

Federation Academy



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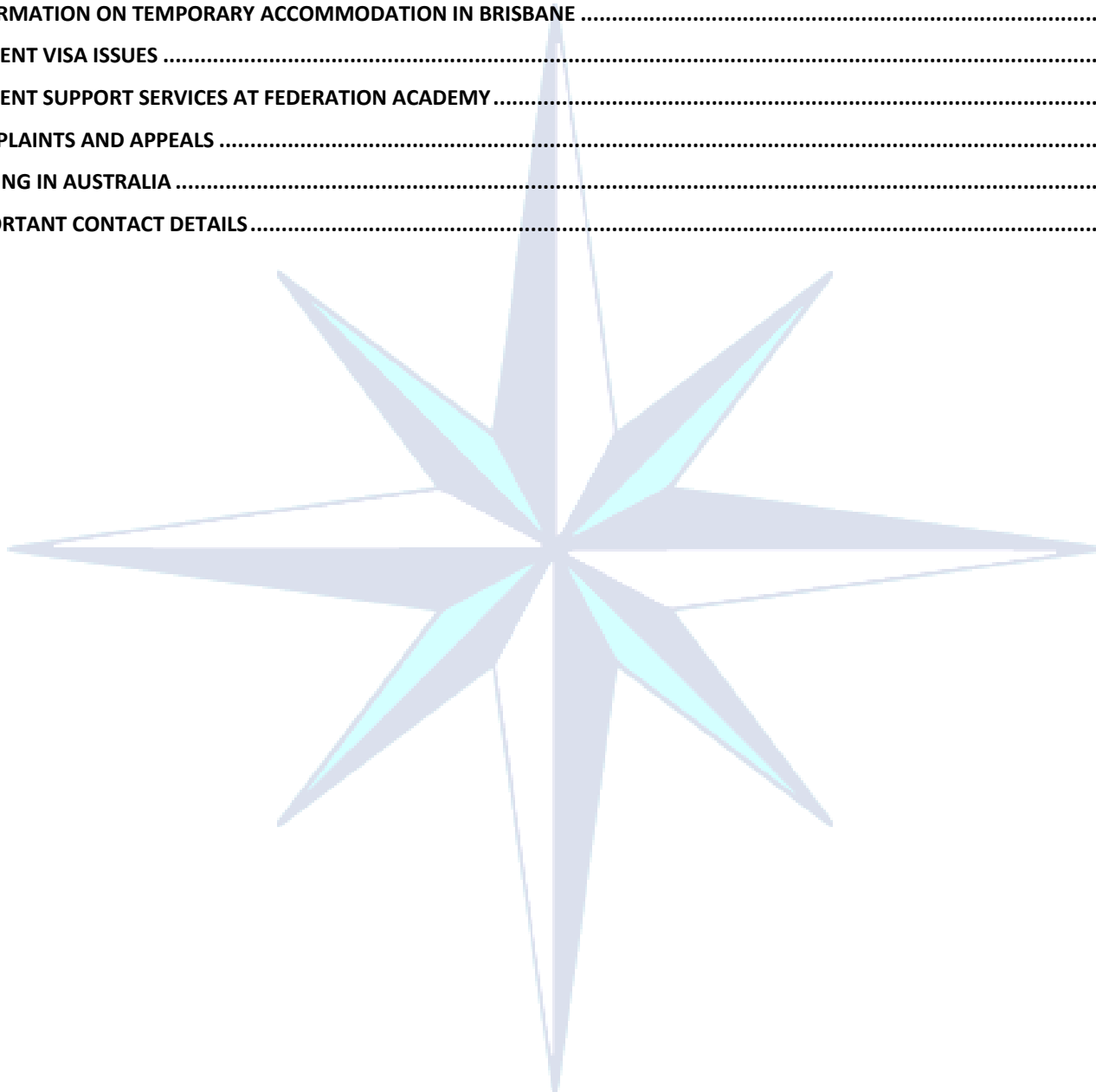
INTERNATIONAL STUDENT PRE-ARRIVAL PACK



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Federation Academy - Pre-Arrival Information

