LIVING IN AUSTRALIA
Information for International Students

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WELCOME

Welcome to The Imperial College of Australia (Imperial), an educational provider specialising in Australian vocational education and located in the heart of Melbourne. We are committed to providing quality vocational training, enabling students to advance their career by attaining their educational goals.

Imperial was established in 2007 and since that time has developed range of courses in Hospitality, Information Technology, Telecommunication, Business and Management.

Governing Council, Senior Management and Academic and Support Staff of Imperial has wide ranging expertise from Business and Finance Management to Academic integrity. Our Academic and support staff are highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

This booklet was put together to help you adjust to this new and exciting stage in your life. Studying away from home in a foreign country is a big step and you are very brave to leave your familiar surrounding and embark on this wonderful adventure.

You will find lot of useful information in this booklet which you can refer to anytime during your first week or even months in Melbourne. We wish you all the best and hope you enjoy your time with us at Imperial.

TIPS ON LIVING AWAY FROM HOME

- Feeling homesick is normal. If you are concerned or lonely, speak with the Student Support Officer.
- Learn about Australian culture
- Familiarize yourself with Melbourne
- Learn where the major places are (shopping, health care etc.)
- Know what to do in an emergency
- Build a support network and make friends
- Stay safe (don’t take dangerous risks)
- Be patient and tolerant
- Have a balanced life (study, work, leisure time…)
- Discuss your worries with others
- Practice positive thinking, be optimistic
- Speak English to improve your academic, work and personal life
- Learn how to manage your finances (budget well)
- Don’t be embarrassed to ask for help
• Respect college rules
• Have a sense of humour

If you need to see a student support officer, please don’t hesitate to call and make an appointment with Student Support Officer

Phone: + 61 3 9417 4777
Email: studentsupport@imperial.edu.au

Alternatively, CEO – Paramjit Jaswal is available 24 hrs during emergency situation.

Phone: 0411 710 194

**ACCOMMODATION**

Please take the time to find a suitable place to live while you stay in Melbourne. Imperial can offer you assistance to find suitable accommodation (fees may apply). Your options include: student apartments, *shared accommodation, home-stay accommodation.

*Most rental agreements are for a minimum of 6 months and are based on a lease agreement signed by the tenant (you) and the owner of the property.

Weekly rent can range anywhere between $80-$350 depending on the location and type of property and living arrangements.

For tenants rights and information contact TENANTS UNION OF VICTORIA, 55 Johnston Street, Fitzroy, and Telephone: 9416 2577

Website: [www.tuv.org.au](http://www.tuv.org.au).

To search for long-term accommodation try the following sites:

**Student Housing Australia:**
Telephone: 1300 742 000

**Rental Properties:**

**Rental and properties for sale:**
Share Accommodation:

www.easyroommate.com
www.share-accommodation.net
www.melbourne.gumtree.com.au
www.flatmatesfinders.com.au (click on Melbourne)
www.melbourneexchange.com.au (click on Property)
www.youreusestate.com.au (click on Flat mates Australia then click Share Accommodation Melbourne)
www.realestate.com.au (click on Share)
www.domain.com.au (click on Share)

Also check the property search in both local and sate-wide newspapers each week.

Home-stay:
www.homestay-australia.com/

Short-term accommodation:
Try the following student accommodation sites located in or close to the city of Melbourne:

Home@Flinders
Le Student 8 Melbourne
Kingstree Backpackers*
Unilodge
Miami Hotel Melbourne
The Greenhouse Backpacker*

For an extensive list of hostels* (a cheaper option for short stays) or for further assistance with accommodation contact Student Support Services at Imperial.

COST OF LIVING

When calculating your budget, you must include the following:
1. Course fees
2. Overseas Student Health Cover (OSHC)
3. Accommodation costs
4. Living Expenses (ie. Food, gas, electricity, telephone, transport, school supplies)
5. Entertainment/Recreation  
6. Airfares  
7. Emergency expenses

NB: It is very important to remember; DO NOT rely on your part-time job to cover your course fees and all the above living expenses.

