



# INTERNATIONAL STUDENT Prospectus

All the information you need when studying with Alana Kaye College in Australia.

This Prospectus should be read in conjunction with Alana Kaye College's International Student Handbook.

[www.alanakaye.edu.au](http://www.alanakaye.edu.au)

RTO CODE: 70056  
CRICOS CODE: 03675K

2024

# CONTENTS

<b>WELCOME .....</b>	<b>6</b>
<b>INTRODUCTION.....</b>	<b>7</b>
About Alana Kaye College.....	7
Contact Numbers .....	7
Key Personnel .....	7
Face-to-Face Schedules .....	8
Qualifications Offered .....	10
Darwin Campus .....	10
Gold Coast Campus .....	11
Alana Kaye College Entry Requirements.....	12
<b>ENROLLING AT ALANA KAYE COLLEGE .....</b>	<b>13</b>
Application Form and Process .....	13
Letter of Offer .....	13
Visas .....	14
International Student Visa Conditions .....	14
Department of Foreign Affairs and Trade (DFAT) .....	14
Migration Agents .....	14
Education Agents .....	14
<b>FURTHER ENROLMENT INFORMATION .....</b>	<b>15</b>
Recognition of Prior Learning (RPL) .....	15
Credit Transfer Information .....	15
Refund Policy and Process .....	15
Change in Student Contact Details .....	15
Working While Studying .....	15
Finding Work .....	16
Student Services .....	16
Language, Literacy and Numeracy .....	16
Alana Kaye College Code of Conduct .....	16
Unique Student Identifier.....	17
Paying Fees .....	17
Orientation .....	17
Accommodation .....	18
Student Support Services .....	18
Student with Special Needs .....	18
Student Health .....	18
Financial Information .....	18
<b>PREPARING TO LEAVE HOME .....</b>	<b>19</b>
Travel Arrangements .....	19
Overseas Student Health Cover (OSHC).....	19
Australian Quarantine .....	20
How Much Cash to Bring with You?.....	20
Documents to Bring .....	20
Clothing to Bring .....	20
Electricity in Australia.....	21
Electrical Items .....	Error! Bookmark not defined.
Your Computer .....	Error! Bookmark not defined.
Mobile Phone or Communication Device .....	Error! Bookmark not defined.
Bringing Dependants with You .....	21
Visas and Money .....	21
Employment for your Spouse .....	21
Childcare and Schooling in Australia .....	21
Keeping in Contact.....	23
<b>INTRODUCTION TO AUSTRALIA.....</b>	<b>24</b>
The Population .....	24
Culture and Religion .....	24

Telephone Systems (Mobiles).....	24
Computer & Internet Access .....	25
Public Telephones.....	25
Making Phone Calls within Australia .....	25
Bargaining/Haggling .....	25
Seasonal Considerations and Weather in Australia .....	26
Time Zones in Australia .....	26
Studying in Australia .....	27
Working in Australia .....	27
Australia's Taxation System .....	27
Applying for a TFN.....	28
Superannuation .....	28
Laws and Safety in Australia.....	28
Obeying the Law.....	28
Legal Services & Advice.....	28
Legislation in Australia.....	28
Adjusting to Life in Australia .....	30
Australian Culture .....	30
Culture Shock .....	31
Meeting People in Australia .....	31
Australian Dress Code.....	31
Australian Holidays.....	32
Driving in Australia .....	32
Driving with Children in Your Car .....	33
Insurance.....	33
Speed .....	33
Mobile Phones and Driving.....	33
Demerit Points Scheme.....	33
Drinking Alcohol and Driving .....	34
<b>ARRIVING IN AUSTRALIA .....</b>	<b>35</b>
Darwin.....	35
Gold Coast .....	35
Entry into Australia .....	35
Australian Immigration.....	35
Australian Airports .....	36
Australian Customs and Quarantine.....	36
Transport from the Airport .....	36
Currency Exchange.....	36
Managing Finances .....	37
<b>LIVING IN DARWIN .....</b>	<b>38</b>
Language .....	38
Accommodation .....	38
UniLodge .....	38
Private Rental Accommodation .....	38
Homestay .....	38
Temporary Accommodation .....	39
Access to and from Darwin .....	40
Health and Welfare in Darwin.....	40
Safety and Important Contacts .....	40
Sexual Assault.....	40
Transport.....	41
Getting Around .....	41
Darwin's public bus services .....	41
Driving in Australia and the Northern Territory .....	41
Taxis .....	41
Cycling around Darwin .....	42
Working in the Northern Territory .....	42
Shopping.....	42
Eating and Dining in Darwin.....	42
Skills Recognition Centre.....	43
<b>LIVING ON THE GOLD COAST.....</b>	<b>44</b>
Language .....	44



<b>Accommodation .....</b>	<b>44</b>
Homestay .....	44
Private Rental Accommodation .....	44
Temporary Accommodation .....	45
<b>Access to and from the Gold Coast .....</b>	<b>46</b>
<b>Health and Welfare in the Gold Coast .....</b>	<b>46</b>
<b>Safety and Important Contacts .....</b>	<b>46</b>
Sexual Assault.....	46
<b>Transport.....</b>	<b>47</b>
Getting Around .....	47
Gold Coast public transport services.....	47
Driving in Australia and Queensland .....	47
Taxis .....	48
Cycling around the Gold Coast.....	48
<b>Working on the Gold Coast .....</b>	<b>48</b>
<b>Shopping .....</b>	<b>48</b>
<b>Eating and Dining on the Gold Coast.....</b>	<b>48</b>
<b>Post Study Options .....</b>	<b>49</b>
University Pathways .....	49
Alumni Network .....	49



LEARN • LEAD • INSPIRE

ALANA KAYE COLLEGE PROVIDE  
AUSTRALIAN QUALIFICATIONS IN:

Early Childhood Education and Care  
Ageing Support  
Community Services  
Leadership and Management  
Human Resources Management



international@alanakaye.edu.au  
1300 252 625  
www.alanakaye.edu.au/international

RTO CODE: 70056  
CRICOS CODE: 03675K





# Welcome

## From Our Chief Executive Officer

---

Congratulations on considering Alana Kaye College as your training provider. We trust you will find your time with Alana Kaye College rewarding, challenging and fun. Our aim is to equip you with the knowledge, skills and confidence you need to undertake further studies or enable you to gain employment.

Alana Kaye College is one of the biggest private providers in the Northern Territory of Australia with another campus in the Gold Coast in Queensland. We have been providing educational services and Australian qualifications to thousands of students for over twelve years throughout Australia and overseas. Our staff have extensive experience in their fields of expertise and our academic and welfare support is a central focus to supporting our students.

Alana Kaye is an award-winning College, particularly with our focus on international students. We have won the Northern Territory Chief Ministers Export Award for the International Education Provider for the last three years and won the Emerging Exporter Award in 2019 when we first entered the exciting world of international students.

Alana Kaye College wants to make your study experience in Australia worthwhile and beneficial to your future career options in the global environment that we live in. We support our students by providing them with a mix of theory and practical training. We will work closely with you to ensure that you have a good understanding of how to work and live in Australia and how to fit in with our Australian business culture.

Your choice of the right pathway to further study and University is a very important one as you prepare yourself for a career in today's changing world. Alana Kaye College can provide you with the skills that are demanded by industry and a pathway for you to enter a University program in Australia.

Upon enrolling you have rights and responsibilities, most of which are outlined in this Prospectus and the Student Handbook. If you are unsure of anything, please ask our staff who will be more than happy to help you.

The quality of your learning experience with Alana Kaye College depends largely on your motivation and commitment to your studies. We have a great learning environment for you to complete your learning and we will do our best to ensure that the benefit to you exceeds your expectations.

I invite you to join us and start your journey towards a successful career and a prosperous life.



**Alana Anderson**

Chief Executive Officer  
ALANA KAYE COLLEGE



# Introduction

---

## About Alana Kaye College

Our campuses are located in Darwin in the North of Australia and on the Gold Coast in South East Queensland. Darwin, a city of 140,000 inhabitants, is one of Australia's most liveable cities. The Gold Coast has a population of 710,650 with 32,000 international students from over 130 countries. Jobs are plentiful in both locations, the people are welcoming, and the cost of living is considerably lower than Sydney or Melbourne.

### Darwin Campus

**2 Shepherd Street, Darwin, Northern Territory 0800**

Alana Kaye College's Darwin campus is located within Darwin's City Business District (CBD) which is easily accessible by walking, cycling or public transport. The campus is close to a variety of restaurants, cafes and a wide range of shops and stores in the Darwin Mall and only a short walk to the Darwin Waterfront Precinct.

### Gold Coast Campus

**Level 1, 10 Marine Parade, Southport, Queensland 4215**

Alana Kaye College's Gold Coast campus is located at Southport and is close to Australia Fair Shopping Centre, Chinatown, many restaurants and cafes and the Southport Public Library. Southport is easily accessible by walking, cycling or public transport.

Both campuses have all the facilities required for your learning experience; they are fitted out with comfortable training rooms, student breakout areas and common areas; and are ideal locations for meeting other students.

## Contact Numbers

Key personnel within Alana Kaye College are listed here. It is important that you contact our office during our working hours if you have any issues with your study.

Telephone: +61 1300 252625

Email: [international@alanakaye.edu.au](mailto:international@alanakaye.edu.au)

Web: [alanakaye.edu.au/international](http://alanakaye.edu.au/international)

---

## Key Personnel

### Chief Executive Officer

**Alana Anderson**

[alana@alanakaye.edu.au](mailto:alana@alanakaye.edu.au)

### General Manager

**Marcus Thomson**

[marcus@alanakaye.edu.au](mailto:marcus@alanakaye.edu.au)

### International Operations Manager

**David Thomson**

[david@alanakaye.edu.au](mailto:david@alanakaye.edu.au)

### National Training Manager

**Catherine Beagley**

[catherine@alanakaye.edu.au](mailto:catherine@alanakaye.edu.au)

## Face-to-Face Schedules

For scheduled course dates, please contact [international@alanakaye.edu.au](mailto:international@alanakaye.edu.au).

### CHC30121 CERTIFICATE III IN EARLY CHILDHOOD EDUCATION AND CARE

CRICOS CODE: 108124B

- 52 weeks, 4 terms, 20 hours per week
- Students must participate in a minimum of 160 hours of mandatory work placement in at least one regulated education and care service.
- We recommend that learners set aside between 3–5 hours per week for homework, reading and assessment tasks.

### CHC50121 DIPLOMA OF EARLY CHILDHOOD EDUCATION AND CARE

CRICOS CODE: 108125A

- 52 weeks, 4 terms, 20 hours per week
- Students must participate in a minimum of 280 hours of work placement in at least one regulated education and care service.
- Entry to this qualification is open to individuals who hold a CHC30121 Certificate III in Early Childhood Education and Care or CHC30113 Certificate III in Early Childhood Education and Care.
- We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks.

### CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT

CRICOS CODE: 113979A

- 52 weeks, 4 terms, 20 hours per week
- Students must participate in a minimum of 120 hours of work placement at an aged care, home and community, disability or community service organisation.
- We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks

### CHC43015 CERTIFICATE IV IN AGEING SUPPORT

CRICOS CODE: 097995E

- 74 weeks, 6 terms, 20 hours per week
- Students must participate in a minimum of 120 hours of work placement at an aged care, home and community, disability or community service organisation.
- We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks.

