Acknowledgments

Material for this guide was sourced from the following organisations: ISANA International Education Association *Rainbow Guide*, University of Wollongong, Wollongong City Council, Melbourne Metropolitan Fire Brigade, Tourism Australia, Australian Bankers’ Association Inc., Department of Immigration and Citizenship, Australian Taxation Office, Australian Federal Police, Australian Communications and Media Authority, Australian Drug Foundation, Macquarie University, Rotary International Youth Exchange, Education Abroad Program, UCLA.

This guide would not be possible without the continued financial support of the Deputy Vice Chancellor (International)

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Print Disclaimer
The University attempts to ensure that the information herein is up to date at the time of production; however we reserve the right to amend without notice in response to changing circumstances.
A message from the Deputy Vice-Chancellor (International)

The University of Wollongong (UOW) offers great opportunities for students coming to study in Australia. Students can enjoy the beautiful surroundings of the Illawarra region whilst gaining the experience of studying at a university of international standing and global outlook and engagement.

UOW is proud of its academic achievements. The University is ranked amongst the top 2% of Universities in the world, we are fully committed to providing each and every student with the best possible student experience.

Employers value well-rounded graduates, at UOW we focus on equipping all students with qualities that ensure you can engage with new ideas and take on new challenges.

On behalf of UOW I am very pleased to extend a very warm and sincere welcome to each of you.

Professor Joe F Chicharo
Deputy Vice-Chancellor (International)
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Information on all of the support services available at UOW and some study advice.
Introducing Australia

Australia has a stable, democratic and culturally diverse society with a skilled workforce, modern market economy and a population of 22 million. The Australian federation consists of six States and two Territories with a multicultural society including Indigenous Australians – Aboriginal and Torres Strait Islander peoples – and migrants from some 200 countries.

Australia is the sixth largest and the world’s oldest country. Mainland Australia with an area of 7.69 million square kilometres, is the Earth’s largest island but smallest continent. It stretches 3,700 kilometres from north to south and 4,000 kilometres from east to west. It is twice the size of Europe (the UK would fit into Australia 33 times) and about the same size as the 48 mainland states of the USA.

It may be big, but Australia has the lowest population density in the world at just 2.8 people per square kilometre. Australia also has one of the most urbanised and coast-dwelling populations in the world with 80 per cent of Australians living within 100 kilometres of the coast.

The quality of life enjoyed by people in Australia is one of the highest in the world. Australia’s clean physical environment, health services, education and lifestyle combine to make it an attractive place to live. Australia’s ancient Indigenous traditions and multiculturalism are reflected in the diverse cultures and forms of artistic talent present in the country.

Australia has welcomed more than 6.6 million migrants since the end of World War II, including more than 690,000 refugees.

Introducing Wollongong

Wollongong has a population of just under 200,000 and is the centre of the Illawarra region. It features one of the most beautiful landscapes in the whole of Australia. Much of the beauty of the region is due to the contrast of the outstanding beaches, and the high, heavily wooded escarpment with its promise of excellent bushwalking in a beautiful and unspoilt environment. Yet all this variety is contained in a compact area.

With over 85 national groups in its population, Wollongong is perhaps the most cosmopolitan of all Australian cities. The diverse tastes in food, clothing and customs are amply catered for. Shops, theatres, cinemas, and art galleries are all located in Wollongong.
The city is little over an hour by car from Sydney, Australia's biggest city, and about an hour and a half by the regular rail service. Sydney's international airport is about an hour away by coach. There is also a daily coach service to and from Canberra, Australia's capital and seat of government.

You will find a map of the Illawarra region in booklets provided by the local Tourist Information Centre. Maps of the Illawarra and Wollongong may also be found in the Wollongong telephone directory which also lists points of interest for the newcomer. More information may be obtained from Tourism Wollongong Website: www.tourismwollongong.com or phone 1800 240 737.

Introducing the University of Wollongong

The University has a domestic and overseas student population of about 25,000 and 2,000 staff and prides itself on its enviable record of achievement in teaching and research.

Apart from its main campus and Innovation Campus in Wollongong, UOW also operates at its satellite campuses in the Sydney Central Business District, southern Sydney, the Shoalhaven, Batemans Bay, Bega and the Southern Highlands and at the University of Wollongong in Dubai (UOWD).

For more than a decade, UOW has achieved maximum five-star ratings across a range of key categories in the independent Good Universities Guide. In 2006, UOW won the inaugural The Times Commonwealth University of the Year award based on its contribution to its community.
Upon arrival in Australia

- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Enrol in subjects
- Attend faculty/course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (like campus music, sporting and cultural clubs).

Keeping in Contact

Once you have arrived in Australia you should let your family and friends know that you have arrived safely. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.
Public transport

Trains
The closest train station to the University of Wollongong is North Wollongong which is about 1 kilometre away. For the most accurate timetable information obtain a free timetable from any station booking office or check the transport website at the bottom of this page.

You must have a ticket to travel, however if you board a train when the booking office is closed and there is no ticket machine available, you may pay your fare on arrival at your destination. Unfortunately international students are NOT eligible for student travel concession cards for trains or buses in the state of New South Wales (except some Scholarship and Exchange students). Be particularly careful when using ticket machines at the train station. If you are found travelling on a student fare you will be fined $200 as if you had no ticket.

Buses
The Number 10 or 11 buses travel to and from the University and central Wollongong. Timetables are available from the UniShop, the Tourist Information Centre in Wollongong or from a bus driver.

Taxis
The phone number for ordering a taxi in Wollongong is 13 10 08.

Free Shuttle Buses

Gong Shuttle
This green bus connects Wollongong city in a loop including Wollongong station, Innovation Campus and other key locations as well as residential areas (Route 55c and Route 55a).

North Gong Shuttle
This blue bus connects train travellers and residents of International House and North Wollongong directly with the ring road around the University (Route 9).

Gwynneville and Keiraville Shuttle
This orange shuttle bus connects Keiraville, northern West Wollongong, Gwynneville and Smiths Hill areas.

Bus and train timetables for Wollongong and the surrounding area can be found on the university transport website: www.uow.edu.au/transport
Money

Currency Exchange
Only Australian currency can be used in Australia. If you have not brought any with you, you will need to exchange some money as soon as possible after arrival. Once in Wollongong, you can change money at any bank or at a currency exchange. Details of the nearest Currency Exchange to the University of Wollongong are below:

The Currency Exchange
Shop N122, Wollongong Central, 200 Crown St, Wollongong, NSW 2500.
Phone: 4226 6926
Monday to Friday: 9.00am to 5.30pm
Saturday: 9.00am to 1.00pm
Sundays and Public Holidays: Closed

Electronic Transfer
You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option that will take approximately 48 hours, but the bank will charge a fee on every transaction.

ATMs
Automatic Teller Machines (ATMs) are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo if your ATM card has international access. Check this with your financial institution before leaving home.

Credit Cards
All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this can be difficult due to credit and identification laws.

More details on setting up bank accounts in Australia can be found in the “Settling In” section of this guide on page 41.
Temporary accommodation

Hotels, Motels & Backpackers
The price you pay for accommodation will generally determine its quality, so it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

You can find more information on hotel, motel and backpacker accommodation at the following link:
www.uow.edu.au/about/accommodation/other_accomm/temporary

Staying With Friends or Family
If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia.

Arranging long term accommodation

Choosing Where to Live
Most students want to live within walking distance of the campus but this is not always possible. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

There is a range of accommodation options for you to choose from, including:

• University managed residences (catered or self-catered), which are located close to the campus and a short walk, bus or train ride to the Wollongong Central Business District. Make sure that you apply as early as possible in order to avoid disappointment.
• Accommodation with a local family (arranged through Leisure Coast Homestays).
• Private rental accommodation in shared houses or apartments in the Wollongong area for people who prefer a fully independent living style.

Off campus housing can be found by referring to the university’s local accommodation search engine, which can be found at http://uow.studystays.com
You can also find advertisements in the newspaper, real estate websites and by asking other students who are more familiar with the suburbs around the University.

Leisure Coast Homestays can be contacted on 02 9555 4609 or you can visit their website at: www.australianfamilyhomestays.com

The University has a Housing Officer who can help international students with finding accommodation off campus. To contact the Housing Officer contact Accommodation Services on 02 4221 5467 or you can email them on housing-officer@uow.edu.au

More in information on renting properties and share accommodation can be found in the “Things to Keep in Mind When Renting” section of this guide on page 21.

The University’s Accommodation Services is located in Student Central on the Ground Floor of Building 17 just opposite Out for Lunch cafe and adjacent to the Library. Office hours are: Monday-Friday, 9am to 5pm. Phone 02 4221 5467.

For online applications for University housing email: apply-accom.uow.edu.au
Website: www.uow.edu.au/about/accommodation
Adjusting to life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

Listen, observe and ask questions
Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and the patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

Become involved
Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

Try to maintain a sense of perspective
When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Listing positive events or changes within yourself that have occurred since you arrived may also help to get things in perspective.

Maintain some of the routines you had in your home country
This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.
Keep lines of communication open
with those at home
Communicating with those at home regularly about your experiences of study and life in Australia through emails, telephone and letters is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

Have a sense of humour
Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

Ask for help
Don’t be afraid to ask for assistance or support if you need it. There are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia. You will find more information on these in the pages that follow.

Finally, relax and enjoy the journey!
Language

If you are from a culture where English is not the first language one of the first and most difficult problems you may face is the language barrier.

The spoken language

Even if you have spent many years learning English in your home country, you will probably find that you have difficulty understanding what people are saying. You may have difficulty expressing yourself in English when you want to tell people who you are, how you feel and what you need. This is normal - but why is it so difficult to understand English at first?

You may find that Australians can speak very fast. You can ask people to speak more slowly and they will try to make it easier for you. The main thing is to relax. Don’t try too hard to understand every word at first. And remember you don’t have to speak fast to be understood!

The Australian accent may be new to you. Many international visitors find that we do not speak as clearly as American and English people do, and our vowel sounds are very different from theirs. Be patient and you will soon begin to recognise the words you know.

