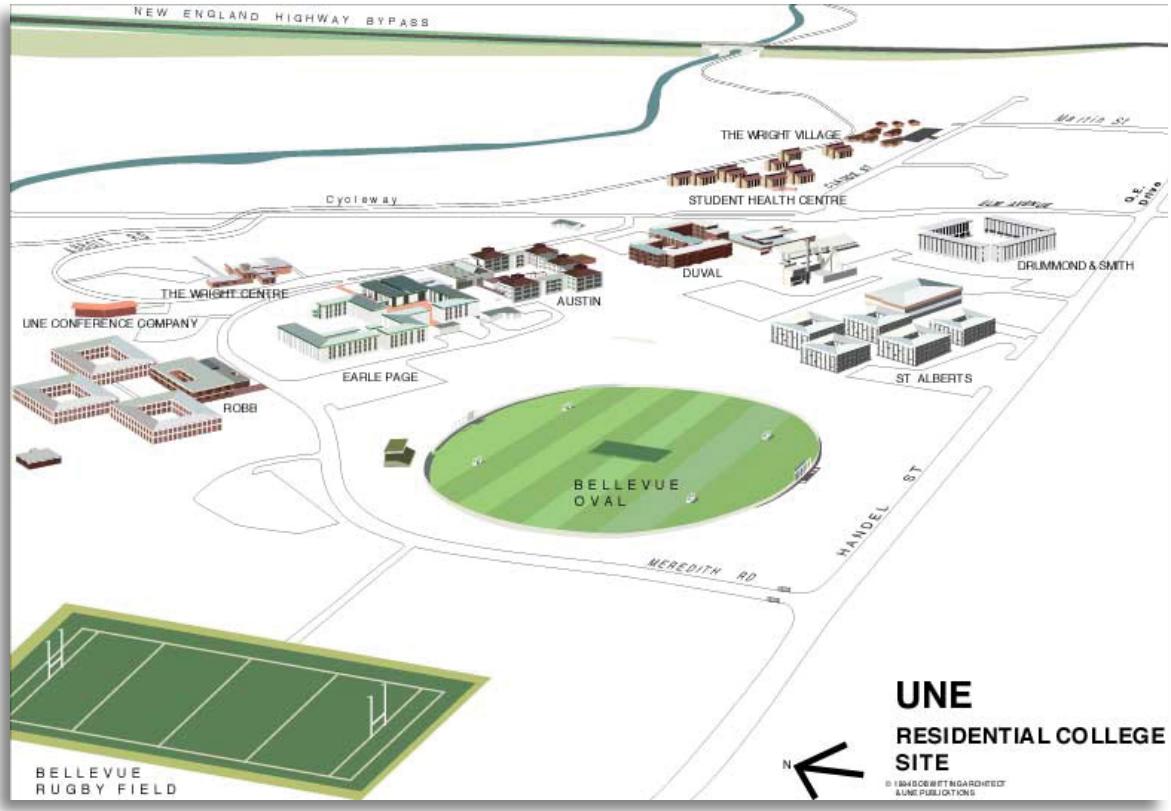
Armidale Visitor Information Centre
www.armidaletourism.com.au

Edwards Coaches
www.edwardscoaches.com.au

ISANA International Student Handbook
www.isana.org.au

Glossary of Terms

UNE Campus (Bellevue)