### HLT43021 CERTIFICATE IV IN ALLIED HEALTH ASSISTANCE

CRICOS CODE: TBA

- 52 weeks, 4 terms, 20 hours per week
- Students must participate in a minimum of 120 hours of work placement at an aged care, home and community, disability or community service organisation.
- We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks

### CHC52021 DIPLOMA OF COMMUNITY SERVICES

CRICOS CODE: 113980H

- 74 weeks, 6 terms, 20 hours per week
- Students must participate in a minimum of 200 hours of work placement at a community service organisation.
- We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks.

### CHC62015 ADVANCED DIPLOMA OF COMMUNITY SECTOR MANAGEMENT

CRICOS CODE: 110332J

- 52 weeks, 4 terms, 20 hours per week
- We recommend that learners set aside between 5-7 hours per week for homework, reading and assessments tasks

### BSB50420 DIPLOMA OF LEADERSHIP AND MANAGEMENT

CRICOS CODE: 104363H

- 52 weeks, 4 terms, 20 hours per week
- We recommend that learners set aside between 3–5 hours per week for homework, reading and assessment tasks.

### BSB60420 ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

CRICOS CODE: 106429A

- 52 weeks, 4 terms, 20 hours per week
- We recommend that learners set aside between 3–5 hours per week for homework, reading and assessment tasks.



---

**BSB40920 CERTIFICATE IV IN PROJECT MANAGEMENT PRACTICE****CRICOS CODE: 103934H**

- 52 weeks, 4 terms, 20 hours per week
- We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks.

---

**BSB50820 DIPLOMA OF PROJECT MANAGEMENT****CRICOS CODE: 014089K**

- 52 weeks, 4 terms, 20 hours per week
- We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks.

---

**BSB50120 DIPLOMA OF BUSINESS****CRICOS CODE: 106428B**

- 52 weeks, 4 terms, 20 hours per week
- We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks.

---

**BSB80120 GRADUATE DIPLOMA OF MANAGEMENT (LEARNING)****CRICOS CODE: 106430H**

- 52 weeks, 4 terms, 20 hours per week
- We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks.

---

**TAE40122 CERTIFICATE IV IN TRAINING AND ASSESSMENT****CRICOS CODE: 112148D**

- 52 weeks, 4 terms, 20 hours per week
- We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks.

---

**CPC40120 CERTIFICATE IV IN BUILDING AND CONSTRUCTION****CRICOS CODE: 110354C**

- 52 weeks, 4 terms, 20 hours per week
- We recommend that learners set aside between 5-7 hours per week for homework, reading and assessments tasks

---

**SITHFAB021 PROVIDE RESPONSIBLE SERVICE OF ALCOHOL**

- 4-6 hours
  - We recommend that learners set aside between 5–7 hours per week for homework, reading and assessment tasks.
-

## Qualifications Offered

Alana Kaye College offers the following Australian nationally recognised qualifications to overseas students:

### Darwin Campus

CRICOS Code	Course/Qualification Title	Duration	Application Fee (NON-REFUNDABLE)*	Tuition Fee	Resource Fee	Overall Fees Total	Semester Intakes
108124B	CHC30121 Certificate III in Early Childhood Education and Care	52 weeks	A\$ 300	A\$ 9,000	A\$ 200	A\$ 9,500	January April July October
108125A	CHC50121 Diploma of Early Childhood Education and Care	52 weeks	A\$ 300	A\$ 12,000	A\$ 200	A\$ 12,500	
113979A	CHC33021 Certificate III in Individual Support	52 weeks	A\$ 300	A\$ 10,500	A\$ 200	A\$ 11,000	
097995E	CHC43015 Certificate IV in Ageing Support	74 weeks	A\$ 300	A\$ 14,500	A\$ 200	A\$ 15,000	
TBA	HLT43021 Certificate IV in Allied Health Assistance	52 weeks	A\$ 300	A\$ 12,000	A\$ 200	A\$ 12,500	
113980H	CHC52021 Diploma of Community Services	74 weeks	A\$ 300	A\$ 16,500	A\$ 200	A\$ 17,000	
110332J	CHC62015 Advanced Diploma of Community Sector Management	52 weeks	A\$ 300	A\$ 17,500	A\$ 200	A\$ 18,000	
104363H	BSB50420 Diploma of Leadership and Management	52 weeks	A\$ 300	A\$ 8,000	A\$ 200	A\$ 8,500	
106429A	BSB60420 Advanced Diploma of Leadership and Management	52 weeks	A\$ 300	A\$ 9,000	A\$ 200	A\$ 9,500	
103934H	BSB40920 Certificate IV in Project Management Practice	52 weeks	A\$ 300	A\$ 8,500	A\$ 200	A\$ 9,000	
014089K	BSB50820 Diploma of Project Management	52 weeks	A\$ 300	A\$ 10,500	A\$ 200	A\$ 11,000	
106428B	BSB50120 Diploma of Business	52 weeks	A\$ 300	A\$ 7,500	A\$ 200	A\$ 8,000	
106430H	BSB80120 Graduate Diploma of Management (Learning)	52 weeks	A\$ 300	A\$ 19,500	A\$ 200	A\$ 20,000	
112148D	TAE40122 Certificate IV in Training and Assessment	52 weeks	A\$ 300	A\$ 8,000	A\$ 200	A\$ 8,500	
110354C	CPC40120 Certificate IV in Building and Construction	52 weeks	A\$ 300	A\$ 10,500	A\$ 200	A\$ 11,000	
	SITHFAB021 Provide responsible service of alcohol (RSA)	4-6 hours	-	A\$ 95	-	-	

\* Refundable only if Visa is rejected prior to class commencement date and if the College defaults.



## Qualifications Offered (continued)

### Gold Coast Campus

CRICOS Code	Course/Qualification Title	Duration	Application Fee (NON-REFUNDABLE)*	Tuition Fee	Resource Fee	Overall Fees Total	Semester Intakes
108124B	CHC30121 Certificate III in Early Childhood Education and Care	52 weeks	A\$ 300	A\$ 9,000	A\$ 200	A\$ 9,500	January April July October
108125A	CHC50121 Diploma of Early Childhood Education and Care	52 weeks	A\$ 300	A\$ 11,000	A\$ 200	A\$ 11,500	
113979A	CHC33021 Certificate III in Individual Support	52 weeks	A\$ 300	A\$ 8,000	A\$ 200	A\$ 8,500	
097995E	CHC43015 Certificate IV in Ageing Support	74 weeks	A\$ 300	A\$ 10,500	A\$ 200	A\$ 11,000	
TBA	HLT43021 Certificate IV in Allied Health Assistance	52 weeks	A\$ 300	A\$ 12,000	A\$ 200	A\$ 12,500	
113980H	CHC52021 Diploma of Community Services	74 weeks	A\$ 300	A\$ 14,500	A\$ 200	A\$ 15,000	
110332J	CHC62015 Advanced Diploma of Community Sector Management	52 weeks	A\$ 300	A\$ 14,500	A\$ 200	A\$ 15,000	
104363H	BSB50420 Diploma of Leadership and Management	52 weeks	A\$ 300	A\$ 7,500	A\$ 200	A\$ 8,000	
106429A	BSB60420 Advanced Diploma of Leadership and Management	52 weeks	A\$ 300	A\$ 8,000	A\$ 200	A\$ 8,500	
103934H	BSB40920 Certificate IV in Project Management Practice	52 weeks	A\$ 300	A\$ 7,500	A\$ 200	A\$ 8,000	
014089K	BSB50820 Diploma of Project Management	52 weeks	A\$ 300	A\$ 9,500	A\$ 200	A\$ 10,000	
106428B	BSB50120 Diploma of Business	52 weeks	A\$ 300	A\$ 7,500	A\$ 200	A\$ 8,000	
106430H	BSB80120 Graduate Diploma of Management (Learning)	52 weeks	A\$ 300	A\$ 17,500	A\$ 200	A\$ 18,000	
112148D	TAE40122 Certificate IV in Training and Assessment	52 weeks	A\$ 300	A\$ 8,000	A\$ 200	A\$ 8,500	
110354C	CPC40120 Certificate IV in Building and Construction	52 weeks	A\$ 300	A\$ 8,000	A\$ 200	A\$ 8,500	
	SITHFAB021 Provide responsible service of alcohol (RSA)	4-6 hours	-	A\$ 95	-	-	

\* Refundable only if Visa is rejected prior to class commencement date and if the College defaults.

Below are listed some other fees which may apply:

Description	Amount
Enrolment Fee (Non-refundable)*	A\$300
Recognition of Prior Learning (RPL) Fee	A\$500 per Unit of Competency
Repeat Unit Fee	A\$800 per Unit
Late submission of assignment	A\$25
Learning Resources / Text Books	A\$200
Reissuance of Student Card fee	A\$20
Reissuance of Qualification Certificate fee	A\$50
Reissuance of Statement of Attainment/Record of Results	A\$25
Reassessment Fee**	No charge for a maximum of 2 reassessments
Late Payment of Student Fees	A\$250
Variation of Confirmation of Enrolment	A\$100
Reinstalment Fee (after deferral)	A\$100
National Police Check Fee	Determined by each State
Working with Children Clearance - Volunteer	Determined by each State
Photocopy / Scanning Fee	A\$0.10/Page

**\*\* Reassessment Fee:** Please note – Students are entitled to 3 assessment attempts for each unit. Therefore, if students are not yet competent on completion of training and assessment, they are entitled to 2 more re-assessments. If the student is still not yet competent after 3 assessment attempts they will be required to repeat the unit and pay the repeat Unit fee. Students found to have cheated or plagiarised their work will not be entitled to re-sit assessments, instead they will be required to repeat the unit and pay the repeat unit fee.

**Payment of Fees:** A request for payment of tuition and other fees will be made if you receive a Letter of Offer from Alana Kaye College. Please make your payment by Bank Draft to Alana Kaye College. No obligation is created on Alana Kaye College until funds are cleared and an official receipt is issued. Payment plans are available in certain circumstances.

## Alana Kaye College Entry Requirements

To enrol at Alana Kaye College you must:

- Be 18 years of age or older
- Evidence of acceptable English language test course as below:

Test	Minimum Test Score
International English Language Testing System (IELTS)	5.5
Test of English as a Foreign Language (TOEFL) internet-based test	46
Cambridge English: Advanced (Certificate in Advanced English)	162
Pearson Test of English Academic	42
Occupational English Test (taken no more than two years before the student visa application is made)	Pass (A or B)





# Enrolling at Alana Kaye College

## Apply to Study in Australia:

<https://www.alanakaye.edu.au/international/enquire-now-international>

## Application Form and Process

All students are required to complete an application (enrolment) form and provide the following documentation to determine suitability to the proposed course of study:

- A copy of your passport
- A copy of your English Language Test Score or equivalent
- GTE assessment form
- Evidence of financial capacity (may apply for some offshore candidates)
- Resume / Curriculum Vitae
- Relevant education transcripts / professional qualifications

The application form contains all required information under the current Australian Government reporting requirements and must be filled in correctly. This allows for accurate data to be collected by the Australian Government.