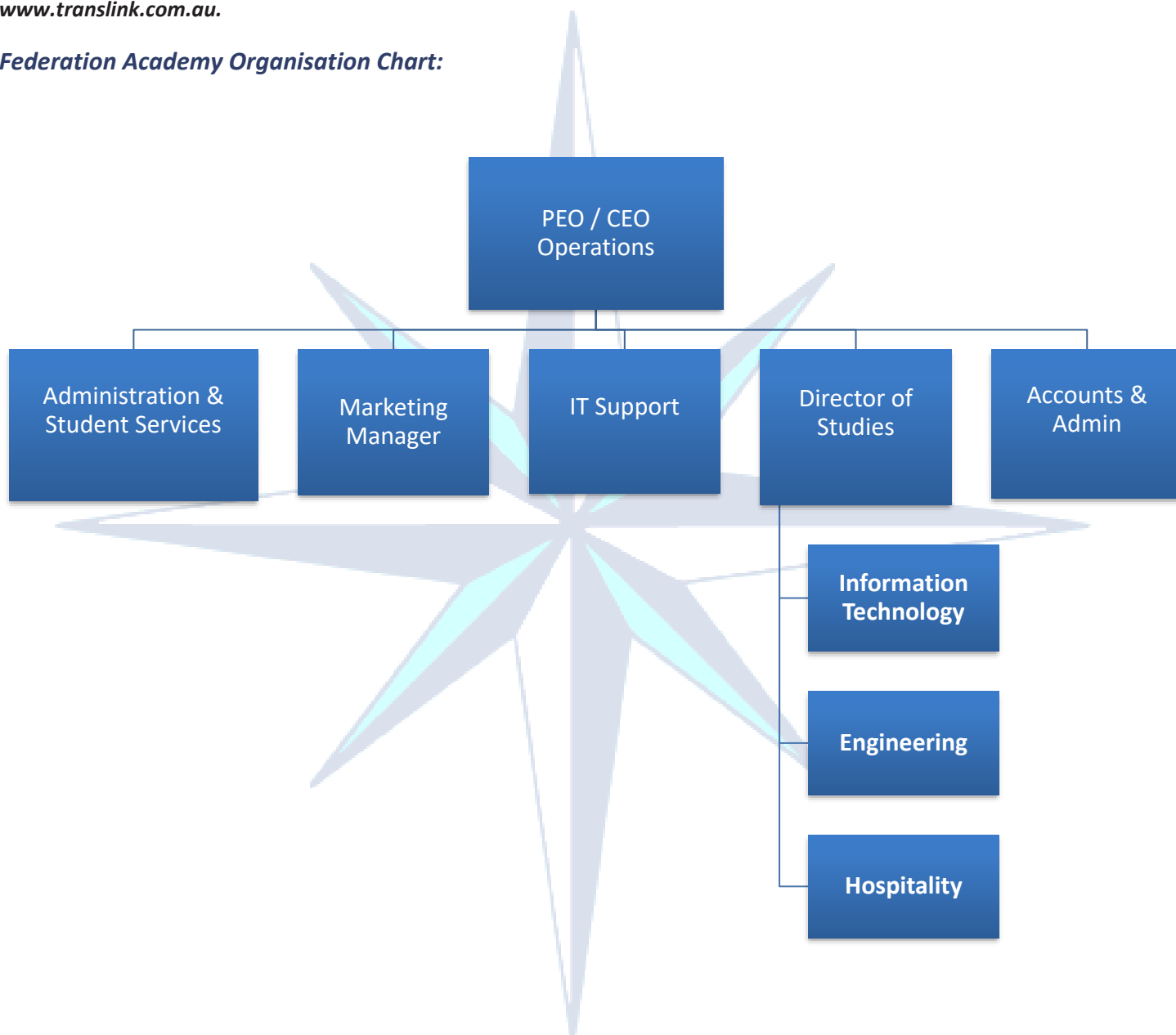
This Pre-Arrival pack is designed to assist you in organizing and preparing for your arrival in Australia. Federation Academy hope that your arrival in Australia is smooth and without hassle. For further information about Federation Academy, please visit:

www.federationacademy.edu.au

Campus Location

Federation Academy head office is located at Level 3, QHA House, 160 Edward St, Brisbane City, QLD 4000. You can easily get to us via train or bus. For more information regarding bus, train or ferry fares and routes, please refer to the TransLink website; www.translink.com.au.

