



Information in this Guide was compiled with reference to different sources of information and was as accurate as possible at the time of publishing. As information is subject to change without notice, students are advised to check with the International Students' Office at their respective institutions regarding any information given.

*Published by*



**Australian Government**

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**Australian Education International**

**Australian High Commission**

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March 2005

*References:* Studies in Australia 2002/2003; Customs Information For Travellers; Pre-Departure Guide for Singaporean Students Studying in Australia 2004; Pre-departure and Arrival Guide; Swinburne University of Technology; Pre-departure Guide for Macquarie University International Students; [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au); [www.immi.gov.au](http://www.immi.gov.au); [www.australia.org.sg](http://www.australia.org.sg).

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# Welcome to Study in Australia

## *Congratulations on choosing to study in Australia.*

When you arrive in Australia, you will join some 12,000 other Singaporeans and more than 300,000 students from all over the world who are currently undertaking Australian education.

Australian education is world-renowned and will prepare you to compete for the best jobs in Singapore and internationally. Australian graduates have assumed the top posts in the Singaporean government and in many significant organisations.

This guide has been prepared to help make your transition to Australia as simple, and at the same time, as rewarding as possible. We would be happy to hear from you as to what you found useful in this Guide, what you think could be improved on or what should be added. We would also be interested to hear from you about your personal experiences of studying and living Australia.

While you are in Australia, I hope you will get to know Australians as people and friends, and have the opportunity to experience some of the unique aspects of Australia which make it so distinctive; the biggest island and the smallest continent; a place of vast expanses in the outback yet the most highly urbanised nation outside Singapore; a country with probably the oldest continuous culture - in our indigenous heritage - yet the most multicultural of contemporary societies.

If you need more information about studying and living in Australia before you leave, or you would like to provide comments on this Guide, please contact

AEI - Australian Education International (Kuala Lumpur).

Toll Free: 800 186 0019

Fax: 603 2145 7807

E-mail: [enquiry@aei.edu.my](mailto:enquiry@aei.edu.my)

Website: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

Enquiries in relation to visa applications can be made at the **Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) of the Australian High Commission, 25 Napier Road, Singapore 258507. Tel: 6836 4100 Fax: 6735 1242**

*I wish you well in your studies.*

**Gary Quinlan**

High Commissioner

Australian High Commission



## Pre-departure checklist

### Do you have all the essential documents with you:

- Valid passport
- Letter of offer from University / Confirmation of Enrolment slip issued by the Institution
- Receipts of payments (tuition fees, health cover, etc.)
- Letter of scholarship award (if applicable)
- Original / certified copies of your academic transcript
- Other personal identification documents eg. driver's licence, ID card, etc.

### Have you informed International Student Services regarding your:

- Request for temporary accommodation
- Request for airport reception
- Attendance at Orientation Sessions
- Attendance of the Academic Preparation Program (APP is for postgraduate students only)

### It is important to include the following in your hand luggage:

- Contact and telephone numbers of ISS and friends in case of emergency or carry a copy of the Notice of Arrival form with you
- Some cash in Australian dollars
- Warm clothing such as a sweater or jacket



## Before Departure

### 1. Check validity of your passport.

If it expires before the end of your course, you will need to apply for an extension at the Singapore Immigration Department. Keep a photocopy of your passport details.

*For further inquiries,  
please contact  
the Department of  
Immigration and  
Multicultural and  
Indigenous Affairs  
(DIMIA) at*

**Australian  
High Commission**  
Level 2  
25 Napier Road  
Singapore 258507

Tel: (65) 6386 4100  
Fax: (65) 6735 1242

Counter Hours  
9.00am - 12pm  
Mondays to Fridays

Telephone Hours  
2.30pm - 4.30pm  
Mondays to Fridays

### 2. How do I apply for a student visa?

- > Applications for student visas can be made through any of the education agencies in Singapore.
- > You can also apply for your student visa over the Internet if you are outside of Australia, 18 years of age or over, and fall under Assessment Level 1. All Singaporeans are accepted under Assessment Level 1 with the exception of students from the vocational education and training sector.
- > For other nationalities and your assessment level see [www.immi.gov.au/students/assessment.htm](http://www.immi.gov.au/students/assessment.htm)
- > To apply for student visa on the internet go to [www.immi.gov.au](http://www.immi.gov.au) and select "Studying in Australia" and then "Applying for a student visa".
- > You can obtain information and explanation of the documents required for your student visa application free of charge from the internet at [www.immi.gov.au/study/applying/index.htm](http://www.immi.gov.au/study/applying/index.htm)
- > For more information on Student Visas, see [www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm)
- > You can also write to the student evisa helpdesk at [evisa.students.helpdesk@immi.gov.au](mailto:evisa.students.helpdesk@immi.gov.au)

**3. Plan to arrive** well before your program commences. You are encouraged to participate in Orientation Sessions organised by the institution.

4. **Book and collect airline ticket.**

5. **Arrange travel insurance.**

6. **Organise temporary accommodation** for your arrival in Australia.

7. **Familiarise yourself** with Australian Customs and Quarantine regulations. (refer page 8).

8. The check-in **baggage allowance** for economy class is 20kg. You may be able to obtain an extra luggage allowance from your travel agent/ airline. Any items to be declared to Customs should be packed separately. Your passport, visa, airline ticket, money, important documents (such as travellers' cheques) and any other valuables should be carried in your hand luggage onto the plane. All luggage to be checked in should be locked and tagged with your name, address and telephone number.

9. **Take sufficient funds** with you to cover the first few weeks. You should carry a small amount of cash (say AUD1,000)

## Tip

*Travellers cheques can be replaced if lost*

to tide you over for the first week or two together

with a larger amount in bank draft or travellers' cheques for the initial period. Bank drafts can take five working days for funds to be cleared. Alternatively, you could transfer funds via telegraphic transfer to an account in Australia if you have already opened a bank account. The costs involved are a little higher, but, you will be able to use the funds almost immediately.