If Alana Kaye College admits you into a course of study, you will receive a Letter of Offer. To progress this further to a Confirmation of Enrolment (CoE) and apply for your student visa you will need to:

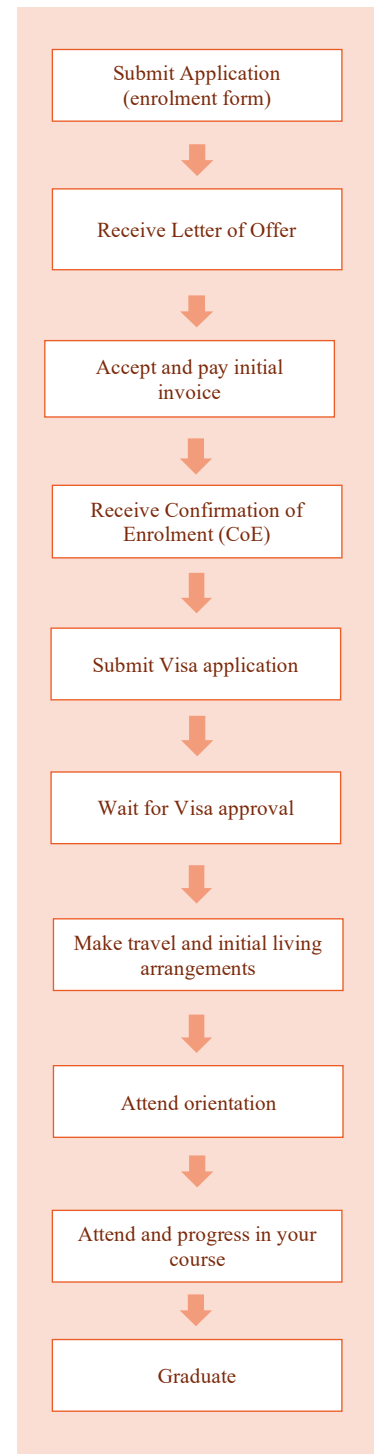
1. Sign and accept the Letter of Offer
2. Pay the initial invoice.

Do not make travel plans or bookings until after your visa has been granted.

## Letter of Offer

The Letter of Offer / Student Agreement will include the following:

- Details of the qualification, course content and duration of the enrolment
- Itemised course fees and any other fees payable
- Advice if there is any possibility of the fees changing
- Course entry information
- Details of any arrangements if any other provider, person or business provides any part of the course
- Recognition of Prior Learning
- Alana Kaye College Refund Policy
- Terms and Conditions
- Information regarding release of information to other organisations
- Details of any conditions that apply
- Course credit information



- Advice to the student informing them of their obligation to notify the provider of a change of address while enrolled with Alana Kaye College
- Details of Overseas Student Health cover
- Minimum age requirement – 18 years of age

## Visas

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or through Appointed Education Agents in your home country. The visa application process can be complicated and for students from some countries it may be easier to use an accredited agent to assist you with your application. In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (CoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. The process of applying for a student visa can take a long time. To ensure you can study at the time you choose, you must allow time for the processing of your application.

## International Student Visa Conditions

According to the Department of Home Affairs you may be required to provide evidence that satisfies the assessment factors applicable to you to be granted a student visa.

These could include:

- Financial ability,
- English proficiency,
- Compliance with the conditions of your visa, and
- Any other matters considered relevant to assessing your application.

Additional information about student visa is available on the Department of Home Affairs internet site at <https://www.homeaffairs.gov.au/> and the Study in Australia internet site: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au). You must follow all of the conditions of your visa. If you breach these conditions, the Department of Home Affairs may cancel your visa.

## Department of Foreign Affairs and Trade (DFAT)

Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Visit <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx>.

## Migration Agents

A migration agent can assist you in submitting your visa application and in communicating with the Department of Home Affairs on your behalf. You do not need to use a migration agent to lodge any kind of visa application. Contact us via email at [international@alanakaye.edu.au](mailto:international@alanakaye.edu.au) if you require any further information.

## Education Agents

Education agents promote various Australian education programs and institutions internationally. They are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most of them do not charge for their service, however, some agents do charge small amounts or offer additional services for which they charge. Education agents can assist you to complete education and visa applications but are NOT licensed to provide migration advice.

Alana Kaye College's website lists the Education Agents that can assist you with entry into Alana Kaye College's courses. Alternatively you can contact Alana Kaye College in Australia direct on +61 1300 252625, or visit the site at <https://www.alanakaye.edu.au/international/education-agents>.



# Further Enrolment Information

---

## Recognition of Prior Learning (RPL)

Alana Kaye College recognises that students may already have skills in some of the areas that will be covered by the course. To accommodate for this, Alana Kaye College has a Recognition of Prior Learning (RPL) process available to all students to gain recognition for appropriate skills and/or knowledge they may already have.

RPL recognises skills, knowledge and experience students have gained from other courses, work experience, life experiences and from any informal training provided at work. If you can demonstrate that you have already learnt the knowledge and have the relevant skills, recognition of prior learning may be granted. Please contact our office for information about the RPL process.

## Credit Transfer Information

Alana Kaye College will recognise qualifications or statements of attainment issued by another Registered Training Organisation by providing appropriate evidence. If a student has completed one or more of the units at another Australian institution or by completing another Alana Kaye College course, we will grant Recognition of Current Competency (RCC) for that unit.

## Refund Policy and Process

Our cancellation and refund policy for International Students is covered in our International Student Handbook and can be accessed on our Alana Kaye College International Student website. Please read this carefully before enrolling with Alana Kaye College.

## Change in Student Contact Details

It is a condition of your student visa and your continued enrolment with Alana Kaye College that you update us with any changes to your address and/or other contact details within seven (7) days of change. You can do this at any time by updating your details via our Change of Detail form located on Alana Kaye College/International webpage or by contacting the College directly.

Please be aware that any information you provide to Alana Kaye College may be made available to Australian Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to our obligations under the ESOS Act 2000 and the National Code.

## Working While Studying

You are allowed to work no more than 48 hours per fortnight when your course is in session (other than work which has been registered as a part of the course). A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

You can work for more than 48 hours per fortnight during term breaks (holidays). You cannot start paid work until you have started your course in Australia.

Please note that this may change according to Government direction but check with our team on the current conditions if you are unsure.

## Finding Work

You may find it a little hard to find work in Australia because you are joining the Australian population in your search. You may however find that getting work in Darwin and the Gold Coast is a little easier as they have a large transient population and positions come up all the time.

There are many different ways to find a job in Australia including:

- newspapers
- online
- job boards at employment agencies, etc.

### Online job vacancy sites:

[www.seek.com.au](http://www.seek.com.au)  
[www.careerone.com.au](http://www.careerone.com.au)  
[www.mycareer.com.au](http://www.mycareer.com.au)  
[www.getjobs.com.au](http://www.getjobs.com.au)  
[www.jobsinoz.com.au](http://www.jobsinoz.com.au)  
[www.jobsearch.com.au](http://www.jobsearch.com.au)

## Student Services

Alana Kaye College will provide you with learning and assessment materials to assist you in undertaking your course of study. You will have access to free Wifi while studying in Alana Kaye College's training premises and you will have access to Alana Kaye College's library.

Darwin has public libraries that are accessible for students. These are:

- Darwin City Library - Civic Centre, Harry Chan Avenue – (08) 8930 0230
- Casuarina Library – 17 Bradshaw Terrace, Casuarina – (08) 8930 0200
- Karama Library – Karama Shopping Centre, Kalymnos Drive, Karama – (08) 8930 0250
- Nightcliff Library – 10-12 Pavonia Place, Nightcliff (08) 8930 0480

Gold Coast also has public libraries that are accessible for students. These are:

- Southport Library - Corner Garden and Lawsons Street – (07) 5667 5940
- Broadbeach Library - 61 Sunshine Boulevard. Mermaid Waters – (07) 5667 5940
- Burleigh Heads Library – Park Avenue, Burleigh Heads – (07) 5667 5940
- Coolangatta Library – Level 1, The Strand, Corner Marine Parade and Dutton Street, Coolangatta - (07) 5667 5940

## Language, Literacy and Numeracy

Students are asked to identify if they would like to participate in an LLN assessment as part of the enrolment process in the areas of reading, writing, oral communication and numeracy. This ensures the course is at an appropriate level for students and educational support is provided.

The LLN assessment ensures this course is right for you and you are provided with appropriate learning support.

### Please note:

All adults must be willing to participate in mandatory work placement as required per your qualification and this requires a working with children clearance.

## Alana Kaye College Code of Conduct

To ensure all students receive equal opportunities and enjoy their learning experience, a Code of Conduct applies to all students. Students are expected to take responsibility for their own learning and behaviour during both training and assessment. Student to student and staff to student interactions are expected to be respectful.

Any breaches of discipline will result in the participant being given a 'warning'. Further breaches will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant removal from the training environment and where a breach is considered as a serious nature, as determined by the Manager of International Operations or General Manager, the student's enrolment may be terminated. In the instance of dismissal and termination of enrolment under these circumstances, all fees paid will be non-refundable.

**Contraventions to the Code of Conduct may include:**

- Discrimination
- Harassment
- Physical assault or abuse
- Smoking in non-smoking areas
- Being disrespectful to other students or staff
- Continuous interruptions to the trainer
- Being culturally insensitive to other students
- Bullying, harassment or intimidation



- Using offensive language, illicit drugs or alcohol
- Sexual harassment
- Acting in a manner which may constitute a safety issue
- Being disruptive by using mobile phone

**Discrimination** means treating a person less favourably than another because of a personal characteristic that they may have. Under Australian State and Federal equal opportunity laws, discrimination based on attributes is unlawful.

Things that can initiate a discrimination claim include:

- Gender
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

**Harassment** is any behaviour that offends, is unwelcome, humiliates or intimidates the person being harassed. Examples of verbal harassment include:

- Racist comments or jokes
- Threats, insults or abuse
- Offensive obscene language
- Spreading of rumours
- Jokes or comments about a person's disability etc.

## Unique Student Identifier

It is a government requirement that all students studying for a Vocational Education and Training qualification in Australia has a Unique Student Identifier (USI).

If you are an International student studying in Australia you will require a USI. You cannot apply for a USI while you are still overseas. You will be able to apply for a USI once you have entered Australia using your non-Australian passport and Australian visa. Alana Kaye College will assist you with this during your Orientation.

## Paying Fees

Students will enter into a payment agreement through their Letter of Offer. Fees are due prior to the commencement of each term. If you are having difficulty paying your fee payments you must speak to the International Operations Manager at Alana Kaye College. In certain circumstances the International Operations Manager will negotiate a payment plan to suit your needs.

If you fall behind with your fees, Alana Kaye College are required to report you to the Department of Home Affairs for non-payment of student fees, this might

## Orientation

Orientation is compulsory. You must attend orientation prior to commencing your studies at Alana Kaye College. This orientation provides you with all aspects of life at the College and provides you with an introduction to your studies, transportation and facilities. You will be introduced to the staff at the College and shown around to familiarise yourself with our facilities and local services. The orientation session also provides you with an opportunity to ask questions. Many important and fun activities will be introduced to you during Orientation week including job preparation, city tours, social events, student ID cards and much more.

Your first day of Orientation is important where you will be required to check into your campus to fill out some paperwork and meet your fellow students. You will also be given your timetable of events for the week and other essential information.

You will receive an email with an orientation confirmation 2-3 weeks prior to our course start date. This will include the exact time, date and location of your orientation. If you do not receive this information during this time, please email [international@alanakaye.edu.au](mailto:international@alanakaye.edu.au) to request information.