You will come across lots of new words, both Australian slang and words particular to your studies, that may not yet be in your vocabulary. You will learn them quickly because you will hear them every day and because you will need to use them. Experience is the best way to learn to speak fluently.

Australian spoken language is very informal and contains a lot of slang, that is, words and expressions that are used socially but not necessarily in the dictionary. People at university often use abbreviations too, that is, shortened forms of words, even just initial letters. Ask people to explain any words you don’t understand and the language will soon become familiar to you.

If you are not confident with your spoken English there are a number of English Conversation Groups on campus. This is a good way of meeting new people and gaining confidence. See your faculty’s Student Support Adviser for more information on English Conversation Groups in Wollongong.

Written language

While studying at university you will also find many written words that you may not know. You may be unfamiliar with some of the grammar. There are some suggestions that may help you to improve your understanding and increase your
vocabulary in the section on 'Academic Survival' on page 65. You can also talk to the staff at the **Learning Development Centre**; phone **02 4221 3977** to make an appointment. This service is free and available to all students seeking help with their language and academic skills. The Learning Development Centre is on level 3 of Building 11 (the UniCentre building).

**Body language**

People express themselves with more than speech: facial expressions; hand and shoulder gestures; nodding and bowing all add extra meaning to what we say. Some of this “body language” is just part of the individual personality, but other movements have special meanings in different cultures.

Generally, Australians like to look people in the eye when they greet each other, and from time to time while speaking to them. This might be impolite or insulting in your culture but Australians believe it is both polite (to show they are listening) and sincere (to show they honestly mean what they say). It is rude to stare at people, however, that is to keep your eyes fixed on someone for too long, whether you are speaking with them or not. Take note of what people do and you will soon know what to expect and how to act.

Australians talk to people in an informal way, but they do not stand very close to others or touch them much during conversation. It is not an insult in Australia if you are handed something with the left hand. No special meaning is attached to left and right hands here.
Culture Shock

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

Overcoming culture shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

1. **Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
2. **Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!

3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

**Culture shock when going home**

You may be surprised to learn that you can suffer another culture shock when you return to your own country. You have changed during your stay here, while the people and customs at home may have remained the same. Your friends and family may want you to be exactly as you were when you left, and you may have difficulty accepting the “rules” now you have become accustomed to a new lifestyle; at first you may feel that you don’t belong anywhere. Knowing that you might face these feelings, it would be a good idea to talk with your Student Support Adviser before you leave for home.
Get involved

In the beginning, when you are hoping to make friends, don’t worry if your English doesn’t seem good enough. Join in the conversation anyway and in the effort to communicate, you may find a friend. By sharing ideas and friendship with a few words, interest and social engagement can begin. Don’t be afraid to make language errors; nobody is going to laugh at you.

Tell Australian students where you are from, and tell them about your country. Usually people are interested to know how things are done in other countries. If someone shows an interest, answer his or her questions; don’t be hesitant or shy.

Living in a university accomodation can offer opportunities for friendship. If you live off campus, plan to eat on campus now and then. If you have the opportunity to be a teaching assistant or to work part-time (if this does not interfere with your studies) and it fits in with your visa requirements consider doing this.

Sometimes lecturers or other University staff can become friends or can open up friendships with their families or with other people in the community.

Become involved in student activities, perhaps initially through the international student organisations of your country. If you are invited to a college or faculty party, go and meet the members of staff and other students.

The Illawarra Committee for International Students (ICIS) plans recreational events and provides services to all international students and their families. You can contact the International Student Programs Co-ordinator by phoning 02 4221 3158 or visit www.uow.edu.au/student/services/ISP

The Centre for Student Engagement (CSE) can put you in touch with social and cultural groups and recommend activities to make your time in Wollongong more enjoyable. Call them on 02 4221 8172 or visit http://unicentre.uow.edu.au/getinvolved/
Living in harmony

Some behaviour is socially unacceptable. It is against the law for you to be drunk in a public place, to swear in public, to talk indecently, to behave in a sexually indecent way or to urinate in public. There are often council rules against spitting. If you need to clear your throat or nose, use a handkerchief or tissue.

Mothers and babies

It is usual for women to breastfeed their babies in private, and for babies to wear nappies. Most large department stores and toilets in public buildings have a parents’ room where you can sit and feed your baby quietly and change soiled nappies. However, it is increasingly common for women to breastfeed their babies in public.

Noise

In Australia there are restrictions on when you can make a loud noise that is unreasonably annoying to another person, even if you make the noise in your own home. As a general guide you can use amplified equipment such as TVs, stereos and musical instruments from 8am until 12pm. More information on noise regulations can be found here: [www.wollongong.nsw.gov.au/contact/factsheet/Factsheets/Noise%20Annoys.pdf](http://www.wollongong.nsw.gov.au/contact/factsheet/Factsheets/Noise%20Annoys.pdf)

Garbage and litter

Local councils are responsible for keeping the streets clean and disposing of garbage. Most have a garbage collection service which collects household garbage from bins you put out in the street once a week. Some make collections of large household rubbish on request, or once or twice a year. Some councils also have garbage tips where you can take other rubbish. There are litter bins in the streets for casual rubbish such as papers. Littering or dropping rubbish on streets or in public places is an offence and you will be fined for it. Everyone using the campus is expected to keep it clean.

If you live off campus you will have more than one garbage bin. The red top one is for general rubbish, yellow top bin is used for recycling, for instance, plastic or glass and the green top bin is for lawn clippings or garden waste.

Toilets

Australian toilets are not made to handle the pressure of someone squatting on them. Australians sit on the toilet seat or hover above the toilet with both feet on the ground.
Relationships

In Australia, young people are free to decide who their friends will be. They may go out as couples without adult supervision if they wish to do so, although many young people prefer to meet with a group of others at a party, a movie or a bar.

Each person you meet will expect to be treated as an individual, with the right to choose who their friends will be, and how they wish to be treated by them.

Male-female relationships are no exception. While in many cases the male is still expected to take the initiative, today it is not unusual for a woman to ask a man to accompany her on a “date” or to some group activity. And these days women often wish to pay for themselves where once the man was expected to pay for the whole evening.

If you propose an outing or accept an invitation, it is important that you keep your date. To “break a date” is not acceptable unless you have a good reason for doing so and you must let the other person know as soon as you can. It is quite okay, however, to suggest a change in plans (for instance the time, or the place you wish to go) and the other person can then decide whether the change suits them.

Homosexual relationships are accepted in New South Wales and recognised within the legal system.

Some possible misunderstandings

Some Australians may hesitate to become involved with international students—not because they are racist, but because they are unsure about the customs and expectations of people from another culture (in the same way that you felt confused when you first arrived here).

Misunderstandings can easily arise between students of different cultures, particularly about sexual involvement. As Australian society seems to be very liberal about sex, international students sometimes believe (wrongly) that all male-female relationships here automatically include sexual involvement. And some Australian women believe (wrongly) that all male international students are only interested in sex.

Sexual activity

Remember that all people are individuals, and that sexual involvement is a personal matter to be decided freely by the two people concerned. Each person will have his or her own views about when sexual involvement is appropriate.
In Australia it is acceptable for couples to be involved in sexual relationships before marriage; but perhaps more important is the acceptance that women are also free to say “no” to sex. In their relationships with each other and with Australians, it is important for you to know that the law recognises this right to say “no”. Decisions about sexual involvement must be made by both partners. If you engage in sexual activity, you need to take a responsible attitude to protect yourself and your partner. Physical or emotional problems concerning sexual activity can be discussed with the University Counselling Service. If you want to talk about these matters with friends be careful to respect your partner’s privacy, particularly concerning the physical details of your relationship.

**Sexual assault**

If someone threatens to hurt you, touches you in a sexual way without your consent or forces you to take part in any sort of sexual activity against your will, this is a criminal offence and you can complain to the police. If the police decide there is enough evidence they will charge the offender and the offender will be dealt with through the court system. Your Student Support Adviser can help you find the right people to assist you.

Forced sexual activity is a criminal offence whether the person who hurts you is someone you know or is a stranger.

**Contraception**

It is advisable for couples to use condoms to prevent pregnancy and sexually transmitted infections, condoms are readily available from supermarkets, pharmacies etc, and are inexpensive. Other methods of contraception are available but do not protect against sexually transmitted infections, only pregnancy. There are very effective methods of contraception, all of which must be prescribed by a doctor who can discuss the benefits and disadvantages of each method.

You can see a doctor on the university campus or choose one from a general practice near your home. Your health insurance may cover part of the cost of seeing the doctor and purchasing any contraception prescribed.
Things to Keep in Mind When Renting

Security Deposits/Bond
The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, which is usually set at four weeks’ rent and may amount to more than $1,000. A bond or security deposit is an amount of money that is supposed to guarantee that the tenant will care for the property. If the tenant does not care for the property or clean it before leaving the landlord has a legal right to keep the security deposit. If the property is left in good condition the landlord must return the security deposit within a month after the tenant leaves. Remember, the landlord expects you to leave the property in the same condition that you originally found it.

The bond must be lodged with NSW Fair Trading by the landlord, they cannot keep this money. The landlord will need you to sign a Rental Bond Lodgement form. You should ask for a receipt or record the bond payment from the landlord.

Signing a Lease
In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property
Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.
Restrictions
The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Where can I get help?
If you find that have been unfairly treated by a landlord or real estate agent, or need some advice regarding your tenancy, you can contact the Illawarra Legal Centre Tenants Service.

Illawarra Legal Centre – Tenants Service
The Illawarra & South Coast Tenants Service (ISCTAAS) provides FREE information, advice & advocacy to tenants.
Free call: 1800 807 225

Connecting utilities
Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities may also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

Utility One is a company that will help you by arranging your Phone, Electricity, Gas, Internet and Pay TV - at no cost. For more information visit: www.utilityone.com.au or phone 13 18 19. You can get the process started straight away by clicking the ‘Connect me NOW’ icon on their homepage.
**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. To make this easier you can photocopy this page and take it along to your inspection.

