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This Guide has been put together for Australia Awards Scholarship students to highlight the important information for when you first arrive in Perth and commence studying at UWA.

Please let us know if you think something is missing or would be useful to include in future Guides.
Thanks to previous students for their input to this Guide.

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The information contained in this booklet is, as far as possible, accurate at the time of publication (August 2014). Details contained in this booklet may be subject to amendment without notice.
International Sponsored Students Unit
ISSU

Mrs Deborah Pyatt
Manager
Tel: 6488 2420
Email: deborah.pyatt@uwa.edu.au

Ms Debra Basanovic
Project Officer
Tel: 6488 1785
Email: debra.basanovic@uwa.edu.au

Ms Kristine Marginis
Admin Assistant
Tel: 6488 7378
Email: kristine.marginis@uwa.edu.au

The Student Central Reception phone number is
Ph: 6488 3939

Student Central is open Monday to Friday from 8.30am – 5pm.

UWA SECURITY & EMERGENCY TELEPHONE NUMBERS – ALL HOURS
Security Office: 6488 3020

Security escorts to your car/bus/class at night are available – ring at least 30 minutes prior to leaving and they will come to you. UWA Security Office is located behind the main International Centre Office (behind Hackett Hall).

Emergencies on Campus: 6488 2222 Public phones on campus – free call to security 1800 655 222

How To Find Your Way To Campus

Buses to UWA regularly pass through the below areas:

- Suburbs on Transperth’s Bus CircleRoute (Nos 98, 99) which travels from Fremantle along Stirling Highway and into suburbs north of UWA
- Subiaco, Perth, Northbridge and Western Suburbs e.g. Crawley, Dalkeith, Nedlands, Claremont.

If you live elsewhere in Perth, you will need to catch a bus or train to one of the central Perth city stations and then transfer to a UWA bus service.
UWA Bus Services

Bus stops

All of the below bus services use the bus stops on Stirling Highway at the north end of the Crawley Campus, except for the No. 97 (Subiaco Shuttle) that stops at the north end of Fairway (see your Campus Map).

Bus Routes to UWA

<table>
<thead>
<tr>
<th>From</th>
<th>Route No</th>
<th>Journey time to UWA</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perth Esplanade Busport</td>
<td>78, 79, 23, 102, 107</td>
<td>10 minutes</td>
<td>Every 5-10 minutes during peak times and every 15 minutes at other times</td>
</tr>
<tr>
<td>East Perth St Georges Terrace</td>
<td>24, 103</td>
<td>25 minutes</td>
<td>Every 20 minutes</td>
</tr>
<tr>
<td>Subiaco Train Station</td>
<td>97</td>
<td>20 Minutes</td>
<td>Every 15 minutes</td>
</tr>
<tr>
<td>Claremont Train Station</td>
<td>24, 23, 107</td>
<td>10 Minutes</td>
<td>Every 10 minutes</td>
</tr>
<tr>
<td>Fremantle Train Station</td>
<td>98, 103</td>
<td>30 minutes</td>
<td>Every 15 minutes</td>
</tr>
<tr>
<td>Stirling Train Station</td>
<td>99</td>
<td>30 minutes</td>
<td>Every 15 minutes</td>
</tr>
</tbody>
</table>

Internet & Network Access

UWA STUDENT NETWORK ACCESS

All students enrolled at UWA are automatically assigned an email address. This will be in the format: studentnumber@student.uwa.edu.au. You will need to activate a Pheme (FeeMee) account to access your email. This will activate a username and password allowing you to login.

ACTIVATING YOUR PHEME ACCOUNT FOR THE FIRST TIME

1. As you are a new student you will need to activate your new account.
2. Go to this website link to activate your account - http://www.pheme.uwa.edu.au
3. During the activation process you will be asked for your student number and your date of birth.
4. Choose 'I agree' after you have read the terms and conditions.
5. You will then be asked to enter a 'challenge question and answer'. A challenge question and answer is a useful level of security that uses personally meaningful information.
6. To easily reset your password, you will need to know your challenge question and answer.
7. The challenge answer is not case sensitive but it must be six or more characters long and may contain letters numbers, spaces and special characters.
8. After entering your challenge question and answer, scroll down to the next fields on the screen where you must create a Pheme password. This password must be an 8 character combination of upper and lower case letters and numbers.
9. Press the submit button to activate your Pheme account.
You can access your student email through a variety of methods:-
- directly through the webmail at http://mail.student.uwa.edu.au
- through the Learning Management System (LMS)
- using your own devices.

Further information about student email can be found at this link - http://www.is.uwa.edu.au/it-help/email/student and http://www.is.uwa.edu.au/it-help/email/student/email

**FULL INTERNET ACCESS**

You can upgrade the account initially provided to a UWA full access student account. The upgraded account includes access to quota restricted internet and enables you to use:

Unifi - http://www.is.uwa.edu.au/it-help/access/wireless/unifi - the wireless network for all University students. Students have immediate access to the wireless network once their Pheme account is activated and they have agreed to the terms and conditions of internet access. Unifi is available in areas where students regularly gather and in most University buildings.

**STUDENT WIRED NETWORK ACCOUNT**

A student wired network account lets you use a fixed cable to connect your computer into the UWA network while on campus.

The UWA VPN allows access to UWA networks when you're off campus. It uses your Pheme username, but has a different password for security reasons.

**STUDENT IT RULES AND REGULATIONS**

You will find information about student IT Rules and Regulations at http://www.is.uwa.edu.au/it-help/accounts/student If you have any further questions about any of these policies, contact Information Services.

**IT STUDENT HELP**

**Self-service**

Search askUWA for an answer to your question. – http://www.ask.uwa.edu.au

**Contact Information Services**

Visit in person at a Subject Library or Telephone

- Reid Arts and Business Library (+61 8) 6488 2342
- Education, Fine Arts and Architecture (EDFAA) (+61 8) 6488 1961
- Law Library (+61 8) 6488 2351
- Medical and Dental Library (+61 8) 9346 7570
- Music Library (+61 8) 6488 2055
- Scholars’ Centre (+61 8) 6488 1585
- Science Library (+61 8) 6488 2325
Regional students 1800 263 921
Fax (+61 8) 6488 1012
Email askuwa-is@uwa.edu.au

A full listing of contact information is listed on – http://www.is.uwa.edu.au/contact
Further help – http://www.is.uwa.edu.au/it-help/students
Looking For Accommodation

Finding permanent accommodation in Perth is quite competitive and can take some time (a couple of days to a few weeks depending on how selective you are). Please start looking for accommodation as soon as you can. Do not leave it until you start classes because you need time to find suitable accommodation options and time for viewing them. Often many people will apply for the same bedroom/unit/house as you and your application may not be successful. This is very common, please do not worry and keep trying. **You do have a Reference Letter from the ISSU that you can present to the landlord/agent which may assist with your application.**

All UWA students would like to live near the campus and this is also our preference for you. However accommodation around the campus is in very high demand, quite competitive and expensive because it is close to the city and the Swan River. Accommodation is always more expensive along the Swan River and near the ocean because they have a lovely view. Do not worry if you cannot find accommodation in your ideal location, public transport in Perth is reliable and is how most students get to campus.

A 30-40 minute journey time by bus or train is common and reasonable. Journey times of more than 45mins/1hr are a bit too long but also common for some students.

Please always view the room/unit/house before you put in an application to a real-estate agency or make a verbal agreement within a shared situation. You are under NO obligation to accept a room/unit/house you don’t like after you have seen it.

Ensure you read the UWA Housing Office accommodation pack for further advice and to know your rights. Before signing a lease or contract ensure you are aware of what you are signing and the conditions of the lease. They have a section on their website for international students - [http://www.housing.uwa.edu.au/home/advice-interstate-international-students](http://www.housing.uwa.edu.au/home/advice-interstate-international-students)

You can make an appointment to speak with a Housing Officer if you have any queries regarding renting property in Perth. Tel: 6488 2423 or email – housing@uwa.edu.au


If you have run out of time and have not found permanent accommodation by the time you need to move out of temporary accommodation, please find and book more temporary accommodation FIRST, which will give you more time to find something long term.

Follow the links on the UWA Housing website below, and look at the temporary accommodation options and related costs. Remember this temporary accommodation is not ideal but it will help you out in the short term. On this list Townsend Lodge and Backpacker accommodation will be the cheapest option. Generally the UWA residential accommodation is fully booked with new students for the commencing semester who have been on a waiting list. However it is still worth contacting the residential colleges to see if anything is available. [http://www.housing.uwa.edu.au/off-campus/temporary](http://www.housing.uwa.edu.au/off-campus/temporary)
HOW TO FIND ACCOMMODATION IN PERTH - (SHARED OR RENTALS)

1. Contact Crawley Village to check if there is any suitable UWA housing available –

2. Contact Residential Colleges across the road from the University - This accommodation fills very quickly

3. Read the [UWA Housing Office](http://www.housing.uwa.edu.au/housing-office) information pack and use their [housing database](http://www.realestate.com.au) to find available accommodation. Also check the ‘Forum’ section of the Database for possible room-mates. You can also advertise here if you are seeking someone to share a property with you.

4. Look at the many Perth accommodation website listings (please see list below)

5. Look at University noticeboards or facebook pages for ads created by other students who have a room to let. Your local supermarket will often have ads on noticeboards.

6. Look in the [classifieds](http://www.domain.com.au) section of your local suburb newspaper, the Saturday edition of *The West Australian* newspaper and Sunday Times newspaper. The classifieds section will usually have a section titled - [For Rent](http://www.domain.com.au).

7. Ask your fellow students if they know of anything available or if they want to share a place with you.

WEBSITES TO SEARCH FOR PERTH AREA RENTALS (Apartments/Units/Houses)


[http://perth.gumtree.com.au](http://perth.gumtree.com.au) – This is a great community website, it also has second hand things for sale and lots more – however some care needs to be taken – scams have occurred via this website.

WEBSITES TO SEARCH FOR PERTH AREA SHARED ACCOMMODATION

University noticeboards often have ads students have placed up seeking a housemate


Perth Public Transport

When using public transport, please look at a map of Perth so you know where you need to go. Bus Timetables will have a map which will help you find bus stops close to UWA and bus numbers. You can always ask bus drivers for assistance, they are very helpful and know the routes well.

For all bus and train schedules and routes view the WA Transperth website, or download their App for your smart phone.

http://www.transperth.wa.gov.au

At the above website link you can use the Journey Planner – type in where you want to leave from, where you want to go, the date and time and it will give you information on the correct bus to catch and how long it will take to get to your destination.

When in Perth or Fremantle city try to use the colourful ‘CAT’ buses that take you free of charge around the city. See website - http://www.transperth.wa.gov.au/TimetablesMaps/PerthCATRealTime/tabid/66/Default.aspx

What is SmartRider?

SmartRider is Transperth’s electronic ticketing system that uses smartcard technology incorporating an embedded microchip and an aerial to enable the smartcard to communicate with processors located on board Transperth buses and ferries and at train stations.

The embedded microchip enables value to be stored onto your SmartRider card, journey details to be recorded, and the fare value of each journey to be deducted from the stored value on your card.

The SmartRider system is simple to use and the most important two things to remember are:

1. Add value to your card before you travel.
2. Tag on and tag off whenever you travel on the Transperth network.

You will receive a temporary SmartRider card whilst at the Introductory Academic Program (IAP).

Getting started

1. Purchase your SmartRider Card

SmartRider cards have an initial purchase fee of $10 for standard and $5 for concession cards. They can be purchased at the UWA Newsagency shop in the Guild Village.

2. Add value to your SmartRider card

Once you have purchased your SmartRider you will need to add value to it. A minimum of $10 must be added to your SmartRider card to allow you to use Transperth services. You can add value to it with any bus driver or train station office (Add value machines), simply give them your SmartRider card and the money you want added to it ($10 minimum). If you do not have $10 on you, just buy a normal ticket and add value to your card later.

3. Begin using your SmartRider card on Transperth services

When you want to travel on Transperth services (bus and train) you simply tag on at the beginning of your journey and tag off at the end of your journey and any transfers in between. You place your card in front of the machine that sits next to the bus driver. You will hear it beep when it processes your payment.

For more information about SmartRider cards and schedules for all bus and train services in Perth please visit the WA Transperth website - http://www.transperth.wa.gov.au
Smart Rider for University of WA Students

Transperth

This information has been taken from the Transperth website - http://www.transperth.wa.gov.au

If you are a full-time tertiary student studying at UWA, you can use your SmartRider to pay for your fares on any Transperth bus, train and ferry service. To understand how to use your SmartRider please refer to the tips outlined below or refer to the more detailed ‘SmartRider Guide’ available at any authorised SmartRider Retail Sales Outlet (UWA Campus News and Gifts), Transperth InfoCentre or online from www.transperth.wa.gov.au.

Am I eligible for a Tertiary SmartRider card?

To be eligible for a Tertiary SmartRider card, you must be a full-time student studying at UWA. Part-time students are not entitled to concession fares so should purchase a Standard SmartRider or a standard cash fare.

Do I need a Tertiary SmartRider card?

Full-time tertiary students must be in possession of a valid Tertiary SmartRider to purchase concession fares. Tertiary student cards or other forms of student ID are not accepted as proof of concession. Using SmartRider to pay your fares provides you with up to a 25% discount on cash fares.

How do I purchase a Tertiary SmartRider card?

Full-time UWA students can purchase a Tertiary SmartRider from the UWA Campus News and Gifts Newsagent. You will be required to present proof that you are a full-time student studying at UWA at the time of purchase. This would usually be your student campus card.