## Accommodation

We can provide you with advice on recommended accommodation in Gold Coast or Darwin. You should contact us once your enrolment has been confirmed. You will need to pay for your arrival accommodation in advance.

## Student Support Services

Our Branch Managers can assist you with academic support. You may also request additional support from your trainers throughout your study. The Branch Managers can advise students in all aspects of student life at Alana Kaye College and will be happy to provide you with information about living in Australia.

The student support team are here to discuss and support students with issues including:

- Support in finding accommodation
- Learning pathways and possible recognition of prior learning (RPL) opportunities
- Student visa conditions relating to course progress
- Referral to legal services, emergencies and health services and counselling services
- Referral to language, literacy and numeracy programs
- Additional study support of coaching where available
- Provision of information and technology support
- Information about student visa conditions relating to course progress
- Accessing complaints and appeals process
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Assistance in adjusting to study and life in Australia
- Any other issues

## Student with Special Needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration. Flexible learning and assessment methods may be adapted according to your specific requirements if necessary.

## Student Health

It is important that you are responsible for your health whilst in Australia. Students unable to attend Alana Kaye College due to illness must advise our administrative staff as early as practicable to ensure that we keep accurate records on your attendance. A medical certificate must demonstrate proof of your illness and be handed to the administrative staff upon return to the College. If for any reason you cannot attend a doctor's office you may be required to provide evidence of a different nature (i.e. Covid RAT test results)

## Financial Information

Only Australian currency can be used in Australia. All banks operate differently, and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access these funds. If you have not brought some with you, you can change money at the airport. Remember that you must declare upon arrival into Australia if you have over \$10,000 in cash but it is highly recommended that you do not carry around large sums of money. Discuss your options with your bank in your home country before you come out to Australia.



# Preparing to Leave Home

Preparing to study overseas is an exciting experience. It is also a very busy time where you will need to prepare carefully as it is easy to forget essential items that you may need in Australia.

## Travel Arrangements

You are responsible for making your own travel arrangements to Australia. Try to arrive at least 1-2 weeks before the start of your Student Orientation to allow enough time for you to settle in, adjust to the climate and overcome jet lag.

**Arrival in Darwin:** You should fly into Darwin International Airport. It is very easy to find your way around this airport and there are a number of transport options available to find your way to your accommodation. These include taxis and airport shuttle.

**Arrival in Gold Coast:** You can fly into Brisbane International Airport or Gold Coast International Airport. It is very easy to find your way around these airports and there are a number of transport options available to find your way to your accommodation. These include bus, train, trams and taxis.

UBER is available in all of Australia.

Alana Kaye College can provide airport pick up for a fee. The fee will be dependent on your drop off location. If you require help from Alana Kaye College staff, please let us know.

## Overseas Student Health Cover (OSHC)

Before you can even apply for your Australian Student visa, you need to organise OSHC to help you cover some of the hospital and medical costs while you are in Australia.

Australia has a very modern and efficient health care system. It is subsidised by the Australian Government Overseas Student Health Cover (OSHC) which is a type of insurance that allows you to use the Australian health, medical or hospital care which you may need while studying in Australia. There are a number of different providers with an example of some below:

Health Insurer	Insurers Website
Australian Health Management	<a href="http://www.ahm.com.au">www.ahm.com.au</a>
BUPA Australia	<a href="http://www.overseasstudenthealth.com">www.overseasstudenthealth.com</a>
Medibank Private	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
NIB OSHC	<a href="http://www.nib.com.au">www.nib.com.au</a>
OSHC Worldcare (Lysaght Peoplecare)	<a href="http://www.oshcworldcare.com.au">www.oshcworldcare.com.au</a>

If you get sick you may have to go and see a doctor. In Australia, you do not generally go to a hospital unless it is an emergency, or you have been booked into the hospital by your doctor. For general sickness, you would make an appointment and go and visit a doctor's office or doctor's surgery. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

## Australian Quarantine

Australia has strict quarantine laws to help us keep diseases out of the country. There are food, plant material, animal products and some medicines that are forbidden from entering into Australia. Before you leave your country, take time out to read information on the Australian Quarantine and Inspection Service so you know what you can bring into Australia. Visit [www.abf.gov.au](http://www.abf.gov.au) and read “can you bring it in?”

Before you land in Australia, you will be given an Incoming Passenger Card where you need to write if you have anything to declare. **You must tick yes if you are carrying any food, plant materials including wooden souvenirs, or animal products.** If you do, it will be inspected by an officer on arrival. Failure to declare may result in a fine so it's advised that you do. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal before going through customs. Don't be afraid to ask airline staff if you have any queries.

If you are bringing medicine, contact your nearest Australian diplomatic mission. To locate your local Australian diplomatic go to the following website: <https://www.dfat.gov.au/about-us/our-locations/missions/our-embassies-and-consulates-overseas>

## How Much Cash to Bring with You?

Remember that you cannot bring over \$10,000 cash into Australia. You will need some cash however when you arrive in Australia for food, transport and other expenses. Make sure that you have at least \$250 to \$300 cash when you arrive and another \$1,000 to \$2,000 in easily accessible funds, i.e. travellers cheques, cards with Plus or Cirrus symbols are usually accepted in Australian ATMs. Credit cards such as Visa, MasterCard and AMEX are readily accepted in Australia.

If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

## Documents to Bring

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from Alana Kaye College
- Confirmation of Enrolment (CoE) issued by Alana Kaye College
- Receipts of payments (e.g. tuition fees, OSHC Health Cover, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- Proof of English evidence
- Proof of date of purchase of laptop and statutory declaration (if required)

If you are travelling with your family you will need to include their documents as well. **Keep all documents in your carry-on luggage.** In case you lose the originals, make copies that can be left behind with family and sent to you.

## Clothing to Bring

During the 'wet' season in Darwin the humidity can be high so it is important that you bring clothes suitable to hotter weather. You will find that Darwin very rarely has a cold day with temperatures rarely going below 21°C (70°F) even at night. Darwin has a very casual and relaxed atmosphere, which leads itself to casual and cool clothing.

The Gold Coast experiences fine and sunny weather for most of the year. It can be humid in summer with an average temperature of 20-28 °C; in autumn sunny days are followed by warm nights 16-26 °C; winter is generally dry and sunny with temperatures of 11-21 °C and spring offers sunny days followed by mild tropical evenings 15-25 °C. It is recommended to bring long pants and a jumper/jacket for the cooler evenings plus some casual outfits (shorts and t-shirt and/or dresses).

Australia is very proud of its international students and students can sometimes be invited to official government and community formal events so please remember to bring something that would be appropriate. You may even wish to bring traditional dress and accessories. Students usually dress neatly and casually at our campuses.

If you are completing work experience it is important that you bring clothes that are suitable for the environment that you work in. For students studying Early Childhood Education and Care you will need to check with your workplace to find out what is appropriate but certainly a hat is necessary if you are to work outside.

## Electricity in Australia

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

## Bringing Dependants with You

There are a lot of things that you should consider when bringing your family with you to Australia.

These include:

- Visa's for everyone
- Employment
- Childcare
- Schooling
- Money

## Visas and Money

You must organise visas for your dependants and you will need to demonstrate that you have enough funds to support them while they are here.

For more information on visas and monetary requirements for your dependants please visit the Australian Government Department of Home Affairs (DIBP) website on [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

## Employment for your Spouse

Your spouse can work up to 48 hours fortnightly while in Australia. Darwin and the Gold Coast have many employment opportunities however it is important to understand that your spouse may not find suitable employment immediately so please budget accordingly.

## Childcare and Schooling in Australia

### Childcare

Childcare facilities are readily available in Australia with over twenty providers in both Darwin and the Gold Coast. It is important to have conversations with some of these Centres to determine if they have any vacancies. Childcare can be expensive in Australia so please budget carefully.





## Schooling

Education systems can vary greatly across different states and territories in Australia.

In the Northern Territory dependant children between the ages of 5 and 18 (generally) must attend school while you are a student in Australia. Pre-school starts at the age of four. A transition year (or preparatory) takes place when your child is approximately 5 years of age. Primary school starts at the age of 6 through to the age of 11. Secondly School begins at age 12 (approximately) and carries on through to 18 years (generally). Senior students (in years 11 and 12 of school) will be encouraged to complete a Northern Territory Certificate of Education. There are a variety of subjects applicable to the certificate and results will be measured on the students' level of achievement in the subjects.

In Queensland (Gold Coast) dependant children between the ages of 6 years and 6 months and 16 must attend schools while you are a student in Australia. A transition year (Prep) takes place when your child is 5 years of age (must be 5 by 30 June in the year they enrol in Prep). Approved kindergarten programs help to prepare children for the Prep year. Children must be at least 4 by 30 June in the year they attend the program. Following the Prep year is 7 years of Primary School (Grades 1 to 7) and 5 years of High School (grades 8 to 12). Upon completion most students are around 17 years of age. Those who graduate from Years 11 and 12 will receive the Queensland Certificate of Education.

It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia. You will need to provisionally enrol your child in a school before you leave your home country, and you may have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (CoE) stating the program and its duration, so that you can obtain the appropriate visa for your child. The Australian Embassy in your country can tell you which State schools are registered to take international students.

Fees are payable by international students at all State schools unless you:

- Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
- Hold a higher institution or approved non-government scholarship. The State Government, for the dependants to be exempt from school fees, must approve these scholarships.

You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery for your child. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

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

Schooling can cost anywhere between A\$1000 to \$9000 a year depending on children's ages and which schools you select. Please note that there are two types of schools for children in Australia – State schools (or Government run) or Independent (or Private Schools).

Schools – Gold Coast  
<https://www.goldcoastaustralia.com/gold-coast-primary-schools.html>

Darwin Council Childcare Centres  
[www.darwin.nt.gov.au/](http://www.darwin.nt.gov.au/)

Childcare Centre Listings - Darwin  
[www.echildcare.com.au/region/darwin](http://www.echildcare.com.au/region/darwin)

Childcare Centre Listings – Gold Coast  
<https://www.goldcoastchildcare.com>

## Keeping in Contact

Before you leave home, you should provide your family and friends with details of your flights to Australia and where you will be staying when you arrive (do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you by phone or by post.



# Introduction to Australia

---

Australia is currently in the top most popular destination for international students in the English-speaking world. (Source: <https://www.studyinaustralia.gov.au/global/why-australia>). Many students choose to study here because of the cultural diversity, friendly laid-back people, excellent education systems and the high standard of living.

Australia has a very diverse culture and the society is very liberal. The immigration policies have ensured that people of all races and creeds have settled in the country and are able to live side by side quite amicably. Australia has a policy of equality, freedom of speech and democracy, so that no person will feel inferior to another. The country has a classless society, so that there is no aristocracy and while some people are obviously poorer than others, there is no dividing line between a working class and middle class.

As the majority of people live in the cities, the lifestyle is particularly cosmopolitan and most have a laid-back attitude to life. Outdoor pursuits are particularly popular, and most people practise at least one sport. Australians are seen as being very informal and will speak their minds. They also believe that everybody has a fair chance to succeed, which has helped to make the immigration policy a success. Most Australians are welcoming to others, are outgoing and keep relationships in the workplace very informal.

## The Population

Australia has a population of approximately 24 million with most Australians living around the coastline in the cities. The population of Australia has been steadily growing for many years now from 10 million in 1960 to where we are today at 24 million.

## Culture and Religion

Australia has no official religion and there is an atmosphere of religious freedom. People can choose a faith that suits them provided they do not break the law. Because of this complete religious freedom, it is illegal to discriminate against any individual or group on the basis of their religious beliefs.