10. **You can arrange for your institution to meet you** at the airport upon arrival or, if you prefer, you can make your own arrangements. Make a list of people to contact in Australia. Keep the contact details of your institution handy.

11. **Computers may be brought into Australia.**

No duty or sales tax will apply provided the computer is brought out of Australia when you leave the country at the completion of your studies. However, it is advisable to declare your computer in the Travellers Statement especially if the item is less than 12 months old. In general, the above rule is also applicable to other personal belongings.

12. It is advisable that you include your **warm clothing** such as a sweater or a jacket in your hand luggage.





## After Your Arrival in Australia

### 1. Australian Custom Regulations

To protect Australia's unique flora and fauna, the government has imposed strict restrictions on what can be brought into the country. Before you land on Australian soil, you will receive an Incoming Passenger Card. This form is a legal document and false declarations may lead to a fine of more than AUD100 on the spot or possible prosecution and imprisonment if you do not declare items of quarantine concern.

All food, plant and animal products must be declared on the Incoming Passenger card for inspection when you land. Some items are banned and others will have to be inspected. In most cases, inspected items will be returned to you. If you need more information, contact the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) or go to [www.aqis.gov.au](http://www.aqis.gov.au) (Australian Quarantine Inspection Service) for more information.

#### QUARANTINE MATTERS

##### What can't I take into Australia

#### Nature made Australia unique, quarantine keeps it that way

Australia's remoteness created an environment unlike any other on Earth. Quarantine helps protect it. Food, plant materials and animal products from overseas - including many common souvenirs - could introduce some of the world's most serious pests and diseases into Australia, devastating our valuable agriculture and tourism industries and unique environment.

#### Declare or beware

You must declare for inspection all food, plant materials and animal products on arrival in Australia to ensure they are free of pests and diseases.

Some products may require TREATMENT to make them safe.

Items PROHIBITED due to pest and disease risks will be seized and destroyed by AQIS. You can dispose of prohibited items in quarantine bins in the airport terminal.

If you are not sure, ask a quarantine officer.

### Tick YES on your incoming passenger card

Before landing in Australia, passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick YES to declare if you are carrying any **food, plant materials or animal products**. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal.

Every piece of luggage is now x-rayed or screened. If you fail to declare or dispose of any quarantine items, or if you make a false declaration:

- You will get caught;
- You could be fined on-the-spot for over AUD200; or
- You could be prosecuted and fined for up to AUD60,000 and risk 10 years' imprisonment.

### What happens to items I declare?

Prohibited items will be seized and destroyed by AQIS. In many cases the goods you declare will be returned to

you after inspection. However, any item that presents a disease risk or is found to contain insects or larvae will be withheld. You will be given a range of options for the item depending on the quarantine risks:

- Treating the item to make it safe (for example fumigation, irradiation)\*;
- Holding the item until an import permit is presented\*;
- Storing the item at the airport for collection when you leave Australia\*;
- Re-exporting the item\*;
- Destroying the item.

#### Tip

*Pack all the items that you need to declare into a single bag for easy access. It will speed up customs' inspection.*

AQIS makes every effort to minimise the risk of damage but does not accept liability for damages that may occur as a result of treatment.

*\*These options are subject to fees.*

### Quarantine detector dogs

You may see quarantine detector dogs at the baggage carousels. They will be screening luggage for food, plant material or animal products of quarantine concern.



If you see a detector dog working close to you, please place your bags on the floor for inspection. Sometimes the dog will sit next to your bag if it sniffs a target odour. Sometimes the dog will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and has to check that you are not carrying items that present a quarantine risk to Australia.

**☑ Goods that must be declared**

These items must be declared and inspected for signs of insects or diseases. Some items may require treatment before being allowed into Australia.

**FOOD**

- ☑ Cooked and raw food and ingredients
- ☑ Dried fruits and vegetables
- ☑ Noodles and rice
- ☑ Packaged meals including airline food
- ☑ Herbs and spices
- ☑ Traditional herbal medicines, remedies, tonics and teas
- ☑ Snack foods
- ☑ Biscuits, cakes and confectionery
- ☑ Tea, coffee and other milk-based beverages

**ANIMAL PRODUCTS**

- ☑ Feathers, bones, horns and tusks (must be clean and free of any tissue)
- ☑ Skins, hides, and furs (rawhide including drums, shields and dog chews are prohibited)
- ☑ Wool and animal hair (includes fleece, yarn, and craft items)
- ☑ Stuffed animals and birds (taxidermy certificate required. Some may be prohibited under endangered species laws)
- ☑ Shells and corals (including jewellery, curios and souvenirs)
- ☑ Bee products including pollen, beeswax and honeycomb
- ☑ Used animal equipment including veterinary equipment and medicines, shearing or meat trade tools, saddlery and tack, and animal or bird cages
- ☑ Pet food is prohibited

**PLANT MATERIALS**

- ☑ Wooden articles and carvings including painted or lacquered items (bark is prohibited and will be removed or require treatment)
- ☑ Artefacts, handicrafts and curios made from plant materials
- ☑ Mats, bags and other items made from plant materials, palm fronds or leaves (goods made from banana plants are prohibited)
- ☑ Straw products and packaging

- ✔ Bamboo, cane or rattan basketware and furnishings
- ✔ Pot pourris and coconut shells
- ✔ Goods containing cereal grains, corn husks or filled with seeds
- ✔ Christmas decorations, wreaths and ornaments (pine cones are prohibited)
- ✔ Dried flowers and arrangements
- ✔ Fresh flowers and leis (flowers that can be grown from stems such as roses, carnations and chrysanthemums are prohibited)

#### OTHER GOODS

- ✔ Craft and hobby lines made from animal or plant materials
- ✔ Sporting and camping equipment including tents, footwear, hiking boots, golf equipment, bicycles and fishing equipment
- ✔ Footwear, clothing and any items used in rural areas or carrying contamination from soil, faeces or plant materials

### ✘ Goods that are prohibited

These items are prohibited and will be seized and destroyed by AQIS. Or you can drop them in the quarantine bins at the airport.