1. Purchase your Tertiary SmartRider card from the UWA Campus News and Gifts Newsagent. A purchase fee of $5 applies. The SmartRider card will be automatically registered as a Tertiary SmartRider for a duration of seven days.

2. A minimum of $10 must be added to your SmartRider card at the time of purchase. Once you have added value to your SmartRider you can immediately start using it to pay for Transperth fares. For add value methods, refer to the SmartRider Guide or visit www.transperth.wa.gov.au.

3. You need to register your Tertiary SmartRider card on the UWA website within five days of purchase to continue to receive tertiary student concession fares. To register your Tertiary SmartRider, visit the Student Connect website (http://www.studentadmin.uwa.edu.au/welcome/student_connect) and click on the link to log into Student Connect using your normal login process.
   • Choose SmartRider from the left-hand menu under PROFILE.
   • Check the ‘I Agree’ box to authorise UWA to supply the specified information to Transperth.
   • Enter the 9-digit SmartRider number printed on the front (top right) of your SmartRider card. NOTE: ‘SR’ is not required, just the 9-digit number.

4. OPTIONAL: To receive the maximum 25% discount off your concession fares, complete an ‘Application for SmartRider Autoload’. This enables an automatic direct debit to be made from a nominated bank account to your SmartRider card. Forms are available from UWA Campus News and Gifts Newsagent, any authorised SmartRider Retail Sales Outlet or online from www.transperth.wa.gov.au.

   Full-time students in possession of an existing SmartRider do not need to purchase a new card.
   Simply register your existing SmartRider card on the UWA website to receive tertiary student concession fares as explained in step three.
Remember to “Tag on” and “Tag off”
It is important that you tag on and off all Transperth services at any stage of your journey. Failure to do so will result in a default cash fare being charged.

What will happen if I do not register my Tertiary SmartRider card?
If you do not register your Tertiary SmartRider card within five days of purchase, your card will automatically revert to a Standard SmartRider card and standard fares will apply. Visit the UWA website at http://www.studentadmin.uwa.edu.au/welcome/student_connect and register your personal details to activate your concession expiry.
NOTE: To avoid any risk of delay in data transmission, it is recommended that students should register their card on Student Connect immediately after purchase.

What will happen if I am no longer a full-time tertiary student or studying at UWA?
Once your enrolment status changes from a full-time to a part-time student, or if you are no longer studying at UWA, your student enrolment record will be updated by the university and they will notify Transperth accordingly. Your concession entitlements will be cancelled and your SmartRider will revert to a Standard SmartRider.

Can I still use cash fares?
Yes. Students can still purchase concession cash tickets, but you will need to present your valid Tertiary SmartRider as proof of concession entitlement.
The bus driver or an authorised Transperth Officer will be able to read your card to determine your eligibility for concession.

No other forms of Student ID are accepted as proof of concession.
Remember, the only way to prove you are entitled to tertiary concession travel is to carry a Tertiary SmartRider encoded with your tertiary concession. A Student ID card isn’t accepted as proof. The minimum fine for not carrying your Tertiary SmartRider when travelling on a cash concession fare is $100.

What happens if I lose my Tertiary SmartRider card?
To prevent your SmartRider from being used by another person, contact Transperth as soon as possible and hot-list your SmartRider. You will then need to purchase a new replacement SmartRider card from the UWA Campus News and Gifts Newsagent by following the same initial purchase process.

NOTE: You will need to register your new card as a Tertiary SmartRider by logging into Student Connect and entering the SmartRider number on your new card.
Once you have your new Tertiary SmartRider card, contact the Transperth InfoLine to transfer the balance onto your new card.

When will my concession entitlements expire?
Your SmartRider concession will be set to expire five years from the date of issue. Your university will inform Transperth if you remain a full-time student. If not, your Tertiary SmartRider will revert to a Standard SmartRider.

Where can I find out more information about SmartRider?
Pick up a SmartRider Guide from an authorised SmartRider Retail Sales Outlet or any Transperth InfoCentre. Alternatively, you can download a copy from www.transperth.wa.gov.au or contact the Transperth InfoLine on 13 62 13 (TTY: 9428 1999 for hearing impaired).
Transperth Information

Transperth website  www.transperth.wa.gov.au

Email enquiries@transperth.wa.gov.au

Transperth InfoLine 13 62 13

TravelEasy TTY (for hearing impaired) 9428 1999

Register with TravelEasy - Transperth’s email update service

Taxi Services

Perth taxi’s are not a cheap form of transport. Try to catch a taxi only when needed (eg: to the airport).

How to catch a taxi -

1. Ring a taxi company
   (all taxi’s in Perth use a meter system)
   The main taxi companies in Perth are:

   Swan Taxis - Phone 131330
   Black & White Taxis - Phone 131008

   When you call you will need to provide a clear address for pick up and drop off. Wait outside for the taxi so you do not miss it. Once in the taxi, the driver will need to know the address you want to go to. You can pay by cash or credit card.

   You can book a taxi in advance. Or you can call when you need one, but waiting times can vary depending on traffic and how close the nearest taxi is. If the taxi has not arrived after 10 minutes, call again and ask how far it is. If you have an appointment to get to, allow yourself 20 -30 min to get a taxi, it is better to be early than late.

2. Go to a taxi rank
   Perth has two types of taxi rank stands, being:
   • Conventional ranks located at shopping centres, hotels, airports, main rail stations and in and around the CBD
   • supervised taxi ranks (security guards patrol these special night ranks)

3. Hail a taxi
   Waive your hands and signal to a driver of a passing taxi. Don’t get too upset if the taxi doesn’t stop - they could be on the way to pick up a passenger or be delivering a parcel

Swan Taxis have an APP for Android and iPhones. You can book your journey using a smart phone. The APP allows you to track the taxi that has been assigned on a Google map. It will alert you when your taxi is approaching –

www.swantaxis.com.au
Security and Personal Safety

Security on Campus

UWA is committed to ensure your safety on campus and in the community. The Security and Parking Office is located just east of the main entrance of the Crawley campus. They can help you with any incident such as theft, assault, fire and medical emergencies. All such incidents must be referred immediately to Security on 6488 2222.

If you have any doubts about your safety on campus, trust your instincts and contact Security. They are there to assist and will be responsive to your concerns.

Security staff can accompany you from anywhere on campus to your car, the bus stop, colleges or other nearby locations at night. Phone 6488 3020 about 30 minutes before you plan to leave and a Security officer will come and meet you.

Theft

There is a high risk of theft on the University campus. Following this advice can reduce the chance of things getting stolen.

- NEVER leave bags, lap top computers and valuables unattended, if you go out of your work area lock valuables away.
- MAKE SURE if you park your car on campus that your windows and doors are locked. Ensure that no valuables can be seen through your windows such as CD’s or your wallet.
- BICYCLES should be secured to the bike racks available throughout campus.

Personal Safety – Take Care – Be Aware

- Walk in well-lit areas and avoid areas that are dark and isolated.
- Walk with a friend or stay with a crowd. Walk purposely and confidently and keep your keys in your hand.
- Only carry essential credit cards and small amounts of money. Don’t let others see your money, especially at ATMs.
- Don’t drink sufficient alcohol that it impairs your judgement.
- Be wary of strangers on foot or in cars who ask for directions.
- Call loudly if in danger. Personal alarms are available for hire from Guild Administration.
- Vary your route each evening – don’t set a pattern.
- Trust your intuition. It could protect you from danger.

If you suspect you are being followed

- Keep looking behind you, so the person knows you cannot be surprised.
- Cross the street or change direction.
- Go to a well-lit area, enter a residence or building – go to the library or where there are people and phones.
- Do not use an ipod or play music so loudly that you are not aware of your surroundings.
- Notice and remember as much as possible.
- Approach a Security or Traffic Officer and request assistance.
- Report any incidents to Security Office immediately.
- Don’t forget to use the Security Escort service – phone 30 minutes prior to leaving - 6488 3020
Travelling on Public Transport

- BUSES - wait in open well-lit populated areas, avoid isolated closed-in shelters and avoid waiting alone by knowing your timetable.
- TRAINS - also avoid empty carriages and sit near other people on the aisle.
- TAXIS - phone for a taxi instead of hailing, record the taxi number displayed on the dashboard and there should be a photo of the driver; ask a friend to wait with you until the taxi arrives, sit in the back seat on the opposite side of the driver, do not give personal information to the driver. A taxi may be called from the Security Office at no cost.

For more information on personal safety please read UWA Security Office safety webpage at: http://www.security.uwa.edu.au/personal-safety

Travel Safely
Students using bicycles and skateboards to get to places should always wear a bicycle helmet. Not only is it illegal not to wear one in public areas it may save your life. If commuting at night ensure that you use a bike light and wear bright clothes. Ensure your bike is locked when you leave it.

You must have a driver’s licence to drive in Australia. Your home country licence is okay as long as it is current and it covers you to legally drive the type of vehicle you choose to drive here. You must carry your licence with you at all times. If it is not in English, it is advisable to have your licence translated or to carry an International Driving Permit. If your overseas licence expires you will need to apply for an Australian driver’s licence. You and your passengers must wear a seat belt at all times.

For more information go to Department of Transport - http://www.transport.wa.gov.au/566.asp

Swim Safely
Australia has beautiful beaches and Australians enjoy water sports. Enjoy the beach but take care as there can be dangerous currents that pull you out into deep water.

- Learn to swim! UWA offers swimming lessons on campus - http://www.uniswim.uwa.edu.au/adults
- Most city beaches are patrolled by Life Guards who are there to help if you get into trouble in the water. On these beaches there are red and yellow flags showing the safe area to swim. Swim between the flags.
- Don’t swim on your own.
- If in trouble, keep calm and raise your arm to signal for help.

Party Safely
Enjoy yourself with your friends when you go out but take a few simple precautions to stay safe. Make sure you and your friends look after each other when you are out.

- You must be over 18 years old to drink alcohol in Australia. You may be asked for photo ID (passport or Proof of Age card) to purchase alcohol. Go to http://www.transport.wa.gov.au/licensing/21276.asp for details of Proof of Age Card.
- Don’t drink too much alcohol as it impairs your judgement. Arrange with friends that one person is responsible for driving and does not drink.
- Beware of drink spiking (someone putting drugs in your drink) especially if you are a female. DO NOT leave your drink unattended.
- It is illegal to take or sell recreational drugs (marijuana, cocaine, speed, ice etc.)

Keeping Safe in Relationships
- Treat others with respect and remember that you and others have the right to refuse a relationship.
- If you feel bullied or threatened, tell someone. Student Services or an Equity and Diversity Adviser can help.
- If you have been the victim of a sexual assault, report it to the police. They are trained to help you and will take your situation seriously.
- For additional help, contact the Sexual Assault Referral Centre (SARC):
  Tel 6488 1828 (24hr crisis line)
Violence

Violence and abuse are not tolerated within the University community. You are actively encouraged to report to your personal tutor, supervisor, or manager incidences of physical or verbal abuse on University premises. You should always avoid provoking or placing yourself in confrontation situations. If you feel threatened, in danger, or witness violence to someone else, alert Security immediately.

Never tackle intruders alone - always call Security on 6488 2222

The University urges you to report any violence or harassment where you have been the victim or you have witnessed an incident against someone else. Please report these either in person at the Security office located near the Sport & Recreation Centre or online at http://www.security.uwa.edu.au/report

Personal Problems and Stress

At times University life can become quite stressful and personal problems may occur. Ensure you are giving yourself enough time to relax each week - give yourself some personal time. Sport or leisure activities are also a great way to relax and relieve stress. However if you do have any problems counselling is available at the University. Please contact your Student Contact Officer if you are experiencing any problems.

Substance Abuse

Substance abuse will impair your judgement and concentration. It is irresponsible to put yourself and those you work and study with deliberately at risk. Advice and help is available from the University Medical Centre.

UWA is Smoke Free

Smoking is prohibited in, or at, all of the University’s buildings, properties and workplaces. The ban on smoking applies to staff, students, visitors and contractors.

Under the University’s policy on smoking, the environment is to be free from tobacco advertising, promotion, sponsorship, sale, and both direct and indirect research funding from the tobacco industry.

Safety Tip

Enter the acronym ICE (in case of emergency) into your mobile phone address book and list the name and contact number of the person that you would like contacted in an emergency. It can help in times of accidents and emergencies and can allow for faster contact and advice in times of crisis.

Useful Web Links

International students are often unaware of local safety practices and rules. This lack of knowledge can put them at unnecessary risk when undertaking unsupervised activities such as long distance driving and adventure pursuits. The following web links are provided to assist international students in planning and conducting such activities. If unsure please ASK.

Fisheries Western Australia: http://www.fish.wa.gov.au/
Overseas Student Health Cover (OSHC)

OSHC cover for Australia Awards students is arranged by UWA through Allianz Global Assistance prior to your arrival. Your cover commences the day you arrive in Australia. For a full list of what Allianz covers and does not cover, please go to the website – www.oshcallianzassistance.com.au

An Allianz Representative is available in the main UWA International Centre’s reception area at the following times:
(subject to change)

<table>
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<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday</td>
<td>9.00am – 12.00pm</td>
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<td>Tuesday</td>
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<td>Wednesday</td>
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<td>Friday</td>
<td>1.00pm – 4.00pm</td>
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Once you have enrolled, you can order your membership card. If needed, you can print a temporary certificate to use before enrolment - go to:

www.oshcallianzassistance.com.au

Click Students

Scroll down to Order Membership card

Enter your policy number, family name and date of birth. Your policy number is your UWA student ID followed by UWA.
For eg; 12345678UWA

Enter your Perth address details

Click order your membership card

It is recommended to visit the doctor on campus in the Guild Village. Present your OSHC membership card and the consultation fee will be charged directly to the OSHC health provider.