**If you need help with budgeting contact Student Support Services at Imperial.**

See table below (adapted from RMIT University website: [www.rmit.edu.au](http://www.rmit.edu.au)) showing typical living costs for a single international student.

<table>
<thead>
<tr>
<th>Sample of Expenses</th>
<th>Apartment/Flat/House (Unfurnished, 2 people sharing)</th>
<th>Home Stay (some meals included)</th>
<th>Hostel (Some meals included)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Establishment Costs (A$):</strong></td>
<td>Per week</td>
<td>Per week</td>
<td>Per week</td>
</tr>
<tr>
<td>Placement/arrangement fee</td>
<td></td>
<td></td>
<td>165*</td>
</tr>
<tr>
<td>Accommodation establishment costs (rental bond, furniture, etc)</td>
<td>1,835*</td>
<td></td>
<td>840*</td>
</tr>
<tr>
<td><strong>Recurrent Costs (A$):</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rent for Accommodation</td>
<td>160</td>
<td>8,320</td>
<td>235</td>
</tr>
<tr>
<td>Overseas Student Health Cover (OSHC)</td>
<td>350</td>
<td>350</td>
<td>350</td>
</tr>
<tr>
<td>Telephone, gas electricity, water</td>
<td>40</td>
<td>2,080</td>
<td>20</td>
</tr>
<tr>
<td>Travel (up to 10km from city)</td>
<td>30</td>
<td>1,560</td>
<td>30 &lt;TD&gt;</td>
</tr>
<tr>
<td>Books and stationary</td>
<td>815</td>
<td>815</td>
<td>815</td>
</tr>
<tr>
<td>Food</td>
<td>60</td>
<td>3,120</td>
<td>30</td>
</tr>
<tr>
<td>Personal Expenses</td>
<td>80</td>
<td>4,160</td>
<td>80</td>
</tr>
<tr>
<td><strong>Total Estimated Costs:</strong></td>
<td>A$22,240</td>
<td>A$21,870</td>
<td>A$20,985</td>
</tr>
</tbody>
</table>

*These costs are generally paid once when first setting up accommodation. Bond is equivalent to four weeks rent. Prices may be higher now. Tuition fees are not
included. Gas and electricity costs are higher in winter because heating is necessary.
If you need further individual help visit Student Support Services at Imperial.

PUBLIC TRANSPORT

Victoria’s public transport system is unique among Australian states. Not only does it offer a statewide train and bus network, but in Melbourne a tram and light rail system operates as well. For information about public transport in Melbourne and Victoria visit the Public Transport Victoria website: www.ptv.gov.au or call 1800 800 007. Up to date information is available via the website, call centre or mobile phone apps. Public transport information is available in different languages (more information regarding this can be found on the ptv website).

myki pass and myki money

myki is a reusable smart card that can store either a myki pass (travel days) or myki money (dollar value) and these are used to pay for your journey. When your myki money balance gets low or when your pass runs out, you just top up your card to keep travelling.

You can buy a myki card:

- online at myki.com.au
- by calling 1800 800 007
- from a myki machine (full fare myki only) at all metropolitan train stations and selected accessible tram stops and bus interchanges*
- the ticket window at Premium Stations
- 7-Eleven stores
- selected retailers where you see the myki sign
- PTV Hub myki Centre
- PTV Hub at Swanston Street, Melbourne.

*To find a machine near you, use the locator tool at myki.com.au. Myki money and myki pass can be instantly topped up at myki machines or at:

- online at myki.com.au (link opens in a new window)
- by calling 1800 800 007
- PTV Hub at Swanston Street

Note: International students are not entitled to concessions fares and will be fined.

Trams
There are 29 tram routes that take commuters from the city to various parts of Melbourne.
The City Circle Tram is a free tourist city tram circling Melbourne Central Business District (CBD), leaving from a central stop every 10 minutes. The complete journey takes about 30 minutes. For more information, read the “City Circle Tram” brochure by Public Transport Victoria.