Federation Academy Organisation Chart:



Early Arrival

Federation Academy will conduct an Orientation for International Student before the commencement of classes. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who run the orientation work hard to ensure that you as a student are well equipped to achieve the best possible results in your studies.

If you read through the International Student Prospectus and Student Handbook Provided by Federation Academy, you will see that there is an abundance of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything, and you are welcome to talk to any of our friendly staff about whatever concerns or questions you may have, extra information is also available on our website.

Once you have begun to concentrate on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving early to student orientation gives you the change to;

- See and talk to the most important people you will need to know at Federation Academy
 - International Office staff and their duties
 - Course or Academic Advisor
 - Student Services Staff
 - Counsellors
- Enrol Early which will help you to get your student card early. You will need your student card/passport to open bank accounts, borrow books from the library, and more.
- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus
- Meet other International Students
- Find your way around public transport / City / to and from your accommodation.


Pre-Departure Checklist

As you prepare to depart your country to study at Federation Academy Australia, you may use this checklist to ensure you are adequately prepared for your journey.

Please ensure you bring the following documents with you to Australia

- Current and valid passport
- Current Student Visa OR another valid Australian Student Visa
- Exit visa (from your country, if necessary)
- Passport size photographs
- Medical records, vaccination records, doctor's prescription of any medication that you are currently prescribed
- Confirmation of Enrolment from Federation Academy
- Receipt/s of payment made to Federation Academy
- ID card (driver's license, birth certificate)
- Credit card, Traveller's cheques, AUD\$ 600 in cash just for the 1st week until you are settled in.
- Transcripts, certificates and course syllabuses of any study undertaken by you
- Work experience certificates and resume
- Marriage certificate if you are bringing your spouse with you or intend to bring spouse to Australia
- If you have children, their birth certificates, academic transcripts


What you need to organise before you leave your country

- Apply for and be granted a valid Australian Student Visa
- Book air travel and arrange to arrive in Brisbane one week before classes commence in order to participate in the Orientation program. Important information that will help in your adjustment to the new environment will be given during Orientation
- Complete all medical examinations and dental checks. Dental treatment is not covered by  Overseas Student Health Cover (Health insurance), and is an expensive treatment in Australia
- Book and confirm temporary accommodation before arrival in Brisbane

Upon Arrival in Australia:

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

Check List of Clothing to Bring with You

- In summer most people wear light cotton clothes whereas in winter people wear slacks, a jacket/ sweater/ coat and closed shoes. It is advisable that you bring suitable clothes with you
- Please organise to bring with your clothes for winter such as thermals (special clothes designed to retain body heat), winter jacket to keep you warm from cold and wind, wool socks, wool scarf, sweat shirt and slacks
- Shoes – a pair of black leather shoes, pair of slippers/sandals, pair of sports shoes
- Bed linen and a light blanket – quilt
- Umbrella, raincoat & Torch 



What to bring to Australia?

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. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the number of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia, but the price may be higher than in your own country.

Seasonal Considerations

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

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Rain is expected anytime through the year. Sometimes there are light showers and at other times thunderstorms. In summer day temperatures can exceed 35 degrees Celsius and in winter the average day temperatures (June/ July) is 16 degrees Celsius. For further information regarding climate in Brisbane, go to: www.visitbrisbane.com.au

(Please note that the above is not an exact representation of the climate in Brisbane, however an estimate from past weather conditions)

Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

Other Items You Might Need to Include (most can also be purchased in Australia)

- Alarm clock
- Bath towels, bed sheets, pillowcases
- Dictionary (bilingual)
- Small sewing kit
- Music CDs or iPod
- Sporting equipment
- Toiletries
- Umbrella
- Scientific or graphics calculator
- Camera
- Micro recorder for lectures
- Spare spectacles or contact lenses
- Your optical prescription
- Photos of friends and family
- Swimming costume
- Small gifts from home



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.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Bringing Your Computer

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick **YES** if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

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.



Entry into Australia

Australian Immigration

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.