What is OSHC

Overseas student health cover (OSHC) is health insurance that provides cover for the costs for medical treatment, hospital care, pharmaceuticals and emergency ambulance transport which international students may require while in Australia. It provides you with peace of mind that in the case of illness or injury you and your dependants are financially protected.

Why do international students need OSHC?

You are required to purchase OSHC as part of your visa condition. The Department of Immigration and Border Protection (DIBP) requires all holders of a student visa to maintain OSHC during their stay in Australia. It is also a requirement of your scholarship that you have health cover.

Medical treatment in Australia can be expensive. International students are not eligible for Medicare – the Australian government’s public health insurance system. Without access to Medicare, international students may have difficulty paying for medical treatment. In some cases, hospital treatment can cost above $800 per day. OSHC was introduced to ensure international students have adequate health care arrangements during their stay in Australia.

OSHC ensures all international students can access appropriate health care without undue financial hardship.
What does my OSHC policy cover?
OSHC provides a safety net for international students, similar to that provided to Australians through Medicare, Australia’s National Health Care System.
The benefits you receive with your OSHC policy is regulated by the Australian government, you are covered towards the cost for services such as:
- Doctor’s fees
- Public hospital fees
- Prescription medicines (those on the PBS Scheme)
- Emergency Ambulance transport

Upgrading your cover to Family Policy
To upgrade your Allianz Global Assistance single cover to family cover, you can pay via credit, debit or eftpos by visiting the Allianz representative at the International Centre Office or you can do this online and pay by credit or debit card - www.oschallianzassistance.com.au

Students can obtain Family cover through other health insurance providers such as Medibank Private. If another provider is chosen, claims will need to be processed at their offices as there is only an Allianz representative on our campus. If you choose to obtain family cover with a provider other than Allianz, we cannot refund the student’s portion of this cover.

If you or your family needs to visit a doctor off campus before you receive your membership card, please pay for the doctor consultation upfront and keep your receipts. Present your receipts to the Allianz representative at the International Centre and they will process any claims that are due to you.

When bringing family, it is a requirement that OSHC is paid for each family member, for the duration of the student’s visa. Full payment would need to be made as part of the Dependant Visa application.
Medical Care & Your Health

**General Practitioners**
If you are not in a medical emergency situation, the first point of contact is a Doctor or general practitioner (GP).

**UWA Medical Centre.** Phone: 6488 2118 - 2ND Floor, Guild Village
The UWA Medical Centre staff aim is to provide convenient, confidential and comprehensive medical care to students and staff of the University. Female and male doctors, nursing staff, as well as health promotion officers, are available for consultation.

Please do not hesitate to visit the Centre to find out more about their services or to make an appointment. At the Medical Centre appointments are preferred. However, they will endeavour to accommodate medical emergencies. If you require a longer consultation, most appointments are 10 to 15 minutes, please request it at the time of booking.

**Where do I get medication?**
In Australia, medications are dispensed from chemists (pharmacies) and not from the doctor’s surgery. Some medications such as cough medicine and mild pain relievers are available directly from the chemist without a prescription. Other medications such as antibiotics will only be dispensed if you have a prescription from a doctor. There is a Chemist at Guild Village.

**How much does it cost to see a doctor?**
At the UWA Medical Centre, international students (covered by insurers other than Allianz or Medibank Private) pay for the consultation at the time of your visit. The standard consultation fee is currently $45 (Oct 2014). You should be able to claim most of this fee back from your private health insurance company. For those students, and their families, who are covered by Allianz or Medibank Private, the cost of the consultation will be directly billed to the insurance company. A valid membership card MUST be presented prior to the consultation.

If you require pathology or radiology testing you will be given an account to pay. Most of the pathology and radiology companies that doctors from the Medical Centre use have agreed to minimise costs to international students. You will have to complete and return a claim form to Allianz.

Each Doctor’s surgery may charge a different fee – some can be as high as $50 to $70 per consultation. If you go to an After Hours Medical Clinic – this fee can be higher.

**Where can I get medical help at night or on weekends?**
When the University Medical Centre is closed, you can see a doctor at these places **nearby**:

**Health Direct Australia**
**Toll free 24 hour, seven day a week health advice line Ph: 1800 022 222**
Healthdirect’s experienced nurses provide immediate professional advice on how urgent a health concern is and what to do about it.

**Doctors (General Practitioners), Medical Centres and Specialists listed according to their locations**
[http://www.doctors-4u.com/perth/areas_a.htm](http://www.doctors-4u.com/perth/areas_a.htm)

**After hours Doctors (General Practitioners)**

These are some after-hours clinics close to U.W.A. See the link above for a Centre close to your home. After- Hours GP clinics may charge a higher fee.
Public Hospitals

Every public hospital (e.g. Royal Perth Hospital, Sir Charles Gairdner Hospital, Fremantle Hospital) has a 24 hour Emergency and Casualty department where you may seek help after hours and during weekends. If you attend an outpatient, emergency or casualty department you may need to wait a long time to see a doctor at a public hospital unless of course it is an emergency.

Patients with the most urgent and serious problems are seen and treated first. You should only use these services in an emergency situation.

People waiting in emergency are assessed and treated according to the seriousness of their medical condition. The patients with the most urgent problems are seen and treated first. If you attend the emergency department with a less serious medical condition you may be required to wait to see a doctor.

Perth Hospitals listing -
http://www.doctors-4u.com/perth/hospitals.htm

For emergencies – urgent medical care, serious accident or life threatening situations call 000 or visit a hospital emergency department (24 hours/ 7 days a week).

King Edward Memorial Hospital for Women - 374 Bagot Road, Subiaco WA 6008 Tel: 9340 2222
Princess Margaret Hospital for Children - Roberts Road, Subiaco WA 6008 Tel: 08 9340
Royal Perth Hospital - Wellington Street, Perth WA 6000 Tel: 08 9224 2244
Sir Charles Gairdner Hospital - Hospital Avenue, Nedlands WA 6009 Tel: 9346 3333
Fremantle Hospital & Health Service - South Terrace (near Alma Street), Fremantle WA 6160  Tel: 08 9431 3333

Dentists

Dental care is not covered with your health insurance. The following Dentists are close by the campus.

Matilda Bay Dental Surgery
Level 1, Guild Building/Hackett Drive
Crawley
Tel: 6488 1215

Word of Mouth Centre
Broadway, Nedlands
Telephone 6389 2711.

If you require an interpreter to help you access health services you can contact one of the public health services for assistance or call the Translating and Interpreting Service (TIS) on 13 14 50. Calls to TIS are generally billed to the caller.
Counselling Service  (Telephone: 6488 2423)

The UWA Counselling and Psychological Service team located at First Floor, Social Sciences South Building:

- are experienced in University matters for both students and staff
- are Psychologists and Clinical Psychologists registered with the Psychologist's Board of Western Australia
- adhere to the Australian Psychological Society code of ethics.
- provide a free and confidential service.

The University employs Counsellors to help students studying at University. It understands that students often feel stressed when they study. This can happen for many reasons. For example, you may have experienced some of the following:

- Homesickness.
- Worries about friends.
- Worries about passing units.
- Worries about family back home.
- Feeling sad or anxious or angry about things.
- Finding it hard to concentrate on your study.
- Running out of time for all the things you need to do.
- Drinking or using drugs.
- Feeling like you can’t go on.

Some people believe that you have to have a mental illness to see a counsellor. This is not true. Many students find it helpful to talk to a counsellor about their stress. The Counsellors at the Support Centre like to think that the people who come to see them are resourceful people who want to work out better ways to deal with things.

The Counsellors can offer support and new ideas on how to manage your personal, study, or work related concerns.

The Counsellor may help you to:

- Solve a problem.
- Set realistic goals.
- Work out practical ways to achieve your goals.
- Help you feel better about things that worry or upset you.
- Teach you skills for dealing more effectively with things that upset you.

Counselling may not change things straight away, but it can stop you feeling confused or upset about things and give you a chance to choose better ways to deal with your concerns.

Skillshops
http://www.studentservices.uwa.edu.au/ss/counselling/services_for_students/skillshops

What are Skillshops?

- Short 1-2 hour courses run throughout the year to help support your learning experience
- Focus on important topics affecting student wellbeing and academic success
- Provide useful information and advice about adjusting to University life
- Support students experiencing personal and study difficulties
Health Promotion Unit
The UWA Health Promotion Unit, at the UWA Medical Centre, delivers a ‘FIT FOR STUDY’ programme to students at UWA www.fitforstudy.uwa.edu.au. FIT FOR STUDY reinforces the link between good health and academic performance and supports individual future success through early intervention and prevention in the health areas of alcohol and other drugs, mental health and sexuality, sexual health and relationships. You can contact the Health Promotion Unit at health_promotion@uwa.edu.au

To learn more about the FIT FOR STUDY projects go to http://www.fitforstudy.uwa.edu.au/fit_for_study_projects

International Students Adjustment
All new students' first days at university are ones of adjustment. For international students, this is even more so. Some of you will adjust to living in Australia with a minimal amount of anxiety and discomfort. Others may need more time and effort to adjust. It is possible that feelings of isolation and loneliness can lead to you feeling homesick or depressed. For some people this can cause their academic performance to suffer or cause them to lose confidence in themselves.

Fortunately there are many things you can do to help yourself, and many people in the University community who are available to help, to listen, to untangle misunderstandings, to help with housing concerns, to offer counselling and academic support. If you take advantage of these resources, you will not have to struggle alone.

Things you can do yourself:
• Make sure you are getting proper meals and enough exercise and rest to function well.

• Look for ways to meet people. It may be difficult at first, but it is worth the effort. Student groups, parties, religious groups, departmental social events, International Students Association events, and other activities are all good places to meet others. Everyone is new, so take the risk of making the first step to talk to someone. Above all, relax and take time for yourself. As well as applying yourself to your studies, do things you find enjoyable. Remember that the typical international student not only survives his or her time at the University of Western Australia, but finds studying here an enriching experience.

• Find someone who is sympathetic and understanding and talk with that person about specific situations and about your feelings and reactions.
• Have faith in your ability to adjust.

• Accept that you may feel uncomfortable for a while, but that this will get less with time and adjustment.

• If the stress of adjusting is interfering with your ability to study or socialize, seek out one of the counsellors at the Support Centre. The service is free and confidential. Both male and female counsellors are available and you can make an appointment by telephoning 6488 2423, come up to the first floor of Student Services (Social Sciences South Building) at the Guild Village or visit their web pages.
How Most Students Experience the Early Days of Life in a Foreign Country

Happy, Excited
Nervous, Sad

Still happy
Still excited
Tired, Confused
Slightly Lost

Different people,
food, language,
expressions, culture
Lonely, missing family
and friends
Making new friends

Settling down
Happy, Confident
Getting there

Getting involved
Adjusting, Study,
Friends, Activities,
Getting Comfortable

Distressed
Miserable
Questioning your
decision,
Loss of confidence
Low self esteem
Lonely

Lonely,
missing family
and friends
Making new friends
Employment & Tax File Number

WORKING PERMIT

International students on an Foreign Affairs or Defence Sector Visa (Subclass 576) are limited to 40 hours of work per fortnight (with unlimited work rights during vacation periods).

Spouses of students who are studying a Masters (Coursework/Research) or doctorate course may work unlimited hours provided the student has commenced studies. Spouses of students who are studying Bachelor/Graduate Diplomas are only allowed to work a maximum of 40 hours of work per fortnight provided the student has commenced studies. Please see the Department of Immigration and Border Protection (DIBP) website below for more information.


Applying for a Spouse Work Permit

If your spouse does not have "8105"- work permitted - included in their dependant visa then your spouse will need to apply for a work visa on arrival in Australia.

You and your spouse will need to go to the Department of Immigration with

1. Your passports,
2. Completed form 157P Application for a Student Visa with Permission to Work and include spouse details (even if student has already completed this form previously).
3. A letter from ISSU office stating that you have commenced studying your course.

APPLY FOR A TAX FILE NUMBER (TFN)

Provide your TFN to your bank. If you or your spouse find employment you will need to provide the employer a TAX FILE NUMBER. Income, including wages or salary from a job, and money earned from investments including interest on savings accounts, is taxed. The amount of tax you pay depends on how much you earn. Your spouse will have their own TFN.

If you will be applying for Child Care Rebates, it is also advisable to apply for a Tax File Number. Any interest earned in a bank account will also be taxed at the highest rate if you do not provide the bank with a Tax File Number.

You can telephone the Australian Taxation Office (ATO) and have a TFN application form sent to you. Alternatively, you can apply for a TFN online.

The table below provides contact details for the ATO:

Australian Taxation Office (ATO) contact details

| Telephone  | 13 28 61 |


If you are working, at the end of the financial year (30 June), you will receive a Payment Summary showing how much income you earned and how much tax was deducted from your pay. The Payment Summary must accompany your completed Tax Return when it is submitted to the Taxation Office. Alternatively you may find it easier to lodge your tax return on-line using e-tax - details available at www.ato.gov.au. A refund is made if too much tax was deducted. Conversely, if insufficient tax was deducted, you would have to pay the difference to the Taxation Office.