Nearly two thirds (64%) of the population claim at least nominal adherence to a Christian-based religion, but nearly one third (30%), do not identify with any religion. The remaining population is a diverse group that includes fast-growing Islamic and Buddhist communities.

## Telephone Systems (Mobiles)

Before bringing your mobile phone to Australia check to see if your phone will be compatible to operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile plan in Australia.



Australian telecommunications providers offer a wide range of services that provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider.

### Calling Emergency Services: DIAL 000

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond - where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

You can also download an Emergency App from the App Store on iTunes:

<http://www.triplezero.gov.au/Pages/EmergencySmartphoneApp.aspx> (See also: [Health – Emergencies](#))

## Computer & Internet Access

Many of the telephone companies will also provide you with internet access. You may be able to make arrangements with a company where you can get cheaper rates if you have Internet and mobile phone through the one service provider. In addition, with providers such as Telstra and Optus, you could get a packaged deal for your home phone, Internet and mobile phone. Students can use Alana Kaye College's computers and Internet.

## Public Telephones

Australia has a network of Public Phones throughout the country. They are easily recognised by the orange and blue Telstra emblem. Long distance call charges vary depending on time of day and distance. Sundays are an excellent day to make interstate or international calls due to all day discount rates. Check the costs before calling. Pre-paid telephone cards offer competitive calling rates to all countries 24 hours per day. Pre-paid telephone cards cost \$5, \$10, \$20 and \$50 and may be purchased at most news agencies, post offices and convenience stores.

### Making Phone Calls within Australia

#### To make international phone calls:

(Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled).

#### To make domestic phone calls:

(Dial – the area code + phone number).

For directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls, visit:

[www.whitepages.com.au](http://www.whitepages.com.au) or [www.yellowpages.com.au](http://www.yellowpages.com.au).

#### Australian Area Codes:

02	Australian Capital Territory (ACT) New South Wales (NSW)
03	Victoria (VIC) Tasmania (TAS)
07	Queensland (QLD)
08	South Australia (SA) Western Australia (WA) Northern Territory (NT)

## Bargaining/Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales,

community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

If you are paying by **CASH** and, if you are buying more than one item, you may have more **bargaining power**. Begin the bargaining process by asking:

**“What’s the best price you can give me?”**

Or at a garage sale, you might pick up several items whose combined total is \$50 and say:

**“I’ll offer you \$30 for all of these.”**

## Seasonal Considerations and Weather in Australia

Summer in Australia is from December through to February, autumn from March through to May, winter from June through to August and spring from September through to November. For most of the country the hottest months are January and February, and the coldest months are June and July.

The Gold Coast averages 245 days of fine and sunny weather each year, and those rainy-day exceptions typically fall in the summer period (December - February). During summer the average temperature on the Gold Coast is a pleasant 20-28°C (68-83°F). It can be humid in summer, but this is usually offset by cool sea breezes. In autumn (March - May), sunny days are followed by warm nights – making it ideal for outdoor water activities such as fishing and sailing. Autumn temperatures fall between 16-26°C (61-77°F). Winter (June - August) on the Gold Coast is generally sunny and dry with comfortable temperatures of 11-21°C (52-70°F). The humidity is lower, there is less rain, but the temperature is still nice and warm. Spring (September - November) on the Gold Coast offers sunny days followed by mild tropical evenings. The temperatures fall between 15-25°C (59-77°F).

Darwin’s weather is a little different from most of Australia. The Top End, which includes Darwin, Katherine, Kakadu and Arnhem Land, has a tropical climate, and has two distinct seasons, the ‘Wet’ and the ‘Dry’. The Wet season spans from November until April and is characterised by increased humidity followed by monsoonal rains and storms. Temperatures typically range from a minimum of 25°C (77°F) to a maximum of 33°C (91°F), and humidity levels can reach in excess of 80%. While weather conditions at this time of year can restrict travel to some areas, the Wet season is a stunning time to see the Top End. Waterfalls tumble, skies host incredible light shows, and the landscape turns a lush green. The ‘Dry’ season, from May until October, is characterised by warm, dry sunny days and cool nights. Temperatures typically range from 21°C (70°F) to 32°C (90°F), and the humidity levels are much lower: around 60–65%.

## Time Zones in Australia

Because of the size of Australia we have five different time zones. Darwin is under Australian Central Standard Time and the Gold Coast is under Australian Eastern Standard Time. Some States and Territories in Australia also use Daylight Saving Time. This is the practice of setting the clocks forward 1 hour from standard time during the summer months and back again in the fall in order to make better use of natural daylight.

For more information on this go to: <https://www.timeanddate.com/time/australia/time-zones-background.html>

## Studying in Australia

In Australia, the education system is different to the training you may have experienced. The emphasis is placed on private (individual) study in the form of assignments, research and analysing data to present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning. Alana Kaye College will assist you to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in adjusting to different study methods and they will be patient in helping you to develop new skills.



## Working in Australia

To work in Australia, you need to have the appropriate visa and a tax file number (TFN). Shortly after you start your job you will fill in a form that tells your employer details about yourself, your banking details, your contact numbers, your next of kin etc. Everyone working in Australia, including international students, have basic rights to work. These rights protect entitlement to:

- A minimum wage
- Challenge of unfair dismissal from the job
- Breaks and rest periods
- A healthy and safe work environment.

In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick. This law is called work health and safety (WHS) or occupational health and safety. The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation. If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again. This covers all workers in Australia, even if you are on a temporary visa.

## Australia's Taxation System

Before you start work you will need to apply to the Australian Taxation Office for a Tax File Number (TFN). This is a unique number issued to individuals to help the Tax Office administer tax and other Australian Government systems. It's one of your most important forms of identification in Australia. It's yours for life and keeping it secure is a good defence against identity theft. If you don't have a Tax File Number you will have to pay tax at the rate of 49%, which is far more than normal.

Whilst it is not compulsory to quote a TFN, without one you may:

- Pay more tax than necessary, or
- Not be able to get government benefits you are entitled to receive.

A TFN will also help you:

- Lodge a tax return
- Ask the Tax Office about your tax affairs
- Start or change jobs
- Limit the amount of tax you pay on interest or dividends earned if you have savings accounts or investments that earn income.

Your TFN is valuable. Don't share it with friends and don't provide it on the internet when applying for work. Keep it secure.



Australia's financial year ends at the end of June and all people who have worked during that financial year must lodge a tax return to the Australian Taxation Office.

## Applying for a TFN

If you are a permanent migrant or temporary visitor to Australia, you can apply for a TFN online after you arrive in Australia if you have a:

- Visa that allows work rights
- Visa that allows permanent migration
- Valid overseas student visa, or
- Valid visa to stay in Australia indefinitely

To complete the Online individual tax file number registration. You do not have to physically provide proof of your identity. If you need more information about TFNs, you can:

- Visit the Tax Office website at [www.ato.gov.au](http://www.ato.gov.au) or
- Phone 13 28 61 between 8.00 am and 6.00 pm Monday to Friday.

## Superannuation

Superannuation is a way of saving for retirement. If you work in Australia as an international student and are paid \$450 or more per calendar month, you may be entitled to superannuation – which is the Australian form of pension. Your employer is usually required by law to pay money into a superannuation account for you. These “super guarantee contributions” must be at least 9.25% of your ordinary earnings and you may be entitled to choose your own super fund.

When you are ready to leave Australia make sure you read about lodging an early tax return and also the procedures for accessing any superannuation. You may be able to take your superannuation once you leave Australia permanently. (You may be able to return to Australia on another visa even if you take your superannuation money.)

## Laws and Safety in Australia

### Obedying the Law

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

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

You can find a comprehensive outline of Australian law and the legal system at: [www.australia.gov.au](http://www.australia.gov.au).

### Legal Services & Advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

## Legislation in Australia

Alana Kaye College is a Registered Training Organisation (RTO 70056; CRICOS 0367K) in Australia and is committed to complying with Commonwealth and State Legislation and regulatory requirements relevant to our operations. We have policies and procedures that assist in maintaining compliance. We are regulated by the Australian Quality Skills Authority (ASQA) to ensure that information is provided to our students regarding current legislation that significantly affects them.

Details of this Legislation (Law) is listed below, and we would be happy to provide you with Alana Kaye College's policies in more detail by:

- visiting our website at [www.alanakaye.edu.au](http://www.alanakaye.edu.au)
- emailing [international@alanakaye.edu.au](mailto:international@alanakaye.edu.au)
- calling our Darwin branch on 1300 252 625

For further information on Australian legislation, you can also visit [www.commlaw.gov.au](http://www.commlaw.gov.au).

**Alana Kaye College complies with the VET Quality Framework which comprises:**

- The Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualifications Framework (AQF)
- The Fit and Proper Person Requirements
- The Data Provision Requirements
- The Financial Viability Risk Assessment Requirements

**Alana Kaye College also complies with the following Australian legislation:**

- Fair Work Act 2009
- Anti-Discrimination
  - Age Discrimination Act 2004 (Cwlth)
  - Australian Human Rights Commission Act 1986 (Cwlth)
  - Disability Discrimination Act 1992
  - Racial Discrimination Act 1975 (Cwlth)
  - Sex Discrimination Act 1984
- Fair Trading Acts:
  - Consumer Affairs and Fair Trading Act (NT)
  - Fair Trading Act 1987 (SA)
- Environmental Protection Act:
  - Environment Protection and Biodiversity Conservation Act 1999 (Cwlth)
  - Environment Protection Authority Act 2007 (NT)
- Financial Legislation:
  - A New Taxation System (Goods and Services Tax Administration) Act 1999
  - ASIC Act 2001
  - Australian Taxation Office regulations
  - Competition and Consumer Act 2010
  - Corporation Act 2001
  - Income Tax Assessment Act
- Privacy Act 1988 (Cwlth)
- Freedom of Information Act 1982
- National Vocational Education and Training Regulator Act 2012
- Work Health and Safety Act 2011
- Education Services for Overseas Students Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007



## Adjusting to Life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources.

Adjusting to a new country and culture may take some time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time.

### Australian Culture

Many people are drawn to the diverse and welcoming culture of Australia. It is a rich multicultural society. When planning to live, work, study or visit a diverse country such as Australia, being aware of the culture is extremely important to ensure you get the most out of your travel, while respecting the values of your host country. With a unique landscape - as varied as the inhabitants - Australia has attracted a cultural bed of international students, travellers, workers and migrants. There are over 200 different languages and dialects, including 45 indigenous languages, spoken in Australia, with English the national language. In order to adapt to this tolerant and diverse society, you will need to be aware of some of the common social values and customs.

#### The Australian values include:

- Respect for the equal worth, dignity and freedom of the individual
- Freedom of speech
- Freedom of association
- Freedom of religion and secular government
- Support for parliamentary democracy and the rule of law
- Equality under the law
- Equality of men and women
- Equality of opportunity, regardless of race, religion or ethnic background
- A spirit of egalitarianism that embraces mutual respect, tolerance, fair play, compassion for those in need and pursuit of the public good

(Source: [www.careerfaqs.com.au](http://www.careerfaqs.com.au))

**Here's some advice on how to help you through your time in Australia and with Alana Kaye College:**

- Take the initiative to spend time with people you seem to get on with
- Listen, observe and ask questions wherever you are
- Become involved and take advantage of volunteering and/or mentoring opportunities
- Try to maintain a sense of perspective
- Join any clubs, societies and sporting teams
- Maintain some of the routines and rituals you may have had in your home country
- Keep lines of communication open with those at home
- Ask for help when needed
- Finally, relax and enjoy the journey!