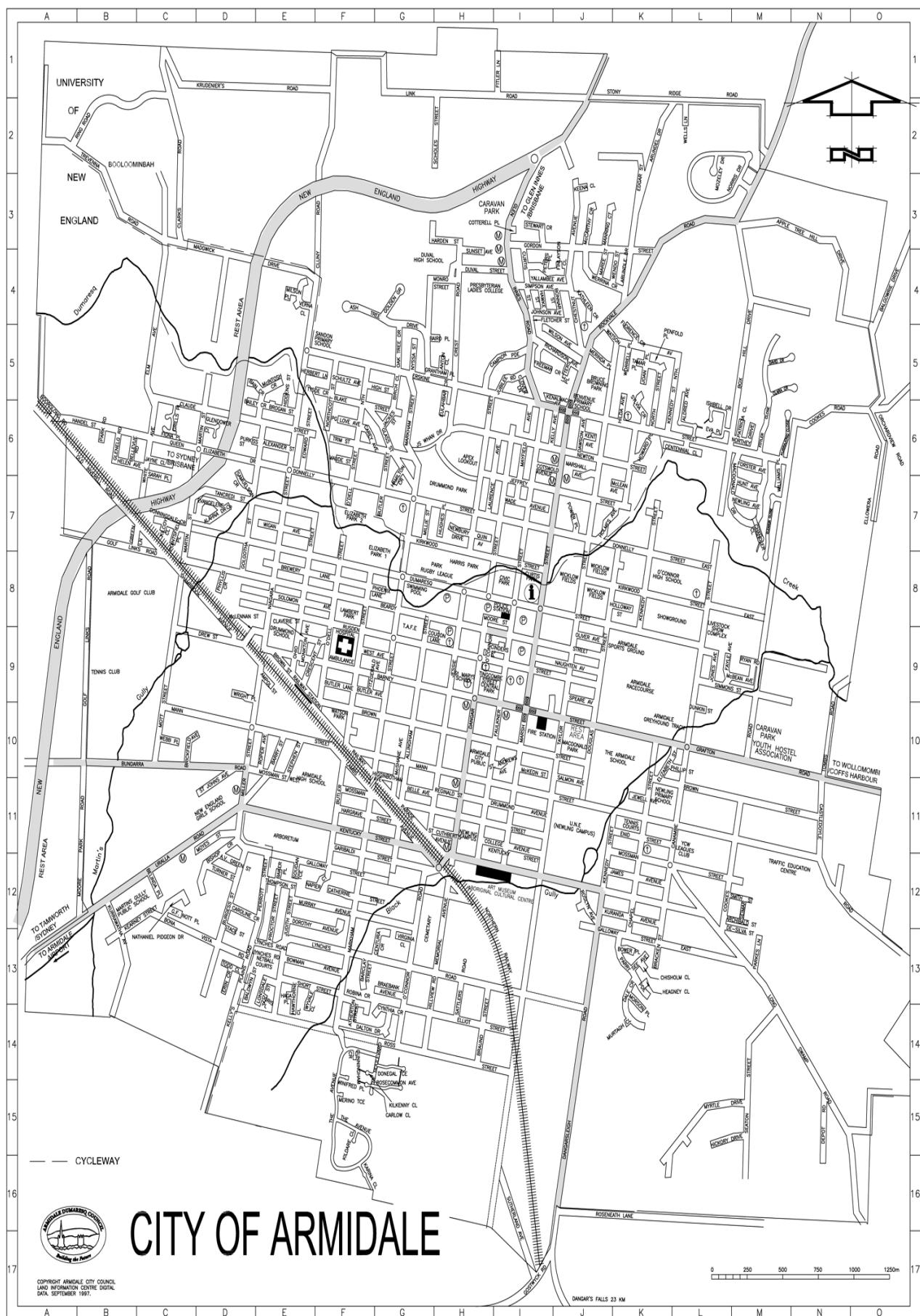
Glossary of Terms

ARMIDALE STREET INDEX

- A**
- Aloha Drive D7
 - AV Green Street D11
 - Aldred Avenue L6
 - Alexander Street E6
 - Allingham Street G11-H8
 - Ampol Street E9
 - Anton Close (Off Grantham Place) H5
 - Apple Tree Hill Road M3-O3
 - Archibald Street (Private Road) M12
 - Arundel Drive K4
 - Ash Tree Drive G4-G5
 - Atherton Street G14
- B**
- Baily Crescent D6
 - Bain Crescent D5
 - Baird Place (Off Ash Tree Drive) G4
 - Baker Place E12
 - Baldwyn Street E13
 - Barclay Street G13
 - Barney Street E9-L9
 - Barry Street E10
 - Beardy Street D8-K9
 - Belinda Place C12
 - Belle Avenue H10
 - Bellevue Road B6
 - Birch Close G5
 - Bishop Crescent D12
 - Blake Street F5
 - Blair Vista Road C13-D13
 - Bonnar Street J4
 - Booralong Road A6
 - Bower Place K13
 - Bowman Avenue F13
 - Box Hill Drive M3-M6
 - Bracken Street L13
 - Braebank Avenue G13
 - Braund Street I 14
 - Brewery Lane E8
 - Brickfield Avenue D10
 - Brogan Street E5
 - Brown Street F10-L10
 - Bundarra Road A10-E10
 - Burgess Street D12-D14
 - Butler Avenue G9
 - Butler Street G8-G12
 - Butler Lane F9
- C**
- Campion Parade I5
 - Canome Street M6-M13
 - Carey Avenue F6
 - Carlow Close G1 5
 - Caroline Crescent E12
 - Castledoyle Road N10-O 13
 - Catherine Street G12
 - Centennial Close L6
 - Centura Crescent G13
 - Chandler Close N7
 - Chapel Street L10-K13
 - Chestnut Avenue J3-J4
 - Chisholm Close K13
 - Cinders Lane I 9
 - Clara Crescent N5
 - Clarks Road C1-C3
 - Cloud Street C5-D6
 - Clovelie Street F8
 - Clover Lane I 5
 - Cluny Road F1-F3
 - College Avenue I 11-J11
 - Coningdale Crescent C7
 - Cooks Road M6-N6
 - Cotswold Avenue I 7
 - Cotterell Place I 3
 - Coucon Lane H8
 - Crescent Street E9
 - Crest Road H3-H5
 - Cunningham Court G14
 - Curtis Street I 3-I 4
 - Cynthia Crescent G13
- D**
- Dale Crescent K14
 - Dalton Drive G13
 - Dangar Street 6-I 11
 - Dangarsleigh Road K12-K16
 - David Crescent N5
 - Dawson Avenue J5
 - Depot Road O 15
 - De-Silva Street L13
 - Donegal Terrace G14
 - Donnelly Street E6-M8
 - Doris Place E13
 - Dorothy Avenue F12
 - Douglas Street K6-K11
 - Drew Street C9-D9
 - Drummond Avenue I 10
 - Dumaresq Street D7-L9
 - Dunkin Street L10
 - Duval Street H3-I3
- E**
- Edgar Street K2
 - Edward Street E6
 - Eleanor Close M7
 - Elizabeth Street L11
 - Elliott Street H15
 - Ellowera Road (City Boundary) O 6-O 7
 - Elm Avenue C3-C5
 - Enid Street L12
 - Erin Court D 13
 - Erskine Street E5-N6
 - Eulahbar Crescent H5
 - Eva Place L6