Never quote or give out your TFN unless there is a good reason, such as completing a tax form or opening a bank account. Only certain people are entitled to ask for your TFN including the Australian Taxation Office, your superannuation fund, bank or financial institution and your employer (but only after you have started working for them). Your TFN should never be used to establish or confirm your identity with other organisations.

Protect yourself from identity crime
Keep your personal details secure, including bank account passwords and your tax file number. Report the loss or theft of your TFN or other identity documents (e.g. credit/bank cards, drivers licence) without delay. Don’t:

- Carry passwords in your purse, wallet or in your mobile phone
- Share them with your friends (including on social networking sites)
- Give your TFN until after you have started a new job
- Throw away documents with personal details on without shredding or destroying them
- Use your computer to go online without installing up to date security software
- Give your personal details to an organisation you do not know and trust
- Use an unregistered tax agent to complete and/or lodge your tax return.

VEVO – Visa Entitlement Verification Online
Your visa information is held electronically and you can access it at any time using the Visa Entitlement Verification Online (VEVO) system. Employers, banks and government services can also check your visa entitlement details on VEVO once they have your consent to do so.

VEVO is a free internet service available 24 hours a day, seven days a week. It allows you to view your visa details online and it provides greater details about your visa than on a label. You can see all the details of your current visa, including subclass, visa description, grant date, period of stay, grant number, entries allowed and conditions that apply to your visa e.g. work rights. Go to www.immi.gov.au/e_visa/vevo.htm, select the VEVO for visa holders link and log on. If you have forgotten your password or have not recorded one, call 131 881 in Australia and ask to have a password recorded.

HOW TO FIND A JOB

- Supermarkets and Stores such as Coles, Woolworths, Myer and David Jones have employment registration on their website – google them!
- “The West Australian” Newspaper. Best days for advertised employment are Wednesday and Saturday
- Community Newspapers advertise employment. These newspapers are regularly delivered free to every resident in your local community.
- “Employment Agencies” are listed in the Telephone Yellow Pages.
- To have your qualifications assessed to Australian standards contact the Overseas Qualifications Unit – Telephone 9320 3750
HELPFUL HINTS WHEN APPLYING FOR WORK

- Visit the UWA Careers Centre and use their many resources to help you apply for a job and prepare your CV and cover letter.
- Practice your telephone and interview skills with a friend.
- Do volunteer work – this is often a good way of networking and may lead to employment.
  
  Visit the UWA Volunteering Hub - [http://www.volunteering.guild.uwa.edu.au/](http://www.volunteering.guild.uwa.edu.au/)
  
  Volunteer Association – Telephone 9420 7288 or inside the University

POLICE CLEARANCE

Some jobs will require you to supply a police clearance.

You will need to go to a Police Station - the closest to the University is Wembley Police Station, 379 Cambridge Street, Wembley - and apply for a Police clearance or a Working with Children clearance, if it is required.

BE WARY OF EMPLOYMENT AND OTHER SCAMS


Some students have unfortunately been caught out by fraudsters advertising employment that has turned out to be scams. Be careful when applying for jobs on-line. Scams have also been known to occur with accommodation. The link above will be interesting reading.
Buying A Car & Your Driver’s Licence

As a visitor to Western Australia you can drive on your overseas driver’s licence for as long as it remains valid. For more information on driving in Western Australia and how to apply for a new licence, contact the WA Government Department of Transport.  [http://www.transport.wa.gov.au/licensing/20389.asp](http://www.transport.wa.gov.au/licensing/20389.asp)

Western Australia operates a demerit point system for drivers. Twelve points are allocated to you and are deducted when driving offences occur. If you lose all points, your licence will be suspended for a period.

The use of seat belts is compulsory. Not using your seat belt can result in a large fine.

BUYING A CAR

If you decide to buy a car, consider the running costs involved, such as maintenance, insurance, registration, petrol and parking. Cars can be purchased from second hand car dealers or sometimes you may find them cheaper being sold through on-line sites or the newspaper.

When inspecting a car, it is a good idea to take a friend who may know about cars for a second opinion. If you are uncertain about the condition of a car, have it checked by a qualified person. The Royal Automobile Club of WA (RAC) provides an inspection service and a roadside assistance service for a fee.  [http://rac.com.au/](http://rac.com.au/)

When purchasing a vehicle from a private seller, check the Register of Encumbered Vehicles (REVS) to establish if any money is owed on the vehicle.  [http://www.ppsr.gov.au/Pages/ppsr.aspx](http://www.ppsr.gov.au/Pages/ppsr.aspx)

VEHICLE INSURANCE AND DRIVER’S LICENCE

By law all vehicles are covered by compulsory Third Party Insurance which is incorporated into the car registration fee. It covers personal injury to other people involved in an accident with your car. It does not cover the cost of other damage, repairs to the other vehicle or to your own. Please note: a vehicle that is not registered cannot be driven.

You MUST purchase separate comprehensive insurance to protect yourself against damage to your car and other vehicles in the event of an accident. If you are holding an international/overseas driving licence you should clarify with your insurer, before you purchase car insurance, whether the policy will cover you in the event of an accident.

There have been cases of scholarship students being involved in a car accident and they have fallen into huge debt because they have not obtained comprehensive insurance. You can obtain various quotes and details about this insurance on-line – have a look at the RAC website for example -  [http://rac.com.au](http://rac.com.au)

If your overseas driving licence is not in English, you should have it translated to English.
Budgeting

Please see website for further details - http://www.studentfinance.uwa.edu.au/budgeting

MANAGING YOUR FINANCES

UWA has Student Financial Aid Officers at Student Services in the Student Guild. You can make an appointment to discuss your budget and other financial options. If you are experiencing extreme financial difficulty please ensure you contact the Student Contact Officer at the ISSU Office.

Other resources available:

- Financial Counselling: Personal debts and assistance information http://www.financialcounsellors.org/

PLANNING TOOLS


UWA Financial Aid Officers can also provide you with a comprehensive budget planning sheet on their website http://www.studentfinance.uwa.edu.au/budgeting. At this site you will also see a guide of what it will cost you to live in Perth and tips on how you can reduce your expenses.

Budgeting is estimating what you can afford to spend based on your income.

It is absolutely essential that you work out a budget. A budget will allow you to see where you are spending your money and what you can save in case of emergencies or planned expenses.

How to budget

You should first begin by making a list of everything you currently spend your money on. You can do it based on your spending each week, fortnight or month. This list should give you an idea of where your dollars go and it may also give you some ideas on where you can save.

To assist you to work out where your money is going, record all your actual expenses every day for four to six weeks. Record what you have received in income for that period and examine any difference between your actual expenditure and your budget. This may help you make any adjustment/s to your budget as appropriate.
How To Pay Your Bills & Bank Accounts

Many of the bills/invoices you will receive will be from utilities such as gas or electricity. These bills can often be paid on-line or by telephone using BPay. Register for on-line banking with your Bank – this is a very quick and easy way to pay your bills.

Some bills/invoices can also be paid at a Post Office. The Post Office in Broadway Shopping Centre, near the University campus, can help you with this. Some bills/invoices can be paid with a credit card over the phone or by writing your card details on a slip and returning this to them. Read the payment methods that are on the bill/invoice that is issued to you.

Make sure you receive a receipt whenever you make a payment as evidence of the payment being paid.

Staying Connected With Home

Perth has a number of multicultural radio stations and television stations that may help you to feel connected to your home.

Radio 6EBA-FM – 95.3 is a community multilingual radio station

SBS Radio 1 - http://www.sbs.com.au/radio/ check out the scheduling at this link


Skype http://beta.skype.com/en/ set up Skype on your computer for free calls home

Google the Office of Multicultural Interests in WA to see if there is a local community group of people from your home country http://www.omi.wa.gov.au/omi_organisations.cfm

At the Guild Village you will find UWA Campus Gifts and News sells phone cards. Winthrop Australia, up the stairs above the Co-op Bookshop, sells computers. However, before you purchase computers it is a good idea to shop around for good deals – see the Australia Awards Student’s Survival Guide section in this booklet.

Making New Friends

LACE: Language and Cultural Exchange – very popular with AAS students. A great way to meet other students and staff and engage in social activities. http://www.student.uwa.edu.au/learning/studysmarter/on-campus/lace

ISS : International Student Services – mainly made up of international undergraduate students, however some of the affiliated bodies and clubs may be useful points of contact. http://www.guild.uwa.edu.au/home/guild_departments/international_students_service

PSA: Postgraduate Students Association – a good group to join – The PSA Lounge is located on the first floor of the south wing of the Guild Building, in room 1.05. The Lounge is available free of charge for postgrads to use for seminars and discussion groups. Bookings can be made at the Guild Student Centre. http://www.guild.uwa.edu.au/home/guild_departments/postgraduate_student_association2

AusAID Connect: a social event linking new scholarship students with UWA Alumni – you will be advised of details

Google the **Office of Multicultural Interests** in WA to see if there is a local community group of people from your home country


UWA has an excellent Sport and Recreation Centre with just about every activity you can think of on offer. It offers social sports and a fitness centre for every level and excellent training for those serious about their sport. Have a look at their website to see what you may enjoy. It also shows how you can join. You can visit the Centre which is just next to Hackett Hall near the International Center Office for more information.

At the other end of Campus you will find the swimming pools. Why not enquire about swimming lessons through UniSwim. [http://www.uniswim.uwa.edu.au/](http://www.uniswim.uwa.edu.au/)

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**Places Of Worship**

The University of Western Australia is a multi ethnic and multi faith campus and actively promotes a culture of inclusivity and respect.

**UWA**

The University provides worship facilities on campus for adherents of a number of religions. Most of these facilities are found in the Guild Village, although the Muslim Prayer room can be found at the northern end of the campus next to Winthrop Hall. [http://www.international.uwa.edu.au/students/worship](http://www.international.uwa.edu.au/students/worship)

**COMMUNITY**

To find the nearest place of worship to your home – look on-line – you will find a good listing in the Yellow Pages site - [http://www.yellowpages.com.au/search/listings?clue=places+of+worship&locationClue=Western+Australia&selectedViewMode=&emsLocationId=state-8](http://www.yellowpages.com.au/search/listings?clue=places+of+worship&locationClue=Western+Australia&selectedViewMode=&emsLocationId=state-8)

or

Making Satisfactory Progress In Your Course

If you think something serious is affecting your study, tell your Student Contact Officer and Faculty staff as soon as possible.

An application for Special Consideration allows Faculties to take into account significant and unforeseen factors that may affect your academic preparation or performance. It allows your Faculty to make informed and fair decisions concerning your academic progress (e.g. extensions for assignments, determining your final grade in a unit of study, or approval of a deferred examination). The most obvious example is significant illness. Other factors that may be considered include the illness or death of someone close to you, serious family conflicts or a recent traumatic experience.

Applying for special consideration will not save you from the consequences of poor academic preparation. Applications must be well grounded and be accompanied by documentary support. Special Consideration forms are lodged with your Faculty Office http://www.studentadmin.uwa.edu.au/welcome/forms

2. Study Smarter
Student Services’ Study Smarter team offer a range of programs and services aimed at helping students to improve their academic skills. See their website at www.studentservices.uwa.edu.au/ss/learning

Sign up to receive the weekly “Get Smart” newsletter which is an excellent source of information and helps to keep you motivated! http://www.student.uwa.edu.au/learning/studysmarter

Students who do not make satisfactory course progress
If a student does not make satisfactory course progress according to UWA’s rules, they can be suspended or excluded from their course. It is therefore very important that you let us know if you are experiencing any problems with your study.

Details of the University’s appeal process, are available at http://rules.handbooks.uwa.edu.au/rules/student_rules/part_6

Satisfactory course progress (research students)
Postgraduate research students should refer to the UWA Handbook available online (http://handbooks.uwa.edu.au/postgraduate/grs )

Further information can be obtained from the Graduate Research School website at this link - http://www.postgraduate.uwa.edu.au/studentnet/international This site provides information on your candidature, policies and rules. All queries regarding progress in your research should be directed to the Graduate Research School.

Graduate Research and Scholarships Office (M358)
Telephone: (+61 8) 6488 2807
Fax: (+61 8) 6488 1919
Email: pghelp@admin.uwa.edu.au
Office hours: 9am to 5pm
Location: Room G13, Hackett Hall, Crawley Campus

ADS Tutorial Support: Remember you have funds for tutorial support. Come and see the Student Contact Officer if you believe you need funding support to pass your unit. DON’T LEAVE IT TOO LATE!

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Bringing your Family—Things to Consider

Students can bring their immediate families to Australia unless otherwise stated by country specific policy. Student’s spouse/partners and dependent children who want to stay with them for a period of six months or more can apply for a student dependant visa. In order to qualify, students need to have a scholarship for at least ONE Academic Year with at least six months remaining by the time the family arrives. You are responsible for coordinating your family’s arrival in Perth.

Australia Award Scholarship students will receive one stipend rate regardless of whether they are single or accompanied by their family. Please remember Australia Awards DOES NOT provide any financial support for your family.

If you wish to bring your family members to Australia, you must assess whether you have the financial capability to support your family while in Perth before bringing them out. Your scholarship stipend may at first appear to be quite generous, however if you sit down and prepare a budget based on expected expenditure in Perth, you may find that it will be difficult to support a spouse/partner or family on the amount you receive.

The International Sponsored Students Unit advises scholarship students to wait at least three to six months before bringing family to join you in Australia. This gives you time to adjust to your new environment, including returning to study after being in the workforce; to comfortably complete your Introductory Academic Program (IAP); to find suitable permanent accommodation and make arrangements for childcare/schooling if necessary. It is likely you will find the first six months of your study, the most difficult.