<table>
<thead>
<tr>
<th>Agent</th>
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<tbody>
<tr>
<td>Agent Phone Number</td>
<td></td>
</tr>
<tr>
<td>Property Address</td>
<td></td>
</tr>
<tr>
<td>Rent</td>
<td>$</td>
</tr>
</tbody>
</table>

| Is the property close to transport, shops and campus? |  |
| Is the area noisy? Is the property on a busy road? |  |

| Do the oven and stovetop operate correctly? |  |
| Do the toilet and shower operate correctly? |  |
| Are there laundry facilities? |  |
| Do the light fittings work? |  |
| Are there enough electrical power points to plug in your electrical appliances? |  |
| Is there a telephone line already connected? |  |
| Is the place furnished? What kind of furniture? |  |
| Is there good security? |  |
| Where locks are fitted on doors, can they be opened from the inside without a key? |  |
| Do front and back doors open easily from the inside to allow escape in case of fire? |  |
| Is a Smoke alarm fitted outside your bedroom? (by law smoke alarms must be fitted and maintained) |  |
| Test the smoke alarm by pressing the test button. Did the smoke alarm operate correctly? |  |
| Is there damp or mould on the walls? |  |
| Is there an insect / pest problem? |  |
| Will the landlord carry out any repairs before you move in? |  |
| Comments |  |
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 international student experience in Australia. When the moment comes for you to make your decision concerning flat mates, remember these tips: don’t panic, take your time, and don’t compromise on important principles.

Bills & Expenses
Do you and your flatmates expect to share the costs of buying toilet paper, washing powder for clothes and dishes and cleaning supplies that are used by everyone?

If you are answering an advertisement for a flatmate; 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 flatmates 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 flatmates 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 & Individual Needs
How much privacy do you need?
Smoking & 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 on the use of alcohol and/or illicit substances.

Music & 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 & Communication
How do you perceive 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 live with someone you do not trust.

Housekeeping
Some international students who come to Australia have never done 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, they are the responsibility of each individual and are a sign of personal independence and becoming an adult.

Most Australians, especially landlords and rental agencies, 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.
Visa information

Department of Immigration and Citizenship (DIAC)
The Australian Government’s Department of Immigration and Citizenship provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. For the latest information visit www.immi.gov.au/students/index.htm

Department of Foreign Affairs and Trade (DFAT)
The Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world. For more information visit www.dfat.gov.au/embassies.html

Migration Agents
A migration agent can assist you in submitting your visa application and communicate with DIAC on your behalf. Migration Agents will charge a fee - note that you do not need to use a migration agent to lodge any kind of visa application. A list of registered agents can be found on the MARA website at: www.themara.com.au

Visa Conditions
When you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions may include (but are not limited to):

- Complete the course within the duration specific in the CoE.
- Maintain satisfactory academic progress.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

Permanent Residence
The University of Wollongong is unable to advise you about permanent residency. If this is something you are considering, please contact the Department of Immigration and Citizenship, phone 13 1881 or go to their website: www.immi.gov.au/
Bringing my family

Most student visas allow you to bring your family members to Australia as your dependents. Family members include your spouse, and you and your spouse’s dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

• The cost of airfares for your family to and from Australia.
• Possible higher rent for a larger home.
• Limited employment opportunities for your spouse.
• Extra costs for food, clothing and other necessities.
• The effect on you and your studies if your family is not happy in Australia.
• Whether your children will adjust to school in Australia.
• Waiting lists for child care centres.
• Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

For more information visit www.immi.gov.au
Schools

If you are bringing your children to Australia with you, you must be aware of the following schooling issues

• It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.

• Children who have their fifth birthday before the 31st of July of that calendar year are eligible to start school.

• The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
  - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
  - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependents to be exempt from school fees.

• You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

• When choosing the most appropriate school for your child, it is best to ask questions about the school’s curriculum, size, extra-curricular activities and the size of individual classes.

• You should also take into consideration the distance from the school to the university, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact the Department of Education and Communities [www.det.nsw.edu.au/contact-us](http://www.det.nsw.edu.au/contact-us)

State Schools

Independent Schools
A list of independent schools in the Wollongong area can be found by using the School Finder on the The Association of Independent Schools website: [www2.aisnsw.edu.au/Pages/SchoolFinder.aspx](http://www2.aisnsw.edu.au/Pages/SchoolFinder.aspx)
Child care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before and after school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

The University of Wollongong has a child care facility on campus called Kids’ Uni. The facility provides quality care and education for children 0-15 years of age in long day care, occasional care, after school care, vacation care and pupil free days. The waiting list for this service can be quite long, so if you are interested in this service it is important that you put your name on the waiting list as soon as possible. More information can be found here: unicentre.uow.edu.au/kidsuni/index.htm

The centre accepts children who do not speak English, and currently has a number of children from various cultural backgrounds. Help with learning English is included in the daily program.

For information regarding alternative off-campus care such as play groups, daycare centres, commercial child-care centres, call in at the centre and ask for a copy of Children’s Services in the Illawarra. Copies are also available from most of the local Council Community Services, such as Baby Health Clinics, Illawarra Children’s Cultural Resource Centre, Department of Youth and Community Services.

Bellambi Point Preschool, Wollongong city Preschool and Port Kembla Preschool offer reduced rates for students’ children by showing a student card.

Family Day Care is a home environment for young children (no more than 5 children). For more information phone 02 4284 2488.

A list of off campus child care centres in the local area can be found here: www.careforkids.com.au
Shopping

Supermarkets
Supermarkets such as Woolworths, Coles and Aldi sell fresh fruit and vegetables, frozen foods, canned goods, meat, bread, laundry and cleaning supplies, paper products, personal needs and non prescription drugs, even some inexpensive clothing. Most supermarkets are open by 8:30 am. Check the opening hours in your local supermarkets.

Self-service is normal in supermarkets. You select the items you want to buy, put them in a trolley or basket and present them for payment at the cashier’s counter (called a “check out”). Usually there is a fast, “quick checkout” counter, for shoppers with fewer than a certain number of items (six or eight, for example). Scales weigh and compute the prices of produce. They are generally accurate, and shop assistants are almost always honest.

Many supermarkets have a section of foreign or imported foods. Special ingredients for foreign dishes sometimes can be found here.

Remember not to put items in your pocket or a closed bag before you pay for them – you may be accused of stealing!

Asian grocery shops
A number of Asian grocery shops and butchers are located in Wollongong. Some are to be found at the northern end of Keira Street or in Fairy Meadow. A halal butcher is also located in Cringila (Anadole Halal Butchery, 39 Bethlehem Street). A convenience store on the corner of Keira and Market Streets in Wollongong sells halal meat.

Food speciality stores
There are usually food speciality shops in a shopping centre: bakeries (party cakes can be bought here), health food stores, fish shops, delicatessens, fruit markets, butchers, and liquor stores (also available in the bottle shop of a hotel sometimes called a “pub”).

Pharmacy or Chemist
Chemist shops are the only shops authorised to sell prescription pharmaceutical products. Most pharmacies have a large selection of cosmetics, shampoos, toothpastes, household medicines and other items as well.
Department stores
Department stores sell many things: clothing, pots and pans, furniture, fabrics, gifts, china, jewellery, shoes, books, etc. Walk through several department stores (David Jones, Myers etc.) and notice all the things that are offered for sale. You will get some idea of differences in price and differences in quality. Compare before you buy. The same items are frequently sold in different stores at different prices. Watch out for “sales”, when certain merchandise is sold at a reduced price for a limited time.

Discount stores
Discount stores such as K-Mart and Big W are large department stores that regularly have lower prices than other stores, because they buy in large quantities, sometimes lower quality and sometimes older models, and their stores are large, economically built and not very elegant. You can find bargains if you shop carefully.

Hardware stores
Hardware stores carry tools, nails, electrical and plumbing equipment, knives, paint, pots and pans, kitchen appliances and the like.

Petrol or service stations
Petrol service stations sell fuel, oil, tyres and many provide a car repair service. Most are “self service” which means that you must put fuel in the car yourself. Also remember to occasionally check the oil, water and battery.

Markets
The Produce and Creative Traders Market is held in Lower Crown Street Mall on Fridays from 9am - 3pm. Dapto Sunday Markets are held from 7am - 1pm at the Dapto Showground. Check Saturday’s Illawarra Mercury newspaper for others.

Second-hand goods
Check the UniCentre website and read the local newspapers for a wide variety of second-hand goods, from motor vehicles to furniture. These are usually advertised by private individuals. Also read the notice boards in the supermarket, library foyer and Wollongong Undergraduate Student Association for books, furniture or other items advertised by other students. Look out for garage sales. Also try the St. Vincent de Paul Society, Montague Street, Fairy Meadow (phone 02 4229 7919), Lifeline Furniture and Clothing Depot, 19 Auburn Street, Wollongong (phone 02 4228 0722); the Salvation Army, 48 Kenny Street Wollongong (phone 02 4228 5644); Mission Australia, 4 Ralph Black Drive, Fairy Meadow (phone 02 4225 9820). These shops are open to everyone - you do not need to belong to these churches.
Health

Types of Health Care in Australia
In Australia responsibilities for health care are divided between the Federal and State governments, and both the public and the private sectors play a role. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System
The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that waiting times in public hospitals can be extensive due to a shortage of healthcare professionals and facilities.

Private System
Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

General Health

Physical Health
A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website www.nutritionaustralia.org

- **Exercise**: do at least 30 minutes of moderate exercise a day.
- **Sleep**: get at least 8-9 hours of 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.

**Mental Health**

Adapting to life in a foreign culture is not an easy task. Students often experience difficulties which affect their personal lives or study progress. These difficulties can include anxiety, homesickness, depression, emotional stress or dealing with bad news from home. This is often referred to as “Culture Shock” and you can read more about this on page 15.

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 to escape from their problems. 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.

The University’s **Counselling Service** provides free and confidential assistance to students who may be experiencing problems at University or difficulties in their personal lives. Phone **02 4221 3445** to make an appointment.

**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. Some sexually transmissible infections are very common in Australia. Most sexually transmissible infections are not always obvious so if you are concerned that you might have acquired one of these infections see your doctor and ask for a test. You can protect yourself from most sexually transmissible infections by using condoms every time you have sex.