 - Evangelene Crescent D7
- F**
- Faulkner Street I 5-I 11
 - Fayle Road M9
 - Finlaysen Close J4
 - Fionn Place C5
 - Fitter Lane H
 - Fitter Close N6
 - Fitzgerald Avenue G9
 - Fletcher Street I 4
 - Florence Crescent K5
 - Forster Avenue M6
 - Freeman Crescent I 5
- G**
- Galloway Street E 11-I 11
 - Garibaldi Street E11-H11
 - G F Nott Place C13
 - Glass Street G6
 - Glendower Close D6
 - Glen Innes Road (SH.9) J1
 - Glenelg Road B6
 - Golden Grove G4
 - Golf Links Road B7
 - Golgotha Street E6-E7
 - Gordon Street I 3-K3
 - Gostwyck Road J17
 - Grafton Road L10-O 10
 - Grantham Place H5
 - Green Lane B7
 - Grills Place C6
- H**
- Haga Place F13
 - Hamilton Crescent G6
 - Hampden Street K7
 - Handel Street A6-C6
 - Harden Street H3
 - Harrowe Street F11
 - Hawke Street I 4
 - Hawthorne Close E13
 - Heagney Close L13
 - Helen Avenue B6
 - Herbert Lane F5
 - Hickory Drive M15
 - Hiddens Street E5
 - Higginbotham Avenue G10
 - High Street G5
 - Hilda Avenue K6
 - Hillview Road H13
 - Holloway Street K8
 - Holmes Avenue K7
 - Howard Place K6
 - Hughes Place H7
 - Hunt Avenue M7
- I**
- Ishbell Drive M6
- J**
- J S Whan Memorial Dr G6
 - Jackes Street G6
 - James Avenue J12
 - Jayne Close C6
 - Jeffrey Street H6-K6
 - Jessie Street H5-H11
 - Jewell Avenue K11
 - Joan Place K5
 - Johnson Avenue I 5
 - Jones Avenue M9
 - Jubilee Road I 5
 - Judith Street F11-F15
- K**
- Karina Close G16
 - Kathleen Crescent J4
 - Kearney Street B13
 - Keena Close J3
 - Kelly Avenue J6
 - Kellys Plains Road C14-D12
 - Kenalmac Avenue J6
 - Kent Avenue J6
 - Kentucky Street D11-M12
 - Kennedy Street K9-L7; L6-L5(north)
 - Kildare Court F15
 - Kilkenny Close F14
 - Kirkwood Street G7-M9
 - Kuranda Avenue J13
 - Kurrawatha Avenue B12-B13
 - Kurrajong Close N6
 - Kilcoy Close C7
 - Krudener's Road C1-F1
- L**
- Lambs Avenue F10-H11
 - Laurence Avenue I 5-I 6
 - Letters Place J5
 - Link Road G1-J1
 - Lynches Road E13-I 13
 - Long Swamp Road L12-O 15
 - Lonsdale Street E13
 - Lynches Road E13-I 13
- M**
- Macdonald Drive M7
 - Madwick Drive C3-E3
 - Mann Street C10-N12
 - Manning Court J3
 - Markham Street G5-G14
 - Marree Street J4
 - Marie Street J5-I 11
 - Marshall Avenue J6
 - Martin Street C3-C7
 - Maude Street F6
 - Mayfield Avenue I 6
 - McBean Avenue M9
 - McCarthy Crescent J3
 - McIntosh Crescent E5
 - McKeon Street I 10
 - McLean Avenue K7
 - McLennan Street D8
 - McShane Avenue G10
 - Memorial Avenue G12
 - Merinda Place J5
 - Merino Terrace F14
 - Miller Street E9-E11
 - Millie Street G7
 - Milson Place E4