Before Your Family Arrives

Before arrangements are made to bring family members to Australia, the International Sponsored Students Unit advises students to prepare a budget remembering to consider the cost of airfares, larger accommodation, childcare and health insurance costs. Consideration also needs to be given to your child’s adjustment into school, limited employment opportunities for your spouse/partner, and how it will affect you if your family is not happy in Australia.

The UWA Student Financial Aid Service has a budget form that students can access on-line http://www.studentfinance.uwa.edu.au/budgeting Their website also gives indications of cost of living expenditure. You can speak with a Housing and Financial Aid Officer on the First Floor of Student Services, Social Sciences South Building if you would like more information to assist with your budget preparation. Telephone: + 61 8 6488 2423.

Childcare Costs

You can leave your child with trained childcare workers for up to 10 hours per day, however, the fees charged vary for different centres. An approximate cost would be from $65 - $125 per day. Australia Awards Scholarship students can receive assistance with child care costs through the Australian Government Child Care Benefits. There may be waiting lists for childcare places. It is recommended that you contact childcare centres to establish the costs involved and the availability of places. See more information about Child Care in this Handbook pg 9.


Education Costs

Australia Awards Scholarship holders in Western Australia (WA) are exempt from paying the International Tuition Fees for dependent children if enrolled at a WA Government School.

This exemption does not cover the cost of school books, uniforms, stationery, school trips, camps or the contribution fees charged by schools. These fees may be approximately AUD$60 per year per child for Primary Schools (Grade 1 – 7), AUD$235 per year per child for Lower Secondary (Yr 8 to 10) and Upper Secondary School (Yr 11 and 12) fees vary according to individual subject selection and may range between AUD$200-$500, per year per child. Optional courses of study and excursions will attract additional costs.
Please note:
If your child is enrolled in a Government School and requires English as a Second Language (usually not relevant for children 6 years of age and under), learning difficulty or disability support, please be aware that these extra educational needs may cost $3,000 or considerably more per child, per year. These associated costs are borne by the parent, NOT AusAID or the Department of Education & Training. Costs will vary and may involve the dependent moving to a school specifically designed to provide the required support. It is recommended that your child commences English language training prior to arrival in Perth.

Financial assistance is not provided where children are enrolled in privately run schools.

Health Insurance Costs
Overseas Student Health Cover is provided in your scholarship for the student only. You will be responsible for the added costs and for organising health cover for your family for the duration of their stay in Australia. The University’s preferred provider is Allianz Global Assistance. You will be able to add your family onto your existing cover. Details of their policies are at this link https://www.oshcallianzassistance.com.au/

If you wish to consider other providers, make sure you carefully read the different policies and understand what you will be covered for. Ensure you consider waiting periods that may be imposed for certain conditions.

Your Single cover with Allianz Global Assistance can be upgraded to a Family policy. If you choose to obtain Family cover with a different provider, your Single Allianz cover is not refunded to you.

Dental work and spectacles are not covered under your Overseas Student Health Cover and are relatively expensive in Australia. You can purchase cover for these ancillary services at an extra cost.

A representative from Allianz Global Assistance is on the UWA Campus at varying times Monday to Friday located in the International Centre Office, Hackett Hall.

Obtaining Visas for Accompanying Dependents

The information below is a general guide only. Students will have received information from their Post and should obtain advice from Department of Immigration and Citizenship. You can contact the ISSU Office for assistance with supporting documentation.

To obtain visas for your spouse/partner and/or children you need to follow the steps below. Processing times for dependant visas vary greatly from 1-4 months. Please be sure to read through the application forms carefully.

1. Contact the International Sponsored Student Office to inform them of your intention to bring your family. ISSU will seek information about your family members. This information will be used to prepare supporting documentation for the visa applications.


Form 157A - Application for Student Visa
This is to be completed by your spouse/partner and include any children. On question number 2 they need to check the third box “as a member of a student’s family unit” and complete part A, C and D.

3. Please note any school age child (5 years or older) will be required to have a Confirmation of Placement letter from the Western Australian Department of Education before the dependant visa will be issued. The International Sponsored Student Unit will request this letter from Education & Training International. Once received, this letter needs to be included in the visa application.

4. Please note children of the age of 18 or over are not classified as dependants on your visa. Any child who is over 18 years of age will need to apply for their own Student Visa or Tourist Visa.
5. The International Sponsored Student Unit will be able to provide a letter for assistance with child care if you will be seeking child care for your children. This letter is not required for the visa application.

**Lodging the application forms**
Your spouse/partner must lodge Form 157A together with all supporting documents to the relevant Australian Immigration office in your home country. You will need to provide evidence of Overseas Health Cover payment for your family with your visa application. Medical examinations of family members may be required.

**Visa Applications for Visiting Family Members**

If you would like one of your parents or siblings to join you in Perth they can apply for a Visitor Visa (usually 3 months stay). Please contact the ISSU to provide a letter to support the application.


**Immigration Department in Perth**

**Telephone:** 131 880
Telephne the department before going to the office so that you know what documentation to bring with you. You may find that you do not need to visit an office in person or that you will need to make an appointment.

**Street address:**
Ground floor
Wellington Central
836 Wellington Street
West Perth WA 6005

**Postal address:**
Locked Bag 7
Northbridge WA 6865

**General Fax:** 08 9415 9766

Client counter and courier access hours - 9 am to 4 pm Monday to Friday

Checklist for Students Bringing Families

☐ Ensure you have considered
   - Extra costs – airfares, health cover, higher rent, accommodating family in suburb further from university, increased transport costs, limited opportunities for your spouse/partner, difficulty of your family settling and how this may affect your studies.

☐ English for school age children (5-6 year old upwards)—if your child does not speak English, it is preferable that your child commence English tuition as soon as possible, that is, before arriving in Australia.

☐ Family to bring children’s academic transcripts if aged 12 years or over.

☐ Family to bring children’s immunisation records.

☐ Family to bring all family members birth certificates.

☐ Family to bring wife/husband’s qualification certificates and references, which may assist in obtaining employment or training.

☐ Family to bring marriage certificate.

☐ You and your husband/wife’s current driver’s licence is valid in Australia until it expires (subject to certain conditions e.g. how long you have held the licence). You should obtain a translation of your overseas licence if it is not in English, or apply for an International Driver’s Licence before coming to Australia. Once your overseas licence expires you will need to apply for a WA licence. See the WA Government Department of Transport Website for more information and to ensure you are driving legally-

   The cost of a vehicle and its insurance requirements are also added costs to consider.

* Please note that all the documents named above will need to be translated in English.
Once Your Family Arrives

Babies

If You Are Pregnant

If you think that you may be pregnant, it is wise to seek medical care as soon as possible (and make sure you upgrade your OSHC policy to Family policy). This is necessary, to be sure that you keep well during your pregnancy and to be certain that you are booked into a hospital in plenty of time before the baby’s birth.

King Edward Memorial Hospital (KEMH) is WA’s tertiary referral centre for complex pregnancies and high-risk birth. It offers world-class care and wide-ranging support services to WA women with complicated pregnancies and infants born prematurely.

Low-Risk women who wish to receive maternity care at KEMH must live within the following postcodes 6000, 6001, 6003-6016, 6051, 6053 with the exception of the Family Birth Centre which accepts ‘low-risk’ women from anywhere within the metropolitan area (places are limited).

There are other hospitals that offer maternity services which may be closer to your home. Each of these hospitals provides tours of the birthing suites and wards – appointments may be necessary http://www.kemh.health.wa.gov.au/having_a_baby_in_WA/index.htm

When you enter hospital to give birth to your baby, the hospital will provide you with all your meals and drinks. Your family is not responsible to bring in your meals as is the case with some countries.

Children are permitted to visit their mothers while they are in hospital and the hospitals encourage husbands to visit their wives as often as they are able to. In Australia husbands are encouraged to remain with their wives during the birth. You may discuss any questions you have or things you are not sure about with your doctor.

Once you arrive home with your baby you need to contact your local Community Child Health Centre Nurse. The Community Child Health Centre Nurse provides care for babies and children up to four years in the community. They assess your baby’s health and development, provide support to the parent and can link you to other health services if you or your baby needs them. http://www.health.wa.gov.au/havingababy/after/home.cfm There is more information about this service below.

DON’T FORGET:
Make sure you have OSHC cover for your new baby.

It will be necessary for you to register your new baby with your Consulate and arrange for a visa/passport for the baby.

Baby Support Services

Australian Breastfeeding Association
Provides a 24 hrs counselling service on all aspects of breast feeding. They also provide other advice and help. Breastfeeding helpline – 1800 686 2 686 Website - http://www.breastfeeding.asn.au/
Ngala Resource Centre
Understands that being a parent can sometimes be hard and that babies do get sick and parents are often unsure whether to go to the doctor. A phone call to one of the nursing staff can often give helpful information to parents, supporting families with new babies and young children.
Phone 9368 9368 or 9368 9318
Website: www.ngala.com.au
Email helpline@ngala.com.au

WA Women and Newborn Health Service
Website: http://www.wnhs.health.wa.gov.au/

Community Child Health Service
Community Child Health Centres operated by the Department of Health, Government of Western Australia, provide a very valuable free service for new parents. They are staffed by registered nurses with qualifications in child and family health. They provide a range of services in partnership with parents and carers of babies and young children up to the age of 4 years.

Community Child Health Nurses can assess children's health and development as well as provide information about many aspects of parenting, maternal and family health and healthy lifestyles.

There are over 300 Child Health Centres across Western Australia. Most child health centres operate an appointment system Monday to Friday, but some are only open part time. You will usually need to make an appointment for your visit. Please ask the nurse for further details. All services are free.

Regular check-ups
Contact your local centre as soon as possible after the birth of your child to arrange your initial appointment. A full list of centres is available at this link http://www.health.wa.gov.au/services/category.cfm?Topic_ID=18 The nearest centre to UWA is in Nedlands. Ensure that you have your child's 'Personal Health Record' book on hand for the appointment. This book should be taken to all appointments with your child health nurse or doctor.

You will be given your free Personal Health Record for your baby in hospital after the birth. This will be your complete history of your child's health and development as well as a vaccination record. Always answer the questions for parents in the relevant section prior to your child's health check. Health checks are recommended as follows:

- With your doctor within 5-10 days old if baby is discharged from hospital at less than 72hrs old
- An initial assessment with a community health nurse or doctor between discharge from hospital and 2 weeks of age.
- Subsequent checks at 6 weeks, 7 to 9 months, 18 months and older or as recommended by your health care professional.

If you wish, you can choose to schedule your baby's initial assessment and regular check-ups with your doctor.

For more information on these and other health services, call healthdirect Australia on 1800 022 222.
- Health and developmental assessments from birth to preschool
- An initial health check before your child is 6 weeks old - visit can take place at a clinic or at your home
- Home visiting after the birth of your baby
- Parenting support groups and positive parenting programs
- Free childhood immunisation clinics
- Specialist services when you need some extra help
- Help and information over the telephone
Free Childhood Immunisation Clinics
A selected number of centres offer regular free childhood immunisation sessions. If your usual centre is not one of the immunisation clinic locations, you are able to take your child to the nearest available location. For more information on childhood immunisations, see the [Immunisation](#) section of this handbook.

### Telephone information & advisory services

**Parenting WA & Child Health 24 Hour Support**
- ph: (08) 6279 1200
- Freecall: 1800 654 432 (outside Perth Metro area)
- 24hr information and advice line

Trained parenting consultants can assist with questions and provide information or guidance about any aspect of parenting. They can provide information on local community support.

**Ngala Family Resource Centre**
- ph: (08) 9368 9368
- Freecall: 1800 111 546 (outside Perth Metro area)
- 7 days per week 8am to 8pm


**Healthdirect Australia**
- ph: 1800 022 222
- 24hr advice line on any health matter – trained nurses

If you require an interpreter to help you access health services you can contact one of the public health services for assistance or call the [Translating and Interpreting Service (TIS)](#) on 13 14 50. Calls to TIS are generally billed to the caller.

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**Help for New Dad having a Baby**

Yes, Dads are very much part of the team. Here in Australia we recognize that dads go through quite a lot of thoughts and emotions, when learning to adjust to first pregnancy of their wife, followed by birth, then adjustment to their new little baby in their life. Here are some DAD friendly websites which will help you with parenting the little one as well as looking after your wife and yourself as you all adjust your life from being just a couple, to the three of you.


Immunisation for Your Child

The Australian Department of Immigration and Citizenship strongly advises you bring your child’s immunisation records with you. If your child will be attending Australian child care centres and schools, you will be asked for these records before the child is accepted into childcare or enrolled into school. Contact your local childcare centre or school and confirm the immunisations required.

The immunisation program in Western Australia usually begins when a child is two months old. For detailed immunisation advice, for the answers to the immunisation questions below and other useful health information for children living in Australia please see the Australian Raising Children Network website –


- Why is immunisation so important?
- What immunisations are recommended?
- Where can I have my child immunised?
- Immunisation information and schedule for Australians
- Immunisation calculator
- Reactions to immunisation
- What is the Australian childhood immunisation register (ACIR)?
- Immunisation and family payments
- Immunisation information
- Immunisation before, during and after pregnancy
- Commonly asked questions

The Central Perth Immunisation Clinic provides immunisations for adults and free immunisations for children.

Contact Information:
Location: 16 Rheola Street, West Perth WA 6005
Phone: 08 9321 1312
Website: http://www.public.health.wa.gov.au/1/51/2/immunisation.pm
Email: cdc@health.wa.gov.au
Opening Hours: 8.30 am – 4.00 pm, Mon – Fri

You will need to make an appointment for your visit.