Trains
Melbourne's main train station is Flinders Street Station, located on the corner of Flinders and Swanston Street in the city. The City has an underground rail link, known as the 'City Loop' that circulates around the CBD. The City Loop stations are Flinders Street, Southern Cross, Flagstaff, Melbourne Central and Parliament. Not all trains travel via the City Loop.

The redeveloped Southern Cross Station on Spencer Street is the connecting station between Melbourne and Regional Victorian train. V/Line provides rail services to Geelong in the Southwest, Ballarat in the west, Bendigo, Swan Hill and Echuca in the north, Seymour and Wodonga in the northeast and Traralgon and Sale in the east.

Buses and Coaches
There are over 300 public and private bus routes across Melbourne servicing cross-suburban travel, CBD trips for commuters, connections to train stations, major shopping centres, and leisure and sporting venues. V/Line Coach provides a bus network linking most cities and towns for the remainder of regional Victoria.

Taxis
In Melbourne there are many taxi companies to choose from. You can hail a taxi in the street if the taxi sign on its roof is illuminated; however small orange lights indicate the taxi is not for hire. Or you can make a telephone booking for a taxi to ensure service when you need it. Taxi cabs are also available throughout regional Victoria.

The main Taxi services in Melbourne are:
- Arrow Taxis 13 22 11
- Silver Top Taxi Services 131 008
- 13 CABS 13 2227

PHONES, INTERNET, MAIL

Mail Services
Australia Post runs the postal system in Australia. Post offices are located throughout Victoria and can be found in shopping centers and major shopping malls.

Post offices supply a selection of envelopes, packaging materials, stamps, writing stationary and greeting cards. Also available are a variety of small gifts and
Australian coin releases. You are also able to make bill payments such as telephone, gas, electricity and other items like insurance and parking fines.

Telephone directories, postage charge guides and postcode (zip code) booklets are available on request (they are free).

For further information on the location of postal offices throughout Victoria, visit the Australia Post website. ([www.auspost.com.au](http://www.auspost.com.au))

**Post Codes**

Each Australian suburb and town is identified by a four digit post code. Victorian post codes begin with the number 3. It is important to use postcodes in Australian mailing addresses. Visit the Australian Post website to find out more about post codes.

**Receiving and Sending Mail**

The postal service operates weekdays between 9:00am and 5:00pm. Mail is delivered to your residential letterbox once a day from Monday to Friday. Alternatively, a post office box can be rented from the post office.

Australian mail is often sent by air due to the distances between capital cities. Mail can be delivered by the next day in any capital city using Express Post and priority paid delivery services. These services guarantee delivery within the quoted time frame.

Currently, a standard letter or card can be mailed within Australia for 65 cents.

Overseas mail can be sent via air or by surface transport. Postage costs are based on weight and the method of transportation.

- Airmail is traditionally the most expensive and takes on average 4-7 days to various overseas locations.
- Surface-air lifted (SAF) is an alternative to airmail. It is slightly cheaper and takes around 10-17 days.
- Surface mail is the cheapest form of postage. Sea freight can take up to 3 months.

**Telephone and Internet Services**

Telstra and Optus Communications are Australia’s major telecommunications firms supplying telephone, mobile and internet services. However, there are many other providers who supply these products and services.

**Telephone**

Local calls can be made at fixed cost (anywhere between 15 cents-25 cents) they are not charged per minute.
There are many companies that offer competitive prices for local, national and international calls, so it pays to shop around.

Long-distance calls inside Australia are usually charged per minute. Calls made at times of the day that are considered off peak and over the weekends are often cheaper. To make a long distance call inside Australia, dial: area code + local number.

International calls are usually charged per minute. Numerous call plans are available from all service providers, so choose one that best suits your needs. To make an international telephone call, dial: 0011 + country code + area code + local number.

Finding a phone number and address
The White pages are a list of residential, government and commercial phone numbers and addresses, categorised alphabetically.