A general practitioner can advise you if you have any questions, or the following web sites and information lines can give you more information:

- **Sexual Health Info Line** Phone: **1800 451 624**
- **Multicultural HIV Hep C Information Service** Phone: **1800 108 098**
- Website [www.multiculturalhivhepc.net.au](http://www.multiculturalhivhepc.net.au)
- **Family Planning Website** [www.fpnsw.org.au](http://www.fpnsw.org.au)
- **Port Kembla Sexual Health Clinic** Phone **02 4276 2399**.
Medical Services

What do I do if I’m sick?
You will find doctors (general practitioners or GPs) listed in the yellow pages of the Wollongong telephone directory under “Medical Practitioners”. There are many general practitioners in Wollongong who may speak your language. There are also many female general practitioners and at least one female gynaecologist in the area. You can speak to your Student Support Adviser if you are unsure how to find a suitable doctor.

There are some Medical Centres in Wollongong where you do not need to make an appointment and where a range of services such as x-rays and blood tests are offered. The Nearest Medical Centre to the Wollongong University campus is below:

Wollongong Medical Centre
237-241 Crown Street
Wollongong NSW 2500
Phone: 02 4254 2600

The HOSPITAL EMERGENCY Department is only for urgent attention for serious medical conditions when your GP is not available. The nearest hospital to the Wollongong campus is below:

Wollongong Hospital
Crown St
Wollongong NSW 2500
Phone: 02 4222 5000

Multicultural Health Southern Network is available for information and referral. Phone 02 4221 6700 or 02 4274 6233.

On-campus facilities
Campus health is located in the UniCentre Building (Building 11) providing students and staff with a Doctor, Dentist and Optometrist.

The Campus Doctor is available on:
Monday to Thursday
Phone 02 4229 9298 for an appointment.
The Dentist is available on:
Tuesday 9.30am – 1.00pm
Wednesday 9.30am - 5.00pm
Phone 02 4226 2199 for an appointment.

The Optometrist is available on:
Wednesday 9.00am - 5.00pm
Phone 02 4229 3254 for an appointment.

Radio Doctor
In Wollongong there is an after hours doctor service available between 7.00pm
and 6.00am week days and midday Saturday until Monday 6.00 am. Phone
02 4228 5522 for a doctor to come to your house. If you do not have a Medicare
card you will be charged a fee of $120 for the visit. At least 85% is refundable
by your OSHC provider.

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 to take time off your studies you will need to get
a medical certificate from the doctor to provide to the university. The doctor
may refer you for further tests (e.g. blood tests or x-rays, or to see a specialist
Doctor). You have the right to obtain a ‘second opinion’ from another Doctor.

Pharmacies
General practitioners do not have medications to dispense to you. 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, your
full name and address. You are able to walk in off the street to any pharmacy/
chemist/drug store 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 $35.40 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 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.

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.

Interpreter Services
We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, 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 insurance that provides cover for the costs of medical and hospital care that international students may need while in Australia. This cover is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?
You have been asked for an OSHC payment in the education offer package you received from the university, so you should already have OSHC. You must keep your payment of OSHC up to date while you are in Australia. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Some reciprocal health agreements cover students, some will only cover visitors. If you are unsure you should check with a local Medicare office. Further information on OSHC can be found at: www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm

You may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional
OSHC. If you come to Australia on a visa other than a 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.

Who manages OSHC?
Australian Health Management Group manages OSHC for the University of Wollongong. For further information see their website at www.oshc.com.au

What is covered?
Doctors, hospitals, pathology and X-rays, emergency ambulance transport and prosthetic devices such as artificial knees are all fully or partially covered. With prescription medicines you pay a set amount towards the cost (PBS amount) and your OSHC pays the rest, up to a maximum of $50 per item to a maximum of $300 for a single membership ($600 family). For full details of what you are covered for download a copy of the ahm OSHC policy document.

Is my family covered?
OSHC covers you, and also your spouse and dependent children (under 18) if they come with you to Australia. Cover is provided for medical costs and Hospital care as a public patient and treatment in some private hospitals within Australia from the date of your arrival until the end of your stay as a student in Australia.

How do I use my OSHC card?
If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor’s fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

How do I make a claim?
If you need to make a claim on your insurance, you can do so online, over the phone by mail or in person. More information can be found on the AHM website here: www.ahm.com.au/7017/How-to-Claim

The Wollongong branch of AHM Health Insurance can be found here:

77 Market Street  
Wollongong 2500  
Phone: 13 42 46
Emergencies

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time.

Making the Call

Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can visit or call the Wollongong police station using the details below:

**Wollongong Police**
Corner of Church and Market Streets
WOLLONGONG 2500
Phone: **02 4226 7899**

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.
Ambulance
Ambulances provide immediate medical attention and emergency transportation to hospital.

State Emergency Service
The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a Flood or Storm dial 132 500.

Lifeline
This service offers counselling that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Lifeline’s service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. The service can be contacted on 13 11 14.

Poisons Information Line
The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centers have a common telephone number: 131 126.

Emergency Translation
For translation service in an emergency situation dial 1300 655 010.
Managing my finances

Expenses

If you are planning on renting private accommodation the rental bond and the connection fees for electricity, gas and telephone services may cost you up to $2000. Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you live in **SINGLE accommodation** (costs will reduce if you are in shared accommodation):

<table>
<thead>
<tr>
<th>Monthly Expense</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent (four weeks rent at $200/week)</td>
<td>$800</td>
</tr>
<tr>
<td>Food (four weeks at $80/week)</td>
<td>$320</td>
</tr>
<tr>
<td>Electricity</td>
<td>$50</td>
</tr>
<tr>
<td>Gas</td>
<td>$30</td>
</tr>
<tr>
<td>Telephone</td>
<td>$50</td>
</tr>
<tr>
<td>Internet</td>
<td>$50</td>
</tr>
<tr>
<td>Mobile Phone</td>
<td>$50</td>
</tr>
<tr>
<td>Transportation</td>
<td>$100</td>
</tr>
<tr>
<td>Entertainment</td>
<td>$100</td>
</tr>
<tr>
<td>Educational</td>
<td>$100</td>
</tr>
<tr>
<td>Insurance – health, house, car</td>
<td>$50</td>
</tr>
<tr>
<td>Other unexpected expenses</td>
<td>$100</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$1 800 a month</strong></td>
</tr>
</tbody>
</table>

Students may receive a years worth of support from their parents in a lump sum, which can seem like a lot of money, but as you can see from the figures above this can disappear fast!

**Don’t lend people money!**

Flat mates or new friends may ask to borrow money from you to pay for living expenses or study fees. Lending money to people in this situation is almost always a bad idea. More than one student has been left stranded in Australia without money because their “friend” couldn’t pay them back.
Setting up a bank account

One of the first things you will need to do once you have arrived is set up a bank account. You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal. To open a bank account you will need:

• your passport (with arrival date stamped by Australian immigration).
• student ID card.
• money to deposit into the account (this can be as little as $10).

Anyone who wants to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account within six weeks of arrival in Australia. After this time you will be required to produce additional documentation. Many banks have ‘Student Accounts’ which contain no or minimal fees for transactions that might normally be attached to regular savings accounts - you will need to show your student ID card from UOW to be eligible. For a comparison of accounts in banks throughout Australia see: www.banks.com.au/personal/accounts

Many people in Australia use Internet banking and Telephone banking, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Bank Fees

Bank fees are the price you pay for the products and services that banks offer. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are listed in information leaflets and terms and conditions that your bank can provide before you open your account. Some banks waive some fees if you are a full-time student. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch can save you money on fees.

If you don't understand any fee which has been charged, contact your bank.

Bank & ATM Locations on Wollongong Campus

There are two financial institutions on campus, the National Australia Bank in building 11 and the IMB in building 17. Both of these banks have automatic teller machines available for account holders.
Accessing Money from my account

Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Remember that you are usually charged a fee every time you use an ATM that is not owned by your bank, so when you are looking to open a new account make sure the bank has ATMs convenient to where you live and study.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it’s a good idea to keep a record of this number handy at all times, just in case. If you don’t know the number, ask your bank.

Be safe when using ATM and EFTPOS

Follow these rules of ATM safety:

- Never tell anyone your PIN (Personal Identification Number). A bank or reputable business will never ask you to tell them your PIN.
- Be careful no-one is looking over your shoulder when you enter your PIN.
- Minimise your time at the ATM by having your card ready when you approach the machine.
- Take a look around as you approach the ATM and if there’s anything suspicious, don’t use the machine at that time (report any suspicions to the police). If you don’t feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs.
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations.
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking may be a better choice.
EFTPOS
Short for ‘Electronic Funds Transfer at Point Of Sale’, EFTPOS terminals are available in many places. You can pay for goods and make payments with EFTPOS using your ATM card instead of cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that retailers may put limits on how much cash can be withdrawn. You will need to use your PIN to access your account.

Internet Banking
Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills on-line. Banks offer internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

There are security issues that need to be considered when using internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information via email. If you are unsure about a request to provide personal information that appears to be from your bank refuse to provide that information until you can attend your nearest branch to discuss the request over the counter. There is no charge for discussing your banking options at a branch.

Telephone Banking
You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It’s important never to give your password to anyone else.

Account Statements
Banks will provide regular (sometimes electronic) statements for your accounts. Bank statements are your record of withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged.

Check your statements regularly to keep track of your spending and to make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank’s ATMs instead of other banks’ ATMs).
Working in Australia

Working While Studying
A few things to remember if you are planning to work on a study visa:

1. You are not permitted to start work until you have commenced your course of study.

2. You can work a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.

3. The Department of Immigration and Citizenship (DIAC) considers your course to be in session:
   - for the duration of the advertised semesters (including periods when exams are being held).
   - if you have completed your studies and your Confirmation of Enrolment is still in effect.
   - if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/index.htm

Finding Work
Some students are able to supplement support from parents with money from part-time and/or vacation work. Such work is not always regular even when available and this can lead to anxiety and contribute to study problems. You should not rely on income from employment when budgeting to pay for living expenses as there is no guarantee that you will be able to find work, even if you go through an employment company.