#### EGGS AND EGG PRODUCTS

- ✘ All whole, dried and powdered egg, and egg products that contain more than 10% egg as an ingredient, such as mayonnaise

#### DAIRY PRODUCTS

- ✘ All dairy products (unless from a country listed as foot-and-mouth disease free). Whole and dried products that contain more than 10% dairy product as an ingredient. Infant formula accompanying a child and New Zealand dairy products are allowed

#### UNCANNED MEAT PRODUCTS

- ✘ All animal species - fresh, dried, frozen, cooked, smoked, salted or preserved meat, including salami and sausages

#### LIVE ANIMALS

- ✘ All mammals, birds, birds' eggs, and nests, fish, reptiles, amphibians and insects

#### LIVE PLANTS

- ✘ All potted/bare rooted plants, cuttings, roots, bulbs, corms, rhizomes, stems and other viable plant materials

#### SEEDS AND NUTS

- ✘ Cereal grains, popping corns, raw nuts, chestnuts, pine cones, birdseeds, unidentified seeds, and some commercially packaged seeds and seed ornaments

#### FRESH FRUITS AND VEGETABLES

- ✘ All fresh and frozen fruits and vegetables

There is no limit on the amount of Australian and/or foreign cash that may be brought into or taken out of Australia. However, amounts over AUD10,000 and the equivalent in foreign currency must be declared.

**2. Your institution will arrange to meet you** at the airport if you have asked them to do so. In the absence of such arrangement, you can use the shuttle bus service operating between the airport and the city centre. All international terminals provide this service for a reasonable fee. Alternatively, you could catch a bus or taxi or hire a rental car.



**3. Contact your family and relatives** to advise them that you have arrived safely. To call from anywhere in Australia, you will need to dial 0011 followed by the country and area codes and phone number. For example 0011 (to call Singapore) 65 XXXX XXXX.

**4. Visit the International Students' Office** to advise them of your arrival. If you have made temporary accommodation arrangement through them, they will give you the relevant details at this time. You will also be required to undergo a registration procedure which involves the selection of your subjects and tutorials. You will receive a book list and, depending upon the institution and course, you may be able to open an email account. You can also obtain your student card and ask about any other concession cards. If you have not already done so, you will need to open a bank account which will require several forms of identification such as your passport, home country driver's licence, student card etc.

**5. Look out for orientation sessions** that have been planned by your institution or Singaporean Club. The Singaporean Students' Club (or similar associations) will be a good source of information and will enable you to make social contacts immediately.

**6. Arrange for permanent accommodation.** The Housing Officer will be able to assist you in this regard. Also check the institution's noticeboards which will have advertisements for various types of accommodation.

## 7. Overseas Student Health Cover

Australia has a special system of health cover for international students in Australia. This is called Overseas Student Health Cover (OSHC) and you are required to have this for the duration of your student visa in Australia. OSHC provides a safety net for international students similar to that provided to Australians through Medicare.

### [How to obtain OSHC]

You will need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed a Deed with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds.

### OSHC providers

- Medibank Private ([www.medibank.com.au](http://www.medibank.com.au))
- Teachers Union Health Fund Limited, sub-contracting to Worldcare Assist ([www.worldcare.com.au](http://www.worldcare.com.au))
- AXA Australia Health Insurance, subcontracting to IMAN International ([www.iman.com.au](http://www.iman.com.au))
- Australian Unity Health Limited, subcontracting to RSM Insurance Brokers ([www.australianunity.com.au](http://www.australianunity.com.au))

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now access Optional OSHC. Some students may be exempted from enrolling in the OSHC.

If you come to Australia on a visa other than student visa and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.



### [How much does it cost?]

OSHC costs depend on how long you will be in Australia. Premiums vary depending on the health fund but generally start from AUD78 for three months insurance (AUD316 a year). If your spouse and/or dependant children are accompanying you to Australia you will need to pay a family premium. You pay your OSHC premium before coming to Australia.

### [When you arrive in Australia]

When you arrive in Australia you need to confirm your OSHC membership with your registered OSHC provider. Your registered OSHC provider will need to see your passport for identification purposes and to ensure that the dates of your cover are correct.

For more detailed information on OSHC benefits and costs visit the Australian Department of Health and Aged Care website ([www.health.gov.au/privatehealth/consumers/oshc.htm](http://www.health.gov.au/privatehealth/consumers/oshc.htm)) or contact the health funds offering OSHC.

### [Extending your cover]

OSHC cover is required for the full period of your stay in Australia. This means you must renew your cover each time you re-enrol to study or each 12 months. When you are approaching the final period of study premiums up to 18-months will be accepted.

Most educational institutions will send renewal premiums to registered OSHC providers on behalf of students. Cover is then renewed and the OSHC provider issues a new membership card automatically.

Benefits are not paid during any period when OSHC membership lapses.

### [What is covered?]

OSHC covers most medical expenses and the cost of hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

### [What is not covered?]

Dental and optometry costs are not included but students may also take out additional cover.

Students are reminded that OSHC does not cover any pre-existing conditions (such as pregnancy or prior illness) and such expenses must be met by the students themselves.



## Day-to-Day Life in Australia

### Living costs in Australia

The average international student in Australia spends about AUD320 per week on:

- ▶ accommodation
- ▶ food
- ▶ clothing
- ▶ entertainment
- ▶ transport
- ▶ telephone
- ▶ incidental costs

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

### Accommodation options and costs

A variety of high standard student accommodation is available to suit different budgets and needs. Students can opt to live in university accommodation or with an Australian family. Shared accommodation with other students is common and popular.

Institutions provide students with help in finding accommodation and understanding lease and tenancy conditions. Temporary accommodation can be arranged before you leave home allowing you time on arrival to consider where and how you would like to be accommodated in the longer term. Student noticeboards and newspapers often advertise rooms, apartments and houses for rent.

Further advice is available from your prospective institution.