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, screening 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

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. 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 www.abf.gov.au

Transport from Brisbane Airport

From the airport you may choose to proceed by train, taxi or airport shuttle bus.

- Taxi charges \$35 – \$40 from the airport to the city *
- Train charges \$15 - \$25 from the airport to Station in the city *
- UBER charges \$25 - \$20 from the airport to the city *

* these prices are estimations, prices are dependent on a number of factors.

For more information on the transport facilities at the Brisbane Airport visit: www.brisbaneairport.com.au

Arrangement and Airport Pick Up Request

Federation Academy is able to make arrangements for student's airport reception and temporary accommodation (1 day) at the cost of AUD \$300 per person. If you would like to utilise this service, please fill in the temporary accommodation arrangement and airport pick up form and send it to Federation Academy. The complete form has to reach us least 2 weeks before your arrival in Australia.

You may send the form by post to Federation Academy's physical address or email to; info@federationacademy.edu.au

In case of emergency upon arrival in Brisbane please call Operations & Compliance Manager (Mel Dsouza) on mobile number 0423097246.

Adjusting to Life in Australia

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

Listen, observe and ask questions

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

Become involved

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

Try to maintain a sense of perspective

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

Maintain some of the routines and rituals you may have had in your home country.

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

Keep lines of communication open with those at home.

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

Sense of humour

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

Ask for help

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

Finally, relax and enjoy the journey!

Culture Shock

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

Overcoming Culture Shock

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

- 1. Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
- 2. Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!
- 3. Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.
- 4. Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

Accessing Money:

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. 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 those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AUD\$1500 to AUD\$2000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in [city], you can also change money at any bank or at currency exchanges at [include location of currency exchanges].

Electronic Transfer

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

ATMs

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

Credit Cards

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

Cost of Living in Brisbane

It is strongly recommended that you organise to bring with you enough funds to support you at least during the first semester. Finding accommodation, applying for work permit, taking care of household chores and adjusting to a new study environment can take up your time. Therefore, it may not be easy to find a job in the first few weeks or months upon arrival in Brisbane. You should allow approximately AUD \$ 12,000 for living expenses for each year of study. Please note that there will be additional costs for dependents.

Average weekly living expenses in Brisbane (Sharing)

- Accommodation (sharing) \$150 - 200 per week (will depend on suburb you live in)
- Food / Groceries \$ 50 per week
- Travel \$ 30 per week (will depend on distance travelled)
- Phone / other bills \$ 10 per week
- Eating out \$ 50 per week (will depend on which place you choose to eat)
- Miscellaneous \$ 20

Average expenditure is \$ 310 per week

Establishment (initial) cost of rental accommodation in Brisbane

- Rent per unit or apartment / house \$400 - \$500 (Depending on the suburb)
- Bond - One month rent in advance
- Bond refunded on leaving provided there is no damage
- 2 weeks rent in advance
- Electricity (\$250) Gas (\$120) & internet (\$75) approximate per month
- Connection fees – depends on the supplier
- Household items \$600

Temporary Accommodation:

Hotels, Motels & Backpackers

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.

Staying with Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Citizenship See: Arranging Visas). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

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

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

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

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

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before- and after-school care programs (usually 7:30 am- 8:45 am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school [check the starting age for your state].
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
6. 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.
7. 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.

Other costs

- Women Clothing \$30 - \$80
- Men Clothes \$20 - \$80
- Men Haircut \$25
- Women Haircut \$35 - \$70
- Shoes \$40 - \$100
- Doctor's (GP) consultation fee \$60 - \$80

Please note that the costs indicated above are not fixed and are may vary based on student's lifestyle and accommodation arrangement.

Adjusting to Life in Australia

MEDICAL INSURANCE

It is an Australian Government requirement for overseas students and their dependants to maintain self-funded medical and hospital cover for the duration of their study in Australia. There are several companies that provide health cover.