Careers Central
UOW Careers Central runs an online job board to assist students in finding part time and casual work. If you are looking for a job on campus you can register and attend a Campus Ready Workshop to become part of the talent pool who receive regular JobAlerts as casual opportunities become available. You can find out more information by calling them on phone 02 4221 3325 or visiting: www.uow.edu.au/careers
Online Employment Companies
There are a variety of online companies that can help you find employment for free through their search engines. Examples of these companies are below:

www.seek.com.au
www.careerone.com.au
www.getjobs.com.au
www.mycareer.com.au
www.jobsinoz.com.au
www.jobsearch.com.au

Earning an income

Taxes
Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number
You must obtain a Tax File Number before you can work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Taxation Returns
After the end of the financial year (June 30th) you will need to lodge a tax return. You can lodge online using e-tax for free, by mailing a paper tax return or by paying a registered tax agent to complete and lodge the return for you. If the Australian Taxation office calculates that you have paid too much tax they will refund the excess amount. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
Superannuation
If your monthly wage is more than $450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia

You will need to provide the details of your superannuation fund.

What do I do if I am being treated unfairly?
If you feel that you are being treated unfairly at work (your pay and conditions are not correct, you are being bullied etc.) there are organisations that can help you. The Fair Work Ombudsman and various workers’ unions should be able to help you. In Australia all workers have the right to join a union. For more information visit:

www.fairwork.gov.au
www.unionsaustralia.com.au

Cash In Hand Work
In Australia it is unlawful for a boss to pay staff “cash in hand” (which means paying an hourly wage “off the books” so the employer can set the hourly wage and the worker doesn’t have to pay tax). Unpaid trial work is also unlawful – every worker is entitled to be paid for the work they do. If you are caught doing cash in hand work there will be serious consequences, especially if you are on a student visa.
Safety

It never hurts to take safety precautions. The following is a brief summary of some major things to consider – more information can be found at the University’s Be Safe website. You can find this at https://besafe.uow.edu.au

UOW Security
Security Officers are available on campus 24 hours a day, every day of the year. They are there to help you and can offer assistance and advice. After dark they can provide Safety escorts on campus and as far as Gipps Road to the south of campus and to North Wollongong Railway Station when the campus shuttle bus has finished running at night.

On campus if you have lost property, experience a theft, if someone makes you feel unsafe or if you feel threatened you should seek assistance from UOW Security Officers.

The Security Office is located in Building 116 on Northfields Avenue. You can call security from any Security telephone on campus or you can telephone the following numbers:

Security Office 02 4221 4555 (ex 4555)
Report emergencies 02 4221 4900 (ex 4900)

For more information on safety and security see: www.uow.edu.au/about/security/

Personal Safety
When travelling on or off campus, there are certain things you can do to help protect your personal safety.

• Walk confidently, know where you are going, and stay alert to what is happening around you.
• Walk with a friend or in a group of two or more.
• Don’t take short cuts, avoid isolated areas, and follow major pathways alongside roads.
• When it comes to public transport, plan ahead and find some alternative options in case something comes up and you miss your first option.
• Don’t use electronic devices that diminish your awareness.
• Let someone know when you expect to get back home.
• Carry a personal alarm or be prepared to scream and shout if attacked.
If you're feeling unsafe around campus:

- If you think you are being followed, change direction and walk to a safe place where you can get help.
- If you are being followed, use your mobile to call the Police on 000. Keep the line open until you get help or you get to a safe place.
- If you are attacked, scream and shout, and try to avoid being seriously injured.
- If you can, take note of the appearance of your attackers and the direction they run off in.

If you have been attacked on campus, get in contact with UOW Security on 02 4221 4555 or call the Police Assistance Line on 131 444.

Internet Safety & Security

It is important that students protect themselves from falling prey to fraud and identity theft while using the internet. You can take the following precautions 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 software.
- Use a firewall.
- Don’t click on links in suspect emails and delete them immediately.
- Only open an attachment to an email where the sender and the contents of the attachment are known to you.
- Use long and random passwords, and never share these with anyone.
- Always log out when you have finished using a public computer.

Road Safety

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. If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the “white line” (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.
Mobile Phones and Driving
The use of mobile phones when driving is dangerous, against the law if it’s not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you **nine times more likely to be killed** in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

Alcohol, smoking, & drugs

Alcohol
In Australia alcohol use is legal for those aged 18 years or over and drinking is seen as a socially acceptable pass time. The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.

Please keep in mind:
- Some hotels don’t serve standard drinks - they might be bigger. Large wine glasses can hold over two standard drinks!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre mixed bottled drinks often contain more alcohol than a standard drink.

Drinking Alcohol and Driving
If you are going to drink alcohol, don’t drive. If you are going to drive, don’t drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply.
Smoking

In Australian it is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas - at UOW smoking is prohibited in any enclosed area, directly outside of buildings and in many outdoor areas.

Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

DANGER: Drink Spiking!

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person’s drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old. Never accept an open container of drink if you did not see it being poured. If you suspect you or your friends have had a drink spiked, call 000 immediately to report it and get help from an ambulance.

Safety when making new friends

If you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. **Be kind to yourself - remember that making friends takes time.** If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

When you meet people **remember to be careful.** When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don’t give them any of your personal details like your full name, your phone number or your address. **With people you don’t know well always arrange to meet them in a public place**, like a café or a park, instead of inviting them to your home or going to theirs, until you feel you know more about them and feel comfortable with them.
When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, you need to be careful at first, until you get to know them better, just as you should with anyone else. Crimes against international students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with your Student Support Adviser.

Laws in Australia

Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

When granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with Australian laws could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: www.australia.gov.au

Legal Services & Advice

If you do break the law and are arrested you will have to appear in court. You will need legal representation to negotiate Australia’s complex legal system.

The Legal Aid Office in each State will give free advice in short interviews, at certain times, to anyone. It will give free legal help to persons with limited income who are charged with certain serious crimes. They sometimes have a Duty Lawyer at courts for people who do not have a lawyer. Apply through any Legal Aid Office, Court or private lawyer. Legal Aid is a limited resource and may be difficult to obtain. Legal aid is only available for criminal cases.

Consult an Student Support Adviser if you have any legal problems and you will be referred to the most appropriate agency.
### A quick guide to Support at UOW

#### Academic

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<tr>
<th>Role</th>
<th>Support Provided</th>
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<td>Lecturer</td>
<td>Questions about content of subjects, teaching procedures, assessment</td>
</tr>
<tr>
<td>Subject Coordinator</td>
<td>Questions about content of subjects, academic consideration, marking/results enquiries</td>
</tr>
<tr>
<td>Academic Adviser</td>
<td>Questions about the degree as a whole &amp; subject selection</td>
</tr>
<tr>
<td>Sub Dean</td>
<td>Academic regulations, difficulties with study, decisions to defer from study, questions about the degree as a whole, study abroad &amp; cross institutional study</td>
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#### Learning Development

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<tr>
<th>Role</th>
<th>Support Provided</th>
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</thead>
<tbody>
<tr>
<td>Learning Development</td>
<td>Help with reading, writing, note taking, preparation for exams &amp; assignments</td>
</tr>
<tr>
<td>Library</td>
<td>Academic resources, research, group study, referencing</td>
</tr>
<tr>
<td>PASS</td>
<td>Subject specific help with study</td>
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</tbody>
</table>

#### Administrative

<table>
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<tr>
<th>Role</th>
<th>Support Provided</th>
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<tbody>
<tr>
<td>Student Central</td>
<td>Academic transcripts, form submission, fees, graduation &amp; change of student details</td>
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<tr>
<td>Student Advocacy</td>
<td>Grievances and Appeals</td>
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<tr>
<td>UniAdvice</td>
<td>Prospective student information</td>
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#### Personal

<table>
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<tr>
<th>Role</th>
<th>Support Provided</th>
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</thead>
<tbody>
<tr>
<td>Student Support Adviser</td>
<td>Financial problems, accommodation, health, legal &amp; insurance problems, academic progression, understanding UOW processes</td>
</tr>
<tr>
<td>Counselling Service</td>
<td>Problems with relationships, home-sickness, gambling, depression, stress</td>
</tr>
<tr>
<td>Chaplaincy Services</td>
<td>Spiritual/religious issues, personal problems</td>
</tr>
<tr>
<td>Employment Equity &amp; Diversity Unit</td>
<td>Sexual harassment, discrimination issues</td>
</tr>
<tr>
<td>Disability Liaison Officer</td>
<td>Support with a disability</td>
</tr>
<tr>
<td>ISP/CSE</td>
<td>Social activities</td>
</tr>
</tbody>
</table>
Support at UOW

Academic Support
For issues with a subject see your Tutor, Lecturer or the Subject Coordinator as noted in your subject outline. If you are unable to resolve the problem then see the Head of the Department or School.

Sub Deans
The Sub Deans of each faculty provide students with advice and information on many aspects of the University Rules and Regulations as well as information relating to their faculty’s degrees. A list of the sub deans by Faculty can be found below:

<table>
<thead>
<tr>
<th>Faculty of Arts</th>
<th>Dr Stephen Brown</th>
<th>02 4298 1338</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dr Debra Dudek</td>
<td></td>
</tr>
<tr>
<td>Faculty of Commerce</td>
<td>Mr Ron Perrin</td>
<td>02 4221 4118</td>
</tr>
<tr>
<td></td>
<td>Ms Nadia Verrucci</td>
<td>02 4221 3650</td>
</tr>
<tr>
<td></td>
<td>Reetu Verma</td>
<td>02 4221 4016</td>
</tr>
<tr>
<td>Faculty of Creative Arts</td>
<td>Assoc. Prof David Vance</td>
<td>02 4221 3591</td>
</tr>
<tr>
<td>Faculty of Education</td>
<td>Dr Julie Kiggins</td>
<td>02 4221 3981</td>
</tr>
<tr>
<td>Faculty of Engineering</td>
<td>Assoc. Prof Rodney Vickers</td>
<td>02 4221 3502</td>
</tr>
<tr>
<td>Faculty of Health &amp;</td>
<td>Co Sub Dean Dr Peter Thomas</td>
<td>02 4221 3492</td>
</tr>
<tr>
<td>Behavioural Sciences</td>
<td>Co Sub Dean Dr Moira Williamson</td>
<td></td>
</tr>
<tr>
<td>Faculty of Informatics</td>
<td>Assoc. Professor Peter Nickolas</td>
<td>02 4221 3856</td>
</tr>
<tr>
<td>Faculty of Law</td>
<td>Ms Judith Marychurch</td>
<td>02 4221 3456</td>
</tr>
<tr>
<td>Faculty of Science</td>
<td>Assoc. Prof Paul Carr</td>
<td>02 4221 3804</td>
</tr>
<tr>
<td>Sydney Business School</td>
<td>Dr Bill Wilkinson</td>
<td>02 4221 4028</td>
</tr>
<tr>
<td>Graduate School of</td>
<td>Dr Gregg Rowland</td>
<td>02 4221 3434</td>
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<tr>
<td>Medicine</td>
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</tbody>
</table>
UOW Library
Assisting thousands of students each year

Finding and managing information will make all the difference to your work here at the University of Wollongong. Using ideas from scholarly books and journals will provide crucial support for your arguments in both essays and reports, and can also expand your own knowledge. It doesn’t matter whether you are writing a short undergraduate essay or your PhD thesis, the Library services will support you in knowing where to look and how to find what you need. All Library support services are professional and your personal details are confidential.