## Culture Shock

What is culture shock? Everybody who has lived abroad has heard about it and probably experienced it themselves. Culture shock is a rather nerve-racking sensation, a sense of anxiety, nervousness and alienation caused by being exposed to an unknown environment and culture. It is the feeling of being out of place in an unfamiliar environment.

The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. Then potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home. It is normal and felt by many who spend some time overseas.

Steps that may help:

- Keep an open mind
- Share your feelings
- Make an effort to get a better control of the local language
- Become familiar with the social conduct of your new environment
- Make sure you get to know people in your new environment

If you ever feel uncomfortable and having difficulty in adjusting to living in Australia, please ask Alana Kaye College Support staff for help.

## Meeting People in Australia

When meeting with someone for the first time (male or female), it is usual to shake his or her right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians look at the eyes of people when they are talking with you. They consider this a sign of respect and an indication that they are listening. Do not stare at the person for a long time as this could be considered to be rude.

In the Australian workplace most people tend to be informal and call each other by their first name but this is something you will work out from each place that you work at. At Alana Kaye College we address each other by our first names (staff and students).

It is also customary to use words like 'please', 'thank you', 'sorry' and 'excuse me' when talking with strangers as well as friends. These words are also commonly used when making purchases and in other business transactions.

Australians are famous for using a lot of slang, which can be difficult to understand even to native English speakers from around the world.

## Australian Dress Code

Australian dress codes can differ according to situation and location. Workplaces usually have dress codes depending on what type of environment it is. Office jobs generally require you to dress neatly, cleanly and modestly, even if the dress code is 'business casual' or 'smart casual'. Jobs that require labour or construction may have dress requirements such as steel-cap shoes and hard hats, to ensure safety.

Australis's weather has a lot to do with how people dress as well. It can be a hot climate, particularly during the wet season in Darwin and summer on the Gold Coast, so cooler clothes are generally accepted. Remember though that most businesses, shops and restaurants have air conditioning.

In the general public, there are no laws or rules regarding clothing. Many people will dress to suit their style, express themselves, or for the weather or situation. During the warmer months, beaches can be a popular location for all Australians, and people tend to dress accordingly - think bathers, shorts and thongs.

Wearing your national dress for religious or customary purposes is also widely accepted in Australia.

(Source: <https://www.careerfaqs.com.au>)

## Australian Holidays

### Public Holidays & Special Celebrations

Australians celebrate a number of holidays and special events. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close. The Northern Territory has approximately 13 public holidays. This is slightly more than the rest of Australia.

### New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. Every other State and Territory also hold fireworks displays on New Year's Eve to welcome the new year in. January 1 is a public holiday.

### Australia Day

Australia Day, January 26, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.

### Easter

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar. In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

### Christmas Day

Christmas Day falls on December 25 and is an occasion for Christians to celebrate the birth of Jesus. Many people, even if they are not Christian, give each other gifts, prepare special meals and decorate their homes at this time of year. Many aspects of the Christmas celebrations originated from winter celebrations in Europe. However, they are increasingly influenced by the Australian climate and wildlife.

### Anzac Day

Anzac Day is celebrated on 25 April and honours the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli during World War I in 1915. Today Anzac Day is a time to remember those who lost their lives fighting for Australia, not only in World War I but also in subsequent wars. Anzac Day is celebrated with marches and parades. A ceremony also takes place at the Australian War Memorial in Canberra.

## Driving in Australia

Drivers from countries that are not recognised by the Motor Vehicle Registry (MVR) may have to sit a theory exam and practical driving test. These countries can be accessed from: <https://nt.gov.au/driving/licences/transfer-your-interstate-or-overseas-licence>.

Once you receive an Australian Driver's Licence, you are able to drive anywhere in Australia.

Things to remember:

- Australian's drive on the left-hand side of the road.
- The driver and all passengers must wear a seatbelt at all times.
- It is illegal to talk on your mobile phone whilst driving.
- There are speed signs displayed everywhere so always follow these.
- If travelling interstate and throughout the Australian outback, always remember to look out for large trucks (we call them road trains) which can sometimes be up to 53 metres (176 feet) long. It is often difficult to overtake these on single lane highways.

## Driving with Children in Your Car

If you are bringing your children to Australia with you then there are different requirements for small children travelling in Australia.

### Correct Child Car Seats for Children's Age and Size

All children must be safely fastened in the correct child car seat for their age and size. A child who is properly secured in an approved child car seat is less likely to be injured or killed in a car crash than one who is not.

### National Child Restraint Laws

- Children up to the age of six months must be secured in an approved rearward facing restraint
- Children aged from six months old but under four years old must be secured in either a rear or forward-facing approved child restraint with an inbuilt harness
- Children under four years old cannot travel in the front seat of a vehicle with two or more rows
- Children aged from four years old but under seven years old must be secured in a forward-facing approved child restraint with an inbuilt harness or an approved booster seat
- Children aged from four years old but under seven years old cannot travel in the front seat of a vehicle with two or more rows, unless all other back seats are occupied by children younger than seven years in an approved child restraint or booster seat
- Children aged from seven years old but under 16 years old who are too small to be re-strained by a seatbelt properly adjusted and fastened are strongly recommended to use an approved booster seat
- Children in booster seats must be restrained by a suitable lap and sash type approved seat- belt that is properly adjusted and fastened, or by a suitable approved child safety harness that is properly adjusted and fastened.

If your child is too small for the child restraint specified for their age, they should be kept in their current child restraint until it is safe for them to move to the next level.

If your child is too large for the child restraint specified for their age, they may move to the next level of child restraint. <https://www.carseats.com.au/legal-requirements>.

## Insurance

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

## Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. Speed kills.

## Mobile Phones and Driving

The use of mobile phones when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you nine times more likely to be killed in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

## Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law. Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

(Source: Roads and Traffic Authority, NSW)



## Drinking Alcohol and Driving

If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply. If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.

### Drinking Limits Advice

To stay below 0.05 BAC, drivers are advised to limit their drinking to:

**For men:** No more than two standard drinks in the first hour and no more than one standard drink every hour after that.

**For women:** No more than one standard drink in the first hour and no more than one every hour after that.

### Random Breath Testing (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night. Police officers have the right to stop any vehicle at any time and require the driver to supply samples for screening. Any person driving a motor vehicle is required by law to have less than a specified amount of alcohol in their blood. If a driver exceeds the level which applies to them the driver has committed an offence.



# Arriving in Australia

---

## Darwin

The Northern Territory is a multi-ethnic, multi-religious and multicultural community. It is a modern, vibrant city with a youthful energy. Its multicultural community groups provide many exciting festivals, cultural and social activities, and food extravaganzas.

The Northern Territory environment is vast and diverse. It is a place where you can enjoy a walk along the beach or camp in a National Park, fish for barramundi or even spot a crocodile. It is a land of ancient sandstone formations, wetlands, billabongs and unique native flora and fauna.

Darwin, the Territory's capital is approximately 12 degrees south of the equator, about the same latitude as Quezon City in the Philippines, Bangkok in Thailand, Chennai in India and Ho Chi Minh City in Vietnam. Darwin has a tropical monsoonal climate with a dry season and a wet season. The days are sunny, and the evenings are cool in the dry season (May-October) which is perfect weather when the Southern parts of Australia face winter. During the wet season (sometimes referred to as the green season) you will experience beautiful balmy evenings, spectacular lightning displays with cooling tropical rainstorms.

It is a small city by world standards, but it has some spectacular places to visit, great places to eat and many places that you can sit down and watch our beautiful sunsets. Darwin is a great tropical city with all the conveniences you would expect from any modern city. It has hospitals, medical centres, great public transport, shopping centres, movie theatres, entertainment centres and many sporting events.

Darwin's multi-cultural environment also means that we have many different cultural events and well-known markets that cater for many different cultures and foods. (Source: [www.studyNT.nt.gov.au](http://www.studyNT.nt.gov.au))

Contact a multicultural service or community group:

<https://nt.gov.au/community/multicultural-communities/Contact-a-multicultural-service-or-community-group>

## Gold Coast

The Gold Coast is located in South East Queensland and is famous world-wide for its sandy beaches, surfing culture, great shopping and exciting nightlife. It's close to many Australian attractions including Currumbin Wildlife Sanctuary, SeaWorld, (Warner Brothers) Movieworld plus many more.

It has beautiful national parks, waterfalls and mountains that are less than an hour's drive from the Gold Coast. There is also an excellent public transport network and it's easy to get around. Student accommodation can be found and education, accommodation, public transport and overall living costs are considerably lower than in Australia's other major cities like Sydney and Melbourne.

The Gold Coast has a multicultural population and there are currently over 32,000 international students from over 130 countries studying on the Gold Coast at various locations.

Contact a multicultural service or community group: <https://www.mccgc.com.au>

## Entry into Australia

### Australian Immigration

Before you land in Australia, you will be given an Incoming Passenger Card where you need to write if you have anything to declare. You must tick yes if you are carrying any food, plant materials including wooden souvenirs, or animal products (See Section 1 above).

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed

Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

## Australian Airports

Australian airports are relatively small and finding your way around them is not difficult. Follow the signs through the arrivals hall and into the main airport.

## Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

## Detector Dogs

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration. The dogs are used to screen luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

## Australian Customs and Quarantine

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

Once you have your luggage you will go through Customs. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened. Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS). For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <https://www.abf.gov.au>.

## Transport from the Airport

If you have requested an airport pickup you will need to follow the instructions that were provided to you by Alana Kaye College's International Manager or the staff member that you organised your pickup with. If you have not requested an airport pickup you can either take a taxi or a shuttle bus to your pre-arranged accommodation.

Taxi pricing is charged by the meter and is a very safe form of travel in Australia. Expect to pay about \$25 to \$30 for a trip between Darwin International Airport and the Darwin CBD. The Shuttle Bus will cost about \$20 to \$25 Australian dollars and can be organised at the airport. Expect to pay about \$55 to \$70 for a trip between Gold Coast Airport and Surfers Paradise. The shuttle bus will cost about \$15 and the public bus will cost \$3 to \$5.

## Currency Exchange

The Australian currency is (AUD) and is dollars and cents. There are 100 cents in one dollar (\$1). Notes come in \$100, \$50, \$20, \$10 and \$5 denominations. Coins are available as \$2, \$1, 50c, 20c, 10c and 5c denominations.

A range of banks and credit unions operate in the Northern Territory including the four major Australian banks; National Australian Bank (NAB), Commonwealth, Westpac and ANZ. Other banks in the Northern Territory include People Choice Credit Union, Bendigo Bank and Bank of Queensland.

### To open a bank account, you will need to have:

- Passport
- Other forms of identification if you have them (this may include your Australian Tax file number if you have applied for one).