Federation Academy's does NOT have a preferred Overseas Student Health Cover (OSHC) provider, however, can recommend options to students. The cost of health cover through is approximately AUD \$500 for 1 year, AUD \$1000 for 2 years and AUD\$1500 for 3 years for single applicants. These prices are to be used as a guide only. You must pay the appropriate premium to Federation Academy before leaving your home country. If you are accompanied by a spouse and/or dependent children, you will need to pay a family (2 Adults & 1 Child) premium, AUD \$5,500 for 1 year and AUD \$11,000 for 2 years.

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC, which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime but will need to abide by the conditions of change of the health fund provider you are leaving.

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

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

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals. For further information please refer to the following website: www.allianzcare.com.au

How do I use my OSHC card?

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

How do I make a claim?

For further information please refer to the following website: www.allianzcare.com.au

Renewal information

For further information please refer to the following website: www.allianzcare.com.au

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

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

See also: Attending an Australian hospital.

Private System

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

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home or admitting you to hospital in more severe cases.

There are extensive waiting times for elective surgeries at public hospitals, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

See also: Public hospital waiting times & exclusions.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

Medical Services

What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment)

Seeing a doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness and may give you a prescription for some medication. If you have had or need to take time off studies, you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests e.g.: blood tests or x-rays, or to see a specialist, Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital, which has a general practice clinic, attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change, and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/ drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU\$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If a company, which produces generic brands at cheaper prices, also makes the prescription medicine the Doctor has prescribed available this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit www.immi.gov.au or phone 131 450

Medical Facilities in Brisbane

A list of all public and private hospitals located in and around Brisbane can be found at: www.brisbane-australia.com/brisbane-healthcare.html

There are plenty of pharmacies located in and around the city, in easy access for all students.

Maintaining Health while studying abroad

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad is not a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)

Physical Health

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

- Exercise – do at least 30mins of moderate exercise a day
- Sleep – get at least 8-9 hours of sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- Binge drinking – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner’s health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. Always use condoms as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

Information on Temporary Accommodation in Brisbane

Federation Academy does not have on campus accommodation facilities for International students.

The following is a list of private hotels/ hostels that you may contact to organise temporary accommodation when you arrive in Brisbane.

- Budget Accommodation - www.somewheretostay.com.au
- Brisbane Central YHA – www.yha.com.au
- IGLU – www.iglu.com.au
- Student One – www.studentone.com

For further information on Brisbane city and accommodation please refer to: www.brisbane.com.au/hotels.htm. The above hotels/hostels provide budget accommodation in the Brisbane (city) CBD. They are located within walking distance to Federation Academy. This accommodation is temporary until you find permanent (long term) accommodation while you are studying in Brisbane.

HOME STAY

Home Stay provides accommodation for students with a family. The facilities provided may differ from one organisation to the other. The following is a list of some of the Home Stay organizations

Australian Homestay Network Brisbane

2/1 St Pauls Terrace Spring Hill QLD 4001

Phone: (07) 3122 3595

Emergency Contact: 1300 MY STAY (1300 63 7829)

www.homestaynetwork.org/supervisors/ahnbrisbane

Brisbane Homestay

www.brisbanehomestay.org

SELF-CARE

Students who live in shared accommodation are expected to share household tasks like cleaning and cooking. Therefore if you do not know to cook, it is advisable to bring along simple recipes and learn to cook simple meals prior to arriving in Brisbane.

All students must have a valid Student Visa and are required to abide by the conditions attached to that.



Student Visa Issues

Visa by the Department of Immigration and Citizenship (DIAC), while they remain in Australia. Not being fully aware of the conditions governing a stay in Australia does not free visa holders from the possible penalties associated with a breach of any visa condition. Students finding themselves in breach or possible breach of visa conditions may contact Reception, for assistance and support.

Classes of student visa

Student visas comprise seven subclasses. Each subclass is based on the education sector of the principle (main) course of study. Those applying for a student visa should select the subclass applicable to their proposed principal course of study. For further information please visit website: www.immi.gov.au

Conditions and compliance

Mandatory conditions are attached to ALL student visas, while discretionary conditions are attached according to individual circumstances. If students bring family members with them, then additional conditions may apply. A full list of conditions is available on the DIAC website at: www.immi.gov.au

Deferral of studies / leave of absence

Students who fall ill and are expected to require leave from their studies for a significant period should apply to Reception, to defer their studies. Students who defer are expected to leave Australia during the period of their deferral, unless exceptional circumstances prevent them from leaving Australia. DIAC assess whether “exceptional circumstances” exist.