<table>
<thead>
<tr>
<th>Ask us in person: Lost or confused?</th>
<th>Ask us at the Information Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting started</td>
<td>Need to find information for your assignment or research project? Come and see us at the Research Help desk. No appointment necessary. For more extensive search assistance, or if you would like an appointment, Book a Librarian for a 30 minute consultation.</td>
</tr>
<tr>
<td>Advanced support for Masters &amp; PhD students</td>
<td>A one-on-one 60 minute Research Consultation offers tailored advice on the scholarly content available in specialised fields. Research sessions on different aspects of HDR work are provided for HDR students in conjunction with the Research Student Office.</td>
</tr>
<tr>
<td>Ask us online</td>
<td>Ask any question online using the Ask a Librarian service. UOW librarians will answer you within 1 business day, or use the FAQ knowledge bank to answer your question on-the-spot.</td>
</tr>
<tr>
<td>Phone us</td>
<td>Call 02 4221 3548 to talk to Library staff who can assist with your question.</td>
</tr>
</tbody>
</table>

Learning Development

Help with English and academic skills is available for all students. If you need help with grammar, public speaking, essay writing, thesis writing or other language or academic issues, visit the Learning Resource Centre or phone 02 4221 3977. The staff there can see you individually, provide you with resources or enrol you in a free workshop at the Centre.
Website www.uow.edu.au/student/services/ld
Learning Research Skills Online

**Learn Essential Academic Information Skills with StartSmart**

Every Library is different. Learn the basics of finding and using scholarly information at UOW so that you can pass your first assignment. StartSmart is compulsory for all new undergraduate students, and should be completed by Week 5 with a 100% score in the quiz. All new Postgraduate students are encouraged to use the tutorials to understand how to get the most out of UOW Library.

**Library Guides: Featured sources of information for your subject area**

Each subject guide links you to essential databases, websites and other useful resources specific for that subject. Advanced research support guides, such as the EndNote and Finding Theses guides, are designed for postgraduates and research staff.

**Writing a thesis? You need Research Edge**

Research Edge helps you to develop your literature review, the first step in the thesis writing process. Research Edge provides techniques for effective searching, evaluation and management of scholarly information. Go to: Information for > Researchers > Start here: Research edge

**Online Help: Ask a Librarian**

Search or browse Ask a Librarian for an instant answer to your question (all previously answered questions are published anonymously), or ask your own questions for an answer within 1 business day.

For more information on all the ways you can receive assistance, visit: 

Peer Assisted Study Sessions (PASS)

PASS provides Peer Assisted Study Sessions, where students work together to reinforce key concepts and develop effective study strategies. Think “super group” learning! The PASS program supports a range of subjects encompassing all faculties across the University of Wollongong. All students benefit from the skills and understanding gained from attending PASS - the most obvious result of PASS is that students who attend regularly consistently earn a higher grade and withdraw less often than those who do not attend. PASS is also a great way to network with other students in your course. More information can be found here: [www.uow.edu.au/student/services/pass](http://www.uow.edu.au/student/services/pass)
Student Central

**Student Central** is the service centre located on the ground floor of Building 17 that assists with enquiries relating to student administration, accommodation services and study abroad & exchange.

Student Central is responsible for assisting students with enquiries related to enrolment, fees, exams, graduation, and administration. Importantly for international students, Student Central can assist with informing international students on processes including confirmation of enrolment, course variation and course progress.

Student Central is happy to assist students with general enquiries and can provide faculty contacts for academic advice.

Opening Hours: Monday to Friday 9:00am – 5:00pm Phone: **1300 ASK UOW** (International: +61 2 4221 3297) Email: askuow@uow.edu.au Visit: Ground Floor, Building 17 Web: [www.uow.edu.au/student/](http://www.uow.edu.au/student/)

UniAdvice

**UniAdvice** handles enquiries from prospective students. It admits students to the University on authority from the University Council. It was established to market the University’s courses overseas and to co-ordinate programs for international students. UniAdvice administers exchange programs with overseas Universities. You can phone them on **1300 367 869** (International: +61 2 4221 3218).

Student Support Advisers (SSAs)

**SSAs** can help you during your stay in Australia. If you are having difficulties settling in, or understanding how the University works, it is important that you seek advice. **If you have questions on anything and don't know where to go, visiting an SSA is a good first step.**

SSAs can help students with a range of issues such as orientation to the local area, homesickness, study difficulties, academic concerns, budgeting, legal, accidents, student visas, health, personal problems, family emergencies and children’s education. They can give advice about returning home after you complete your studies. They can also help you to meet other students and community members. The service is free and confidential. You can contact the SSA for your faculty using the details over the page.
SSAs By Faculty

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Arts</strong></td>
<td>Bld. 67 Room 207 (Mon &amp; Tues)</td>
<td>02 4221 3635</td>
</tr>
<tr>
<td></td>
<td>Bld. 19 Room 1075 (Wed to Fri)</td>
<td></td>
</tr>
<tr>
<td><strong>Commerce</strong></td>
<td>Bld. 40 Room 133</td>
<td>02 4221 4714</td>
</tr>
<tr>
<td></td>
<td>Bld. 40 Room G06</td>
<td>02 4221 5776</td>
</tr>
<tr>
<td><strong>Creative Arts</strong></td>
<td>Bld. 23 Room G20</td>
<td>02 4221 4529</td>
</tr>
<tr>
<td><strong>Education</strong></td>
<td>Bld. 23 Room G20</td>
<td>02 4221 4529</td>
</tr>
<tr>
<td><strong>Engineering</strong></td>
<td>Bld. 4 Room 140 (Mon, Tue &amp; Wed)</td>
<td>02 4221 5670</td>
</tr>
<tr>
<td></td>
<td>Bld. 3 Room 111 (Thur &amp; Fri)</td>
<td></td>
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<tr>
<td><strong>Health &amp; Behavioural Sciences</strong></td>
<td>Bld. 41 Room 230</td>
<td>02 4221 5332</td>
</tr>
<tr>
<td><strong>Psychology</strong></td>
<td>Bld. 41 Room 260F</td>
<td>02 4221 5297</td>
</tr>
<tr>
<td><strong>Informatics</strong></td>
<td>Bld. 3 Room 111 (Thur &amp; Fri)</td>
<td>02 4221 3833</td>
</tr>
<tr>
<td></td>
<td>Bld. 4 Room 109A (Mon, Tue &amp; Wed)</td>
<td></td>
</tr>
<tr>
<td><strong>Law</strong></td>
<td>Bld. 67 Room 207 (Mon &amp; Tues)</td>
<td>02 4221 3635</td>
</tr>
<tr>
<td></td>
<td>Bld. 19 Room 1075 (Wed to Fri)</td>
<td></td>
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<tr>
<td><strong>Science</strong></td>
<td>Bld. 41 Room 260F</td>
<td>02 4221 5297</td>
</tr>
<tr>
<td><strong>Sydney Business School</strong></td>
<td>Bld. 41 Room G06</td>
<td>02 4221 5776</td>
</tr>
<tr>
<td><strong>Graduate School of Medicine</strong></td>
<td>Bld. 41 Room 230</td>
<td>02 4221 5332</td>
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</table>

Counselling
Adapting to life in a foreign culture is not an easy task. Students often experience difficulties which affect their personal lives or study progress. These difficulties can include anxiety, homesickness, depression, emotional stress or dealing with bad news from home.

The **Counselling Service** provides free and confidential assistance to students who may be experiencing problems at University or difficulties in their personal lives. Phone **02 4221 3445** to make an appointment.

Student Advocacy Officers
The needs and rights of students are the primary interest of the **Student Advocacy Officers**. In order to maintain the accountability, integrity, transparency and fairness of the University, it is necessary for the Advocacy
Officers to actively assist students with Grievances and Appeals when required. Advocacy Officers are available to help students navigate their way through the policies and processes of the University, to speak up for the student when they believe that their rights are not being observed, or to help collate the relevant material so that students may better articulate the details of their situation. More information can be found here: www.uow.edu.au/student/advocacy

Alumni Network
When you become a graduate of UOW you automatically become a member of the Alumni Network, a world wide community that provides a range of benefits and activities. The Network allows you to easily stay in touch with fellow graduates, both nationally and internationally, engage in networking activities and stay informed about the latest developments at UOW. The University is proud of its alumni and encourages you to keep in touch, wherever you are in the world. For further information phone 02 4221 4676 or visit www.uow.edu.au/alumni

International Student Clubs and Societies
The university has a variety of International student groups and associations. Everyone is allowed to join and participate in these groups. The various student groups can usually be found in Orientation Week holding membership drives, or you can find out more information at the Centre for Student Engagement website: http://unicentre.uow.edu.au/getinvolved/clubs

Some of the groups are: African Australian Students, Chinese Students Association, Greek Society, Indian Students Association, Japanese Society, Malaysian Students Association, Muslim Association, Persian Cultural Society, Saudi Students Club, Taiwanese Students Association, Thai Students Association, Turkish Society. If your cultural group doesn’t have a club you may be able to get some funding to start your own.