Immunisations may also be provided at your Child Health Centre.


**Play Groups**

Playgroups are for groups of parents, caregivers and their young children from birth to 5 years of age who meet regularly (usually 2 hours per week) to play and learn together. The Playgroups meet at various locations eg. Community Halls, church halls, club rooms, etc Playgroups WA (Inc) services and supports existing playgroups and promotes the formation and development of new playgroups in WA.

Services include monthly publications, informative workshops, resources, telephone support member discounts and special events. The Playgroup WA (Inc) website also contains helpful playgroup information and up to date details of coming events. It is a good way to meet new people and make friends.

Workshops are presented on a range of interesting and informative topics. These are free to members and promote networking opportunities.

Playgroups are for everyone and Playgroup WA (Inc) is committed to assisting and supporting families with additional needs or those families who come from culturally and linguistically diverse backgrounds, to access Playgroups or establish their own groups. Anyone wanting to know more about their Local Playgroups or other playgroup information can call the Playgroup WA (Inc) office.

Phone: 1800 171 882 or 9228 8088
Monday to Friday between 9am to 4:30pm.

Website: [www.playgroupwa.com.au](http://www.playgroupwa.com.au)

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**Child Care**

Once you have found permanent accommodation, you should make an appointment to visit a childcare centre that is in a convenient location for you. Information on how to find a child care centre near your home is listed below. You can leave your child with trained people for up to 50 hours per week, the fees charged vary for different centres. An approximate cost starts from $65 - $125 per day.

**Applying for a Child Care Benefit/Rebate**

As an Australia Award scholarship student, you will be able to apply for the Child Care Benefit subsidy to help cover the cost of child care. The Australian Government provides this assistance through its [Centrelink](https://www.fairfaxnews.com.au) offices.

Please see the following website for further information on childcare assistance:


Forms to apply for assistance are available from your nearest Centrelink Office. The Child Care provider may also be able to provide you with information about the assistance available.

- **Contact the UWA International Sponsored Students Unit to obtain a letter to take to the child care provider or to attach to your application.**

**Other important documents you need to take into Centrelink are:**

- Passports
- Australian Tax File Number (if you haven’t applied for one yet, you can apply for one at Centrelink when you lodge your form)
- Birth Certificate of children
- Children’s immunisation records
- Letter from ISSU Office including amount of stipend received.
Finding a Child Care Centre in your Area

For a full list of childcare centres in the Perth area please have a look at the Australian Childcare Index website. http://www.ecare.com.au/


Childcare access hotline: Phone: 1800 670 305
Call this number for the nearest locality of a childcare centre.

Child Care on Campus
UWA does have childcare centres on campus which generally have a waiting list. You may want to enquire with these centres as early as possible and establish how long the wait may be.

UWA Child Care Centres
Website: http://www.studentservices.uwa.edu.au/ss/childcare

Long Day Care Services
22 Gordon Street, Nedlands, WA. 6009
Email: earlylearning@uwa.edu.au
Phone: (08) 6488 5300

Out of School Hours Care
18 Parkway, Nedlands WA 6009
Phone: (08) 9389 1848
Email: childcare@uwa.edu.au

A Community Care Centre located at UWA
UniCare – Early Childhood Centre
24 Parkway Nedlands WA 6009
Ph: 08 9389 8111
Email: enquiries@unicareecc.org.au
Web: www.unicareecc.org.au
Conveniently located on the lush grounds of the University of Western Australia in Nedlands near the corner of Caporn St. Next door to the Exercise Science Building.

Night Time and Weekend Child Care

If you are a single parent doing postgraduate study, you may find that some of your classes are at night in which case you may want to contact COMMUNICARE on 9251 5777 for night and Saturday childcare. It is also a good idea for single parents to begin networking with other single parents to see if they can assist you. COMMUNICARE is home based child care in a family environment caring for small groups of children with flexible hours.
Schools

It is the responsibility of the Australia Award Scholarship student to find and contact a school in the area that they live before and after the children arrive to meet the staff and view the facilities.

- Once your children arrive in Australia please contact the International Sponsored Student Unit and request a letter to support the school enrolment.

When you go to the school for a meeting, please take –
- the ISSU school support letter,
- your children’s passports,
- birth certificates,
- immunisation records and
- academic records (if necessary).

All dependants of Australia Awards Scholarship holders in Western Australia (WA) are exempt from paying International Tuition Fees if enrolled at a WA Government School.

This exemption does not cover the cost of school books, uniforms, stationery, school trips or camps. You will be responsible for these items as well as the local contributions/charges of the school. Contributions range from $60 per year for primary school to $600 per year for upper secondary school (depending on subject selection).

If the school can accommodate your child they begin the enrolment process. If the school believes your child’s English is not at an appropriate level they may refer you to another school that has specialist English programs. This is usually not required for children under 6 years of age.

Parents are responsible for meeting the full tuition costs of intensive English language classes, if considered necessary by the school. It is recommended that your child begins learning English before arriving in Australia.

Parents are responsible for meeting the costs of special tuition for children with special needs, such as learning difficulties or a disability. These costs can be $3000 or more per child per year.

**Government (Public) Schools Listing**

To find a Government school in the area where you live please go onto the Education Department of Western Australia schools online website -

http://www.det.wa.edu.au/schoolsonline/home.do

**Private Schools Listing (full fee paying)**

For a list of non-government private schools (you will be responsible for tuition fees):


The Australian Islamic College in Thornlie (Tel: 9494 2718) can give you more information of other Muslim Schools in Perth.

Catholic Education private schools information Tel: 9212 9212

Anglican Education private schools information Tel: 9383 9366
Schooling in Western Australia
The Western Australian Department of Education has a good website link that will help you to understand the school system in Western Australia. http://www.det.wa.edu.au/
At the above link you will also be able to find a school that will be close to your home.

Schools in Western Australia have four terms per year.

Term 1: February to April
Term 2: May to July
Term 3: July to September
Term 4: October to December

Between each Term there is approximately a two week holiday for students. There is a longer holiday at the end of the school year.

There will be approximately 7 school days during the year when students will not attend school. These days are for teachers/school development and training.

School days start at around 8.30am and finish at around 3.00pm. A healthy packed lunch will need to be provided each day.

Stages of Schooling
Kindergarten – not compulsory – students attend around 15 hours per week

Pre-Primary – students attend each day – Monday to Friday
This is the first compulsory year of schooling. Children who are turning five years old by 30 June can start Pre-primary at the beginning of that year. Pre-primary is usually located at a Primary School.

Primary – students attend each day – Monday to Friday
Primary education covers Years 1 to 6, with children normally entering Year 1 in the year they turn 6 years old and finishing Year 6 in the year they turn 11 years old.

Secondary – students attend each day – Monday to Friday
Secondary school includes Years 7 - 12, with children normally entering Year 7 in the year they turn 12 years old and finishing Year 12 in the year they turn 17 years old. All students in Western Australia must be involved in some form of education or training until the age of 17.
Student & Family Support

Living and studying in a foreign country is a rewarding experience but it can be stressful at times. Please do not hesitate to ask for help.

UWA Support

* Friendly staff at the International Sponsored Students Office.

* UWA Student Services -
  http://www.studentservices.uwa.edu.au/ss/support

  - Careers Centre
  - UniMentor
  - Study Smarter
  - Chaplaincy
  - UniSkills
  - Counselling Services
  - Financial Aid Service
  - Housing Service
  - UniAccess
  - Medical Centre
  - Language & Cultural Exchange (LACE)

* Staff in your faculty

* Student Guild
  http://www.guild.uwa.edu.au/welcome/home

* International Students Service & Affiliates

* Postgraduate Student Association
  http://www.psa.guild.uwa.edu.au/

* Graduate Research Office – Graduate Education Officers
  http://www.postgraduate.uwa.edu.au/students/international

External Support Services

Centrelink


CentreCare – Family support services
456 Hay Street, Perth WA 6000
(08) 9325 6644
Wanslea – Family support services
Scarborough: 110 Scarborough Beach Road, Scarborough WA 6019
Tel: (08) 9245 2441
http://www.wanslea.asn.au/

Relationships Australia – relationship support services
http://www.relationships.org.au/
Local Call: 1300 364 277

Family planning services
Note that oral contraceptives are available only on a doctor’s prescription or from The Family Planning Association. The UWA Medical Centre provides useful information on sexual health issues.

Sexually Transmissible Diseases (STDs)
Anyone who thinks they may have been at risk of contracting a sexually transmissible disease (STD) should consult a doctor. All consultations are treated with strictest confidentiality. A range of pamphlets containing information and advice in relation to sexually transmissible diseases is available FREE from the WA AIDS Council http://www.waids.com/, Health Services Australia, medical centres and your campus health service.

Sexual Assault
The Sexual Assault Resource Centre is located at King Edward Memorial Hospital and can be reached on Telephone 9340 1828, 24 hours a day, and 7 days a week.

Alcohol and Drug Information Service
Provides confidential counselling and information Telephone 9442 5000

Problem Gambling
Some students get themselves into financial problems due to gambling or lending money (NEVER lend money, talk to your student adviser if someone is putting pressure on you to lend them money). It is very important to budget carefully and to keep within your weekly budget. Some students, who get large lump sums from their parents, are so excited by having several thousand dollars in the bank account that they waste their money or gamble, and their money does not last. Do be careful with your money. You can talk to the bank staff about putting some of your money into a fixed deposit account, this just means you don’t have immediate access to it, instead you have to see the bank with regard to when your money is available for you to access (and the best part here is that it is getting interest for your benefit).

Gambling Help Centrecare, 456 Hay Street, Perth 6000, Tel (08) 9325 6644, can provide information and counselling for all difficulties related to excessive gambling.
Gambling Helpline 1800 622 112

Depression and Anxiety
Sometimes people experience very low moods for an extended period of time, to the point where they find it difficult to function every day and participate in normal activities. If you have ongoing feelings of depression or anxiety, you are urged to make an appointment to see a counsellor on campus. All counselling is confidential. Alternatively, Beyond Blue is an organisation with many resources to assist people suffering from depression and or anxiety. Information Line - Tel 1300 224 636 or visit www.beyondblue.org.au

Suicide Prevention Services –
The Samaritans - Tel 9381 5555
www.suicideprevention.com.au - Tel 1300 360 980
www.aftersuicide.com.au
Youth Line - Tel 9388 2500 or FRECALL 1800 198 313
Crisis Care - 24 hrs emergency service for people in crisis, including domestic violence, child abuse and suicide counselling Tel 9223 1111 or 1800 199 008

Men’s Domestic Violence Help Line – 24 hrs information and referral service
Tel 9223 1199 or 1800 000 599.

Women’s Domestic Violence Help Line - 24 hr information, phone counselling and referral service - Tel 9223 1188 or 1800 007 339

Family Help Line - 24 hrs confidential service Tel 9233 1100 or 1800 643 000

Lifeline WA - 24 hrs 7 days a week crisis telephone counselling service –
Tel 13 11 14. Also non-crisis individuals and families counselling: www.lifelinewa.org.au

Confidential advice, counselling and information on any of the above can also be obtained from the UWA counselling service located at Student Services, 1st Floor, Social Sciences South Building (opposite Co-op Bookshop) Telephone: 6488 2423.

Family Fun
Check local newspapers for free events for families. You will be surprised how many there are! Also spouses/partners may like to help out or volunteer at their child’s school or kindergarten.


Study & Training for Spouse/Partner

Spouse/partners are entitled to study short courses up to 3 months duration on a dependant visa (meaning - they can study several different courses each no longer than 3 months). If they wish to study a course that goes for longer than 3 months, they will need

- to apply to the Education provider
- apply for an International Student Visa and
- pay full international fees

They will then not be able to change back to an AusAID dependant visa – so you would need to ensure that your study completion is in line with your spouse/partner’s study completion. It is recommended that you contact DIAC for information.

Please note if your spouse/partner undertakes a course that has a finishing date past your award end date, this does not entitle you to stay – you MUST depart at the end of your AusAID contract.

There are many short Adult Education Courses available. Many are provided by TAFE WA.
For more information contact the organisations below -

**Career Centre**

Career Centre
Level 2, 166 Murray Street, Perth
Freecall: 13 23 98 or 08 9224 6500


**Education and Training International**

Hyatt Centre, Level 2, 123 Adelaide Terrace, East Perth
Phone: +618 9218 2100
http://www.eti.wa.edu.au/

**TAFE Admissions Centre**

Level 2, 151 Royal Street, East Perth
Phone: 08 9224 6560

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**English Classes**

Your spouse/partner can study English (fee applicable).
For short English courses for adults please contact TAFE and visit website -

- Central TAFE, 12, 19 and 25 Aberdeen Street, Perth WA 6000
  Telephone 1300 300 822 (Adult Migrant Education)
- Carlisle TAFE - Telephone 9267 7371 (Adult Migrant Education)

**FREE English lessons are available at -**

**Milner International College of English** in Perth.
Tel: 9325 5444
http://www.milner.wa.edu.au/Courses-Costs/Free-English-Courses

**Phoenix Academy in West Perth**
Tel: 9227 1037

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**Spouse/Partner Work Rights**

Please see the Department of Immigration’s website for details –
http://www.immi.gov.au/students/students/working_while_studying/conditions.htm

A visa holder’s work rights can be checked on the DIAC VEVO site

Generally, dependent family members -

- can work up to 40 hours per fortnight at all times
- must not start work until the primary visa holder has commenced the course in Australia
- have unlimited work rights if the primary visa holder has commenced a masters (coursework or research) program or doctorate/PhD degree.
Returning Home

Family’s Return Airfare
The student is responsible for funding the travel costs of family members who come to Australia. Failure to have sufficient funds for family members to return home is a serious matter, and may mean that family members are deported by the Department of Immigration when their visas expire.