The Yellow pages are a list of business phone numbers and addresses, categorized by the service they provide.

Both directories are sent free of charge to every household in Victoria. Each has their own website for online access to telephone numbers around Australia.

To find a number using your telephone, here is a list of the main telephone directory assistance numbers:

Local/National directory Assistance 1223 or 12455
International Directory Assistance 1225
Call Connect (operator assistance to find and connect to a number) 12 456
Reverse charge (collect call) 1800 738 3773

Mobile Phone Services
There are a number of mobile phone service providers offering a selection of different phones and packages for different levels of use. Pre-paid mobile phone accounts are often a cheaper option. The majority of international mobile phones will not work in Australia.

You can hire a mobile phone for a short period of time from a number of stores throughout Melbourne Business District and major shopping centers.

Internet
There are a number of companies that provide internet access with plans to suit
Different types of users. Broadband access has become very popular, while wireless connectivity is also available in some parts of Melbourne.

To install additional telephone lines(s) for internet access, contact Telstra or Optus.

If you live in a rented property you will need to contact your real estate agent to obtain permission from the landlord prior to installation. Some telecommunication companies offer packages that bundle Internet services with mobile and landline services. Find out more about internet providers in the Yellow Pages.


SHOPPING

Trading hours
General hours of trade in Victoria are Monday to Thursday 9.00am- 5.30pm, Friday 9.00am- 9.00pm, Saturday 9.00am- 5.00pm and Sunday 10.00am-5.00pm, with some exceptions. Many supermarkets fast food stores and petrol stations are open 24 hours.

Payment options

Credit card
Major credit cards widely accepted are Visa, American Express, Diner's Club and Master card. Many credit cards are linked to loyalty systems where you can be awarded frequent flyer points and other rewards. Credit cards may also be used in Automatic Teller Machines (ATMs) with the use of a Personal identification Number (PIN).

Cheque
There is limited acceptance of cheques in Australian shops, with supermarkets only accepting cheques from approved customers. If a cheque is acceptable you will be asked to provide your driver's license for viewing. The driver's license number and your residential address will need to be written on the back of the cheque. Australia does not use cheque guarantees.

EFTPOS
EFTPOS- Electronic Funds Transfer at Point of Sale. This is a popular form of payment in Australia, made by your debit card with your Personal Identification Number (PIN). The EFTPOS system draws find directly from your savings or cheque accounts and transfers the approved amount to the place where the goods or services were purchased. Most retailers will also allow you to withdraw cash from the cashier using the EFTPOS system.
BPay
BPay – Bill Payments-allow you to pay for bills over the phone through your bank, using your credit card or debit card.

GST
A Goods and services Tax (GST) applies to most goods and services within Australia. The current rate of GST is 10 per cent. Prices shown for goods and services include GST.

SHOPPING AND RESTAURANTS

Shopping Centres (malls)
Large shopping centres have department stores, supermarkets and hundreds of retail outlets, parking and banks all under one roof. These are air-conditioned and have extended trading hours at certain times of the year. Large department stores include Myer and David Jones.

- Chadstone Shopping Centre: Dandenong Road, Chadstone
- Highpoint Shopping Centre: Rosamond Road, Maribyrnong
- Melbourne Central: LaTrobe Street, Melbourne
- Westfield Shopping Centres: Airport West, Cheltenham, Doncaster, Fountain gate

While there are many large shopping centres or ‘malls’ throughout Victoria, and large department stores in the city, Melbourne in particular also has many districts-streets lined with boutiques, specialty stores, local greengrocers and butchers. The local corner store is known as the ‘milk bar’.

Popular shopping and restaurant areas
The most popular shopping district in the inner city or suburbs in Melbourne

Bourke Street, Melbourne
Large department stores such as Myer, David Jones and many other small retailers.

Collins Street, Melbourne
The ‘top end’ of Collins Street, also know as the ‘Paris end’, has international designer boutiques.