International Student Programs (ISP)
ISP is a collection of initiatives (including the Illawarra Committee for International Students) that provides programs, activities and events which contribute to the wellbeing of international students and their families. These programs include:

English Conversation Groups
English Conversation Groups are a place where international students can practice their English speaking skills in an informal atmosphere. The groups tend to meet at least weekly in session. For more information contact the International Student Coordinator.
Illawarra Committee for International Students (ICIS)
ICIS has been operating for nearly thirty years, and exists to offer support services to international students and their families while they are studying at the University of Wollongong. ICIS is managed by an elected committee of volunteers which has community and student representation.

Low-cost sightseeing trips
ICIS Sightseeing trips are single day events that take students to local places of interest such as Sydney, Canberra, the Blue Mountains and dolphin/whale watching.

Other free events
Bush walks, Cheese Tasting Evening, Children’s Christmas Party, Welcome Dinners, ICIS Annual Dinner and much more!!!

ISP values and promotes cultural understanding, sensitivity and tolerance by facilitating meaningful interaction between local and international students and the wider community. Student volunteers for all activities are always welcome. For more information contact the International Student Coordinator by email at rajatm@uw.edu.au or phone 02 4221 3158.

The Centre for Student Engagement
The Centre for Student Engagement (CSE) gives students at UOW an opportunity to connect with each other, the campus and the wider community. CSE runs a number of events and activities, volunteering, leadership and professional development programs that will complement any UOW degree. Find out more here: http://unicentre.uow.edu.au/getinvolved/Index.html

Wollongong Undergraduate Students Association
WUSA provides advice on issues of concern to undergraduate students, advocacy for academic or administrative problems, a second hand book bank, cheap photocopying, student newspapers, emergency loans and an emergency food supply. WUSA is located on the ground floor of Building 19. Phone 02 4221 4201 or visit wusa.uow.edu.au

Wollongong University Postgraduate Association
WUPA is an organisation that looks out for the interests of postgraduate students at UOW. All postgraduate students automatically receive membership to WUPA, which offers facilities and services such as advocacy and outreach services and a range of social activities and events. WUPA is located on the ground floor of Building 19. Phone 02 4221 3326 or visit www.uow.edu.au/wupa
University Chaplaincy Service

The **Chaplaincy Service** is provided within the University for the benefit of students and staff. Offices are located on the ground floor of Building 19. The Service offers fellowship, personal counselling and guidance, as well as leadership in biblical and doctrinal studies and in worship. The visiting Chaplains maintain close liaison with student religious societies. The University chaplains can be contacted by telephone:

<table>
<thead>
<tr>
<th>Campus Contacts</th>
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<tbody>
<tr>
<td><strong>Anglican</strong></td>
<td>02 4221 5889    <a href="mailto:robc@uow.edu.au">robc@uow.edu.au</a></td>
</tr>
<tr>
<td><strong>Interdenominational Chaplain</strong></td>
<td>02 4229 2469    <a href="mailto:rchin@uow.edu.au">rchin@uow.edu.au</a></td>
</tr>
<tr>
<td><strong>Jewish</strong></td>
<td>02 4221 4120    <a href="mailto:grosse@uow.edu.au">grosse@uow.edu.au</a></td>
</tr>
<tr>
<td><strong>Roman Catholic</strong></td>
<td>02 4221 5635</td>
</tr>
<tr>
<td><strong>Uniting Church</strong></td>
<td>02 4221 5636    <a href="mailto:ucchaplain@uow.edu.au">ucchaplain@uow.edu.au</a></td>
</tr>
<tr>
<td><strong>International Students Chaplain</strong></td>
<td>0040 270 424    <a href="mailto:mmeek@uow.edu.au">mmeek@uow.edu.au</a></td>
</tr>
<tr>
<td><strong>Women’s Spirituality</strong></td>
<td>02 4221 4203    <a href="mailto:shev@uow.edu.au">shev@uow.edu.au</a></td>
</tr>
</tbody>
</table>

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<tr>
<th>Off Campus Contacts</th>
<th></th>
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<tbody>
<tr>
<td><strong>Baptist</strong></td>
<td>02 4272 6006    <a href="mailto:Rodney.bayley@gmail.com">Rodney.bayley@gmail.com</a></td>
</tr>
<tr>
<td><strong>Congregational</strong></td>
<td>02 4226 1750    <a href="mailto:info@wollongongcongchurch.org">info@wollongongcongchurch.org</a></td>
</tr>
<tr>
<td><strong>Latter Day Saints</strong></td>
<td>02 4229 1781</td>
</tr>
<tr>
<td><strong>Baha’i</strong></td>
<td>0402 771 084    <a href="mailto:alliso9n@tpg.com.au">alliso9n@tpg.com.au</a></td>
</tr>
<tr>
<td><strong>Buddhist</strong></td>
<td>02 4272 0600    <a href="mailto:miaoyou@fgs.org.au">miaoyou@fgs.org.au</a></td>
</tr>
</tbody>
</table>

**Muslim Association of Wollongong University**

**MAWU** is one of the largest and most active student organisations on campus, providing a forum for students and staff of the Islamic faith with the unwavering support of campus management.

The Muslim Association of Wollongong University, Building 50, University of Wollongong Phone **02 4221 5911** Fax 02 4221 5912 Email **mauw@uow.edu.au** or **emawu@yahoo.com**
Muslim Prayer Space
The University of Wollongong is proud to have outstanding facilities to cater for the Islamic community on campus which are located in building 50. This building is provided for prayer and other activities. Wad’u (ablution) facilities are also available. Contact the Muslim Association for more details.

Other services available in Wollongong

Wollongong Library
The Wollongong Library is free and there are branches throughout the Wollongong area, look under Wollongong City Council in the White Pages. You may also join the Wollongong Toy Library, but this involves paying a fee.

Illawarra Multicultural Services has a multicultural toy library. You can phone 02 4229 6855 for more information.

Family services
The Illawarra Shoalhaven Local Health District (ISLHD) aims to promote and protect the physical and mental health and social adjustment of the family. Services provided by ISLHD include community midwives, early childhood health centres, school health service and immunisation clinics. More information on services provided can be found here: www.sesiahs.health.nsw.gov.au/Services

Education
WEA courses may be undertaken by you or your spouse, fees apply (phone 02 4226 1622).

Your spouse and dependants may take English courses through TAFE if they are accepted and full fees are paid.

The Anglican Church currently conducts low cost English classes at various locations near the University. Enquiries can be made by phoning 02 4228 8402. For free conversation classes at IMS - phone 02 4229 6855.

Interpreter and translation services
The Community Relations Commission (phone 02 4224 9922) provides an interpreting and translation service for a fee. The Telephone Interpreter Service can be reached at any time by phone at the cost of a local call from a landline telephone (phone 1300 651 500).
Academic survival

What’s university in Australia all about?

Being independent
At university in Australia your degree is your own responsibility. That means that it is up to you to decide how much you should study, whether your work is handed in on time or not, etc. More importantly, you must take responsibility for which information you will be exposed to and learn: where you find readings for assignments and which ones you select, and which notes you take in lectures is up to you. No-one will tell you exactly what to do. Therefore you must develop strong organisational and academic skills, including:

• Time management.
• Effective study skills.
• Note taking.
• Library research skills.

Read the sections below for information on these and other skills and more ways to access assistance.

Being a critical thinker
Australian university students are expected to do more than repeat what they have read or heard. It is not enough to restate the ideas or arguments of others. Students must analyse them (understand various aspects or parts and how they fit together) and criticise them. Criticising in this sense means judging the merit or value of the material. Criticism can result in positive judgements (e.g. the argument is logical, based on true premises, takes into consideration all of the facts/issues, is relevant) or negative judgements (e.g. the argument is illogical, based on false assumptions, ignores key issues, is irrelevant). Being able to criticise, or evaluate, academic material is perhaps the most highly valued skill in the Australian university context. Without it, no student, whether of science, humanities, creative arts, or any other discipline, can succeed at university.

How can I study effectively at uni in Australia?

Managing your time
Often, students find that they seem to have been managing without doing much work throughout the session, but are left with a pile of work to do at the end of session and not enough time to do it. This experience can be very stressful and
is self-defeating, as you cheat yourself out of using your learning potential. You can also place yourself at risk of academic failure, as not handing in work on time can result in failing a subject even if you have passed other assessments.

The best way to avoid this situation is to plan your study. At the start of each session, find out how many major and minor assignments, essays, practical reports, tutorial papers, group assignments, exams and class tests you are required to do for each subject (this information will be in your subject outlines) and how much they contribute to the assessment of the subject. To get the results you want, you may have to focus your efforts on the tasks that are given more priority in your assessment for a subject. For example, if an assignment is worth 40% of the total mark, then it makes sense to spend more time on it than an assignment worth 10%.

Reading academic texts
There is no doubt that you will be given a long list of books and articles to read for each subject. You will also probably find that you come up with piles of articles to read for your essays, reports or thesis. This can seem overwhelming at first, however, there are some things you can remember and strategies you can use to help you get through.

Remember that you don’t have to read every word of every article: some articles or parts of articles are more relevant than others, so:

• Always read with a purpose: know which questions you want answered.
• Find out which readings answer your questions by reading the abstract, contents page, introduction, headings and conclusion rather than the whole article.
• Only read those books/articles which answer your questions.
• Only read in detail the parts of the article/book which are relevant to you. Skim read the rest.
• Try not to stop if you don’t understand a word: often the meaning will become clear through the context or through examples later. Stopping can make you lose track of the argument or the main idea.

Lectures and note taking
Although lectures are not the only source of important content, they are the best guide to what is most crucial in your course. Therefore, it is important to make the most of them. This does not only mean attending, although that’s a good start! It means preparing, engaging with the material, and taking effective notes. Most lecturers will not provide copies of notes or give you time to take extensive notes, nor will their lectures necessarily indicate how the information presented fits into the wider framework.
Preparing
Being prepared for lectures is the best way of improving your chances of understanding the lecture content. You can prepare by:

• looking up the lecture topic in your subject outline.
• skimming the required readings for that topic.
• looking up any unfamiliar vocabulary you come across.
• thinking about any questions you might have on the topic.