Students are required to leave Australia and return to their home country within 30 days of their scholarship end date, or before their visa expires, whichever comes first.

Excess Luggage
Your scholarship does NOT pay for your excess luggage when you are returning home, please keep this in mind.
Previous Students’
HANDY HINTS FOR SURVIVAL IN PERTH

Perth Shopping Hours

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>9 am - 5 pm – larger stores to 9pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>9 am - 5 pm - larger stores to 9pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>9 am - 5 pm - larger stores to 9pm</td>
</tr>
<tr>
<td>Thursday ( Suburbs )</td>
<td>9 am - 9 pm, late night shopping</td>
</tr>
<tr>
<td>Thursday ( City )</td>
<td>9 am - 5 pm - larger stores to 9pm</td>
</tr>
<tr>
<td>Friday ( Suburbs )</td>
<td>9 am - 5 pm - larger stores to 9pm</td>
</tr>
<tr>
<td>Friday ( City )</td>
<td>9 am - 9 pm, late night shopping</td>
</tr>
<tr>
<td>Saturday</td>
<td>9 am - 5 pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>11 pm - 5 pm, not all shops open</td>
</tr>
</tbody>
</table>

Times may vary over Christmas and other special periods. Some of the larger shops such as Target are open from 8am til 5:30pm or even longer. This is dependent on the location.

HOW TO USE THIS GUIDE

This listing has been put together by previous Australia Awards students who are living in Perth. If you have anything to add to this list please let the Project Officer at the ISSU Office know so we can update it for future students.

It’s easy Google it!

There are many shops, markets and shopping centres in Perth. Rather than give you an endless listing with the many locations, please Google the name of the shop to view their website, what products they sell and their locations in Perth. Make sure you always add the name ‘Perth’ to your Google search (eg. Farmer Jacks Perth). Google usually also provides you with a map showing the shop’s location.

CALLING HOME

The UWA campus Newsagency in the Guild Village sells mobile phone pre-paid sim cards and pre-paid calling cards. When you arrive take your mobile to the Newsagency and talk to the friendly staff about the best and cheapest options for you to call home (your particular country).

Other cheap options for calling home are to use:

Calling from a land line (or public phone box) using a phone card. Find some good deals at this link – www.phonecardselector.com.au/store/customer/home.php
**BANKING**
Most banks open at 9am or 9.30am and close at 4pm. They stay open until 5pm on Fridays. Smaller banks and credit unions may be open on Saturday mornings. Automatic Teller Machines (ATM) can be found in most shopping centres (Be aware: your bank may charge you to use another bank’s ATM). There are four ATMs located at the UWA Guild Village: The Commonwealth Bank; ANZ; Westpac and BankWest.

**SHOPPING**

Best place to buy your food and groceries?

### Supermarkets for fresh food & groceries
*Shop locally, if possible (near your home)*

- Farmer Jacks
- IGA Supermarkets
- Coles Supermarkets
- Woolworths Supermarkets

### Big Shopping Centres with supermarkets and other retail stores

- Perth City Centre
- Fremantle City Centre
- **Broadway Shopping Centre- Nedlands near UWA**
  - Claremont Quarter
  - Booragoon Shopping centre
  - Karrinyup Shopping Centre
  - Westfield Carousel
  - Lakeside Joondalup Shopping City

### Specialist food stores (to buy products from your country) – use Google!


- Asian Supermarkets (Google for listing, e.g. Asian supermarkets Perth)
- African food (Visit Kakulas Northbridge and Google for more)
- Indonesian food

Broadway Shopping Centre near UWA has Asian Supermarket and a variety of take away foods.

For other country specific products please do a Google search with the word ‘Perth”. If you have no luck finding what you need, make contact with the UWA Guild’s International Student Services to locate current UWA students from your country who have been living in Perth for a while and would know where to find these products. We recommended joining one of the Guild’s student clubs to meet current students from your country, see the list of student clubs on the Guild website - [www.guild.uwa.edu.au/.../clubs.../directory_of_clubs_and_societies](http://www.guild.uwa.edu.au/.../clubs.../directory_of_clubs_and_societies)
Best place to buy fresh fruit and vegetables?

**Markets**
Markets usually have very discounted fruit & vegetables on Sunday afternoons before they close for the week (Normal opening hours Fri – Sun)

- Perth City Farm Markets – next to Claisebrook Train Station, East Perth - Saturday 8am to noon
- Fremantle markets
- Canning Vale markets

**Supermarkets in your area**
Farmer Jacks
IGA Broadway
Woolworths
Coles

**Fresh Food Farmer markets (locally grown food, mostly organic)**
Please follow link to see the full listing of Farmer markets in Perth:

Where is the best place to buy household items?

**K-Mart** (*Google for locations and to see what products they sell*)
**Target**
**King Kong Shops**
**Crazy Clarks**
**Red Dot Stores**

**Big shopping centres as listed on the previous page.**

**OP Shops** (cheap second hand items).
See web listing for Perth store locations - [http://opshop.org/opshoplist/WA/PERTH/](http://opshop.org/opshoplist/WA/PERTH/)

**Toy Libraries** – Hire toys for your kids, cheaper and much more fun because you can hire a new selection each week and don’t have to fit them in your suitcase when you go home! For a full listing please see the website below – [http://www.toylibrary.asn.au](http://www.toylibrary.asn.au)

**Swap Meet markets.**
Anyone can set up a stall here for free, get there early before 10am for the best bargains. Closes at 12 noon, not open in Winter months (June/July).

1. Broadway Shopping Centre, Crawley – lower car park, Sunday mornings – gold coin entry
2. Melville Markets, on the Coles car park
   - corner of Stock Road and Canning Highway
   *Mainly clothes (some really nice funky selection), plants and really odd stuffs!*
3. Belmont Markets, on the Belmont Forum car park
- 227 Belmont Avenue, Cloverdale
* The biggest in Perth, basically ANYTHING you can think of from clothes, toys, plants to cabinets and lawnmowers!!! You’d be spoiled for choices!

4. Kardinya Markets, on the Kardinya Park
- corner of North Lake Road and South Street

5. Karrinyup Shopping Centre car park

6. Whitfords Shopping Centre car park

7. Morley Galleria underground car park

Visit Garage sales – People sell second hand products from out of their home garage, anyone can attend. They are on in your local suburb every Sunday and are advertised in the Saturday Newspaper. They start early Sunday 8.30 am and finish at 12 noon.

Best place to buy computers, mobile phones and other technological items?

*Check catalogues & websites to compare prices from different shops -

<table>
<thead>
<tr>
<th>Shop</th>
</tr>
</thead>
<tbody>
<tr>
<td>JB HiFi</td>
</tr>
<tr>
<td>Dick Smith</td>
</tr>
<tr>
<td>Harvey Norman</td>
</tr>
<tr>
<td>Allophones outlets</td>
</tr>
<tr>
<td>The Good Guys</td>
</tr>
<tr>
<td>Retravision</td>
</tr>
<tr>
<td>Betta Electrical</td>
</tr>
<tr>
<td>Enables Computers</td>
</tr>
<tr>
<td>Apple Shop       – Winthrop Computer Shop in the UWA Guild Village gives students discounts</td>
</tr>
</tbody>
</table>

Best places for clothing shopping?

<table>
<thead>
<tr>
<th>Shop</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP Shops (second hand clothing, very cheap) - See web listing for locations - <a href="http://opshop.org/opshoplist/WA/PERTH/">http://opshop.org/opshoplist/WA/PERTH/</a></td>
</tr>
<tr>
<td>Big W – new clothing and household items, reasonable/cheap prices</td>
</tr>
<tr>
<td>K-Mart – new clothing and household items, reasonable/cheap prices</td>
</tr>
<tr>
<td>Target – new clothing and household items, reasonable/cheap prices</td>
</tr>
<tr>
<td>Best &amp; Less - new clothing and household items, reasonable/cheap prices</td>
</tr>
<tr>
<td>Harbour Town – warehouse discount stores (mixed prices)</td>
</tr>
<tr>
<td>Perth City stores</td>
</tr>
<tr>
<td>Fremantle City stores</td>
</tr>
<tr>
<td>Myer – same as Target but more expensive</td>
</tr>
<tr>
<td>David Jones – Same as Myer prices and slightly more expensive</td>
</tr>
</tbody>
</table>
Best places for second hand books? Help finding course books.

Course books can be quite expensive. If you cannot find a copy of the course book you need at the UWA Library try these options:

Ask your course co-coordinator/supervisor for advice. They may know of past students who may want to sell their old books.

Visit the UWA second hand bookshop in the Guild Village.


ACTIVITIES

What are your favourite weekend activities?

**Reading** - Reid Library and your local library will have a great variety of books you can borrow. Google ‘Perth libraries’ for full listing.

**Go to friends house and watch DVDs** – Join your local DVD shop for free and watch old classics, new blockbusters and international movies at home with friends and make homemade popcorn.

**See a movie at the cinema with a friend** – many cinemas have cheap deals mid-week. Google ‘Perth cinemas’ for a full listing.

**Walking/picnic in Kings Park and along the Swan River.**

**Meet a friend for a coffee or cheap lunch in your local area.**

**Play sport** – Get a group of friends together and use the UWA sporting facilities, hire a court, hire beach volley ball equipment or use the UWA grounds for free for football, cricket games with friends. Go and watch a game of football/soccer, rugby league, cricket etc. These games are advertised in local newspapers.

**Have a BBQ with friends** - Along the Swan River, Kings Park, at the beach, at a local park or your own place. Many outdoor public areas have free BBQ facilities set up for the general public to use.

**Playing games** - Inviting friends from your community to enjoy a day or night together playing board games and card games.


**Cooking traditional food** - Get together with friends to exchange recipes and try new foods.
**Sleeping** – catch up on some sleep and re-store your energy.

**Visit Perth’s world famous beaches** – Catch the train heading to Fremantle and hop off at Cottesloe and walk over the hill to the popular Cottesloe beach. Stay on the train and get off at North Fremantle to visit Leighton beach.

**Visit Garage sales and Swap Meet markets** – as listed on previous page.

**Cycling** - Around UWA and along Matilda Bay through Claremont and Nedlands. Or if not too far away cycle to your closest beach. It is compulsory to use helmet to ride a bicycle. Please have a look at Transport WA’s website for cycle safety advice in Perth.

**Swimming or going to the Gym** - UWA Recreation Centre has all the facilities to practise any sport and have cheap gym memberships, please look at the University Sports magazine available from the Recreation Centre for sporting clubs you can join. Join your local Aquatic Centre (rates are reasonable for swimming). In summer swim at the beach!

**Visit art exhibitions and see a theatre production** – Pick up Xpress magazine/newspaper to see what is on each fortnight. Or go to their website - http://www.xpressmag.com.au/

**Dancing** – Join a dance class through the UWA Recreation centre or Google ‘dance classes Perth’ for a full listing of classes available. If you feel like a late night with friends to do your own style of dancing go to Northbridge and visit some of Perth’s nightclubs. Please see the below website for a full listing of nightclubs in Perth - http://www.barsandnightclubs.com.au/search/perth/all/

**Visit the Perth Zoo** - 20 Labouchere Rd- South Perth WA
From the Perth Esplanade Bus Station catch bus 30 or 31
See website for more information - www.perthzoo.wa.gov.au

**Visit the WA Art Gallery – Northbridge** to see touring national and international exhibitions, they also have a fantastic book/gift shop for you to browse in.

**Visit the WA Museum – Northbridge**

**Attend a church service** – Google ‘Church services Perth’ for a full listing to find your local church.

Where are the best places to visit in the Perth area?

| Perth City – Perth city has it all! |
| WA Art Gallery |
| WA Museum |
| Kings Park |
| Perth Zoo |
| Matilda Bay Reserve and anywhere along the (Swan River) |
| Cottesloe beach, City beach and Scarborough beach (all beaches) |
| Fremantle – Fremantle has it all including a lovely marina and beach! |
| Leederville – Great suburb for boutique shops, eating out and seeing movies. |
Subiaco - Popular suburb for boutique shops, eating out and seeing movies.
Mount Lawley - Great suburb for boutique shops and eating out.

OUTSIDE OF PERTH -


ROTTNEST ISLAND – Beautiful island with no cars and white sandy beaches. Great for swimming, snorkelling, fishing and riding a hired bike. Take the ferry from Perth City, North Fremantle (Rous Head), Fremantle (Victoria Quay) and Hillarys Boat Harbour in Perth’s north. Rottnest ferries take approximately 25 minutes from Fremantle, 45 minutes from Hillarys Boat Harbour, or 90 minutes from Perth’s Barrack Street Jetty. Book on line http://www.rottnestisland.com/en/pages/Home.aspx

MARGARET RIVER – Is a three-and-a-half hour drive south of Perth. No trip to Western Australia is complete without a stop at Margaret River. There’s a fine supply of world-class wineries, boutique breweries, and restaurants overlooking sweeping vineyards and spectacular beaches and surf breaks.

What Clubs are there to join around campus?