#### ACCOMMODATION OPTIONS



#### Homestay or Farmstay AUD110-AUD270 a week

Gain access to the Australian lifestyle in a natural and friendly way through Homestay. This is popular with younger students and those studying short-term English courses. Meals are usually included in the cost. Single or shared rooms may be offered and the cost will vary accordingly. Self-catering homestay is sometimes available cheaply. Farmstay offers the same services in a rural setting.

Institutions maintain a register of families prepared to board international students during the academic year. Education institutions ensure that homestay families are reputable and that they offer accommodation of a reasonable standard.





### **Hostels and guest houses**

**AUD80-AUD135 a week**

Hostels are usually run by organisations such as Youth Hostels Australia and the Young Men's Christian Association (YMCA). Students share kitchen and bathroom facilities.



### **Shared accommodation**

**AUD50-AUD160 a week**

### **Rental accommodation**

**AUD70-AUD350 a week**

Students often share accommodation with fellow students.

They advertise on notice boards and in newspapers. Students may have to provide their own furniture.

When renting a house, apartment or bed sitter, landlords require rent to be paid in advance and will require a security bond equal to one month's rent.



### **Boarding schools**

**AUD8000-AUD11000 a year**

Many private secondary schools provide accommodation, meals and laundry services for international students.

Note: Tuition fees are in addition to the boarding fees



### **University accommodation**

**AUD80-AUD250 per week**

#### **University apartments**

Most universities offer a variety of accommodation on or near campus such as university apartments, residential colleges or halls of residence. Halls of Residence are usually cheaper and a popular option with full-time international students. The cost ranges depending on type and quality of accommodation.



### **University residential colleges**

Residential colleges provide accommodation with meals. They are slightly more expensive than university Halls of Residence. The college undertakes cleaning and household tasks. Sporting and social facilities, tutoring, libraries and (generally) computer access are also provided.

### **Halls of Residence**

Halls of residence are located on or near university campuses and are generally cheaper than residential colleges. International students find them an attractive option. Students usually have meals and some cleaning services provided. Only full-time students are accepted. Students need to apply early because of the high demand for places.

## *Important Tips for Those Planning to Rent*

- ☆ Narrow down your options so that you know what type of housing you are seeking, how much rent you can afford to pay and where you want to live.
- ☆ Check price ranges for housing with the International Students' Office, other students, real estate agents, university noticeboards, student and local newspapers.
- ☆ Most dwellings are not furnished, so take into account the cost of buying furniture as well as estimates for electricity, telephone and gas charges.
- ☆ Do not feel pressured into taking a place which does not suit you.
- ☆ Do not sign any documents unless you fully understand the contents and can meet all the necessary obligations.
- ☆ Carefully check the dwelling to ensure it meets your requirements.
- ☆ Note the condition of all fixtures, fittings and appliances. Ensure everything is clean and in working order. Anything not in serviceable condition should be reported to the landlord or real estate agent.



- ☆ Once you have decided to rent a property, you will usually sign a legal document known as a lease or rental agreement which sets out the obligations of the owner/ landlord and the tenant. This written agreement is usually for a fixed term and both parties are committed for the period specified in the contract. The lease will require the landlord to make sure all utilities are properly installed and in working condition and the tenant must keep the dwelling in good order. It is common practice for the tenant to pay a bond equivalent to four weeks' rent which is refundable at the end of the contract period, provided there is no damage to the dwelling. Any damages or breakages which are the responsibility of the tenant will be deducted from the bond before it is released. In some instances, the bond deposit may not be refunded if lack of sufficient notice is given to the landlord when a tenant moves out. Make sure you have fully understood the contents of the lease and sorted out any uncertain terms with the landlord before signing. Keep a copy of the lease for your own records. Only those over 18 years of age can sign leases or contracts.
- ☆ Before taking over a property, you are entitled to a property inspection which will list all items inside the property and their current condition. This property inspection report should be signed by both you and the landlord/agent. This report will protect the tenant from being liable for damages not caused by you.
- ☆ Ensure you obtain a receipt for all monies paid, for example, bond, letting fee, rent, deposit.
- ☆ In some states, water and rubbish collection charges are included in the Council rates which will be paid by the owner. The tenant will be responsible for initial connection fees and all ongoing charges for electricity, gas, water (where it is metered) and telephone. Deposits will be required prior to the electricity and telephone being connected.
- ☆ You should take out contents insurance to cover your more valuable personal items.

# Australian Universities

## INDIAN OCEAN

DARWIN

Palmerston

### WESTERN AUSTRALIA

Curtin University of Technology  
Edith Cowan University  
Murdoch University  
University of Notre Dame, Australia  
The University of Western Australia

#### Main Campus

Perth  
Perth  
Perth  
Fremantle  
Perth

#### Other Locations

Kalgoorlie, Northam  
Bunbury  
Rockingham  
Broome

Broome

## WESTERN AUSTRALIA

### QUEENSLAND

Australian Catholic University  
Bond University  
Central Queensland University  
  
Griffith University  
James Cook University  
Queensland University of Technology  
The University of Queensland  
University of Southern Queensland  
University of the Sunshine Coast

#### Main Campus

Brisbane  
Gold Coast  
Rockhampton  
  
Brisbane  
Townsville  
Brisbane  
Brisbane  
Toowoomba  
Maroochydore

#### Other Locations

Brisbane, Bundaberg,  
Gladstone, Gold Coast, Mackay  
Gold Coast, Logan  
Cairns  
  
Gatton, Ipswich  
Hervey Bay

Kalgoorlie

## SOUTHERN OCEAN

PERTH

Rockingham

Northam

Fremantle

Bunbury

### NEW SOUTH WALES

Australian Catholic University  
Central Queensland University  
Charles Sturt University  
Macquarie University  
Southern Cross University  
The University of Newcastle  
The University of New England  
The University of New South Wales  
The University of Sydney  
University of Technology Sydney  
University of Western Sydney  
University of Wollongong

#### Main Campus

Sydney  
  
Albury-Wodonga  
Sydney  
Lismore  
Newcastle  
Armidale  
Sydney  
Sydney  
Sydney  
Sydney  
Wollongong