### Once you have arrived in Darwin, you can also change money at any bank or at currency exchanges:

- Travel Money Oz – The Plaza Arcade, Smith Street Mall – +61 1300 426 997
- American Express Currency Exchange – Shop 1, 4 Rowling Street Darwin – +61 1300 139060
- Travel Money Oz – Darwin International Airport – +61 1300 299 491
- Travelex – Casuarina Square, 247 Trower Road, Casuarina – +61 8 8927 0566

### Once you have arrived in the Gold Coast, you can also change money at any bank or at currency exchanges:

- Travelex – Gold Coast Airport, Domestic Arrivals - +61 1800 440 039
- Crown Currency Exchange – Pacific Fair Shopping Centre, Broadbeach Waters - +61 7 5537 8662
- Kings Currency Exchange – Monte Carlo Apartments, Surfers Paradise – +61 1300 392 426
- TorFX – Surfers Paradise - +61 1800 507 480

## Managing Finances

Below is an example of some of the expenses you might encounter when you first come to Australia:

Expense	Estimated cost
Rent (four weeks rent @ \$200 to \$300/week)	\$800-\$1,200
Food (four weeks @ \$50 to \$100/week)	\$250-\$400
Electricity	\$30
Telephone	\$30
Internet	\$30
Mobile Phone	\$30
Transportation	\$60
Entertainment	\$100
Educational	\$100
Insurance – health, house, car	\$40; \$1270 (approx)

Miscellaneous Items	Price including 10% GST (approximately but these may vary between shops)
Local phone call from a public telephone	\$0.50
Local newspaper	\$2.20
Local postage stamp	\$1.00
Overseas postage stamp	\$1.85 to \$2.75
Milk (1 litre)	\$3.50
Ladies haircut	\$30.00+
Mens haircut	\$20.00+
Cigarettes (Package of 20)	\$35.00
Movies / Cinema	\$25.00
Doctor's consultation (without benefits)	\$70.00
Gym membership	\$150 per month
Coke (600m)	\$3.50
Bottle of wine	\$10.00+

# Living in Darwin

Darwin is a very easy city to live and is arguably Australia's most cosmopolitan city boasting a population made up of people from more than 60 nationalities and 70 different ethnic backgrounds. Its many exciting ethnic cultural festivals and weekly food and craft markets particularly highlight the city's multicultural mix. Darwin is the second-fastest growing capital city in Australia and is developing into a highly sophisticated city.

## Facts about Darwin:

- Population: Approximately 136,000
- City founded: 1869
- Total overseas born population: 18%

## Language

English is the main language in Darwin and Australia however there are many different nationalities living, studying and working in Darwin so it is not uncommon to find many different languages. The Australian accent is generally easy to understand but they do have some very distinct phrases and local terminology.

## Accommodation

There are a number of accommodation options in Darwin including UniLodge, the private rental market and homestay.

### UniLodge

UniLodge is a purpose-built student home located in Casuarina shopping precinct right next to the Casuarina Bus Interchange which gives you easy access to anywhere in Darwin and surrounding areas.

### Private Rental Accommodation

Private rental accommodation can also be found with many people looking to hire out their spare bedrooms to students.

### Homestay

Living with a homestay family gives you the opportunity to learn about the Australian lifestyle and improve your English language skills.

In Homestay accommodation you have your own bedroom and study desk and may have your own bathroom or share one. The homestay family provides two meals a day on weekdays and three meals on weekends. Homestay fees vary and are paid directly by the student to the homestay family.

Some tips when searching for a property:

- Always inspect the property before you pay
- Read any contract and make sure you understand it before you sign.

(Source: [www.StudyNT.gov.au](http://www.StudyNT.gov.au))







## Temporary Accommodation

### Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. It can be expensive to stay in a good quality motel or hotel for a long period of time, however backpacker accommodation can be cheaper than the first two options.

### Staying with Friends or Family

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

### Accommodation Security Bond

A bond (security deposit) is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep all or part of the security deposit. Otherwise, the landlord **MUST** return the security deposit within a month after the tenant leaves.

### Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on important principles.

### Bills & Expenses

- Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?
- If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?
- A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

### Food

- Do you and your roommates expect to share the costs of buying food and share in the preparation?
- Do you have specific food needs (allergies, preparation needs)?
- If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

## Cleaning

- Who will clean what? How often?
- Decide exactly what “clean and tidy” means to you.
- Will you hire a cleaning company to keep things under control?

## Utilities

Unless somebody is already living in the house or unit that you move into, the new tenant must start utility services, which can include electricity, water, telephone and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies who provide these utilities may also require a small security deposit, but this usually comes off the first account. When you decide to leave the premises you must notify the utilities company with a finish date.

## Access to and from Darwin

Darwin is three to four hours by plane from most Australian capital cities two hours from Denpasar in Bali and four hours from Singapore and Ho Chi Minh City. Domestic services are provided by Qantas, Jetstar, Virgin and AirNorth. Jetstar, Malaysian Airlines, Philippine Air, Air Asia, AirNorth and Silk Air service international routes.

## Health and Welfare in Darwin

Medical services are available throughout the Northern Territory through public and private general practices, clinics and hospitals. Royal Darwin Hospital, the Northern Territory's main medical hospital facility houses the National Critical Care, Trauma Response Centre and the modern Alan Walker Cancer Care Centre. The Darwin Private Hospital is for patients with private health insurance.

Private dentists, general medical practitioners, specialists and allied healthcare professionals such as physiotherapists, optometrists and pharmacists practice in the major towns throughout the Northern Territory. You need to make an appointment to see a general practitioner (doctor), dentist or other health professional – look in the phone book or do an internet search to find the number. It is a good idea to check the cost when you make your appointment as fees can vary.

There are two health care systems that operate in Australia – national public health through Medicare Australia for all of the residential population to access and the medical insurance system through paid private health insurance. (Source: [www.StudyNT.gov.au](http://www.StudyNT.gov.au))

## Safety and Important Contacts

The Northern Territory is generally a very safe place, but there are some things visitors need to be aware of to stay safe and healthy.

Just as you would at home, be aware of your surroundings and try to avoid situations that make you feel unsafe or uncomfortable. If you are walking or hiking, go with a friend and make sure someone knows where you are going and when you will be home. It is highly recommended that you do not attempt to hitchhike rides around Australia. It is very important that if you do go for walks or hikes in the Northern Territory with friends you take plenty of water with you, especially if you are not used to the heat. Drink plenty of water and use sunscreen when necessary.

It is also important to know that if you travel to Central Australia it has a desert climate, which means that while it is hot during the day, there can be very low overnight temperatures during winter. Warm clothes are recommended.

Emergencies like cyclones, floods and bushfires can occur in the Territory but there are excellent notification systems across the Territory so keep connected with local news, radio and social media during these events. Darwin has excellent support systems in place as well.

## Sexual Assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time, but certain precautions may make it more difficult for a possible perpetrator.

When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.

- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say “No!” loudly and with conviction.

### What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact should be the Police or your closest Sexual Assault Service. Please include this information for your area. You may also wish to include an interpreting service.

- From a public phone or mobile phone, ring the police on 000.
- 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 tranquillisers 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.
- 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. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

## Transport

### Getting Around

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, trams (in some cities), three major national airlines and a number of regional airlines. Each state and territory have different systems for using public transport.

### Darwin's public bus services

Darwin has a good bus service that links the outer suburbs of Darwin with the inner city and is discounted for students with the student ID card. Most of the bus routes start at the Casuarina bus interchange and take various routes through the suburbs and into the city. The Darwin system is quite simple – you hail the bus down and pay the driver. The other alternative (and it's probably a little cheaper) would be to purchase weekly or monthly tickets.

<https://nt.gov.au/driving/public-transport-cycling/public-bus-tickets/bus-fares-and-concessions>

To find out maps and timetables for Darwin and its suburbs bus times you can do this by going online to:

<https://nt.gov.au/driving/public-transport-cycling/public-bus-timetables-maps-darwin>

### Driving in Australia and the Northern Territory

Students may drive in Australia on a valid overseas driver's license but if the document is not in the English language the visitor must carry a translation with the permit. Most foreign licences are however only valid for three months from when you arrive in Australia so getting a NT licence should be a priority. It may be beneficial for you to consider transferring your foreign licence to a Northern Territory driver's licence.

### Taxis

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant.



There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped. Uber is also now available in many capital cities of Australia.

#### Northern Territory Road Rules

For information on this please visit the Department of Transport: <https://nt.gov.au/driving/safety/road-rules-in-nt>.

### Cycling around Darwin

Darwin has many bicycle lanes and it is a very easy and safe way to travel around. We have over 70kms of cycle paths and the local government encourages cycling. You will find that Bikes are cheap and easily accessible in Darwin. They can be found from numerous places including websites accessed by many in the Northern Territory.

These include:

#### Darwin Buy Swap and Sell

- Gumtree
- Ebay
- Driver Licensing in Darwin

Licence transfers in the Northern Territory are done through the Northern Territory Department of Transport. To access information on changing to an Australian driver's licence during your time in Darwin, go to: <https://nt.gov.au/driving/licences/transfer-your-interstate-or-overseas-licence>.

### Working in the Northern Territory

If you are looking to pick up some work whilst study in Australia visit the StudyNT website under 'Work' which has lots of information about finding work. Other places to look are on websites like [SEEK.com](https://www.seek.com.au) and to check with Saturday's edition of the Northern Territory News. Many people find work in the Northern Territory through less formal channels, such as checking electronic and other noticeboards, approaching businesses directly or just asking their friends. Organisations will sometimes even put their jobs up on Gumtree or LinkedIn.

### Shopping

Casuarina Square in Darwin's northern suburbs is the largest shopping centre in the Territory with over 200 retail stores and two major department stores. Darwin city mall (in the heart of the city) also has a relaxed alfresco-style with many different shops including clothes, sporting, jewellery and many more. If you are interested in original Indigenous art, a traditionally decorated didgeridoo or an exquisite piece of hand-crafted jewellery – you are sure to find something to appeal in the range and quality of goods available in the shops and galleries.

### Eating and Dining in Darwin

If you are in homestay accommodation, your host family will provide you with two meals per day during the week and three meals a day on weekends. If you are catering for yourself supermarkets such as Woolworths, Coles and IGA throughout Darwin stock all the fresh and packaged food you will need. You can also buy fresh produce at weekend markets at Parap, Rapid Creek, Nightcliff, Palmerston and Coolalinga.

You can also have access to fresh exotic flavours at Darwin's famous outdoor markets. Sit on the sand and watch a Darwin sunset as you enjoy Asian-inspired dishes from Mindil Beach Markets on Thursdays and Sundays during Darwin's beautiful dry season.

You can also dine in one of the Northern Territory's outback pubs, cafes or restaurants. Darwin has a great food and restaurant choices and its food covers many different cultures. If you wish to visit a licenced premises and





order alcohol then you will need to produce evidence that you are over the age of 18. Your passport or driver's licence will be proof of age, as long as you have your picture clearly showing.

## Skills Recognition Centre

The Skills Recognition Centre is located in the heart of Darwin's CBD in the Smith Street Mall and is easily accessible by public transport. It is the perfect location to meet other students, potential employers, community groups; to learn about Darwin, living and working in the Northern Territory; and to belong to a community. While in the mall students can also shop, eat and drink in one of the cities many stores, restaurants and coffee shops.

# Living on the Gold Coast

---

The Gold Coast is a diverse and global city located approximately 66kms south-southeast of Brisbane, Queensland's state capital. It's famed for its long sandy beaches, surfing spots, theme parks, nightlife and rainforest hinterland. It is the sixth-largest city in Australia making it the largest non-capital city. The Gold Coast is a major tourist and study destination – it's home to 25,000 international students from 130 nationalities.