For the full listing and active links for the following UWA Guild Student clubs please see the UWA Guild website - http://www.guild.uwa.edu.au/welcome/home

RELEVANT NEEDS

Muslim Prayer Room at Eastern end of UWA’s Winthrop Hall. For further information go to - http://www.studentservices.uwa.edu.au/ss/spirituali/interfaith_action/facilities

St Thomas Catholic Church – at St Thomas Moore College. For further information go to - http://www.stmc.uwa.edu.au/

Islamic Services Perth
http://www.islam.iinet.net.au/channel/service.html

Perth Bahai community
http://www.perth.wa.bahai.org.au/


Anglican Diocese of Perth - http://www.perth.anglican.org/
Public Holidays

Public holidays in Australia are designated on a State and Territory basis with the exception of national public holidays such as Australia Day, ANZAC Day, Christmas Day and New Years Day. Details of Australia's public holidays are available on the Australian Government website. See: http://australia.gov.au/topics/australian-facts-and-figures/public-holidays

If you have anything to add to this listing please email the Project Officer at the ISSU Office.

Many thanks and have fun! 😊😊😊
What To Do In An Emergency On Campus

For All Emergency Calls (24 Hours per Day)

Phone 2222
(from a campus phone) or use a Help Point on Campus

Your call will be answered by Security for immediate attention.

<table>
<thead>
<tr>
<th>Medical Emergency</th>
<th>Personal Safety</th>
<th>Fire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assault</td>
<td>Evacuation</td>
<td>Bomb Threat</td>
</tr>
<tr>
<td>Harassment</td>
<td>Earthquake</td>
<td></td>
</tr>
</tbody>
</table>

These emergency procedures are supplied so you know where to find help if needed.

Medical Emergency

1. Immediately Phone 2222 or freecall 1800 655 222
2. Give your name, location, number of people involved, details of medical emergency. Await further instruction and advice.
3. Render whatever assistance you can.
4. Contact the Departmental First Aid Officer.

Personal Safety

1. In an Emergency - Phone 2222 or freecall 1800 655 222. From a public phone or mobile phone, ring the police on 000.
2. Report of any threats to University security should be made to the Security Office, located on the western side of Carpark 1 by telephoning Security on 6488 2222.
3. If you are feeling unsafe, call Security on 6488 2222 at any time.

IMPORTANT: Do NOT endanger your life

Whilst Security does an excellent job to ensure the well-being and safety of University students and staff, it is important to take some simple precautions yourself, especially if you are studying or working late at night.

If you are alone, phone Security on 6488 2222 before you leave the building. Security can provide an escort to your vehicle, or between buildings. This service is available all night.

- Always walk with a friend at night and stick to well lit areas and main pathways.
- If you are to be on campus after dark, move your car to a well-lit car park.
- It is safer to call a taxi if you are unable to drive home or get a ride with a friend.

Assault

1. In an emergency - Phone 2222 or freecall 1800 655 222. From a public phone or mobile phone, ring the police on 000.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don’t drink alcohol or take tranquilisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.
3. Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you.

Note: Campus Medical Centre: 6488 2118
     University Counselling Services: 6488 2423
     Sexual Assault Referral Centre: 6488 1828 (24-hr crisis line)
     International Centre: 6488 3939

Harassment

1. In an Emergency - Dial 2222
2. If you are being harassed on campus, call Security on 6488 2222 at any time.
3. Report all incidents of harassment to a contact officer where confidentiality is ensured.

Sexual harassment is not always violent - it takes place in many different forms. Sexual oriented comments, jokes, abuse, gestures, and the display of sexually offensive materials are all examples of sexual harassment, and the assailant does not have to be a stranger.

Evacuation

On hearing a verbal emergency warning, or an alarm

1. If possible collect personal effects and turn off electrical equipment.
2. If fire, close all windows and doors prior to exiting workplace.
3. Proceed to closest exit at a fast walk (do not run).
4. Make way to building assembly area.
5. All persons shall listen to and obey the instructions of Area Wardens and/or Building Wardens.

**EMERGENCY EVACUATION PROCEDURES IN THE CASE OF FIRE**

You discover a fire:

1. Help people in immediate danger
2. Warn others by shouting "Fire, Fire, Fire", raise the alarm if not already sounding and telephone 2222.
3. Decide if you can put the fire out.
4. Be over cautious
5. Don't attempt to use a fire extinguisher if you have never been instructed on how to use one.
6. If you can put out the fire then do so, if not proceed to evacuate the building.

You hear the fire alarm ringing; you must prepare to evacuate the building:

1. Switch off all computers, printers and electrical appliances.
2. Close all windows and doors.
3. Gather your personal belongings in preparation to immediately evacuate the building.
4. Organise/help other people in the room.
The fire alarm is still ringing after one and a half to two minutes. Evacuate the building and proceed to your muster point:

1. Move at a quick walk, do not run.
2. If you have to move through a closed door that you cannot see through:
   - Feel the door to see if it is hot;
   - Look for smoke coming under the door;
   - Open the door slowly and look around it to see if there is a fire behind it;
   - If there is no fire on the other side, proceed through and close the door behind you;
3. Move to the muster point as quickly as possible;
4. Report to your Warden that you/your group is there and if you know of anyone trapped in the building;
5. Remain in the muster area until you are informed that you may leave or move by either the Building Warden or a member of the emergency services.

You notice someone on the verge of panic:

1. Give them a task or responsibility;
2. The person will still require constant monitoring;
3. Do not hit them;
4. Take hold of one of their hands and guide them out of the building to the muster point;
5. If they will not cooperate or start to grab hold of things. Leave them where they are;
6. Evacuate yourself and inform your Warden, the Safety and Health Advisor, one of the security personnel, or the Police or Fire and Rescue Service immediately.

Mobility impaired people

If you encounter a person with some form of physical disability that restricts their mobility, you may be required to assist them from the building.

If you are unable to remove them from the building many stairwells have respite areas for mobility impaired persons. They can be left here, where they are shielded from the fire, and retrieved by emergency personnel on arrival. It is important to inform the emergency personnel or Warden of their location so that they can be retrieved as soon as possible. Leave the person’s mobility aids behind; they can always be claimed on insurance.

If you are trapped in a room:

1. Exit through a window if you are on the ground floor;
2. If you are not on the ground floor:
3. Close the door;
4. Go to the window;
5. If there is smoke in the room open the window a little so you can breathe fresh air. If not, do not open the window. This can assist in the spread of fire into your area from lower floors;
6. Attract people’s attention to your plight. This can be achieved by writing on a paper and sticking it to the window or calling out the window. If you open the window remember to close it again as this can be an entry point for fire. Do not open the window up fully;
7. If the room is filling with smoke, stay close to the ground. The air is cooler and oxygen is more plentiful in this region;
8. Wait for the fire brigade to rescue you.
Do not procrastinate: REMEMBER

1. Fires spread rapidly;
2. Fires produce thick black smoke that is difficult to see through and causes suffocation;
3. The freshest air will always be near the floor;
4. Move quickly. Do not run;
5. Be decisive;
6. Think for 10 to 30 seconds;
7. Make a decision and follow that decision.

BOMB THREAT

If you receive a bomb threat call try to obtain the following from the caller:
1. When is the bomb going to explode?
2. Where did you put the bomb?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will make the bomb explode?
6. Did you place the bomb?
7. Why did you place the bomb?
8. What is your name?
9. What is your address?
10. Ring 2222 and notify Security
11. Do not panic. Care is required to avoid exposure to alleged bomb. Alternative escape routes may be required.
12. Evacuate building quietly and without panic.

If You Find a Bomb (or Suspect You Have)

1. Do NOT touch it. Ask all persons to leave the area within the building.
2. Seal the area as best possible (e.g. block entrance).
3. Immediately go to another area and Phone 2222.
4. Await further instruction and advice.

EARTHQUAKE

1. If you are outside - move to an open area away from any buildings. If you are inside a building - take shelter under tables, desks or in doorways. Stay away from windows, shelving, and large free standing furniture.
2. After the earthquake, look for any injured persons in your area – if safe leave building as soon as possible.
## Student Offices & Other Contact Numbers

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Architecture, Landscape and Visual Arts</td>
<td>6488 2582</td>
</tr>
<tr>
<td>Arts, Humanities and Social Sciences</td>
<td>6488 2091</td>
</tr>
<tr>
<td>UWA Business School</td>
<td>6488 2780</td>
</tr>
<tr>
<td>Education</td>
<td>6488 2388</td>
</tr>
<tr>
<td>Engineering, Computing and Mathematics</td>
<td>6488 3061</td>
</tr>
<tr>
<td>Law</td>
<td>6488 2945</td>
</tr>
<tr>
<td>Science</td>
<td>6488 7333</td>
</tr>
<tr>
<td>Medicine, Dentistry and Health Science</td>
<td>6488 8551</td>
</tr>
<tr>
<td>Student Administration</td>
<td>6488 2469</td>
</tr>
<tr>
<td>Student Support Services</td>
<td>6488 2423</td>
</tr>
<tr>
<td>Housing Office</td>
<td>6488 2423</td>
</tr>
<tr>
<td>Guild Education Officers</td>
<td>6488 2295</td>
</tr>
</tbody>
</table>

## Medical Assistance *(Please note – after hours clinics may charge higher fees)*

<table>
<thead>
<tr>
<th>Clinic</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Medical Centre</td>
<td>2nd Floor, Guild Village 6488 2118</td>
</tr>
<tr>
<td>Hollywood After Hours Clinic</td>
<td>Hollywood Hospital Monash Avenue, Nedlands (No Appointment) 9346 6191</td>
</tr>
<tr>
<td>University Counselling Service</td>
<td>1st Flr, Social Sciences South Building 6488 2423</td>
</tr>
<tr>
<td>St John of God Health Care (After Hours Clinic)</td>
<td>175 Cambridge St, Subiaco (No appointment) 9382 9606</td>
</tr>
<tr>
<td>Nedlands Medical Centre</td>
<td>Broadway Shopping Centre Nedlands 9389 8964</td>
</tr>
<tr>
<td>King Edward Memorial Hospital for Women</td>
<td>(for obstetric and gynaecological problems only) Bagot Road, Subiaco 9340 2222</td>
</tr>
<tr>
<td>St John of God Hospital, Murdoch</td>
<td>Murdoch Drive, Murdoch 9366 1111</td>
</tr>
<tr>
<td>Fremantle Hospital</td>
<td>South Terrace, Fremantle 9431 3333</td>
</tr>
<tr>
<td>Sir Charles Gairdner Hospital</td>
<td>Hospital Avenue, Nedlands 9346 3333</td>
</tr>
<tr>
<td>Royal Perth Hospital</td>
<td>Wellington Street, Perth 9224 2244</td>
</tr>
<tr>
<td>Princess Margaret Hospital for Children</td>
<td>Thomas St, Subiaco 9340 8222</td>
</tr>
<tr>
<td>Locum Doctor Service – Dial a Doctor</td>
<td>1300 030 030</td>
</tr>
<tr>
<td>HEALTH DIRECT</td>
<td>1800 022 222</td>
</tr>
</tbody>
</table>

Experienced nurses provide immediate professional advice on how urgent a health concern is and what to do about it. 24 hrs/7 days a week

Other Contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police – Not Urgent</td>
<td>131 444</td>
<td><a href="http://www.cityofperth.wa.gov.au">www.cityofperth.wa.gov.au</a></td>
</tr>
<tr>
<td>Department of Immigration</td>
<td>13 18 81</td>
<td>Swan Taxis</td>
</tr>
<tr>
<td>Australian Taxation Office</td>
<td>13 28 61</td>
<td>Consumer Advice</td>
</tr>
<tr>
<td>Allianz OSHC</td>
<td>13 6742</td>
<td>Transperth</td>
</tr>
<tr>
<td>Citizen Advice Bureau</td>
<td>9221 5711</td>
<td>Tenancy Advice Help Line</td>
</tr>
<tr>
<td>Youth Legal Aid</td>
<td>9202 1688</td>
<td>Legal Information Help Line</td>
</tr>
<tr>
<td>Travel &amp; Tourism - <a href="http://www.westernaustralia.com">www.westernaustralia.com</a></td>
<td></td>
<td></td>
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</tbody>
</table>

Crisis Support – 24 hour services

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>UWA Security (All Hours)</td>
<td>6488 3020</td>
<td>Mental Health Emergency Response Line</td>
</tr>
<tr>
<td>6488 2222 – Emergencies only – <strong>on campus</strong></td>
<td></td>
<td>1300 555 788 (24 hrs)</td>
</tr>
<tr>
<td>Crisis Care – 24hr telephone service for people in crisis and needing urgent help</td>
<td>9223 1111</td>
<td>Lifeline WA – counselling service for people in distress</td>
</tr>
<tr>
<td>Samaritans – free and confidential counselling service for people needing emotional support</td>
<td>9388 2500 Youthline 9381 5555 Careline</td>
<td>Sexual Assault Resource Centre (SARC) 9340 1828</td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>131 126</td>
<td>Alcohol &amp; Drug Information Service</td>
</tr>
<tr>
<td>Poisoning, bites, stings</td>
<td></td>
<td>9442 5000 or 1800 198 024</td>
</tr>
</tbody>
</table>

EMERGENCIES – ON CAMPUS – (24 hours)

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>2222 – from campus phone or press button on a HELP POINT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6488 2222 – from mobile phone</td>
<td></td>
<td></td>
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<tr>
<td>1800 655 222 – from public phone on campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your call will be answered by Security for immediate attention <a href="http://www.safety.uwa.edu.au/policies/emergency_general">www.safety.uwa.edu.au/policies/emergency_general</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

EMERGENCIES – OFF CAMPUS – (24 hours)

Call **000** AMBULANCE / POLICE / FIRE