#### Other Locations

Sydney  
Bathurst, Dubbo, Wagga Wagga  
  
Coffs Harbour, Port Macquarie  
Ourimbah  
  
Camden, Orange  
  
Campbelltown  
Nowra, Sydney

### VICTORIA

Australian Catholic University  
Central Queensland University  
Deakin University  
La Trobe University  
  
Monash University  
RMIT University  
Swinburne University of Technology  
University of Ballarat  
The University of Melbourne  
  
Melbourne University Private  
Victoria University

#### Main Campus

Melbourne  
  
Melbourne  
Melbourne  
  
Melbourne  
Melbourne  
Ballarat  
Melbourne  
  
Melbourne  
Melbourne

#### Other Locations

Ballarat  
Melbourne  
Geelong, Warrnambool  
Albury-Wodonga, Beechworth,  
Bendigo, Mildura, Mt Buller,  
Shepparton  
Churchill  
  
Ararat, Horsham, Stawell  
Creswick, Dookie, Horsham,  
Terang, Warragul  
  
Melton, Sunbury

Australia has 40 universities which are listed on the registers of the Australian Qualifications Framework, the major onshore campuses of which are marked on this map. Please note that Australia also has a number of recognised higher education institutions that are not marked.



## Note

*Most accommodation, except Homestay, will not include the provision of electrical items, household equipment, sheets, blankets, etc. Secondhand household goods are available quite cheaply, but students may wish to bring some of their own basic items.*

## Clothing

In summer, lightweight clothing (natural fibres) will generally be sufficient with perhaps a light jacket or sweater for evening in the southern part of the country. Warm clothing is necessary for the winter months, particularly in southern Australia. You will be able to buy winter clothing once you are there. Everyday wear for students is comfortable and casual.

## Money matters

### Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. The average international student in Australia spends about AUD320 per week on accommodation, food, clothing, entertainment, transport, telephone and incidental costs. School students in Australia typically spend a little less - about AUD265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.



### Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller's cheques are easier to use if they are already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash traveller's cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa evidence of residency and passport. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic



transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

**Normal banking hours:** 9.30 am - 4.00 pm Mondays to Thursdays  
9.30 am - 5.00 pm Fridays  
Some banks are open on Saturday mornings

### Opening a Bank Account

It is recommended that you open a bank account as soon as possible after arriving in Australia. It is important that you understand the conditions that come with the account. Banks in Australia provide savings and cheque accounts, plus a range of other financial services including personal loans, bank drafts and transfers of funds.

To open an account, present your passport and another form of identification, such as your student ID or international driver's licence.

Money can be sent from your home country to Australia by bank drafts, cheques or telegraphic transfers. Credit cards are also a convenient way of transferring funds. It is important to check on the interest rates that will be charged. Bank drafts or cheques from overseas take a few days to arrive and can take up to 10 working days to clear through an Australian bank. Telegraphic transfers usually take only a few days but it cost more than other methods.

**Tip** *If you are receiving money from overseas via telegraphic transfer, you might want to check with the bank from which the money is going to be sent from to determine which bank in Australia they have an agreement with. This may mean less fees and faster processing time for your transactions.*

### Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards and charge cards are American Express, Bankcard, Diners International, MasterCard, Visa and their affiliates.

**Tip**  
*Credit cards are useful in emergencies*

### Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are AUD5, AUD10, AUD20, AUD50 and AUD100. Coins used are the silver coloured 5-cent, 10-cent, 20-cent and 50-cent and the gold coloured AUD1 and AUD2 coins. Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge

polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping is not the custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is not unusual to tip food and drink waiters up to 10 per cent of the bill for good service. Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice and is not an expectation.

### Shopping

Australia's major town centres and capital cities have world-class shopping facilities.



#### General shopping hours

**9.00 am - 5.30 pm**

**Late night shopping until 9.00 pm**

**Some supermarkets are open 24 hours a day**

7 days a week

Thursdays or Fridays

7 days a week

### Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

### Postal Services

Postal services in Australia are provided by Australia Post. Deliveries of letters and small parcels are made once daily from Monday to Friday. Larger parcels must be collected from your nearest Post Office with a collection card which you will receive in your letter box. The postal service is reliable and efficient with next day delivery within the same city. Most Post Offices are open from 9.00 am to 5.00 pm Mondays to Fridays. They have a variety of Australia Post items for sale such as stationery, post bags, phone cards, stamps, etc and usually offer receiving services for the payment of electricity, telephone and some other bills. Stamps may also be purchased at certain newsagents.

## Telephones

Australia has a modern telephone system. Many private households now also have internet access. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of AUD5, AUD10, AUD20 and AUD50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and they can be found at international and domestic airports, central city locations and hotels.

### Tip

*Phone cards are a fantastic way to control overseas telephone bills*

Mobile phones are very popular and can be purchased from a number of retailers. International students wishing to have mobile access should be prepared to pay a bond (AUD500 minimum) for the line.

An alternative would be to buy pre-paid SIM cards. Some pre-paid SIM card packages are sold with a mobile phone. With a pre-paid SIM card, you are given a number (all mobiles start with '041' or '040') and you can make calls as long as there is stored value on your card. Be aware that pre-paid SIM cards have an expiry date on its stored value. You will need to recharge your card, within a specified period, by topping up your card's stored value. However, once the SIM card has expired, you will have to purchase a new SIM card.

## Transport

With one of the highest standards of living in the world, Australia offers a wide variety of modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depend on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at newsagencies. You may drive in Australia with a valid overseas drivers licence but if the document is not in English, you must carry a translation of the license.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis on the street. A lit sign on the roof indicates that a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.



## Your Own Transport

Depending upon your finances and the distance between your residential accommodation and the campus, you may decide to purchase your own transport.