All approvals for deferral should be notified to Reception, to ensure DIAC are advised on the student’s behalf, thus ensuring visa compliance. Students who need to leave Australia for compassionate reasons during semesters should apply through Reception, for leave from their program, with evidence of a genuine reason for their inability to study. Federation Academy will notify DIAC on the student’s behalf to ensure visa compliance.

Student visa with permission to work

All students are able to submit an application to obtain a student visa with permission to work after they have commenced their program of study. Once a Student Visa with permission to work has been granted by DIAC students are limited to working 20 hours per week during university academic study periods and unlimited hours during university scheduled vacation periods. Applications can be submitted to DIAC online at: www.immi.gov.au

Re-entry to Australia

Most Student visas permit multiple entry to Australia – please check the visa label in your passport or eVisa email. Students, who have left Australia during the university study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by DIAC. A list of DIAC contacts around the world is available at: www.immi.gov.au/

Student Support Services at Federation Academy

Federation Academy has resources and staff available to help students if necessary. If you are facing problems of any kind, please do not hesitate to contact our staff. Our highly trained staff are always happy to help you whenever possible. Please take advantage of the support facilities available before any problems becomes an issue, so that you may have a happy and rewarding experience while you are studying in Brisbane.

The details of student support services are as follows:

Orientation program

The orientation program is conducted for all new students arriving on campus at the beginning of each semester. A briefing is conducted on the Australian culture and the study style in Australia. Information is given to students regarding student visa conditions, accommodation, work permit, overseas health cover, academic support, student services and use of information technology facilities within Federation Academy

Counselling services

The student counselling service is designed to assist international students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other difficulty that students may have.

Student Services Officer assists with all student counselling in the first instance. However, for further professional counselling needs, Federation Academy will advise / recommend students to seek professional counselling assistance through qualified and approved practitioners.

The recommended counsellor will be trained in cross-cultural counselling and is therefore able to communicate with students from different cultural backgrounds. The counselling service assists students in coping with their difficulties leading to reduction of stress. Learning to cope with stress will enable students to improve academic grades and complete their study program successfully.

Academic support

In addition to regular lectures and tutorials students are provided with extra academic support such as revision tutorials and peer aided learning. For academic support and assistance please contact the respective trainer / Academic Dept Head. Students can borrow books from the library for referencing and study purposes. Please see the reception for further details



Complaints and Appeals

It is the policy of Federation Academy to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. Federation Academy and its staff members will act on any complaint that can be substantiated.

It is the policy of the Institute to act upon the subject of any complaint found to be substantiated immediately as possible.

- Grievances may be a result of issues such as but not limited to:
- Course information, publicity or advertising material
- Course fees information or relating to financial matters
- Programme content or structure
- Equipment, teaching resources or programme delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal

Procedures

1. Federation Academy encourages students to express concern about work/study-related issues and to raise concerns.
2. Students need to follow Federation Academy's defined protocol, while addressing their concern or wishing to make a complaint.
3. The student is expected to first contact their subject tutor to address their concern.
4. If the student is not satisfied with the tutor's response, he has the right to escalate the matter to the Student Services Officer and seek resolution.
5. If the resolution reached is not to the satisfaction of the student, he has a further right of appeal, which has to be done in writing to the Principal.
6. The written statement will detail the issue and the outcomes reached by other staff members, including reasons for the decision and a rationale for the appeal.
7. The student needs to include all relevant information within their documented complaint. A template of "required information for formal complaint" is available in the student handbook.
8. The student has to submit the documented complaint in a sealed envelope to the Principal
9. The Principal will respond in writing about their decision within 10 working days from the date of submission.
10. If the complainant is not satisfied with the solution provided, they are advised to take the matter to an independent mediation board, such as Mediation Resolution Centre to hear the appeal.