If you do these things, you will not be left wondering about the terminology being used in the lecture or struggling with the main concepts. Instead, you will have time to process and think about what is being said. Also, you will not waste time taking notes of what is already written for you in the readings, as you will be familiar with the resources which you already have.

Engaging
Engaging with the content involves listening closely and reflecting on it, thinking about its relevance and how it fits into the broader context. As was mentioned above, you will be more able to do this if you have prepared for the lecture. Another way of encouraging your own engagement is drawing a column on your page for you to write any questions or comments which you might have about the lecture information. This will get you thinking during the lecture and will give you some indications of what to follow up after the lecture.

Taking notes
The great majority of university lecturers will not provide notes for you to copy down, copies of notes already made, or extra time to take notes. They will simply talk, and might use some visuals such as Powerpoint presentations with diagrams or key points. It is extremely important that you learn to take good notes. This means:

• not trying to copy down every word the lecturer says: you won’t have time and don’t need to anyway.
• identifying key issues only and noting them in point form (not whole sentences) using symbols, diagrams and abbreviations.
• clearly indicating the lecture topic and date.

For assistance with lectures and note taking attend the ‘Note taking’ workshop provided by Learning Development. Visit the centre on Level 3, Building 11. Call 02 4221 3977 to enrol.
Academic communication

When should I talk to lecturers and tutors, and how?
Students often talk to lecturers and tutors at university in Australia. For example, students might ask questions during lectures, usually towards the end, when the lecturer may allocate 'question time'. Also, students talk with tutors during tutorials. In fact, it is required that students participate in tutorials by talking with the tutor and the other students. However, you may also talk to lecturers and tutors outside of class times.

Meeting with tutors
Your tutor should be your first 'point of contact' for questions relating to subject content or assignments. The best time to ask your tutor a question is during the tutorial. This is what tutorials are for, and that way the other students can benefit from the information also. However, if you have a good reason for not asking the question during the tutorial you can approach the tutor after the tutorial. Sometimes, tutors also provide contact details such as phone numbers and office locations so that you can contact them outside of tutorial times.

Meeting with Lecturers
There are no rules governing in which situations you can meet with your lecturer, however the usual reason is that there is no tutorial and you have a question about the lecture content or an assignment. You can also see your lecturer if you have already talked to your tutor and she/he has been unable to help you. All lecturers have set times when they are available for consultations with students. These times are advertised on lecturers’ office doors and are usually in subject outlines (usually along with a lecturers contact details).

Working with other students
Other students are often willing to help you when you get stuck. It's very rewarding to study with a group of students, as discussion about your work is an effective way of learning. This is why you are provided with tutorials, seminars and practical classes. You can also organise your own study groups outside of class time.

It is very important that you do not take this group work to the point where you are doing each other’s work. You are not learning anything if you rely too much on others. You will soon realise this when you are in an exam or you are trying to do an assignment based on learning that was supposed to take place in a previous assignment. Assignments are given so that you will learn by doing. Copying each other’s assignments is counter-productive as you are not learning
Peer Assisted Study Sessions (PASS) are a great way for students get the most out of working in groups. More information can be found here: www.uow.edu.au/student/services/pass

Exams at UOW

Exams at the University of Wollongong are usually in essay, short answer, or multiple choice (choosing the correct answer from a selection of choices) format, or any combination of these. You may have to complete more than one exam for a subject.

Some exams are ‘open book’, which means that you are allowed to bring written materials like textbooks into the exam. In open book exams, the aim is to show that you can apply what you have been studying to practical situations. You will be informed when an exam is open book.

Information about the format of the exam will be provided in the subject outline, distributed at the beginning of session, and may be repeated or elaborated on by the lecturer.

The exact time and location of exams are posted on the internet at: www.uow.edu.au/student/

Strict rules about cheating exist. Cheating is an extremely serious offence and can lead to a student being suspended from the University or receiving a Fail grade for the subject. For information about University Rules and penalties for cheating, visit www.uow.edu.au/about/policy/students

Studying for exams

University exams are a way for you to demonstrate that you have read and remembered the subject material, and that you understand it, can apply it, can be critical of it, and can formulate your own ideas about it. Thus studying for exams should be active. To study for exams:

- Ask yourself questions about what you are learning (e.g. ‘why is that so?’ ‘How does this relate to other issues?’) Evaluate the ideas/arguments you are reading.
- Try to apply the material to real life contexts if possible.
- Make lots of notes.
• Talk aloud about the material (alone or with others).
• Get copies of past exam questions from your lecturers or from the library and write mock exam answers.
• Plan answers to questions which you think will be in the exam.

If you are restless, try studying in short bursts to begin with, perhaps 30 minutes at a time. Making sure that you are physically active during exam time can also make it easier to concentrate when you sit down to study. If you can no longer concentrate, decide when you will study next and what you will do before you finish.

Managing stress

It is important to prevent the stresses in your life from reaching a level where they interfere with your activities and general satisfaction with living. This requires you to be aware of when you are feeling stressed, what makes you stressed, and how you can prevent and manage your stress.

Talking with another person about difficulties you are having can help you resolve problems. Regular recreation and exercise can also help to manage stress. Sometimes stress is complex and you need to talk to a counsellor who has professional training in dealing with these issues. For assistance you can call the university’s Counselling Service on 02 4221 3445 to make an appointment. The Counselling Service is free and confidential.

Academic misconduct

The University has its own code of rules and conduct about what you can expect from the university, how you should be treated and how you should behave. All of this is detailed in University policies and codes of conduct. Look at the different ones that relate to students at the following link:

www.uow.edu.au/about/policy/students

If you have done something wrong you may be penalised. These penalties range from failure in an assignment or subject, loss of privileges, fines, payment of compensation, and suspension, to exclusion from study for a certain period or even permanent expulsion from the University.

It is important that students realise how broad the definition of academic misconduct may be. It covers practices such as cheating or copying or using another person’s work, behaviour that is offensive or unruly, or which may cause damage to other people or property. Sometimes, however, practices which may
have been acceptable at school are considered to be misconduct according to current academic usage within a University. If you are accused of misconduct in the University, or believe you have not been treated fairly under the University rules please see your Student Support Adviser or a Student Advocacy Officer.

### Plagiarism

**PLEASE READ THIS SECTION AND MAKE SURE YOU UNDERSTAND WHAT PLAGIARISM IS AND HOW TO AVOID IT. IT IS EXTREMELY IMPORTANT!**

The Western tradition places great emphasis on individuals creating new ideas. Once an individual has discovered something, or created a theory or argument, that idea is considered to belong to that person. In academic writing, it is extremely important to let the reader know who the ideas you are using belong to and where they come from if they are not your own. You should always use a reference (give the name of the author and the date of publication) when you have included an idea which is not your own and is not common knowledge. It does not matter whether you have presented the idea in the author’s original words (as a quote) or in your own words (as a paraphrase); you must reference it! If you do not do this, you are, in effect, stealing other people’s ideas. This is called plagiarism and can lead to heavy penalties, including failure of subjects and exclusion from the University. To avoid problems like this, you should follow the guidelines for referencing at all times, ensuring that you use references appropriately and correctly.

There are three common ways to give references: the Author/Date or Harvard System (also called ‘in text’ referencing), the Oxbridge System (also called the ‘footnote’ system), and the MLA System. Guidelines for referencing can be found in faculty handbooks, some subject outlines, are available on the Library website, and can also be obtained from Learning Development. However, some general guidelines are as follows:

- If the idea is not yours and is not common sense, reference it.
- When using the author’s exact words, put them in “quotation marks”.
- When you are presenting the author’s idea in your own words, do not use quotation marks.

Remember that plagiarism is a serious offence and is easily detected by lecturers: they are familiar with the text books and articles and have ways to detect plagiarism electronically. It is not worth putting yourself or others at risk: DON’T PLAGIARISE!

Do not lend your assignments to other students. If they plagiarise from you, it will be difficult for the lecturer to know whose was the original piece of work and you may both be penalised.
Helpful websites

The First Year @ UoW site is a step by step guide through your first six weeks at UOW and beyond. You can find it here: www.uow.edu.au/student/services/fye

More about maintaining your health and wellbeing as a UOW student can be found here: www.uow.edu.au/student/wellbeing

The Student Support Advisers have a page dedicated to international student support. It can be found here: www.uow.edu.au/student/services/SSA/international

Orientation information can be found here: http://getstarted.uow.edu.au

A list of all Services and Facilities at UOW can be found here: www.uow.edu.au/services

An A-Z directory of UOW can be found here: www.uow.edu.au/directory/site_index.html

An extensive list of services within the Wollongong area can be found here: www.wollongong.nsw.gov.au/services/Pages/default.aspx

The Traditional Food Directory assists newly arriving families in accessing food which may be hard to find in Australia. The latest version is here: www.wollongong.nsw.gov.au/services/community/directories/Pages/traditionalfood.aspx

Is there something that we missed?
If there was information that you needed that wasn’t in this guide, please let us know so we can add it to future editions. We are always looking for ways to improve our guide! Please contact dan@uow.edu.au for comments and suggestions.
Important and Emergency Contacts

UOW Switchboard: 02 4221 3555
Student Central: 1300 275 869
www.uow.edu.au

Health

Wollongong Hospital
Crown St
Wollongong New South Wales
02 4222 5000

Campus Health
UniCentre building (11)
02 4229 9298

Wollongong Radio Doctors
After hours house calls (bulk billed)
02 4228 5522

Lifeline
13 11 14

AHM Health Insurance
77 Market Street
Wollongong 2500
13 42 46

Transport

NSW Public Transport Info Line
13 15 00

Wollongong Radio Cabs (Taxi)
13 10 08

Accommodation

Student Housing Officer
02 421 5646

Leisure Coast Homestays
02 9555 4609
www.australianfamilyhomestays.com

International

Department of Immigration
and Citizenship (DIAC)
13 18 81

24 hour Emergency Telephone Numbers

Police, Fire, Ambulance 000
University Security 02 4221 4900