 - Monkton Avenue E9
 - Monro Street H4
 - Moore Park Road (City Boundary) B10-B12
 - Moore Street I 8
 - Morsom Avenue K14
 - Mossman Street E10-M12
 - Mott Street C8-C10
 - Moyes Street D11
 - Mozley Drive L2
 - Murray Avenue F12-G12
 - Murtagh Close J14
 - Myrtle Drive L15
- N**
- Napier Court F12
 - Nathaniel Pidgeon Drive C12
 - Naughton Avenue J9
 - Newbury Drive H7
 - Newling Avenue M7
 - Newton Street H5-J5
 - Niagara Street E4-E9
 - Noirs Drive M3
 - North Street K5
 - Northcott Street F6
 - Northey Drive M6
 - Nyssa Street G5
- O**
- O'Connor Place H9
 - O'Connor Road G12-G14
 - O'Dell Street F5-F9
 - Oak Tree Drive G4
 - Ohio Street F7-F9
 - Old Inverell Road B7
 - Oliver Avenue J9
 - Orchardview Road (City Boundary) O 6
- P**
- PG Love Avenue F6
 - Park Road B6
 - Parkes Lane M13
 - Parry Parade J13
 - Patricia Close M6
 - Penfold Place K5
 - Perrott Street E11-E12
 - Peters Place I 4
 - Phillip Street L10
 - Phoenix Lane G8
 - Phyllis Crescent DB
 - Pointfield Place C7
 - Power Place J7
 - Proctor Street E12
 - Purkiss Street E6
- Q**
- Queen Elizabeth Drive C6-E6
 - Quin Avenue H7
- R**
- Railway Parade F9-H11
 - Reginald Street H11
 - Richardson Avenue J5
 - Robina Crescent F14
 - Rockvale Road J5-N1
 - Roper Avenue D10
 - Rosecommon Avenue G15
 - Roseneath Lane (City Boundary) K16-C
 - Roslyn Avenue J13
 - Ross Street C14-I 14
 - Rusden Street E8-K10
 - Ryan Road M9
- S**
- Salmon Avenue J11
 - Samuelson Crescent E7
 - Sarah Place C7
 - Sattlers Road H14
 - Scholes Street G2-G5
 - Schultz Avenue F5
 - Seaton Street M16-N14
 - See Avenue K13
 - Selma Street (Private Road) M12
 - Shambrook Avenue DB
 - Short Street F13
 - Simmons Street L10
 - Simpson Avenue I 4
 - Smith Street (Private Road) M12
 - Solomon Avenue D8
 - Soudan Terrace F11
 - Speare Avenue J9
 - 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
 - Tancredi Street D7-E7
 - Taylor Street J5-H16
 - The Avenue F14
 - The Boulevard F14
 - Thompson Street E12
 - Tingcombe Street H9
 - Todd Close D13
 - Tomb Road D 10
 - Trevenna Road B3
 - Trim Street F6
 - Turner Street D12
 - Tysoe Crescent F5
- U**
- Uralla Road A13-E11
- V**
- Verna Close E4
 - Virginia Close G12
- W**
- Wade Avenue I 7
 - Watson Avenue K5
 - Webb Place C10
 - Well Lane L1
 - Wendo Street K4
 - Werrina Crescent K4
 - West Avenue G8
 - White Avenue C5-C6
 - Wigan Avenue E7
 - Williams Place N6
 - Wilson Avenue J5
 - Winifred Place F14
 - Worrell Place K5
 - Wright Place E9
 - Wyevale Close E13
- Y**
- Yallambe Avenue I 4