Any student who feels that his/her case has not been adequately heard may contact an independent mediator appointed by Federation Academy before a disciplinary action is taken. The mediation / arbitration service details are listed on the following page

Queensland Department of Fair Trading

Queensland Government Service Centre Upper Plaza
Terrace
33 Charlotte Street, Brisbane, QLD, 4000

Postal Address:

GPO Box 3111, Brisbane, QLD, 4001
General Contact Phone: 13 QGOV (13 74 68)
Email: BrisbaneOFT@dtftwid.qld.gov.au

Brisbane Mediations

Brisbane Mediations Resolution Centre
893 Brunswick Street
New Farm QLD 4005
Phone (07) 3839 7400
Email: resolve@brisbanemediations.com.au

Mediation costs:

For example, a mediation organisation will appoint a suitably qualified mediator, liaise between the parties as necessary and manage the administrative side of things. This is included in the annual subscription paid. I remind you that mediation is not a substitute for your existing internal grievance system. Rather, the service is an effective means of lowering the prospect of a dispute escalating to litigation.

In the instance of fee-paying mediations, fees associated with these processes are

- Approximately \$100.00/hr (incl GST) for the intake process, which usually takes between 1 and 2 hours (if there are two parties involved)
- Approximately \$100.00/hr (incl GST) for the mediation process, with two mediators, which usually takes between 3 to 4 hours.

Federation Academy would bear the cost of the intake process for the first 2 hours and the mediation process for the first four hours only. If a mutual agreement is not reached within the specified hours, then both parties will equally share the mediation costs for the subsequent hours.

Students should note that if you wish you can formally present your case to the Principal

- Federation Academy will advise the student in a written statement of the appeal outcomes, including reasons for the decisions.
- Federation Academy will keep appropriate records of grievances for at least 2 years in their respective folders, and allow parties to the complaint appropriate access to these records;
- Federation Academy will ensure that all records are treated as confidential;
- In the case of an appeal against an assessment competency the result may be that the final outcome is either Competent or Non-competent; and
- A representative can be present or included in the complaint addressing process if the student wishes to do so.
- Students, who feel that they have serious issues or complaint, which needs urgent attention, can arrange a meeting with the Principal. This will have to be done by filling out the "Student complaint form" and its seriousness for immediate attention. The Principal if deems it appropriate will confirm the appointment for further discussion, if not it will have to follow the normal protocol of student complaint process.

Computer Labs

Federation Academy training campus has a computer lab with free Internet facilities. Students can use email for all correspondence with Federation Academy. Computer Lab operating hours are:

- 9:00 am - 4:00pm - Monday to Friday

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' license or not, YOU MUST KNOW THE ROAD RULES before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

Driving in Australia

Owning a Car

Registration:

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's license details and your residential address in Australia.

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 is 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 point's 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)

License Requirements

In most States/Territories of Australia if you hold a current driver license from another country, you are allowed to drive on your overseas license as long as:

- You remain a temporary overseas visitor Your overseas license remains current
- You have not been disqualified from driving in that State or elsewhere and
- You have not had your license suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian license if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

Note: If you are a license holder from New Zealand, you must obtain an Australian driver license within three months of residing in Australia or you must stop driving.

When driving in NSW you must carry your overseas driver license. Your license must be written in English or, if the license is not in English, you must either carry an English translation or an International Driving Permit. If you are a temporary overseas visitor and you wish to obtain an Australian license seek advice from your local Police Station.

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 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.