## Facts about Gold Coast:

- Population: Approximately 540,599
- City founded: 1959
- Total overseas born population: 28%

## Language

English is the main language in Australia however there are many different nationalities living, studying and working on the Gold Coast so it is not uncommon to find many different languages. The Australian accent is generally easy to understand but they do have some very distinct phrases and local terminology.

## Accommodation

There are a number of accommodation options on the Gold Coast including Homestay, the private rental market and short-term accommodation.

### Homestay

A homestay is a cultural exchange between a local individual or family (called a host) and a visiting international student, where the student lives as a guest in the home. Living with a homestay family during your studies is a great way to learn about your new community and culture.

For further information on homestay packages, you can visit the [Australian Homestay Network](#), [Griffith Homestay](#), [Study Vision](#) and [Australian Student Accommodation](#).

(Source: [www.studygoldcoast.org.au](http://www.studygoldcoast.org.au))

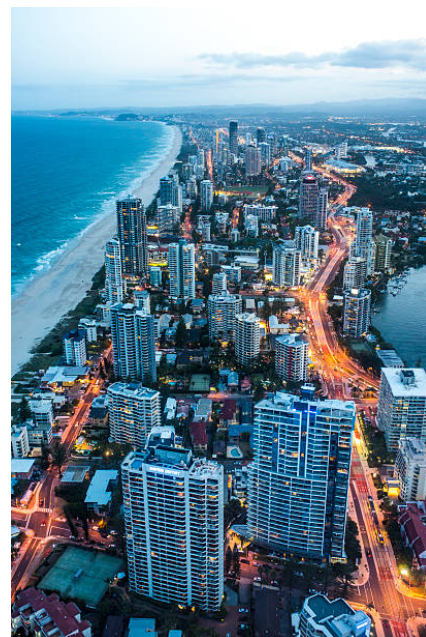
### Private Rental Accommodation

Renting a property is when you enter into an agreement with a 'Landlord' to reside in a property — usually a house or an apartment. You can either live in the property alone or share with other flatmates (perhaps other students).

There are several websites you can look at for choosing a rental property including:

- [Real estate](#)
- [Rent.com.au](#)
- [Domain](#)
- [LJ Hooker](#)
- [Gumtree](#)

Check with the [Residential Tenancies Authority](#) regarding your rights and responsibilities as tenants.



## Temporary Accommodation

### Hotels, Motels & Backpackers

The Gold Coast has many hostels and hotels that offer cheap, short-term accommodation. Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive, but you may need to bring your own pillow and sleeping bag if you choose this option. We recommend planning in advance to ensure you receive the best possible place at the best price.

There are several hostels on the Gold Coast that you can compare by price and location:

- [Surfers Paradise YHA](#)
- [Surfers Paradise Backpackers](#)
- [Islander Backpackers Resort](#)
- [Aquarius Backpackers](#)
- [Surf 'n' Sun Beachside Backpackers](#)

### Accommodation Security Bond

A bond (security deposit) is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep all or part of the security deposit. Otherwise, the landlord **MUST** return the security deposit within a month after the tenant leaves.

### Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on important principles.

### Bills & Expenses

- Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?
- If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?
- A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

### Food

- Do you and your roommates expect to share the costs of buying food and share in the preparation?
- Do you have specific food needs (allergies, preparation needs)?
- If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

### Cleaning

- Who will clean what? How often?
- Decide exactly what "clean and tidy" means to you.
- Will you hire a cleaning company to keep things under control?

### Utilities

Unless somebody is already living in the house or unit that you move into, the new tenant must start utility services, which can include electricity, water, telephone and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies who provide these utilities may also require a small security deposit, but this usually comes off the first account. When you decide to leave the premises you must notify the utilities company with a finish date.

## Staying with Friends or Family

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

## Access to and from the Gold Coast

Coolangatta Airport (Gold Coast) is located at the southern end of the Gold Coast. It is approximately 40 minutes by car to Surfers Paradise. The Gold Coast is one to four hours by plane from most Australian capital cities and three hours from New Zealand. There are many transport options to get you to and from Coolangatta airport which include taxis, hiring a car, the tram ([G:Link](#)) or the [SkyBus](#).

Brisbane airport is eight hours from Singapore, eleven hours from Manila, Philippines and approximately 18 hours flight from Sao Paulo, Brazil. AirTrain services travel directly from Brisbane International and Domestic airports to the Gold Coast every 15 minutes. The G-Link tram links the Helensvale train station with Southport, Main Beach, Surfers Paradise and Broadbeach.

## Health and Welfare in the Gold Coast

Medical services are available throughout the Gold Coast through public and private general practices, clinics and hospitals. Gold Coast University Hospital, located on the corner of Parklands Drive and Olsen Avenue in Southport, provide public health services for the Gold Coast and wider community. The Gold Coast Private Hospital is for patients with private health insurance.

Private dentists, general medical practitioners, specialists and allied healthcare professionals such as physiotherapists, optometrists and pharmacists' practice throughout the Gold Coast. You need to make an appointment to see a general practitioner (doctor), dentist or other health professional – look in the phone book or do an internet search to find the number. It is a good idea to check the cost when you make your appointment as fees can vary.

There are two health care systems that operate in Australia – national public health through Medicare Australia for all of the residential population to access and the medical insurance system through paid private health insurance.

## Safety and Important Contacts

The Gold Coast is generally a very safe place, but there are some things visitors need to be aware of to stay safe and healthy.

Just as you would at home, be aware of your surroundings and try to avoid situations that make you feel unsafe or uncomfortable. If you are walking or hiking, go with a friend and make sure someone knows where you are going and when you will be home. It is highly recommended that you do not attempt to hitchhike rides around Australia. It is very important that if you do go for walks or hikes in the Gold Coast with friends you take plenty of water with you, especially if you are not used to the heat. You can get sunburnt, even on cloudy days, so wear sun protection all year round, a broad brimmed hat, shirt with collar and sleeves and sunscreen to exposed skin.

Emergencies like severe thunderstorms and floods can occur on the Gold Coast but there is excellent notification systems across the State so keep connected with local news, radio and social media during these events.

## Sexual Assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time, but certain precautions may make it more difficult for a possible perpetrator.

When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.

- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.



- Respect your intuition.
- If placed in a situation where you feel uncomfortable say “No!” loudly and with conviction.

### What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact should be the Police or your closest Sexual Assault Service. Please include this information for your area. You may also wish to include an interpreting service.

- From a public phone or mobile phone, ring the police on 000.
- 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 tranquillisers 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.
- 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. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

## Transport

### Getting Around

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, trams (in some cities), three major national airlines and a number of regional airlines. Each state and territory has different systems for using public transport.

### Gold Coast public transport services

The Gold Coast has a good bus, train and tram network which is discounted for students with a student ID card. Services are currently cashless, so you need to have a valid paper ticket, or your go card ready. Arrive at your stop 5 minutes before the departure time. To hail a bus, raise your hand to show that you'd like the bus driver to stop. Make sure you are standing in a visible location so the driver can clearly see you. To get off a bus, press the stop button well before your stop, at least 100 metres, to allow the driver to stop smoothly and safely.

There are a range of different tickets that can be purchased in advance:

<https://translink.com.au/tickets-and-fares>

To find out timetables and maps for Gold Coast public transport you can do this by going online to:

<https://translink.com.au/plan-your-journey>

### Driving in Australia and Queensland

Students may drive in Australia on a valid overseas driver's license but if the document is not in the English language the visitor must carry a translation with the permit. Most foreign licences are however only valid for three months from when you arrive in Australia so getting a Queensland licence should be a priority. It may be beneficial for you to consider transferring your foreign licence to a Queensland driver's licence:

<https://www.qld.gov.au/transport/licensing/driver-licensing>

## Taxis

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

### Queensland Road Rules

For information on this please visit the Department of Transport and Main Roads:

<https://www.tmr.qld.gov.au/Safety/Queensland-road-rules>

## Cycling around the Gold Coast

The Gold Coast has more than 2400 kilometres of bikeways and pathways that link schools, parks and foreshores and interconnect with major transit routes, and is a great place to cycle. Download the Gold Coast cycling guide:

<https://www.goldcoast.qld.gov.au/Services/Roads-transport-parking/Active-travel/Bike-riding/Walking-cycling-maps>

You will find that Bikes are cheap and easily accessible the Gold Coast. They can be found from numerous places including websites and numerous second hand sites which include.

- Gold Coast Buy Swap and Sell
- Gumtree
- Ebay

## Working on the Gold Coast

If you are looking to pick up some work whilst study on the Gold Coast visit the Study Gold Coast website under 'Work' which has lots of information about finding work: <https://www.studygoldcoast.org.au/work>. Other places to look are on websites like [SEEK.com](https://www.seek.com.au). Many people find work through less formal channels, such as checking electronic and other noticeboards, approaching businesses directly or just asking their friends. Organisations will sometimes advertise their jobs on Gumtree or LinkedIn.

## Shopping

Pacific Fair Shopping Centre in Broadbeach is the largest shopping centre on the Gold Coast with over 400 retail stores. Harbour Town Premium Outlet at Biggera Waters is a large shopping centre with outlet stores for global brands a cinema and casual eateries. Australia Fair Shopping Centre at Southport also has a range of retail shops, and cinema and many eateries. If you are interested in original Indigenous art you are sure to find something to appeal in the range and quality of goods available in the shops and galleries in Surfers Paradise or Burleigh Heads.

## Eating and Dining on the Gold Coast

If you are in homestay accommodation, your host family will provide you with two meals per day during the week and three meals a day on weekends. If you are catering for yourself supermarkets such as Woolworths, Coles and IGA throughout the Gold Coast stock all the fresh and packaged food you will need. You can also buy fresh produce at weekend markets at the Gold Coast Growers Market, Mermaid Beach and Coastal Fresh at Burleigh Heads.

You can also dine in one of the Gold Coast's cafes, restaurants, pubs, surf clubs or breweries. The Gold Coast has a great range of food and restaurant choices covering many different cultures. If you wish to visit a licenced premises and order alcohol then you will need to produce evidence that you are over the age of 18. Your passport or driver's licence will be proof of age, as long as you have your picture clearly showing.

# Post Study Options

## University Pathways

Upon successful completion of relevant Diplomas, students will have their Alana Kaye College studies recognised as equivalent to a certain number of credit points. This can equate to up to a full year off the regular degree completion time. Please note however that Alana Kaye College cannot guarantee students a place in a University intake – the University's mature age application processes will apply, and this must be organised with your chosen University.

## Alumni Network

Upon successful completion of your course of study you will become part of Alana Kaye College's global alumni network.

## Version Control

Version	Date	Comments
1.0	September 2021	Original document
2.0	April 2022	Changes to course codes and courses offered. Minor changes of staff. Changes of prices on Darwin Campus. Add new Gold Coast Campus details and price list.
3.0	May 2022	CPP20218 price changed.
4.0	August 2022	Added new courses: HLT43015, CHC62015, CPC40120
5.0	September 2022	Changes to courses prices in both campuses. Minor changes of staff's positions.
6.0	September 2022	Corrected CRICOS code of BSB50820
7.0	November 2023	Changes to courses prices in both campuses. Minor changes of staff's positions. Changes in TAE40116, CHC33015, CHC52015 and HLT43015 codes and CRICOS codes. Change in SITHFAB002 code.





**Alana Kaye College - Australia**  
[www.alanakaye.edu.au](http://www.alanakaye.edu.au)