Little Bourke Street, Melbourne
Known as ‘Chinatown’ for its Chinese restaurants and a wide variety of other Asian restaurants.
Lonsdale Street, Melbourne
Also known as Melbourne’s Greek precinct where you’ll find a colourful range of restaurants, shops and theatres.

QV, Corner Swanston and Lonsdale Streets, Melbourne
An urban precinct filled with charming laneways, fashion and food. It has the Central Business District’s first full-line supermarket, Safeway.

Southgate, Melbourne
A large variety of food from French, Italian, Japanese, Chinese and Mexican cuisine to baked potatoes, hot dogs, coffee and wine. Southgate has memorable city and river views as well as free entertainment, a variety of shops and a craft market on the weekends.

Crown Casino and Entertainment Complex, Southbank
Home of Melbourne’s Casino and numerous riverfront fine dining restaurants and cafes, along with luxury boutiques featuring jewellery, exclusive fashion labels, perfume and music.

Toorak Road, South Yarra
More than 400 shops featuring fashion, lifestyle goods, international brand names, furniture and specialty bookstores. You will also find serviced accommodation, street cafes, restaurants, pubs and nightclubs.

Chapel Street, Prahran
Designer clothes stores, various novelty and specialist shops, cafes, restaurants and nightclubs.

Greville Street, Prahran
Off Chapel Street, Greville Street has cafes and shops with recycled and new clothing as well as accessories-you are sure to find a ‘treasure’.

High Street, Armadale
The Antique capital of Melbourne, also home to fashion boutiques, home wares stores and restaurants.

Glenferrie Road, Malvern
Boutiques, restaurants, bakeries, supermarkets and travel stores.

Fitzroy and Acland Street, St. Kilda
Alongside the beach, a variety of alternative shops, hip cafes and bars, restaurants, and the best cakes shops in town.

Brunswick Street, Fitzroy
Bohemian atmosphere with clothes and home wares shopping, cafes, vegetarian restaurants, nightclubs and pubs.
**Johnston Street, Fitzroy**  
A range of Spanish restaurants and site of the Latin Festival held each November.

**Bridge Road, Richmond**  
Known for its furniture and home wares stores, a variety of cafes – and for having the most, best-value fashion factory outlets in Melbourne.

**Victoria Street, Richmond**  
Asian grocery stores and an extensive range of Vietnamese restaurants.

**Lygon Street, Carlton**  
Melbourne’s Italian precinct, with numerous pizza and pasta places, Italian cuisine and gelati bars along with fashion boutiques, bookstores and other general retail outlets.

**Sydney Road, Brunswick**  
Multicultural area with a range of favorite Middle Eastern foods.

**Nelson Place, Williamstown**  
Melbourne’s historic waterfront village with a wide range of restaurants and cafes. A craft market is held on the third Sunday of each month.
IMPORTANT CONTACTS

Department of Immigration and Border Protection

**(Melbourne Office)**
Ground Floor
Casselden Place
2 Lonsdale Street
Melbourne 3000
Phone: 9235 3300

**(Dandenong Office)**
51 Princes Highway
Dandenong 3175
Phone: 9706 7068

**Department of Education (DOE)**
Phone: (02) 6240 5069 OR 131 881

**Australian Quarantine and Inspection Service (AQIS)**
18 Marcus Clarke Street
CANBERRA CITY
ACT 2601
Phone: (02) 6272 3933
Free call: 1800 020 504 (from within Australia)

**Australian Taxation Office**
Casselden Place
2 Lonsdale Street
Melbourne VIC 3000
Phone: 132 861

**VICROADS**
Phone: 131 171
459 Lygon Street
Carlton 3053

**Overseas Student Health Cover**

**AHM**
10 Richardson St.
Wollongong 2500
Phone: 134 246

**Public Transport Victoria**
Public transport
(Trains, Trams & Buses)
Phone: 1800 800 007
TTY: (03) 9619 2727
Overseas Customers: (03) 8608 5021

**Real Estate**
Level 1
678 Victoria St.
Richmond 3121
Phone: 9897 1121

**Australia POST**
GPO Box 72
Melbourne 3001
Phone: 131 318
EMERGENCY

In case of **Medical Emergency**, please dial **000 (triple zero)** and ask for **Ambulance**. Provide condition and location of patient.