Important Contact Details

Information Required On	Source	Contact Details
<ul style="list-style-type: none"> • AQF Standards • National Code • ESOS Act. 	DETA	<p>www.education.qld.gov.au</p> <p>www.legislation.qld.gov.au Postal Address</p> <p>Department of Education, Training and the Arts, PO Box 15033, City East, QLD, 4002, Australia</p> <p>Street Address</p> <p>30 Mary Street, Brisbane, QLD, 4000, Australia <i>Phone: 13 QGOV (13 74 68)</i></p>
<ul style="list-style-type: none"> • Permission To Work • Student Visa Conditions • Applying for other visas 	Department of Immigration and Citizenship (DIAC)	<p>www.immi.gov.au</p> <p><i>General Inquiries: 131 881</i></p>
Tax File Number (TFN)	Australian Taxation Office (ATO)	www.ato.gov.au
Overseas Health Cover (OSHC)	OSHC Australia	<p>www.oshcaustralia.com.au</p> <p><i>24 Hour Helpline: 1800 814 781</i></p> <p><i>General Questions: 13 6742</i></p>
<ul style="list-style-type: none"> • Dispute Resolution • Mediation Services 	Brisbane Mediation	<p>www.brisbanemediations.com.au</p> <p>893 Brunswick Street New Farm QLD 4005 <i>Phone: (07) 3839 7400</i></p>
<ul style="list-style-type: none"> • Information on Renting • Real Estate Agents 	QLD Office of Fair Trading Domain	<p>www.qld.gov.au/law/fair-trading/</p> <p>www.domain.com.au</p>
<ul style="list-style-type: none"> • Employment • Writing Applications and Resumes 	Seek Indeed Adzuna	<p>www.seek.com.au www.indeed.com</p> <p>www.adzuna.com.au</p>
Transport: Buses / Rail / Ferries	TransLink	www.translink.com.au
Emergency: Police / Fire / Ambulance	QLD State Emergency Services	<p>www.qld.gov.au/emergency</p> <p>Dial 000 in case of an emergency Police, Fire and Ambulance – Phone 000 for assistance in an emergency.</p> <p>Lifeline – Phone 13 11 14 for crisis support when feeling suicidal or if you need to talk to someone immediately.</p> <p>Kids Help Line – Phone 1800 55 1800</p> <p>SANE Helpline – Phone 1800 18 7263 SANE for help during business hours.</p> <p>Counselling Online – Phone 1800 888 236</p>
Information on Location/Street Maps	Google Maps Where Is	<p>www.google.com.au/maps</p> <p>www.whereis.com</p>
General Information	Yellow Pages	www.yellowpages.com.au
Taxi Information	Yellow Cabs Black & White Cabs	<p>www.yellowcab.com.au</p> <p>www.blackandwhitecabs.com.au/brisbane</p>
Driving License / Vehicle Registration	Department of Transport and Main Roads (TMR)	www.tmr.qld.gov.au

Professional Counselling Services	All Psychology Australian Counselling Association	Paterson House, 543 Ipswich Road, Annerley QLD, 4103 Phone: (07) 318 00 284 www.allpsychology.com.au 43C Carberry Street Grange Qld 4051 Phone: (07) 3356 4255 or 1300 784 333 www.theaca.net.au
Disability Services	Disability Services, Queensland	www.communities.qld.gov.au Telephone: 13 QGOV (13 74 68) Email: disabilityinfo@disability.qld.gov.au
Legal Services	Legal Aid	44 Herschel Street, Brisbane, QLD, 4001 Phone: 1300 65 11 88 www.legalaid.qld.gov.au
Bullying	Queensland Human Right Commission	Level 20, 53 Albert Street, Brisbane Telephone : 1300 130 670 www.humanrights.gov.au
Occupational Health Safety	Work Place Health and Safety, QLD Occupational Health and Safety Australia	Work Place Health and Safety www.worksafe.qld.gov.au Work Cover, QLD 1300 362 128 www.worksafe.qld.gov.au
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia www.relationships.org.au Phone: 1300 364 277 Kids Help Line: 1800 55 1800
Pregnancy Help	Centacare, Brisbane	Centacare Level 1, 229 Elizabeth Street Brisbane QLD 4000 Phone: 1300 CENTACARE (1300 236 822) www.centacarebrisbane.net.au
Domestic Violence	Domestic Violence Line	DV Connect Women: 1800 811 811 Men: 1800 600 636 Sexual Assault: 1800 010 120 www.dvconnect.org
Drugs and Alcohol	Alcohol & Other Drugs Information Service (ADIS)	Alcohol Drug Information Service www.adis.health.qld.gov.au Free call: 1800 177 833
Gambling Helpline	Gambling Helpline, Gamblers Anonymous and Gambling Helpline Online	Gambling Helpline (24hr): 1800 858 858 Gamblers Anonymous: 0467 655 799 Gambling Helpline Online: www.gamblinghelponline.org.au
Mental Health Information	Mental Health Association QLD	www.drugfree.org.au Phone: 1300 656 800

Federation Academy

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THE REST

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