**A reasonable second hand bicycle** can be bought for AUD200.

**A good second hand car** can be purchased for less than AUD10,000.

**If you purchase a car**, you will be responsible for registration and service costs, repairs, fuels and insurances. The registration fee covers third party personal accident damage only. You can also pay extra to have third party insurance which will include fire and theft as well as damage to other cars. You may even wish to take out a more comprehensive insurance policy. The cost of a comprehensive insurance policy will depend on your age and driving record and the type of car you own. If you will be in Australia for a period of up to three months, you can drive with an International Driver's Licence. However, if you plan to stay longer than three months, then you will need to pass a written test on highway codes and regulations and meet all necessary requirements before being granted an Australian Driver's Licence.

### Note

*Driving under the influence of alcohol or drugs is a serious offence, punishable by the loss of licence and sometimes jail.*

*The use of seat belts for the driver and all passengers is compulsory.*

*Australians, like Singaporeans, drive on the left side of the road. The maximum speed limit in cities is 60km per hour and 100km per hour on the open road unless signs indicate otherwise. Random breath testing is conducted in most Australian states and the driver's permitted alcohol level is 0.05%. (i.e. the equivalent of drinking less than 2 cans of beer.)*

## Food



Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruits and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home. You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaways, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

## Working while you study in Australia

International students in Australia on a student visa can apply for permission to work. A student can work up to 20 hours a week on a casual basis during course time and full-time during vacation periods if they have been granted a visa with work rights. In some cases, family members can apply for permission to work up to 20 hours a week throughout the year. In the case of Masters and Doctorate students, family members can apply for permission to work unlimited hours. You can only apply for a visa with work rights after you arrive in Australia and have begun studying. The application charge for a student visa with permission to work is AUD55. The money you earn from working in Australia should only supplement your income and not be used as your only source of income. Most students take part-time or casual jobs at some point of time during their studies. Some jobs are closely tied to courses of study (such as formal cadetships and informal arrangements such as part-time work by law students in solicitors' offices). Some





students tutor school children or get jobs on campus in the canteen, bookshop, in the institution's offices and as laboratory assistants. Some jobs are entirely outside the education community such as babysitting, gardening, hospitality, sales, information technology, restaurants, checkout work or fruit picking. Some institutions offer a job placement service. If work is available you will need to obtain a tax file number from the Australian Government. Under certain circumstances dependants of students are

permitted to work. Student visa information on work rights on this publication is an outline only and subject to change.

### **Taxation**

Commencing 1 July 2000 the Australian Government has introduced a new tax system. A broad based Goods and Service Tax (GST) of 10% will be added on the supply of most goods and services consumed in Australia.

International students who live in Australia for more than six months, or who will earn money or interest during their stay, must obtain a Tax File Number (TFN). A TFN is allocated by the Australian Taxation Office (ATO). To obtain your TFN, enquire with your Student Welfare Officer. You could also approach the ATO direct or your employer would be able to provide you with the necessary paperwork. If you do not have a TFN, any income or interest you earn will be taxed at the highest possible rate by the Australian Government. If you live in Australia for more than six months of the year, you will be considered a resident for taxation purposes. Your TFN will also be required by your employer if you are working part-time.

For more details, please visit [www.ato.gov.au](http://www.ato.gov.au)

For more detailed, accurate and up-to-date information on student visas and visa requirements please check the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) website ([www.immi.gov.au](http://www.immi.gov.au)).



## Adjusting to Life in Australia

The first few months in any new country are often a time of great adjustment - particularly if this is your first time living away from home and/or your first experience of another country's culture.

You may notice differences in etiquette, style and values. Australians are generally "informal" and this may take some getting used to.

Asian students are usually accustomed to a culture in which ritual is important and levels of status and authority are clearly distinguished and carefully respected.

These are not so obvious characteristics of Australian culture and you will be expected to be able to deal with a wide range of people on an equal basis and in informal situations.

### A Few Tips

- Be positive. Remember the reasons why you chose to study in Australia.
- Be flexible and prepared to adapt to the changing environment.
- Recognise that you may initially feel lonely and uncomfortable. Talk to other international students and you may find that these adjustment problems are quite common.
- Meet as many people as you can. Become involved in sports and social activities on- and off-campus.
- Listen and observe the methods of behaviour and communication of others. If you don't understand, ask questions.
- If all of the above don't work and you are experiencing severe adjustment problems, seek advice from your International Student Adviser or counsellor at your institution.



## About Australia

### Australian history

Australia is home to the world's oldest continuing cultural traditions. Sites showing human occupation are dated back to 40,000 years. Recent work in north-west Australia identified rock art that may be 175,000 years old. Indigenous Australians have a mystic tradition that explains their close relationship to the land and tells of a dreamtime rich in stories of creation.

### Settlement

On 26 January 1788, European settlers reached Port Jackson and established a settlement in what is now Sydney. Australia's population is now more than 19 million. Asia figures prominently in Australia's top 10 source countries for family migrants.

### Government and politics

Australia is a democracy and debate is a component of the Australian political process. Freedom of speech is a cornerstone of any democracy and Australians have no hesitation in expressing their views on politics and controversial issues. All Australians from the age of 18 are required to vote in local, state and federal elections.

### Three levels of government

#### Commonwealth Government or Federal Government led by the Prime Minister

*Responsible for nation-wide matters such as defence, trade, foreign affairs and telecommunications*

#### State Governments led by Premiers

*Complement the activities of the Commonwealth Government especially in the areas of education, social welfare and law enforcement.*

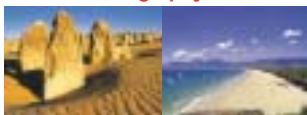
#### Local Governments administered by locally-elected councillors

*Responsible for municipal activities such as town planning, building, and waste disposal.*

The Parliament is based on the Westminster system of government. Common law is the basis of Australia's legal system. On 1 January 2001, Australia celebrated its Centenary of Federation. Elected by the people of Australia, the Commonwealth Government governs Australia as a

constitutional monarchy. Queen Elizabeth II of the United Kingdom is also the Queen of Australia. She is formally the head of state, represented in Australia by a Governor-General. There was a vigorous debate about Australia becoming a republic in the lead-up to a national referendum in 1999 when a majority of Australians voted to remain a constitutional monarchy.