**Nearby Hospitals**
Following are the closest hospitals in our area.

**Royal Melbourne Hospital**
Grattan St.
Parkville 3052
Tel: 9342 7000

**Royal Women's Hospital**
Cnr Grattan St and Flemington Road.
Parkville 3052
Tel: 8345 2000

**St. Vincent's Hospital**
Victoria Parade
Fitzroy 3065
Tel: 9288 2211

In case of **Emergency**, please dial **000 (triple zero)** and ask for **Police**. Provide details of emergency and your location.
**Religious places in & around Melbourne**

**Sikh Gurdwaras**
- **Sri Guru Nanak Satsang Sabha**
  127, Whitehorse Road
  Balckburn 3130
  Phone: 9894 1800
- **Sri Guru Singh Sabha**
  344, Hume Highway
  Craigeburn 3164
  Phone: 9305 6511
- **Sri Guru Granth Sahib**
  198-206, Perry Road
  Keysborough 3073
  Phone: 9798 1313

**Hindu Temples**
- **Hindu Temple**
  765 Mountain Hwy
  Bayswater 3153
  Phone: 9738 0564
- **Shri Shiva Vishnu Temple**
  57 Boundary Rd
  Carrum Downs 3201
  Phone: 9782 0878
- **Sri Vakratunda Vinayaka Temple**
  1292-1294, The Mountain Highway
  The Basin 3154
  Phone: 9792 1835
- **Melbourne Murugan Temple**
  17-19 Knight Ave.
  Sunshine 3020
  Phone: 9310 9026
- **Durga Temple**
  (Durga Bhajan Mandali)
  Neales Road
  Rockbank 3335
  Phone: 9747 1628

**Churches**
- **Church of Scientology**
  42-44 Russell St
  Melbourne 3000
  Phone: 9654 8655
- **St Michael’s Uniting Church**
  120 Collins St.
  Melbourne 3000
  Phone: 9654 5120
- **Presbyterian Church of Victoria**
  156 Collins St.
  Melbourne 3000
  Phone: 9650 9311
- **Catholic Church Melbourne**
  576 Victoria Parade
  East Melbourne 3002
  Phone: 9417 4949

**Mosques**
- **Melbourne West Mosque**
  66-68 Jeffcott Street, Melbourne
  Ph 03 9328 2067
- **Islamic Centre of Australia**
  660 Sydney Road, Brunswick
  Ph 03 9385 8423

**Jewish Synagogues**
- **Beit Aharon Memorial**
  15 Mayfield St.
  St. Kilda
  Phone: 9525 8796
- **Beth Chabad Yotzei**
  366 Carlisle St.
  Balaclava
  Phone: 9578 2776

If any student belongs to another faith, please contact student support staff for details.
Legal Services

Registry of Births Deaths and Marriages
Ground floor
595 Collins St.
Melbourne
Phone: 1300 369 367

Migration Review Tribunal and Refugee Review Tribunal (MRT- RRT) Office
(Melbourne - Victoria Registry)
Level 12,
460 Lonsdale Street,
Melbourne 3000
Phone: 8600 5900

Legal Aid
Fitzroy Legal Centre
124 Johnston Street,
Fitzroy
Phone: 9419 3744

Victoria Legal Aid
350 Queen St
Melbourne 3000
Phone: 9269 0234

Student Rights

Department of Education Science and Training (DEST)
Phone: (02) 6240 5069 OR 131 881

The Victorian legal system is organised into three tiers:

Supreme Court - the superior court in Victoria which hears and determines substantial criminal and civil matters

County Court - which hears both middle tier criminal matters and civil disputes

Magistrates' Court - which handles minor criminal matters and private disputes of up to $100,000.