Glossary of Terms

Armidale City Map



CITY OF ARMIDALE



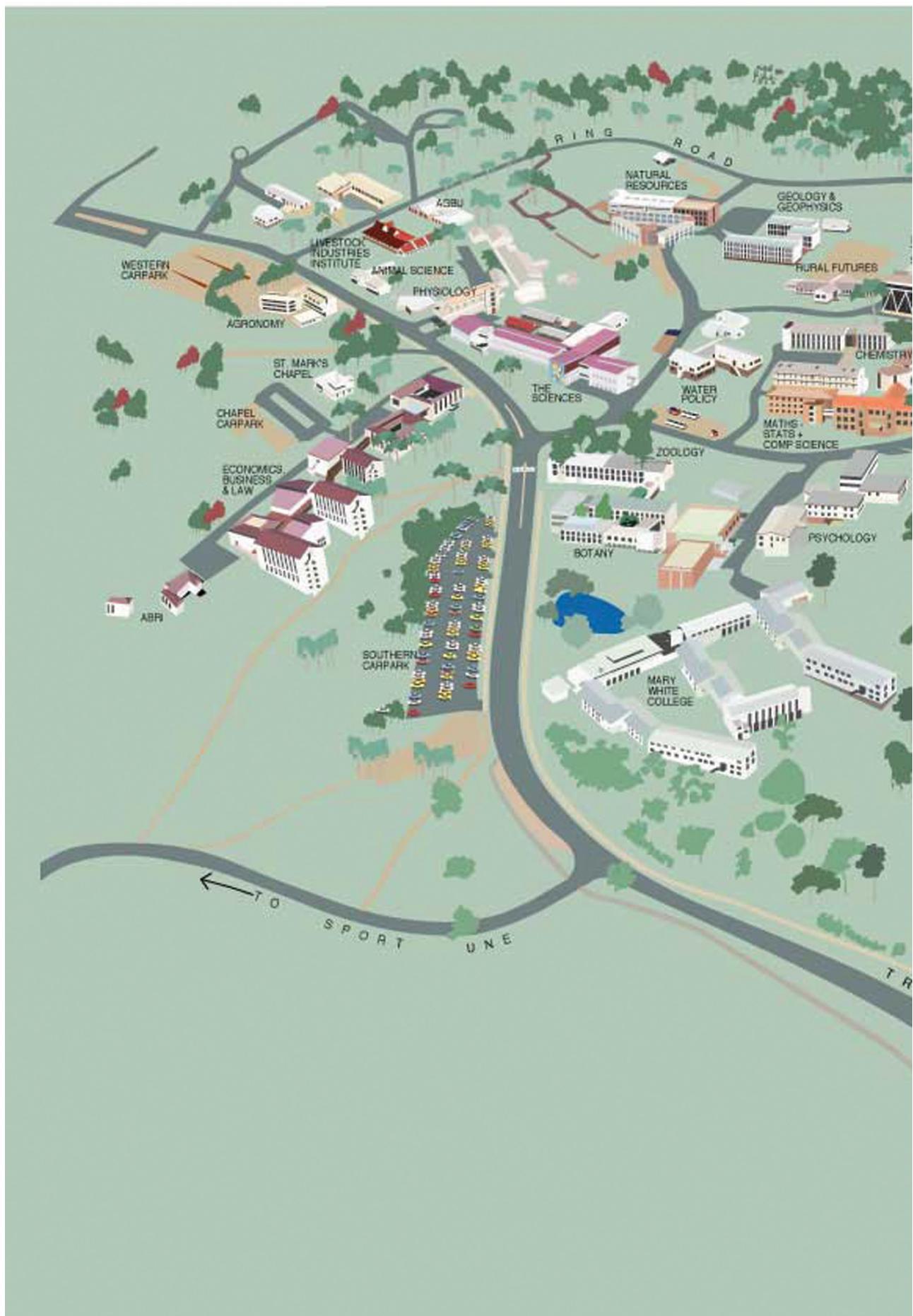
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Glossary of Terms

UNE Campus Map (Academic)



Glossary of Terms



Emergency Contact Information for International Students

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

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

International Services Coordinator

UNE International

Phone: 6773 2232

**UNE International Reception: Phone: 6773 3192
(After Hours Emergency): 0437 138 664**

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

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

Armidale Police:

Armidale Police Station

General Enquiries

Faulkner Street

Phone: 6771 0699

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.

Glossary of Terms

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