### Geography



Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

Vast tracts of Australia are registered national parks and protected under government legislation. The Great Barrier Reef, Kakadu, Uluru, the Blue Mountains and the Tasmanian Wilderness are among Australia's 14 World Heritage Areas listed by the United Nations. Also in Australian territorial waters and under Australian control are several islands off the Australian coastline and a substantial area of the Antarctic mainland.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants which are unique on the planet. This is why Australia has strict quarantine regulations to keep out exotic pests and diseases that could affect native plants and animals, human health, agricultural industries and our environment.

Australia is the only country to occupy an entire continent. Australia is as wide as the distance from Kuala Lumpur to Taipei and as long as the distance from Singapore to Manila. The area of Australia is almost as great as that of the United States of America (excluding Alaska), about 50 per cent greater than Europe (excluding the former USSR) and 32 times greater than the United Kingdom.

### Population

Australia's population of more than 19 million is concentrated largely on the eastern seaboard, the southwest coast and in Tasmania with 85% of the people living on or near the coast. Its English language and lifestyle reflect its mainly Western origins although it is a multicultural society. Australia is home



to people from all over the world with at least one in five of the population being born overseas. This includes a high proportion of Asians and Europeans. Close ties have been maintained with Britain, the United States of America and other Western nations. Recently, stronger ties have been forged with her Asian and Pacific neighbours.



### Climate

Nearly a third of Australia is in the tropics and the rest is in the temperate zone. The coldest areas are in the south-eastern corner of the mainland and Tasmania.

#### Seasons in Australia

<b>Summer</b>	December - February
<b>Autumn</b>	March - May
<b>Winter</b>	June - August
<b>Spring</b>	September - November

### Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period.

#### Time zones in Australia

##### Australian eastern standard time (AEST)

Greenwich time minus 10 hours

*Australian Capital Territory, New South Wales, Queensland, Tasmania, Victoria*

##### Central standard time (CST)

AEST minus 30 mins

*South Australia, Northern Territory*

##### Western standard time (WST)

AEST minus 2 hours

*Western Australia*

##### Australian daylight saving time (ADST)

AEST plus 1 hour (end of October - end of March)

*Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria*

## Standard of living

Australia enjoys a relatively high standard of living with a pleasant lifestyle in a safe and friendly environment.

The mild climate combined with plenty of food and an abundance of natural resources enable most Australians to live well. Fruits, vegetables and meat are available fresh and at reasonable prices. Other consumable merchandise (such as clothing and personal effects) are generally of good quality, although naturally this can vary and items are priced accordingly. A large range of imported goods and foodstuff are available.

Accommodation is generally clean and liveable, however, levels of comfort and amenities vary depending upon what you are prepared to pay.

## Languages

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain, and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slangs, and have much fun explaining the meanings to your friends and relatives at home.



## Law

As an international student, you are subject to all State and Federal laws. You will not be treated any differently to any other Australian citizens or permanent residents. Depending upon the offence committed, the consequences of breaking the law could result in your Student Visa being cancelled.

## Religions

Australia is predominantly a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

Some universities have their own religious groups on campus.



## Sports and recreation

Australians are very keen on sports and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlighted Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

## Entertainment

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.



## Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty such as national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Take precautions when traveling independently in isolated outback areas. Plan your trip using a good map, stay on recognized routes, check facilities and road conditions before departure. Advise someone of your route, destination and arrival time. Make sure you carry ample supplies of petrol, food and water. Allow at least five litres of water per person per day. Drink water regularly and in sufficient quantities to prevent dehydration. In the case of a vehicle breakdown, stay with your vehicle where there is shade and protection from the heat.

Try to avoid the sun during the middle of the day between 10.00 am and 2.00 pm (11.00 am and 3:00 pm during daylight saving time) when ultraviolet rays are at their strongest. When at the beach or enjoying outdoor activities, reduce the risk of harmful exposure to the sun by wearing a broad-brimmed hat, a shirt with a collar and sleeves and sunscreen lotion of SPF 30+ sun protection on exposed areas of skin.

Popular beaches are patrolled by volunteer Surf Life Saving Association members from October to April. Always remember to swim between the flags that mark the safe zones.



### *Important Tips on Etiquette*

- ☆ Australians usually have two names - the first is a Christian or given name and the second is the family name or surname. People of around your own age or younger would usually be addressed by their Christian name.
- ☆ When introduced to people older than yourself, it is polite to call them "Mr", "Mrs" or "Ms" followed by their surnames until you know them well or they ask you to address them by their Christian names.
- ☆ When a group of people is waiting for something (eg. at taxi stand, bus stop, ticket counter, cashier), they will queue up. Trying to push ahead of others or "jumping the queue" will not be tolerated and anyone attempting to do so could find themselves in an awkward situation.
- ☆ You will be expected to reply to an invitation whether formal (written eg. a wedding reception) or informal (verbal eg. barbeque).
- ☆ Tardiness is generally not acceptable. If you cannot keep an appointment/invitation or you will be late, you should call to explain before the event.
- ☆ Smoking is becoming an unacceptable social practice. It is banned in government buildings and on most public transport including domestic and many international flights. Many restaurants will have a smoking area as well as a non-smoking area. It is good manners to ask before lighting up.
- ☆ Eating with one's fingers is considered acceptable at picnics, BBQs and when eating takeaway food. Meals consumed at home or in restaurants will require the use of cutlery. You may use fingers for eating bread and, occasionally, for meat with bones. If you don't know which utensil to use for a particular course, ask beforehand or watch to see what your fellow diners do.
- ☆ Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. At any time, tipping is your choice.

## Public Holidays in Australia

These are indicative dates which may subject to change

New Year's Day	Jan 1	Australia-wide
Australia Day	Jan 26	Australia-wide
Labour Day	Mar 7	WA
Labour Day	Mar 14	VIC
Canberra Day	Mar 21	ACT
Good Friday	Mar 25	Australia-wide
Easter Monday	Mar 28	Australia-wide
ANZAC Day	Apr 25	Australia-wide
May Day	May 2	NT
Labour Day	May 2	QLD
Adelaide Cup Day	May 16	SA
Foundation Day	June 6	WA
Queen's Birthday	June 13	All except WA
Bank Holiday	Aug 1	NSW **/ ACT**
Picnic Day	Aug 1	NT
Queen's Birthday	Sept 26	WA
Labour Day	Oct 3	ACT / *NSW / SA
Melbourne Cup Day	Nov 1	VIC**
Christmas Day	Dec 25	Australia-wide
Boxing Day	Dec 26	Australia-wide
(Replacement Holiday) Boxing Day	Dec 27	All except Vic & SA

\* Subject to proclamation

\*\* Regional Observance only

### Australian Offices - State and Territory Offices

DIMIA has 15 offices in Australia located in capital cities of each State and Territory and additional regional offices in Queensland. State and Territory offices are committed to enhancing the delivery of departmental outcomes and outputs by providing efficient and effective services through dealing directly with clients and managing services targeted to clients within geographical regions.

#### Telephone us

It is strongly recommended that you call DIMIA on 131 881 before coming into any office so that you know what documentation to bring with you. You may find that you do not need to visit an office in person or that you will need to make an appointment.

#### Visit us

If you are looking for one of the Department's offices you can look up our handy office locations for all street and postal address information. Just choose your state/territory from the list or map below to find your nearest DIMIA office.

#### AUSTRALIAN CAPITAL TERRITORY

##### ACT Regional office

- Street address : Level 3 1 Farrell Place Canberra City ACT 2601
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900-1300)
- Courier access : Level 3
- Postal address : GPO Box 717 Canberra ACT 2601
- General facsimile : (02) 6248 0479

#### NEW SOUTH WALES

##### Parramatta office

- Street address : Ground Floor Jessie Street Centre 2-12 Macquarie Street Parramatta NSW 2150
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900 - 1330)
- Courier access : Level 4 South Wing
- Postal address : Locked Bag CC7 Parramatta NSW 2123
- General facsimile : (02) 9893 4813

##### Rockdale office

##### Sydney CBD office

- Street address : Ground Floor 26 Lee Street Sydney NSW 2000
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900-1330)
- Courier access : Level 3
- Postal address : GPO Box 9984 Sydney NSW 2000
- General facsimile : (02) 9032 4096

#### NORTHERN TERRITORY

##### Darwin office

- Street address : Pella House 40 Cavenagh Street Darwin NT 0800
- Counter hours : Mon-Fri 0900 - 1600 (Wed 1000-1600)
- Postal address : GPO Box 864 Darwin NT 0801
- General facsimile : (08) 8981 6245

#### QUEENSLAND

##### Brisbane office

- Street address : Level 13 313 Adelaide Street Brisbane QLD 4000
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900 - 1330)
- Courier access : Level 13
- Postal address : GPO Box 9984 Brisbane QLD 4001
- General facsimile : (07) 3360 5006

##### Cairns office

- Street address : 19 Aplin Street Cairns QLD 4870
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900 - 1330)
- Postal address : PO Box 1269 Cairns QLD 4870
- General facsimile : (07) 4051 0198

##### Southport office

- Street address : Level 1 72 Nerang Street Southport QLD 4215
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900 - 1330)
- Courier access : Level 1
- Postal address : PO Box 2868 Southport QLD 4215
- General facsimile : (07) 5591 5402

## QUEENSLAND

### Thursday Island office

- Street address : Commonwealth Centre Hastings Street Thursday Island QLD 4875
- Counter hours : Mon-Fri 0800 - 1700
- General telephone: (07) 4069 1292
- General facsimile : (07) 4069 1884

## SOUTH AUSTRALIA

### Adelaide office

- Street address : Commonwealth Centre Building Level 4 55 Currie Street  
Adelaide SA 5000
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900 - 1300)
- Courier access : Level 4
- Postal address : GPO Box 2399 Adelaide SA 5001
- General facsimile : (08) 8237 6699

## TASMANIA

### Hobart office

- Street address : Level 13 188 Collins Street Hobart TAS 7000
- Counter hours : Mon-Fri 0900 - 1600, except Wed 1030 - 1600
- Courier access : Level 13
- Postal address : GPO Box 794 Hobart TAS 7001
- General facsimile : (03) 6223 8247

## VICTORIA

### Melbourne CBD office

- Street address : Ground Floor Casselden Place 2 Lonsdale Street Melbourne VIC 3000
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900 - 1330)
- Postal address : GPO Box 241E Melbourne VIC 3001
- General facsimile : (03) 9235 3300

### Dandenong office

- Street address : 51 Princes Highway Dandenong VIC 3175
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900 - 1330)
- Courier access : Rear entrance through Close Avenue
- Postal address : Private Mail Bag 5001 Dandenong VIC 3175
- General facsimile : (03) 9706 7068

### Preston office

- Street address : 293 High Street Preston VIC 3072
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900 - 1330)
- Postal address : PO Box 1528 Preston VIC 3072
- General facsimile : (03) 9487 3463

## WESTERN AUSTRALIA

### Perth office

- Street address : City Central 411 Wellington Street Perth WA 6000
- Counter hours : Mon-Fri 0900 - 1600 (Wed 0900 - 1300)
- Postal address : Locked Bag 7 Northbridge WA 6865
- General facsimile : (08) 9415 9286

## Singapore High Commission

High Commissioner : Joseph Koh Kok Hong  
Address : 17 Forster Crescent Yarralumla Canberra ACT 2600 Australia  
Telephone : 001 61 2 6273 3944  
Fax : 001 612 6273 9823  
Consular : 001 612 6273 8165  
E-mail : singapore\_hc@bigpond.com  
passport\_shc@yahoo.com.au  
Website : www.mfa.gov.sg/canberra  
Counter Hours : 8.30 am ~ 5.00 pm Mondays to Fridays  
Closed Saturdays & Sundays

*In an emergency (after office hours),  
please contact the Duty Officer on 001 61 414 733944 (Mobile phone)*